



Housing Rights ADVOCATE

Issue 12, Fall 1999

The Austin Tenants' Council

Safe • Affordable • Fair • Housing for All

City Council Creates Housing Trust Fund

In response to the work of the Austin Housing Opportunity Trust (Austin-HOT), the Austin City Council recently allocated one million dollars to create a housing trust fund in the City of Austin. Austin-HOT has been working with members from the public and private sectors to create a trust fund that will address the housing needs for people at or below 50% of the Median Family Income.

The housing situation for low-income families will only worsen over the next several years unless the City of Austin addresses their housing needs. Beginning in the 1980's, the federal government substantially curtailed funding for subsidized housing. Nationally and in Austin, there has not been a commitment to providing decent affordable housing. This failure to invest in housing is coupled with a loss of the existing subsidized housing which is being converted into market units.

The River Woods Apartments are a prime example of how subsidized housing units are lost. It was originally sold by the Resolution Trust Corporation with the stipulation that the owner had to make 40 units affordable to families at or below 60% of the MFI. The property was resold and the purchaser intends to tear the apartments down. They will be replaced with luxury units, but the purchaser does not believe it has any obligation to provide subsidized housing at the complex.

Other subsidized apartments are being lost because the owners are near the end of their obligation to the governmental agency that gave them a subsidy. Therefore, they can opt to convert the complex to a market apartment complex. There are 1,164 federally subsidized low-income apartments that are in danger of being lost because they had a twenty year commitment to provide affordable housing that is approaching its end. State and local programs are also losing units because their obligations were for only 15 years. The result is a decreasing stock of affordable housing units which further reduces the available affordable housing when there is already a critical shortage.

The Austin-HOT committee has created a proposed format for a trust fund that will address the affordable housing crisis in the City of Austin and believes that the City

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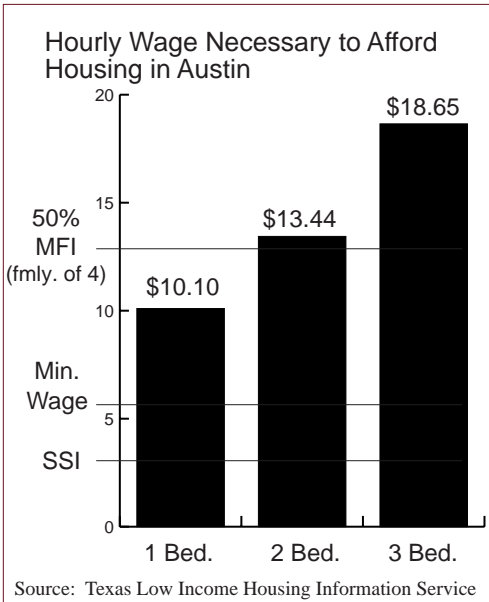
www.housing-rights.org

The Austin Tenants' Council now has a web site thanks to assistance from the Texas Low-Income Housing Information Service and dedicated ATC staff!

This will be a relief to many Austinites who have been trying to get advice through our telephone counseling line. Phone counselors have been very busy the last couple of months and in-house counseling appointments have been booked almost every day. (However, appointments can usually be scheduled within two days of calling for one.)

On our website you will find many of our brochures, including: security deposits, repairs, evictions, and lockouts. The Texas Property Code and our newsletter are there, along with links to resources such as: the Attorney General's Office, the Justice of the Peace Courts, and other housing agencies.

Although not all questions can be answered just by looking at brochures, hopefully many tenants and landlords will use this resource. Don't forget that most public libraries have computers with internet access for those who don't have it at home.



The elderly, persons with disabilities and many working families cannot afford the extremely high housing costs in the City of Austin. From 1990 to 1997, rents increased over 55% whereas the Median Family Income (MFI) only increased 23%. These soaring rental costs have created problems for many Austinites, but the situation is even worse for low-income families whose income has not increased as rapidly as the MFI. Consequently, many families are forced to live in overcrowded and substandard housing or pay as much as 50-60% of their income for housing when 30% of the total family income is considered to be an affordable housing payment.

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See Inside:
Voluntary Compliance to Fair Housing Requests
Lease Term Definitions
Repair & Deduct Details
Folleto en Español

What Does it Mean?

