

ECHO Housing Landlord/Tenant Counselor

Alameda County

Report for April-June 2016

Mary Colbert

Landlord/Tenant Counselor

ECHO Housing Landlord/Tenant Counseling Services

Alameda County

Report for April - June 2016

During the fourth 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 57 evictions, 20 deposits, 22 repairs, 64 rent increases, 9 entries, 4 retaliations, one harassment, and 61 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 221 clients who had 238 inquiries in the fourth quarter.

Cases mediated

There were a total of 20 cases mediated this quarter. There weren't any significant cases this past quarter. The majority of calls have been inquiries regarding evictions and rent increases.

Eviction Mediations

There were 4 eviction mediations/attempted reconciliations this quarter.

Example of an eviction mediation

A tenant, living in a BMR unit, had been given verbal notice that she needed to vacate due to her income. Additionally, she was given a 3-day notice to pay rent or quit for non-payment of May's rent. The tenant requested mediation because she wasn't sure why she was being asked to move. The Counselor called the manager for clarification, and had the notice to vacate rescinded. Together, the manager and the tenant agreed to meet to discuss the tenant's eligibility to remain on the premises.

Landlord-related inquiries

Of 221 clients this quarter, 9 were owners, property managers, and/or resident managers requesting information, referral, mediation, and assistance.

Outreach

April 26, 2016 – 145 flyers were distributed to community-based organizations in unincorporated South County.

April 27, 2016 - 245 flyers were distributed to community-based organizations in Albany, Emeryville, and Piedmont.

May 26, 2016 - 490 flyers were distributed to community-based organizations in Albany, Emeryville, and Piedmont.

June 1, 2016 – 540 flyers were distributed to community-based organizations in unincorporated South County.

ECHO conducted trainings at Emeryville Senior Center on June 3, 2016, and Park Place Asset Management on June 22, 2016.

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 in rent. Some of the increases for the fourth quarter have risen to Alameda County Rent Ordinance threshold.

Respectfully submitted,

Mary Colbert

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Tenant/Landlord Counselor

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

SUMMARY

In this fourth quarter, staff handled a total of 64 rent increase inquiries occurring throughout the County. Of these, 12 inquiries were from urban County. Counseling was provided for the 12 households regarding proper notice and service of process.

Fifty-two inquiries were from unincorporated County. Three of these increases were negotiated successfully. The other 49 inquiries were from tenants who had questions about proper rent increase notices and proper service of the notices. All tenants were given 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. In the event that landlords do not wish to mediate, we inform the Rental Housing Association for assistance in the mediation process.

Eden Council for Hope and Opportunity

ALBANY - Reporting Period: April through June 2016	Current	Last Period	YTD
1. Female	9	12	21
2. Disabled	2	3	5
3. Family Size			
1 - 4	15	17	32
5+	1	0	1
4. Age of Head of Household			
<18	0	0	0
<62	13	10	23
62+	3	7	10
5a. Ethnicity of Clients			
Hispanic	2	0	2
Not Hispanic	14	17	31
Chose not to respond	0	0	0
5b. Race of Clients			
American Indian/Alaska Native	0	1	1
Asian	3	1	4
Black or African American	0	3	3
Native Hawaiian or Pacific Islander	0	0	0
White	11	12	23
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	2	0	2
6. Income Levels			
0 - 30% of Area Median Income (AMI)	7	4	11
31 - 50% of AMI	6	9	15
49 - 80% of AMI	3	1	4
81 - 100% of AMI	0	0	0
>100% of AMI	0	1	1
Chose not to respond	0	2	2
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.	4	10	14
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.	10	3	13
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.	1	4	5
Negotiated rent increase	1	0	1
TOTAL	16	17	33

