

ECHO Housing Landlord/Tenant Counselor

**Alameda County**

Report for January-March 2016

**Mary Colbert**

**Landlord/Tenant Counselor**

**Marvel Mills**

**Housing Counselor**

## **ECHO Housing Landlord/Tenant Counseling Services**

### **Alameda County**

### **Report for January-March 2016**

During the third 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 52 evictions, 13 deposits, 24 repairs, 62 rent increases, 8 entries, and 59 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 204 clients who had 218 inquiries in the third quarter.

#### **Cases mediated**

There were a total of 16 cases mediated this quarter. There weren't any outstanding cases this past quarter. The majority of calls have been inquiries regarding evictions and rent increases.

#### **Eviction Mediations**

There were 3 eviction mediations/attempted reconciliations this quarter. Two cases agreed to relocate voluntarily; the other case agreed to a payment plan.

#### **Example of an eviction mediation**

None

#### **Landlord-related inquiries**

Of 204 clients this quarter, 6 were owners, property managers, and/or resident managers requesting information, referral, mediation, and assistance.

#### **Outreach**

On February 26, a total of 300 flyers were distributed to 30 Alameda County agencies. ECHO has begun billboard advertising in Albany, Emeryville, and Piedmont.

ECHO has conducted trainings at Alameda Housing Authority on January 21, and at Emerald Properties on March 10, 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 third 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**  
**Third Quarter 2015-16**  
**Rent Increase Inquiries**

**SUMMARY**

In this third quarter, staff handled a total of 62 rent increase inquiries. Three of these inquiries were from tenants residing in the urban County. Three of these increases were negotiated successful. The other 56 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

<b>ALBANY - Reporting Period: January through March 2016</b>	<b>Current</b>	<b>Last Period</b>	<b>YTD</b>
<b>1. Female</b>	9	3	12
<b>2. Disabled</b>	1	2	3
<b>3. Family Size</b>			
1 - 4	10	7	17
5+	0	0	0
<b>4. Age of Head of Household</b>			
<18	0	0	0
<62	7	3	10
62+	3	4	7
<b>5a. Ethnicity of Clients</b>			
Hispanic	0	0	0
Not Hispanic	10	7	17
Chose not to respond	0	0	0
<b>5b. Race of Clients</b>			
American Indian/Alaska Native	0	1	1
Asian	0	1	1
Black or African American	2	1	3
Native Hawaiian or Pacific Islander	0	0	0
White	8	4	12
<b>Multi-Race</b>			
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
<b>6. Income Levels</b>			
0 - 30% of Area Median Income (AMI)	1	3	4
31 - 50% of AMI	7	2	9
49 - 80% of AMI	1	0	1
81 - 100% of AMI	0	0	0
>100% of AMI	0	1	1
Chose not to respond	1	1	2
<b>7. Impacts/Outcomes</b>			
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	6	10
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.	3	0	3
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.	3	1	4
Negotiated rent increase	0	0	0
<b>TOTAL</b>	<b>10</b>	<b>7</b>	<b>17</b>