Definitions of common lease terms

Reletting Fee: A standard amount of money a landlord charges in a lease to cover the costs of finding a new tenant if the lease is broken.

Landlord's Lien: The landlord's right to take non-essential items that belong to any of the occupants and hold them until the rent is paid. (Legal if the tenant is behind on rent and the written lease allows it.)

Non-renewal: The landlord's option to terminate the lease (not an eviction).

Breach/Default: The tenant or landlord has violated a provision of the lease agreement.

Eviction: The court process the landlord follows to legally remove the tenant from the premises if the tenant has breached the lease agreement. The only way a landlord can permanently remove a tenant from the rental property.

Late Fees: A fee specified in a lease agreement charged by the landlord if the tenant pays rent after the due date.

Holdover: When a tenant stays in the rental unit past the date in the move out notice or past the lease termination date.

Remember, as soon as the lease agreement is signed, both the tenant and landlord are liable for its terms. All parts of the lease should be understood before signing and it should include all promises made by the landlord. If there is a question, ask ATC or the landlord.

If the tenant speaks a language other than the one in which the lease is written, it is important that the tenant get help to understand it. The tenant can ask a confidant, who speaks both languages, to interpret the lease contract. If no one is available at the time, the tenant can always take the lease and bring it back later. If the landlord is a member of the Texas Apartment Association and uses the TAA forms, that landlord has access to forms in Spanish. The tenant should ask for the Spanish lease (and application, pet agreement, etc.) ATC has several Spanish speaking counselors if a tenant needs any questions answered regarding the lease.



Housing Providers Voluntarily Comply with

Fair Housing Act

As housing costs in the Central Texas area continue to rise, more disabled persons are affected by the lack of accessible, affordable housing. The ATC Fair Housing Program has seen an increase of complaints based on disability up from 25% of our total number of housing discrimination complaints reported in 1995 to 45% as of September 1999.

The ATC Fair Housing Program recently initiated a media and community information campaign through its Education and Outreach Program to inform housing providers as well as disabled persons about the federal Fair Housing Act and other protections for persons with disabilities. Through this program, an increasing number of housing providers in Central Texas are voluntarily complying with the disabled tenant's requests for Reasonable Accommodation and/or Reasonable Modification once they have been educated about the Fair Housing Amendments Act of 1988. Before this law was enacted, disabled persons were not protected from housing discrimination except in public housing.

During the past six months, the ATC Fair Housing Program received 91 complaints from the metropolitan area based on disability. Of these, 53 complaints were resolved through education and outreach to the complainant and/or the housing provider. Thirty-eight complainants sought enforcement of their rights by submitting Request for Reasonable Accommodation and/or Reasonable Modification to the housing provider.

The ATC Fair Housing Program is pleased to report that 26 of the 38 housing providers voluntarily complied with those requests, once they were informed about the Fair Housing Act. Housing providers in the metropolitan area granted many requests for reasonable accommodation, including: releasing a terminally ill tenant from her lease, without penalty, who was about to enter a hospice facility; waiving late fees for a disabled tenant whose social security disability check was late due to reasons beyond his control; and many requests to expedite the repair or upgrade of air conditioning for persons with heat-affected disabilities. They have also granted requests for reasonable modification that included bathroom accessibility and widening doorways for wheelchair use.

Housing providers denied a total of twelve requests. Out of those, ATC filed six housing discrimination complaints with HUD for enforcement action and the Austin Human Rights Commission or the Texas Commission on Human Rights for investigation. Examples of the denied requests include: refusal by the housing provider and staff to provide services inside the dwelling to a tenant with AIDS and refusing to install a curb cut or ramp for a wheelchair-bound tenant.

The latter tenant was forced to use pieces of plywood, that he had purchased to use as a makeshift ramp, to get him from the parking lot to the sidewalk. Neighborhood youth began using the disabled tenant's plywood ramp for their bikes and skateboards, and many times he was unable to access the sidewalk from the parking lot because the plywood had been removed.

The other six complainants did not pursue further action after their requests for reasonable accommodation and/or modification had been denied by the housing provider.

