



Housing Rights ADVOCATE

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The Austin Tenants' Council

Safe • Affordable • Fair Housing for All

Students of Casa Verde Builders Aid Disabled Woman

The Austin Tenants' Council Fair Housing Program wishes to commend students and staff of Casa Verde Builders, a Program of American Youthworks (formerly American Institute for Learning) for coming to the aid of a disabled resident living in public housing.

The resident, who is an amputee, has lived in the same unit for over nine years but hasn't been able to come and go as she pleased. Her condition has deteriorated enough where she now needs to use a motorized wheelchair but has been unable to use it for several reasons.

First, her front porch was not wide enough for the wheelchair to turn around. Second, she needed a slight slope from her porch to the sidewalk because there was a two inch ridge in the concrete. In addition, she needed a small curb or buffer along the existing sidewalk to keep her wheelchair from rolling off.

But the tenant's biggest problem was that there was no ramp in the parking lot that was close to her apartment. Since the tenant used crutches, coming home with any extra parcels or bags would be a daunting task. She would either have to drag her items along the ground or she would have to ask for a neighbor's assistance. The resident fell several times,

especially during rainy and icy weather.

These obstacles did not stop the tenant from planting and tending to her yard full of flowers and trees. Many visitors think her apartment is the manager's office because of how well kept it is. This is a woman with pride in where she lives. To others this is public housing, to her it is home. It was obvious the tenant needed

help to ensure her freedom inside and outside of her apartment.

The ATC Fair Housing Program, in conjunction with the resident's health provider, submitted a formal Request for Reasonable Modification to the apartment manager and the Austin Housing

Authority (AHA) on behalf of the disabled woman. The request asked the AHA to make the necessary modifications to the exterior of the unit, to allow her equal opportunity to use and enjoy her dwelling.

AHA's initial response was to offer to transfer the resident to a wheelchair accessible apartment in another complex stating that it was too costly to modify the resident's current unit to ADA specifications and the administrative burden too great. In response, ATC secured a bid from a contractor to do the work for around \$1400. The resident invoked the grievance hearing process, and after an informal and a formal hearing, she sent an amended request. AHA denied this request because they



Students and staff standing in front of the newly constructed wheelchair ramp are (left to right): Chris Rivers, Richard Jiminez, Ted Roan (Staff), Chris Machado, Rob Winchester (Staff), Ruben Santos

Council Hears Plea for Affordable Housing

Because of a tremendous outpouring of support for affordable housing, the Austin City Council added \$1M to the housing trust fund with a promise to increase that funding by \$3M next year. The Council held two public hearings about whether the November bond ballot should include \$25M for affordable housing. Though the City Council did not vote to include affordable housing on the bond ballot, they did respond to the testimony they heard at the public hearing. Council Member Alvarez offered an alternative plan which includes \$1M in the current budget for the trust fund with a promise to increase the total to \$4M next year and in subsequent years.

Over 200 people signed up and spoke in favor of affordable housing. More people signed up in support of affordable housing than any of the other issues that were being discussed. The supporters represented a broad cross-section of people in Austin including social service agencies, environmental groups and housing and homeless advocates. But the most moving testimony came from the many low income people who struggle to live in Austin because the cost of housing is so high.

Fortunately, City Council was able to hear directly from these people the effect that high housing costs have on their lives. Hopefully the City Council's commitment to affordable housing will begin to bring relief to the many residents of Austin who need help finding safe, decent and affordable housing.



See Inside:

Fair Housing Receives Funding
from HUD & LULAC
Budgeting your Money
Folleto en Español

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Landlord-Tenant News

Plan Ahead Start Budgeting Your Money Now

October through January are months when most people are stretching their wallets. Consumers are spending more than ever. Without fail, the Austin Tenants' Council receives hundreds of calls around the holidays from panicked renters who cannot pay rent because they have spent all their money on gifts. A lot of these renters are facing evictions and aren't sure what's going to happen to them.

Many tenants think that their landlord will not charge them late fees. Other tenants may erroneously think they cannot be evicted during the wintertime. The bottom line is that, holidays or no holidays, the landlord is always expecting your monthly rent - and expecting it on time.

So, most tenants may want to plan ahead and be realistic about their holiday spending. A lot of people find it easier--both on your wallet and on your mental health--to make up a budget. In other words, figure out how much money you will need for rent and bills and how much extra you will have to spend on travelling, gifts, and meals. It may be necessary to cut back on some expenses this month so you will have enough for next month.

