

ECHO Housing Landlord/Tenant Counselor

Alameda County

Report for October- December 2015

Mary Colbert

Landlord/Tenant Counselor

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Housing Counselor

ECHO Housing Landlord/Tenant Counseling Services
Alameda County
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During the first quarter of FY 15-16, evictions, and rent increases were the most common inquiries received and addressed by the Landlord/Tenant counseling staff. We handled 42 evictions, 16 deposits, 8 repairs, 52 rent increases, 7 entries, and 50 other inquiries. Other services include: breaking rental contracts and leases, mold, harassment, noise, rental assistance, and providing general information on tenants' and landlords' rights with referrals to attorneys, small claims court, and eviction defense center. We served 165 clients who had 175 inquiries in the second quarter.

Cases mediated

There were a total of 26 cases mediated this quarter. There weren't any outstanding cases this past quarter. The majority of calls have been pertained to both evictions and rent increases.

Eviction Mediations

There were 2 eviction mediations/attempted reconciliations this quarter. Both cases agreed to relocate voluntarily.

Example of an eviction mediation

None

Landlord-related inquiries

Of 165 clients this quarter, 4 were owners, property managers, and/or resident managers requesting information, referral, mediation, and assistance.

Outreach

ECHO has completed mass media advertising in Newpark Mall and Bayfair, each for 6-month period.

ECHO has conducted a clinic at San Lorenzo Library on October 13, a presentation at Cherryland Elementary for Alameda County Health Care on October 5, and a training at Eden United Church of Christ for Padres Unidos on October 22.

Trends

Although there appears to be some economic growth, many of our clients are working part time Jobs and/or have been forced to receive public assistance, forcing them to move out of their homes due to the increases of rent. We have noted that some of the increases for this second quarter have raised the Alameda County Rent Ordinance threshold.

Respectfully submitted,

Mary Colbert

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Tenant/Landlord Counselor

Alameda County Rent Mediation Program
Second Quarter 2015-16
Rent Increase Inquiries

SUMMARY

In this second quarter, staff handled a total of 48 rent increase inquiries. Five of these increases were negotiated successful. The other 43 inquiries were from tenants who had questions about rent increases that they may be receiving but have not occurred yet. All tenants were given proper information about the County Ordinance and the amount of time to pay the increase according to state law.

In addition to the state law and ordinance information, every tenant is also offered mediation. Most tenants were satisfied with the counseling they received and did not wish mediation due to a nonbinding recommendation for resolution of the rent dispute.

Eden Council for Hope and Opportunity

ALBANY - Reporting Period: October through December 2015	Current	Last Period	YTD
1. Female	3	0	3
2. Disabled	1	1	2
3. Family Size			
1 - 4	5	2	7
5+	0	0	0
4. Age of Head of Household			
<18	0	0	0
<62	2	1	3
62+	3	1	4
5a. Ethnicity of Clients			
Hispanic	0	0	0
Not Hispanic	5	2	7
Chose not to respond	0	0	0
5b. Race of Clients			
American Indian/Alaska Native	1	0	1
Asian	1	0	1
Black or African American	0	1	1
Native Hawaiian or Pacific Islander	0	0	0
White	3	1	4
Multi-Race			
American Indian/Alaska Native & White	0	0	0
Asian & White	0	0	0
Black or African American & White	0	0	0
American Indian/Alaska Native & Black or African American	0	0	0
Other Multiple Race	0	0	0
6. Income Levels			
0 - 30% of Area Median Income (AMI)	2	1	3
31 - 50% of AMI	1	1	2
49 - 80% of AMI	0	0	0
81 - 100% of AMI	0	0	0
>100% of AMI	1	0	1
Chose not to respond	1	0	1
7. Impacts/Outcomes			
c. Households for whom counselor developed a sustainable household budget through the provision of financial management and/or budget services.	0	0	0
d. Households that improved their financial capacity (e.g. increased discretionary income, decreased debt load, increased savings, increased credit score) after receiving Housing Counseling Services.	0	0	0
e. Households that gained access to resources to help them improve their housing situation (e.g. down payment assistance, rental assistance, utility assistance, etc.) after receiving Housing Counseling Services.	5	1	6
f. Households that gained access to non-housing resources (e.g. social service programs, legal services, public benefits such as Social Security or Medicaid, etc) after receiving Housing Counseling Services.	0	0	0
g. Homeless or potentially homeless households that obtained temporary or permanent housing after receiving Housing Counseling Services.	0	0	0
h. Households that received rental counseling and avoided eviction after receiving Housing Counseling Services.	0	0	0
----- 1) Remained in place	0	0	0
----- 2) Voluntary Vacate	0	0	0
i. Households that received rental counseling and improved living conditions after receiving Housing Counseling Services.	0	1	1
Negotiated rent increase	0	0	0
TOTAL	5	2	7