The ATC Fair Housing Program commends the 26 housing providers--which included landlords and managers--who stepped forward with voluntary compliance of the Fair Housing Act to allow their disabled tenants equal opportunity for full enjoyment of their rental unit.



Updated Guide Now Available

By the time this newsletter is published, ATC will release the fourth edition of the Guide to Affordable Housing in the Greater Austin Area (GAHGAA). ATC strives to provide the most current information available about subsidized housing units in the Austin MSA. The GAHGAA lists the complexes by area and explains the different subsidized housing programs so tenants can apply for those apartments.

Anyone who would like a copy of the GAHGAA is welcome to stop by our office and pick up a copy of the new edition. If an agency would like multiple copies, please call ahead of time to allow sufficient time for printing them.



¿Que Quiere Decir?

Definiciones de términos comunes de un contrato

Cargo por Rearrendar: La cantidad de dinero que un inquilino paga al propietario para cubrir los costos de hallar un inquilino nuevo si el inquilino rompe el contrato y se muda temprano.

Embargo del Propietario: El propietario puede sacar artículos no-esenciales, que pertenecen a cualquier de los ocupantes, de la unidad alquilada del inquilino como intercambio por renta que está debida.

No-renovación: La opción del propietario terminar el contrato (no es un desalojo).

Incumplimiento: Un acuerdo roto del contrato de arrendamiento.

Desalojo: El proceso el propietario sigue para quitar el inquilino legalmente de la unidad si el inquilino ha roto el contrato. La única manera un propietario puede quitar permanentemente un inquilino de la propiedad alquilada.

Cargo por Retraso: Un honorario especificado en un contrato cobrado por el propietario si el inquilino paga renta después de la fecha debida.

Posesión Fuera del Plazo: Cuando un inquilino queda en la unidad después de la fecha en el contrato o la fecha en el aviso de mudarse.

Recuerde, en cuanto se firma el contrato de arrendamiento, ambos el inquilino y propietario son responsables por su términos. Todo parte del contrato debe de estar entendido antes de firmarlo. Si hay una pregunta, habla con el ATC o el propietario.

Si el inquilino habla un idioma otra cosa que fue escrito en el contrato, es la responsabilidad del inquilino asegurar que entienda el contrato. El inquilino preguntaría un confidente, que habla ambos idiomas, interpretar el contrato. Si nadie está disponible al tiempo, el inquilino siempre puede llevar el contrato y traerlo para atrás más tarde. Si el propietario es un miembro del *Texas Apartment Association* y usa las formas de TAA, ese propietario tiene acceso a esas formas en español. Así si un inquilino habla español, ese debe pedir un contrato (y aplicación, etc.) en español. ATC tiene unos consejeros que habla español si uno requiere cualquier preguntas contestado con respecto al contrato.



www.housing-rights.org

El Austin Tenants' Council ahora tiene un *website* gracias a la ayuda de ¡el Texas Low-Income Housing Information Service y los empleos dedicados de ATC!

Este será un alivio a mucha gente de Austin que ha tratado de conseguir consejo por nuestra línea de consejos. Los consejeros han estado muy ocupados los últimos meses y las citas en nuestra oficina han estado lleno casi cada día. (Sin embargo, normalmente pueden hacer citas dentro de dos días.)

En nuestro *website* encontrará muchos de nuestros folletos, incluso: el depósito, reparaciones, desalojos, y cambio de cerraduras. Se encuentra el Código de las Propiedades de Texas y nuestras noticias allí, junto con conexiones a recursos tal como: la Oficina del Procurador General, las Cortes del Juicio de paz, y otro agencias de vivienda.

Aunque no se puede contestar cada pregunta por solo mirar los folletos, esperamos que muchos inquilinos y propietarios usarán este recurso. No olvide que la mayoría de las bibliotecas públicas tienen computadoras con acceso al *internet* por esos que no lo tienen en casa.



Guía Revisada Disponible Ahora

A la hora que publicamos esta noticia, la Guía de Vivienda Económica en el Area de Austin (Guide to Affordable Housing in the Greater Austin Area-GAHGAA) se habrá puesto al día por la cuarta vez. ATC hace lo más posible para proveer información más corriente acerca de vivienda subvencionada en Austin. La GAHGAA lista los complejos por área y explica los programas diferentes de vivienda subvencionada.