If it looks like you will not have your rent money on time, then it is a good idea to talk with your landlord as soon as possible. If your landlord says you can pay your rent late or maybe that you won't have to pay late fees, make sure to get that agreement in writing. There are no state laws that obligate the landlord to not charge late fees or evict a tenant during the holidays.



Lola Grant Received

The Lola Wright Foundation awarded the Austin Tenants' Council funds to purchase needed office equipment. The grant includes monies for a Braille writer so that ATC can translate all of its brochures into Braille. Full details will be described in our next newsletter.



Fair Housing Program Receives Funding

HUD

Eva M Plaza HUD Assistant Secretary for Fair Housing and Equal Opportunity, recently announced the selection of the Texas Cooperative Fair Housing Program for two year funding under the Fiscal Year 2000 Fair Housing Initiatives Program-Fair Housing Partnership Component.

The Austin Tenants' Council Fair Housing Program funded at \$220,641 (FHIP) the San Antonio Fair Housing Council funded at \$239,426 (FHIP) and the Texas Commission on Human Rights funded at \$250,000 (FHAP) have partnered to create the Texas Cooperative Fair Housing Program (TCFHP). These three premier fair housing organizations will provide education, outreach, and enforcement through a collaborative effort to assist all protected classes under the Fair Housing Act throughout the state while targeting persons with disabilities. The TCFHP will also concentrate fair housing efforts on recent immigrants along the Texas-Mexico border. These two populations are under-served by existing fair housing services and have traditionally suffered greatly from discriminatory housing practices.

The TCFHP will expand the very effective education and outreach efforts of the Austin Tenants' Council Fair Housing Program to have statewide impact. The San Antonio Fair Housing Council will provide investigation of discriminatory housing practices through testing in counties adjacent to the Texas-Mexico border. The Texas Commission on Human Rights will provide fair housing enforcement as the substantially equivalent State fair housing enforcement agency.

The Texas Cooperative Fair Housing Program will empower persons with disabilities and recent immigrants with the knowledge they need to protect their fair housing rights and to seek appropriate assistance when those rights have been violated.

Austin Tenants' Council would like to extend its gratitude to the Austin Branch of LULAC (League of United Latin American Citizens) for funding a six month Fair Housing Education and Outreach Project. This project will target Hispanics in the Austin area through the use of housing rights public service announcements on local Latin/Spanish radio stations and in Spanish-Speaking newspapers. This community education and outreach effort will target people victimized through the application of unreasonable occupancy standards.

One of the practices that the LULAC grant will examine is the policy of charging Hispanics and recent immigrants rent or deposits based on the number of persons (including infants) residing in a rental unit. This practice adversely affects families with children and seems to be directed at non-English speaking Hispanic immigrants.

The goal of the project is to increase public awareness of fair housing rights among recent immigrants. This exciting partnership offers a great opportunity for both agencies to address fair housing issues that affect the Austin community.

Workplace Giving

Austin Tenants' Council is a member of Another Way Texas Shares, a non-profit federation representing 40 member agencies in the state of Texas in workplace giving campaigns. If your work has a combined campaign that includes Another Way, you can designate a payroll deduction or one-time gift to Austin Tenants' Council. If not, Another Way Texas Shares will help encourage your employer to allow a broader array of choices in their charitable giving.

Another Way Texas Shares works with its donors and member agencies to grow a community...and build a world...for the future. When you support Another Way Texas Shares or one of its member agencies, you are supporting a world of change in your own backyard.



Estudiantes de "Casa Verde Builders" Asistieron a Mujer Discapacitada

El "Austin Tenant's Council Fair Housing Program" (ATC) desea elogiar a los estudiantes y al personal de Constructores Casa Verde ("Casa Verde Builders") un programa del "American Youthworks" (anteriormente "American Institute for Learning" - Instituto Americano para Aprender) por ayudar a un residente discapacitado que reside en una vivienda pública.

La inquilina, quien está incapacitada, ha vivido en la misma unidad por más de nueve años pero no podía moverse de un lado a otro como ella deseaba. Su condición es bastante deteriorada, a tal grado que ahora necesita usar una silla de ruedas a motor, pero por diferentes razones, no la había podido utilizar.