ALAMEDA COUNTY

TENANT/LANDLORD SERVICES

Fiscal Year 2015-2016

Fourth Quarter

SERVICE CATEGORY	ANNUAL GOAL	FIRST QUARTER	SECOND QUARTER	THIRD QUARTER	FOURTH QUARTER	YEAR TO DATE	% ANNUAL GOAL
Information and Referral	950	207	165	204	221	797	84%
Mediations/Attempted Reconciliations	80	10	26	16	22	74	93%
Rent Services/Mediations	50	61	48	59	64	232	464%
Referral to Attorney/Small Claims Court	200	28	34	33	22	117	59%
Evictions Prevented	40	11	2	3	4	20	50%
Housing Clinics	4	0	3	0	1	4	100%
Flyer Distribution	1200	0	106	300	1420	1826	152%
Mass Media Marketing	1	1	0	1	0	2	200%
Television or Radio Spot	1	0	0	0	1	1	100%
Press Release or News Article	1	0	0	0	0	0	0%
Owner/Manager Training	2	1	0	2	1	4	200%
TOTAL TENANT/LANDLORD	2529	319	384	618	1756	3077	122%

CLIENTS BY SERVICE AREA	ANNUAL GOAL	FIRST QUARTER	SECOND QUARTER	THIRD QUARTER	FOURTH QUARTER	YEAR TO DATE
Albany		2	5	10	16	33
Dublin		20	13	14	11	58
Emeryville		9	8	7	14	38
Newark		28	23	21	23	95
Piedmont		0	0	1	0	1
Unincorporated County		148	116	151	157	572
TOTAL		207	165	204	221	797



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ALAMEDA COUNTY
FAIR HOUSING
Report for April 2016 – June 2016

INVESTIGATIONS

During the fourth quarter of fiscal year 2015-2016, ECHO received 6 inquiries, 8 complaints of housing discrimination, and completed 2 audits.

In this quarter, as in the last, the protected class alleging the most discrimination in this quarter is race. The Coordinator closed 14 cases. Two cases are pending. See “Services by Protected Class” sheet for outcomes.

Significant Case:

A significant case for Alameda County dealt with an elderly couple living in an affordable housing complex in Dublin. The couple are both low income and more than half of their income is going for rent. The husband is disabled. He was working part-time until he suffered a heart attack and had to quit. The couple needs to move into a lower rent apartment. ECHO intervened and contacted the complex to discuss the issue. The couple will be allowed to get on the wait list to get a tax credit unit in which their rent will decrease to around \$1200 a month compared to the \$1500 they are currently paying.

CONTRACT GOALS

During the fourth quarter of fiscal year 2015-2016, staff has met or exceeded goals in 5 out of 8 categories. The Coordinator conducted a fair housing presentation at Emeryville Senior Center on June 3, and a fair housing-tenant/landlord clinic at San Lorenzo Library on June 23. A training was conducted for Park Place Asset Management property managers on June 22.

The Coordinator attended a Northern California Fair Housing Coalition meeting on June 14, 2016.

ADDITIONAL ACTIVITIES

June 17 – Tester Training for 9 trainees



Fourth Quarter

SERVICE CATEGORY	ANNUAL GOAL	FIRST QTR	SECOND QTR	THIRD QTR	FOURTH QTR	YEAR TO DATE	% ANNUAL GOAL
Inquiries/Complaints/Audits	70	13	20	21	16	70	100%
Properties Tested/Audited	40	9	12	16	3	40	100%
Referral to Attorney/DFEH/HUD	15	3	3	0	0	6	40%
Housing Clinics	4	0	1	0	1	2	50%
Television or Radio Spot	1	0	0	0	0	0	0%
Fair Housing Owner Trainings	2	1	0	2	1	4	200%
Fair Housing Tenant Trainings	4	2	1	2	1	6	150%
No. CA FH Coalition	4	1	1	1	1	4	100%
TOTAL FAIR HOUSING	140	29	38	42	23	132	94%

INQUIRIES/COMPLAINTS/AUDITS BY SERVICE AREA	ANNUAL GOAL	FIRST QTR	SECOND QTR	THIRD QTR	FOURTH QTR	YEAR TO DATE
Albany		0	0	0	2	2
Dublin		4	2	7	4	17
Emeryville		1	2	0	2	5
Newark		1	5	0	1	7
Piedmont		0	0	0	0	0
Unincorporated County		7	11	14	7	39
TOTAL		13	20	21	16	70

Note: These numbers represent complaint data only (not inquiries or audits).