Cualquier persona quien quiere una copia de GAHGAA puede pasar por nuestra oficina y recoge una copia de la edición nueva. Si una agencia le gustarían copias múltiples, favor de hablarnos antes dándonos tiempo para imprimirlas.



El Dueño no Quiere Hacer Reparaciones...

¿Tengo que Pagar la Renta?

Nos hacen esta pregunta varias veces entre la semana. Nuestros consejeros desearan que podrían decir que el inquilino no tiene que pagar, pero, en general, la ley de Texas no deje que un inquilino detiene renta. Sin embargo, hay unas situaciones cuando un inquilino puede rebajar costos de una reparación y otro dinero de la renta, pero hay un proceso muy específico el inquilino tiene que seguir.

Para problemas de reparaciones el inquilino debe enviar una carta por correo certificado o registrado primero, pidiendo que hacen las reparaciones dentro de un tiempo razonable. Siete días son normalmente un tiempo razonable, pero depende del problema. La carta también debe avisar el propietario que el inquilino "reparará y rebajará" si no reparan los problemas dentro de ese tiempo.

Si el propietario no hace las reparaciones dentro de un tiempo razonable, el inquilino debe tener las reparaciones inspeccionado por un oficial de edificios o de la salud que tenga jurisdicción. En la Ciudad de Austin es el Departamento de Inspectores de Edificios (499-2875). El inspector hace una inspección del hogar y le enviará una carta al dueño con una lista de cualquier violaciones de la Codificación de la Vivienda que se encontraron.

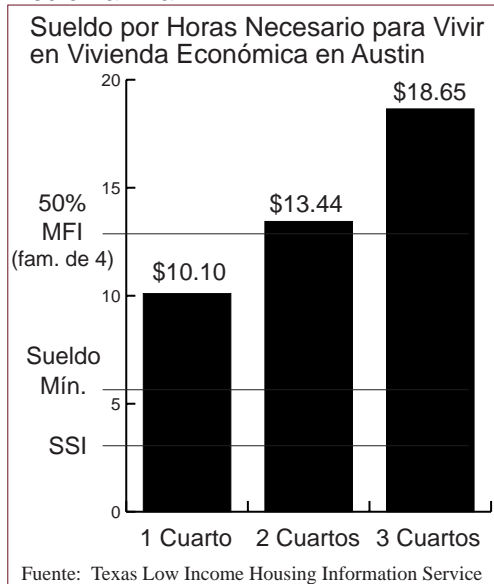
Si no se hacen las reparaciones todavía, el inquilino puede contratar a una persona para hacer las reparaciones que el inspector citó en su carta al propietario. Sin embargo, las reparaciones no pueden ser hechas por el inquilino, un miembro de la familia de la inquilino, un patrón del inquilino, un empleado del inquilino o compañía en el que el inquilino tiene un interés financiero. El inquilino debe escoger a un contratista local en las Páginas Amarillas o en los clasificados. El inquilino puede gastar hasta la renta de un mes o \$500 por mes, cualquier está más grande, hasta que terminan las reparaciones citada. Cuando es tiempo pagar la renta, el inquilino debe someter una copia de la cuenta y recibo del pago, junto con el balance de

Vea la Página 4

El Concilio de la Ciudad Crea Un Fondo para Vivienda

Reparaciones-Renta
Continua de Página 3

En respuesta al trabajo de la Custodia de Oportunidad de Vivienda de Austin (Austin-HOT), el Concilio de la Ciudad de Austin recientemente asignó un millón de dólares para crear un fondo para vivienda en la Ciudad de Austin. Austin-HOT ha trabajado con miembros de los sectores públicos y privados para crear un fondo que se dirigirá a las necesidades de personas a o abajo 50% del Ingreso del Medio Familiar.