Primero, el antejardín o porche no es lo suficientemente ancho para que la silla de ruedas pueda girar.

Segundo, ella necesitaba una pequeña cuesta resbaladiza -de su porche hasta el andén- porque hay una loma de 2 pulgadas en el cemento. Además de esto, ella necesitaba una pequeña curva o tope en su existente pasamanos para que su silla de ruedas no se esté deslizando constantemente.

Pero el problema más grande de la inquilina, era que no había una rampa en el lugar del estacionamiento cerca a su departamento. Puesto que la arrendataria antes utilizaba muletas, llegar a su casa con cualquier paquete o bolsa extra era una atemorizadora tarea. Ella tenía que tirar los paquetes al piso, o pedirle a un vecino para que le ayudara. La arrendataria se cayó varias veces, especialmente durante el tiempo lluvioso o helado.

Estos obstáculos no detuvieron a la inquilina, para que ella pudiera atender por completo su jardín y plantar flores y árboles. Muchos visitantes piensan que su apartamento es la oficina de la gerencia por lo bien que lo mantiene. Es una mujer de orgullo para los que viven allí.

Era obvio que la arrendataria necesitaba ayuda para asegurarse la libertad que necesitaba dentro y fuera del apartamento.

El ATC del Programa de Vivienda Justa en conjunto con el Proveedor de Salud de la Arrendataria presentaron -a nombre de ésta mujer- a la gerente del departamento y del "Austin Housing Authority" (AHA) una petición formal para una razonable

modificación.

La petición le pedía al AHA hacer las modificaciones necesarias en el exterior de la unidad y darle la igualdad de oportunidad para que ella use y disfrute su residencia. La respuesta inicial de AHA fue la de transferir a la arrendataria a un apartamento con acceso para silla de ruedas -en otro complejo de departamentos- manifestando que las modificaciones de su actual vivienda eran muy costosas de acuerdo a las especificaciones de ADA y era una responsabilidad administrativa muy grande. En respuesta, ATC aseguró una oferta con un contratista para hacer el trabajo por \$1,400.

La arrendataria apeló el motivo de la queja del proceso en la audiencia y -después de una audiencia informal y formal- envió una enmienda a su petición. AHA negó esta petición porque ellos estaban preocupados acerca de la situación... "un precedente que podría causar a HACA una innecesaria responsabilidad administrativa y un apuro financiero". La siguiente oferta de AHA fue transferir a la arrendataria a la siguiente unidad disponible con acceso de silla de ruedas en su actual complejo. La oferta final no fue aceptada, basada en las recomendaciones del médico, ya que moverla podría causarle más daños a la discapacitada arrendataria.

Cuando Rob Winchester, un maestro de construcción de "Constructores Casa Verde" (Casa Verde Builders), fue contactado para preguntarle si él y su programa podían asistir a ésta arrendataria, él estuvo de acuerdo en diseñar las modificaciones y presentarlas al "Austin Housing Authority" para ser aprobadas.

Mejor aún, él aseguró que sus estudiantes podrían construir el proyecto como una actividad de servicio a la comunidad y donarían su trabajo. Ellos además usarían materiales reciclados que cuestan mucho menos. El costo para completar el proyecto fue de \$125.

En cuatro horas, los estudiantes de Casa Verde: Richard Jiminez, Chris Rivers, Chris Machado y Rubén Santos junto con el personal de Casa Verde: Rob Winchester y Ted Roan hicieron que el sueño de ésta arrendataria se convirtiera en realidad. Ellos ampliaron e inclinaron el porche, para que de esta manera, ella

puede moverse en su silla de ruedas dentro y fuera de su unidad. Además, instalaron un tope para mantener la silla sin que se ruede y construyeron una rampa en el lugar del estacionamiento fuera de su departamento.

Los estudiantes y personal de Casa Verde tomaron tiempo libre durante sus ocupadísimos días y asistieron a una mujer que desesperadamente necesitaba ayuda. Y ahora, por primera vez en nueve años, ella tiene la libertad de entrar y salir de su casa sin ayuda. Ahora maneja su silla de ruedas para ir a buscar el correo, visitar a sus vecinos e ir a la tienda del otro lado de la calle. Ella puede cargar sus comestibles hasta su casa en la canasta de su silla de ruedas.