RESIDENCY	MEDIAN HOUSEHOLD INCOME				SIZE OF HSEHOLD		HEAD OF HSEHOLD		AGE OF HSEHOLD HEAD		ETHNICITY										LST QTR YTD	QTR. TOTAL	YEAR TO DATE		
	1	2	3	DTS	<5	5+	F	D	<62	62+	1	2	3	4	5	6	7	8	9	10				*	
Albany			2		2		1		2					1						1	1	0	2	2	
Dublin		2	2		4		3	1	3	1		1	3									10	4	14	
Emeryville	1	1			2		2	1	1	1		2										3	2	5	
Newark		1			1		1	1	1				1									2	1	3	
Piedmont																						0	0	0	
Uninc. AC	3	3	1		7		6	3	6	1		1	3	2						1	1	19	7	26	
TOTAL	4	7	5	0	16	0	13	6	13	3	0	1	6	0	7	0	0	0	0	0	2	2	34	16	50
	INCOME CODE: 1) Below 30% of Median 2) 30-50% of Median 3) 50-80% of Median					HEAD OF HSEHOLD CODE: F) Female D) Disabled				ETHNICITY CODE: 1) American Indian or Alaska Native 2) Asian 3) Black or African America 4) Native Hawaiian or Other Pacific Islander 5) White 6) American Indian or Alaska Native and White 7) Asian and White 8) Black or African American and White 9) American Indian or Alaska Native and Black or African American 10) Balance/Other *Also Hispanic															

Albany	Race	National Origin	Disability	Familial Status	Marital Status	Religion	Sex	Arbitrary	Other	TOTAL
Complaints/Inquiries/Audits	1			1						2
Properties Tested/Audited										0
Counseling	1			1						2
Referrals to Atty/DFEH/HUD										0
Insufficient Evidence										0
Cases Dropped										0
Resolved by ECHO										0
Pending										0
Successful Conciliation										0

Dublin	Race	National Origin	Disability	Familial Status	Marital Status	Religion	Sex	Arbitrary	Other	TOTAL
Complaints/Inquiries/Audits	1		1						2	4
Properties Tested/Audited									2	2
Counseling	1		1							2
Referrals to Atty/DFEH/HUD										0
Insufficient Evidence			1						1	2
Cases Dropped										0
Resolved by ECHO										0
Pending										0
Successful Conciliation			1						1	2

Emeryville	Race	National Origin	Disability	Familial Status	Marital Status	Religion	Sex	Arbitrary	Other	TOTAL
Complaints/Inquiries/Audits	1	1								2
Properties Tested/Audited										0
Counseling		1								1
Referrals to Atty/DFEH/HUD										0
Insufficient Evidence										0
Cases Dropped										0
Resolved by ECHO										0
Pending	1									1
Successful Conciliation		1								1

Newark	Race	National Origin	Disability	Familial Status	Marital Status	Religion	Sex	Arbitrary	Other	TOTAL
Complaints/Inquiries/Audits			1							1
Properties Tested/Audited										0
Counseling			1							1
Referrals to Atty/DFEH/HUD										0
Insufficient Evidence										0
Cases Dropped										0
Resolved by ECHO										0
Pending										0
Successful Conciliation			1							1

Piedmont	Race	National Origin	Disability	Familial Status	Marital Status	Religion	Sex	Arbitrary	Other	TOTAL
Complaints/Inquiries/Audits										0
Properties Tested/Audited										0
Counseling										0
Insufficient Evidence										0
Cases Dropped										0
Resolved by ECHO										0
Pending										0
Successful Conciliation										0

Unincorporated Alameda County	Race	National Origin	Disability	Familial Status	Marital Status	Religion	Sex	Arbitrary	Other	TOTAL
Complaints/Inquiries/Audits	2	1	2	1			1			7
Properties Tested/Audited		1								1
Counseling	1		2	1			1			5
Referrals to Atty/DFEH/HUD										0
Insufficient Evidence		1		1						2
Cases Dropped	1		2							3
Resolved by ECHO										0
Pending										0
Successful Conciliation	1									1

Note: In some instances, there will be more units of service for fair housing than actual clients. This is because some clients allege discrimination based on more than one protected class.