La gente mayor, personas incapacitadas y muchas familias trabajadoras no pueden pagar las rentas muy altas en Austin. De 1990 a 1997 rentas aumentaron más de 55% considerando que el Ingreso del Medio Familiar (MFI) sólo aumentó 23%. Estas rentas, que han subido muy alta, han creado problemas por mucha gente en Austin. La situación es peor para familias del bajo-ingreso cuyas ingreso no ha aumentado tan rápidamente como el MFI. Por consiguiente, se fuerzan vivir mucha gente con otras familias o en vivienda de baja calidad. A veces uno tiene que pagar tanto como 50-60% de su ingreso por una casa cuando 30% del total del ingreso familiar se considera como un pago económico.

La situación por familias del bajo-ingreso sólo empeorará en los próximos años a menos que la Ciudad de Austin se dirige a sus necesidades de vivienda. Empezando en los 1980's, el gobierno federal abrevió substancialmente fondos para vivienda subvencionada. En la nación tanto como en Austin, no ha habido un compromiso a proporcionar vivienda decente y económico. La falta de invertir en vivienda se acopla con una pérdida de vivienda

subvencionada que se van a convertir en unidades ordinarios.

Los Apartamentos River Woods es un ejemplo primero de cómo se pierden unidades de vivienda subvencionada. Se vendió originalmente por la *Resolucion Trust Corporacion* con la estipulación de que el dueño tenía que reservar 40 de las unidades para familias a o abajo 60% del MFI. Se vendió la propiedad otra vez y el nuevo comprador piensa demoler los apartamentos. Se reemplazarán con unidades del lujo, pero el comprador no cree que tiene cualquier obligación proporcionar vivienda subvencionada en el complejo.

Otros apartamentos subvencionados se pierden porque los dueños están cerca del final de su obligación a la agencia gubernamental que les dio un subsidio. Por consiguiente, pueden optar convertir el complejo a apartamentos ordinarios. Hay 1.164 apartamentos subvencionados por el gobierno de bajo-ingreso que están en peligro de ser perdidos porque tenían un compromiso de 20 años proporcionar vivienda económica que está acercando su final. Programas locales y del estado también perderán unidades porque sus obligaciones eran por sólo 15 años. El resultado es una disminución del surtido de unidades de vivienda económica y eso reducen más la vivienda económica disponible cuando ya hay una escasez crítica.

El comité Austin-HOT ha propuesto un formato por los fondos que se dirigirá a la crisis de vivienda económica en la Ciudad de Austin. Ellos creen que el Concilio de la Ciudad debe adoptar estos principios los cuales fueron creado con las sugerencias de más de treinta y uno endosadores de Austin-HOT, incluyendo agencias del servicio sociales, constructores de vivienda no lucrativos, y arquitectos.

Austin-HOT y el Austin Tenants' Council están excitadas sobre los programas que se pueden crear con una fuente de ingreso que está bajo mando local. Muchos programas federales y del estado tienen limitaciones que previenen las necesidades reales de vivienda de ser dirigida. La creación de un fondo para vivienda es un paso importante en poner la atención al crisis de vivienda económico que se enfrentan muchas familias en Austin. No se han finalizado los específicos del fondo, pero se espera que el Concilio de la Ciudad los establecerá pronto.

la renta, si hay.

Hay unas reparaciones que se pueden hacer sin dar cualquier aviso o tener un inspector cita el propietario. Estos envuelven aparatos de seguridad que se requieren estar en lugar antes del inquilino entra a habitar una casa: una cerradura sin llave y una mirilla en cada puerta exterior, una cerradura de aguja y una barra de seguridad o una manija con llave en las puertas corredizas, y cerraduras en cada ventana. Cuando es tiempo pagar la renta, el inquilino debe someter una carta explicando porqué hay una deducción de la renta junto con una copia de la cuenta/recibo.

Un inquilino también deduciría el depósito de la renta si el inquilino termina el contrato debido a la falta del propietario hacer reparaciones que afecta la salud o seguridad dentro de un tiempo razonable. Sin embargo, el inquilino debía de estar al corriente con la renta cuando mandaron las carta apropiadas pidiendo la reparación. Si hay un balance de renta, el inquilino debe de pagarlo cuando la renta es normalmente debida.

Algunas otras puntas tener presente:

- Guarda copias de cualquier correspondencia;
- Tener prueba de la reparaciones necesarias (ej. fotografía);
- Un "tiempo razonable" podría estar tan pequeño como 24 horas pero podría estar tan largo como siete días, depende del problema; y
- Siempre revisar su caso con un consejero de ATC o un abogado antes de tomar cualquier de los medios antedichos.