Todos nosotros, en ATC, deseamos agradecer a estos valientes y serviciales jóvenes, quienes se detuvieron un día de septiembre para ayudar a una mujer necesitada.

Esperamos exponer a más personas hacia ésta maravillosa experiencia, que los estudiantes lograron trabajando con los Constructores de Casa Verde. No solamente ellos reciben conocimientos en una carrera comercial, sino también aprenden de los ejemplos que brinda el personal de Casa Verde: Rob Winchester y Ted Roan, de que el servicio a la comunidad puede ser muy satisfactorio.

Se Necesitan Probadores Para el Programa de Vivienda Justa **Lucha Contra la Discriminación en la Vivienda!**

ATC necesita voluntarios para ayudarnos colector información acerca de las prácticas de vivienda en Austin. Se necesitan personas quienes pueden colectar información objetivamente acerca de vivienda disponible mientras afectan como un inquilino o comprador. Se provee entrenamiento and se pagan los voluntarios según el trabajo pedido. Favor de hablar con Paul Leddy (email: paul@housing-rights.org) o Nekesha Monroe (email: nekesha@housing-rights.org) al 474-7007.

Planée por Adelantado Comience Ahora su Presupuesto Monetario

De octubre hasta enero, son los meses cuando la mayoría de las personas estiran el dinero de sus carteras. Sin duda alguna, los consumidores están gastando más que nunca. El Austin Tenants' Council (ATC, por sus siglas en inglés), recibe cientos de llamadas de arrendadores que entran en pánico cuando se acercan los días festivos, ya que no pueden pagar sus rentas porque se han gastado todo su dinero en regalos. Muchos de estos arrendadores están enfrentando ser desalojados y no están seguros de lo que sucederá con ellos.

Muchos inquilinos piensan que su arrendador no debe cobrarles recargos por pagar tarde. Otros arrendatarios erróneamente piensan que no pueden ser desalojados durante el invierno. El punto clave es que, días festivos o no, el arrendador siempre esperará su pago mensual de la renta - y lo espera a su debido tiempo.

Así que la mayoría de los arrendatarios deben planear por adelantado y ser realistas acerca de sus gastos navideños. Mucha gente lo consigue fácil -para la salud mental y su cartera- hacen un presupuesto. En otras palabras, piense en cuanto dinero tiene para la renta y otras cuentas de servicios y cuanto tiene extra para gastar en viajes, regalos y comidas. Podría ser necesario que recorte alguno de sus gastos este mes y así seguramente el próximo mes tendrá suficiente.

Si le parece que no tendrá el dinero de la renta a tiempo, entonces sería una buena idea que hablara con su arrendador tan pronto como sea posible. Si su arrendador dice que puede pagar su renta tarde y tal vez no tenga que pagar recargos extra, asegúrese que se hace un acuerdo por escrito.

No hay leyes estatales que obliguen al arrendador a no cobrar los recargos por el retraso en la renta o a no poder desalojar al arrendatario durante los días festivos.

Al Día con Casos de Vivienda Justa

Suraj Bhaskaran vs los Apartamentos Asociados Riverchase LTD

Afinales de diciembre de 1999, Suraj Bhaskaran, un Ingeniero Superior de Diseño en una compañía local, aplicó para un departamento de una recámara en los apartamentos Riverchase de Austin, porque estaba a una distancia que podría llegar caminando hasta su trabajo.

El Agente de Renta le informó al Sr. Bhaskaran que había disponible un departamento de un cuarto y un baño. Él vio el departamento por fuera, completó la aplicación, pagó \$25 por la aplicación, entregó un depósito de \$150 y le dijeron que debería revisarlo con ellos nuevamente.

Al día siguiente el Sr. Bhaskaran llamó y revisó el estatus de su aplicación y se le informó -por parte de Riverchase- que necesitaba el historial actual de renta -el cual su rentero actual proporcionó a Riverchase. Después de cinco días, el Sr. Bhaskaran llamó nuevamente y habló con el gerente del complejo de apartamentos, quien le dijo que ella no podía proporcionar ninguna información hasta que la aplicación fuese aprobada. El Sr. Bhaskaran informó que la gerente le avisó que debía llamar -al siguiente día- y hablar con el Agente de Rentas, porque ella no había sido quien le ayudó desde el principio. Cuando el Sr. Bhaskaran le pidió a la gerente que por favor revisara su archivo, él aseguró que la gerente le dijo: "su aplicación fue negada". Cuando preguntó el motivo, la gerente fue muy grosera y le colgó el teléfono.