Propietarios Cumplen con la Ley de Vivienda Justa

El Programa de Vivienda Justa está trabajando con gente incapacitada o cualquier otra persona lo cual fue discriminado en su vivienda. Un especialista puede mandar un Pedido para una Acomodación Razonable si el propietario no quiere cumplir con la ley. En los últimos seis meses, hemos recibido 91 quejas de discriminación y de esas quejas, 26 fueron resueltos por el Pedido. Del resto, 53 quejas fueron resueltos con pura educación.



Fair Housing Case Updates

ATC thanks the complainants, plaintiffs, testers, witnesses, and attorneys who have worked for fair housing by participating in litigation or pursuing administrative housing discrimination complaints with the US Dept. of HUD. In all "settled" cases reported in this newsletter the defendant, unless otherwise noted, denies the allegations of discrimination made by the plaintiff and the parties have agreed to resolve the case prior to a trial on the merits. Fair housing testing and investigations conducted by ATC's Fair Housing Program are funded by the US Department of Housing & Urban Development.

ATC v. Barton Hills Park Place, et al.

ATC announced the settlement of a familial status housing discrimination complaint against Barton Hills Park Place, an Austin area apartment complex, and its owners and affiliated properties. ATC initially received a complaint from a client that Barton Hills Park Place was using an occupancy policy that is overly restrictive to families with children. Testing by ATC provided evidence that Barton Hills Park Place would not allow a family of 3 persons to rent a "1 bedroom + study" apartment or a family of 5 persons to rent a "2 bedroom + study" townhouse. Barton Hills Park Place used an occupancy policy that would not allow the study to be used as a bedroom, even for an infant or a small child.

ATC filed a housing discrimination complaint with HUD alleging that Barton Hills Park Place's occupancy policy discriminated against families with children. HUD reached a conciliated settlement to ATC's complaint with Barton Hills Park Place, et al. Under the terms of this settlement, Barton Hills Park Place, et al., agreed to revise their occupancy policy to allow 2 persons to use a study as a bedroom in localities where not restricted by local housing code, train their employees on the Fair Housing Act, and pay \$9,000 to ATC.

ATC v. Lannert

ATC filed a housing discrimination complaint against Robert & Paula Lannert, owners and managers of The Trees Apartments, alleging discrimination based on familial status. Testing by ATC provided evidence that The Trees Apartments quoted different terms and conditions for renters with a child and discouraged them from moving into the complex in Austin's Clarksville neighborhood. This complaint is currently pending with HUD.



My Landlord Won't Make Repairs... Do I Have to Pay the Rent?

Our counselors get asked this question many times throughout the week. We wish we could say that the tenant does not have to pay, but Texas law does not generally allow a tenant to withhold rent. However, there are a few situations when a tenant can deduct repair costs and other monies from the rent, but there is a very specific process the tenant has to follow.

For repair problems, the tenant must first send a letter by certified or registered mail requesting the repairs within a reasonable amount of time. Seven days is usually a reasonable amount of time, but it depends on the nature of the problem. The letter must also warn the landlord that the tenant will "repair and deduct" if the problems are not repaired within that time.

If the landlord does not make the repairs within a reasonable amount of time, the tenant must next have the repairs inspected by a building or health official having jurisdiction, which in the City of Austin is the Building Inspection's Department (499-2875). The inspector schedules a home inspection and afterwards will send a letter to the owner with a list of any Housing Code violations that were found.

If the repairs are still not made, the tenant can hire a contractor to make repairs that the inspector cited in his letter to the landlord. However, the repairs cannot be made by the tenant, a member of the tenant's family, an employer of the tenant, or an employee of the tenant or company in which the tenant has a financial interest. The tenant should select a local contractor in the Yellow Pages or in the classified ads. The tenant can spend up to one month's rent or \$500 a month, whichever is greater, until the cited repairs are completed. When it is time to pay the rent, the tenant should submit a copy of the repair bill and receipt of its payment along with the balance of the rent, if any.

There are a few repairs that can be made without giving any notices or having a building inspector cite the landlord. These involve security devices that are required to be in place before the tenant moves in: a keyless bolting device and a door viewer on all exterior doors, a pin lock and either a security bar or a handle latch on all sliding glass doors, and latches on all windows. When it comes time to pay rent, the tenant must submit a letter explaining why there is a deduction from the rent along with a copy of the bill/receipt.

A tenant may also deduct the security deposit from the rent if the tenant is terminating the lease because of the landlord's failure to make health or safety repairs within a reasonable amount of time. However, the tenant must have been current on the rent at the time the appropriate written requests for repair were sent. If there is a balance of the rent, it should be paid when the rent is normally due.

Some other tips to keep in mind:

- Keep copies of any correspondence;
- Have proof of the needed repairs (e.g. photographs or letter from inspector);
- A "reasonable time" could be as little as 24 hours but could be as long as seven days, depending on the problem; and
- Always double check with an ATC counselor or attorney before acting on any of the above mentioned remedies.



Trust Fund (from page 1)

Council should adopt these principles which were created with the input of over thirty-one Austin-HOT endorsers. These endorsers include social service agencies, nonprofit housing developers, architects and other organizations that recognize the importance of this issue.

Austin-HOT and the Austin Tenants' Council are excited about the programs that can be created with a source of revenue that is under local control. Many of the federal and state programs are subject to limitations that prevent the actual housing needs from being addressed. The creation of a housing trust fund is an important step in addressing the affordable housing crisis being faced by many Austin families. The guidelines for how the trust fund will be administered have not been finalized, but hopefully the City Council will establish them soon.



Programs and Services/*Programas y Servicios*

FAIR HOUSING VIVIENDA JUSTA

THE FAIR HOUSING PROGRAM/EL PROGRAMA DE VIVIENDA JUSTA - This program helps any person in the Austin metropolitan area who has been discriminated against in the rental, sale, financing or appraisal of housing. FHP investigates complaints and coordinates legal services to assist victims of discrimination when their rights under State and Federal fair housing laws have been violated. *Este programa ayuda a cualquier persona en el area metropolitana de Austin quien se ha enfrentado con discriminación en la renta, compra, financiamiento, o evaluación de vivienda. El FHP investiga las quejas y coordina servicios legales para las victimias de discriminación cuando sus derechos estan violados bajo las leyes del estado y federal de vivienda justa. Call/llame al 474-7007.*

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Enrique Serrano Fair Housing Specialist
Katherine Stark Executive Director

TENANT-LANDLORD INQUILINO-PROPIETARIO

TELEPHONE COUNSELING/CONSEJOS POR TELEFONO - Trained counselors answer tenant-landlord questions and make appropriate referrals. However, ATC offers no legal advice. *Consejeros contestan preguntas acerca de inquilinos-propietarios y hacen referencias necesarias. Sin embargo, ATC no ofrece consejo legal. Call/llame al 474-1961.*

IN-HOUSE COUNSELING/CONSEJOS EN LA OFICINA - Counseling information and materials are provided to clients in need of more in-depth assistance. *Se provee información y materiales a los clientes que necesitan mayor información. Call/llame al 474-7006 for an appointment/para una cita.*

CRISIS INTERVENTION/INTERVENCION CRISIS - Counselors mediate on behalf of tenants to resolve emergencies that threaten their housing. *Consejeros median en nombre del inquilino a resolver una emergencia que amenaza su vivienda. Call/llame al 474-1961.*

RENTAL REPAIR ASSISTANCE/AYUDA CON REPARACIONES DE ALQUILER - The Renters' Rights Assistance Program helps low-income renters enforce their rights for repairs through advocacy and mediation. *El Programa de Asistencia con los Derechos de Inquilinos ayuda a los inquilinos de bajo ingreso da fuerza a sus derechos para reparaciones por medio de negociación y mediación. Call/llame al 474-7006.*

LEASE FORMS/CONTRATOS - ATC provides lease packets and brochures describing landlord and tenant rights and responsibilities to landlords for a small fee. *ATC vende paquetes de contratos y folletos, por una cuota nominal, describiendo los derechos y las responsabilidades del propietario y del inquilino. Call/llame al 474-7006 for more information/para mayor información.*



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