El Sr. Bhaskaran alegó que llamó nuevamente a la gerente y ella le dijo: "los Apartamentos Riverchase se reservan el derecho de rechazar cualquier aplicación sin motivo alguno" y le colgó el teléfono nuevamente. Cuando él llamó por última vez, preguntó sobre el reembolso del costo de la aplicación y el depósito, él alegó que la gerente rehusó dárselo y le dijo que no podía estar en Riverchase porque él no les dijo a ellos que no era un ciudadano de Estados Unidos.

A pesar de eso, el Sr. Bhaskaran le aseguró a la gerente que él es un residente legal, que ha rentado departamentos por siete años, que tiene altos ingresos como Ingeniero Superior de Diseño, y que tiene un excelente crédito y que después de todo había sido negado. El Sr. Bhaskaran trató

de resolver éste problema por él mismo, incluyendo la queja que presentó ante el "Better Business Bureau".

En enero del 2000, el Sr. Bhaskaran pasó su caso al Programa de Vivienda Justa del "Austin's Tenant Council", quien le asistió a través de su programa de ley, para llenar una queja formal de discriminación de vivienda con el "Southwest FHEO" de HUD. HUD refirió la queja a la Comisión de Derechos Humanos de Austin (Austin Human Rights Commission, AHRC, por sus siglas en inglés), es una agencia equivalente y local para el procesamiento. La queja fue asignada a Manuel Cuesta, investigador de AHRC, en febrero del 2000.

La Comisión intentó conciliar al demandante y al demandado en varias ocasiones, pero los esfuerzos de conciliación fallaron. La Comisión determinó que había una causa razonable para creer que el Sr. Bhaskaran fue discriminado de acuerdo a los términos y condiciones de renta de vivienda por la naturaleza del origen del demandante - India oriental-. El 25 de septiembre del 2000, Charles H. Gorham, Administrador de AHRC emitió una demanda formal de discriminación contra Riverchase, encontrando que ellos violaron el Acta Federal de Vivienda Justa y la Ordenanza de la Ciudad de Austin sobre Vivienda Justa. ATC -cooperando con el abogado Sidney Childrens- está representando al Sr. Bhaskaran en la demanda judicial que se presentó en la Corte del Distrito del Condado de Travis el 24 de octubre del 2000.



Todos Tenemos el Derecho

Todos tenemos el derecho a vivir en un lugar seguro y decente.

Todos tenemos el derecho a pedir reparaciones.

Todos tenemos el derecho a pedir y recibir ayuda.

Todos tenemos el derecho a no enfrentarse con discriminación.

Fair Housing News

Fair Housing Case Updates

Suraj Bhaskaran v Riverchase Apartments Associated LTD

Toward the end of December 1999 Suraj Bhaskaran, a Senior Design Engineer at a local company, applied for a one bedroom apartment at Riverchase Apartments in Austin because it was within walking distance of his job. Mr. Bhaskaran was told by the leasing agent that a one bedroom, one bath was available. He saw the apartment from the outside, completed the application, paid a \$25 application fee, \$150 deposit and was told to check back.

The next day Mr. Bhaskaran called to check on the status of his application and was told Riverchase needed his current rental history, which his current landlord provided to Riverchase. Five days later, Mr. Bhaskaran called again and spoke to the apartment manager, who told him she could not release that information until his application was approved. Mr. Bhaskaran alleges that the manager further advised him to call back the next day and talk to the leasing agent because she was the one who had helped him. When Mr. Bhaskaran asked the manager to please look at his file, he stated the manager told him his application was denied. When he asked for an explanation, the manager was rude and hung up on him.

Mr. Bhaskaran alleges he called back and the manager told him Riverchase Apartments "reserved the right to refuse any applicant without reason" and hung up on him again. When he called back the last time to ask about refunding his application fee and deposit, he alleges the manager refused to do so and told him that he could not stay at Riverchase because he didn't tell them that he was not a US citizen. He further alleges that the manager told him she would not have even processed his application had she known ahead of time that he was not a US citizen. Though Mr. Bhaskaran states he told the manager that he is a legal resident of the United States, has leased apartments for seven years, has high earnings as a Senior Design engineer and has excellent credit, he was still denied. Mr. Bhaskaran tried to

resolve his problem on his own, including filing a complaint with the Better Business Bureau.

In January 2000, Mr. Bhaskaran turned to the Austin Tenants Council Fair Housing Program, who assisted Mr. Bhaskaran through its enforcement program in filing a formal housing discrimination complaint with the Southwest FHEO of HUD. HUD referred the complaint to the Austin Human Rights Commission, its substantially equivalent local agency for processing. The complaint was assigned to AHRC Investigator Manuel Cuesta in Feb. 2000.

The Commission attempted to conciliate with Complainant and Respondent on several occasions, but Conciliation efforts failed. The Commission determined that there was reasonable cause to believe Mr. Bhaskaran was discriminated against in the terms and conditions of the rental of a dwelling because of the complainants National Origin, Eastern Indian. On September 25, 2000, Charles H. Gorham, Administrator of the Austin Human Rights Commission, issued a formal Charge of Discrimination against Riverchase et al, finding that they violated the Federal Fair Housing Act and the City of Austin Fair Housing Ordinance. ATC Cooperating Attorney Sidney Childress is representing Mr. Bhaskaran in a lawsuit filed on October 24, 2000 in Travis County District Court.

Casa Verde Builders

Continued from page 1

were concerned about setting "... a precedent that would cause HACA undue administrative burdens and financial hardships." AHA's next offer was to transfer the resident to the next available accessible unit at her current complex. This final offer was not acceptable based on her physician's recommendation that moving would cause further damage to the tenant's disability.

When Rob Winchester, a construction instructor at Casa Verde Builders, was contacted to ask if he and his program could assist the resident, he agreed to design the modifications and submit them to the Austin Housing Authority for approval. Better still, he stated that his students would construct the project as a community service activity and donate the labor. They also used recycled materials that lessened the costs. The overall cost to complete the project was \$125.

In four hours, Casa Verde students Richard Jiminez, Chris Rivers, Chris Machado and Ruben Santos, along with Casa Verde staff members Rob Winchester and Ted Roan made the resident's dream come true. They widened and sloped her porch so she could ride her wheelchair in and out of her unit, installed a curb to keep her wheelchair from falling over the edge and built a ramp in the parking lot outside of her apartment.

The Casa Verde students and staff took time off from their busy day to help a woman so desperately in need. And now for the first time in nine years, she has the freedom to come and go from her home without assistance. She rides her motorized wheelchair to check her mail, visit neighbors and go to the market across the street. She can carry her own groceries into her house in her wheelchair basket.

We at ATC wish to thank these valiant, caring young men who stopped on a September day to help a woman in need. We hope to expose more people to the wonderful experience that students attain by working with Casa Verde Builders. Not only do they receive marketable career skills, they also learn from the example set by Casa Verde staffers Rob Winchester and Ted Roan, that community service can be very satisfying.

Fair Housing Testers Needed

Fight Housing Discrimination!

ATC needs volunteers to assist in gathering information about housing practices in Austin. Persons are needed who can objectively gather information about the availability of housing while posing as a prospective renter or buyer. Training is provided and volunteers are paid according to the task assigned. Please contact Paul Leddy (email: paul@housing-rights.org) or Nekesha Monroe at (email: nekesha@housing-rights.org) 474-7007.

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 área 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 víctimas de discriminación cuando sus derechos están violados bajo las leyes del estado y federal de vivienda justa. Call/llame al 474-7007.

Austin Tenants' Council Staff:

Patrick Banis	Law Clerk
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Nathan Fish.....	Program Specialist I
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Paul Leddy	Fair Housing Testing Coordinator II
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Sam Persley	Program Specialist III
Bruce Rodenborn	Program Development Specialist
Jennifer Scott	Housing Specialist
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 amenezca 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.*



Housing Rights Advocate

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If your agency would like to receive additional copies of this newsletter or if you have any changes to the mailing list, contact Jennifer at 474-7006 or at jen@housing-rights.org. If you prefer to view our newsletter online, we will be happy to remove your name from our mailing list.

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The Austin Tenants' Council, as a sub-recipient of the City of Austin, is committed to compliance with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973, as amended. Reasonable modification and equal access to communications will be provided upon request. Please call 474-1961 (voice) or Relay Texas at 1-800-735-2989 (TDD) for assistance.