



## Tenants Organizing Saves Affordable Housing

The Elm Ridge Tenants Association once again showed the power of organizing against unfair treatment. The owner of Elm Ridge Apartments, American Housing Foundation (AHF), solicited the City of Austin's approval for tax-exempt housing bonds to fund the purchase of Fairway Village Apartments. AHF intended to purchase and rehabilitate this complex. The Austin Tenants' Council received notice of the City's pending approval of these bonds and, based on our past experiences with Elm Ridge Apartments, ATC immediately expressed concerns about the same owners purchasing another affordable housing complex in Austin.

ATC contacted the City of Austin's Neighborhood Housing and Community Development (NHCD) office and explained the problems that the Elm Ridge tenants have been having with the management of their apartment complex. The Austin Tenants' Council notified NHCD that the tenants have been unable to get the manager to make repairs and that she has been retaliating against the members of the Tenants Association. Several eviction suits have been filed against tenants including the president of the Tenants' Association, Betty Ussery.

Because of their plight, the Austin Tenants' Council also made a referral to the law firm of Taylor and Associates. Attorney Don Taylor agreed to represent the tenants in a class action lawsuit against the ownership which apparently was unaware of the actions of management.

Furthermore, the Austin Tenants' Council was concerned that the City of Austin was going to recommend the bonds for the purchase of apartments that were currently affordable to very low income people without assurance that the units would continue

to be affordable to the existing tenants. ATC feared that all of the current Fairway Village tenants would be forced out of the apartment complex by increased rent.

Upon hearing about of these problems, City staff became reluctant to recommend the bonds. The City of Austin notified the owners that they would not recommend the bonds until the Elm Ridge Tenants' Association and the Austin Tenants' Council were satisfied that their concerns about the

**The ownership agreed to correct the problems at Elm Ridge and to ensure the affordability of Fairway Village Apartments.**

management of Elm Ridge and the future management of Fairway Village were resolved. After discovering that approval of the tax credit bonds was in jeopardy, AHF representatives immediately flew to Austin from Amarillo to meet with the Austin Tenants' Council and the tenants of Elm Ridge.

A meeting was scheduled with the Austin Tenants' Council's Executive Director, Kathy Stark and Assistant Director, Sam Persley. This meeting with the ownership gave ATC the opportunity to explain the detailed history of the Elm Ridge Tenants' Association and its struggles for fair treatment. The ownership agreed to meet with the tenants from both Elm Ridge and Fairway Village Apartments. ATC's lead staff person working with the Elm Ridge Tenants' Association has been Sam Persley. He has worked extensively with the Tenants' Association including helping to found the organization.

Sam and Fred Fuchs, an attorney for Legal Aid, attended the meeting with the tenants and the ownership. The tenants expressed their dissatisfaction with the way they have been treated and discussed the future of the properties that AHF operates. As a result of the meetings and the evidence presented by the Austin Tenants' Council, the ownership agreed to correct

See Page 2

## ATC et al vs.

## Silver Ridge Apartments

The Austin Tenants' Council recently filed 10 Housing Discrimination Complaints with HUD's office of Fair Housing and Equal Opportunity against Silver Ridge Apartments, et al.

The 10 complainants (9 individuals and ATC) allege that the management of Silver Ridge, Stanford Properties and Silver Ridge Associates engaged in a pattern and practice of discriminating against Silver Ridge residents based on race, national origin and disability. African-American and Hispanic residents allege that management denied their request for services and repairs, while white tenants' repairs were made.

Two former Silver Ridge maintenance workers have given sworn statements that the current manager would sort the residents' repair requests by race and then order them to make the repairs for the white tenants. One of the maintenance workers further alleged that the manager of Silver Ridge discriminated against disabled persons by ordering the maintenance personnel to paint over the handicapped parking signs in the parking lot, despite the fact that there are currently wheelchair-bound residents living there.

Another former employee who worked in management has given a sworn statement that she was asked to deny rental applications based on the tenant's race and national origin. She stated that when she sent applications to her supervisor from prospective tenants who were African-American or Hispanic she was told to deny them even though the applicants satisfied the approval conditions and there were

See Page 5

**See Inside:**  
*Lead Paint*  
*Fair Housing Celebration*  
*Folleto en Español*

# Landlord-Tenant News

## Lead-Based Paint - An Invisible Enemy

Thirty years ago, it was not unusual to find lead in household paint. Lead was used to improve the pigmentation of paint and make the color more opaque; its effects were unknown. But after many children and pregnant women became ill due to exposure, the federal government banned the use of lead-based paint in housing in 1978. Almost twenty years later, in 1996, the federal government passed another law. This law requires all individuals to receive disclosure information before renting, buying, or renovating pre-1978 housing.

The Environmental Protection Agency, Consumer Product Safety Commission, and HUD developed a brochure entitled, Protect Your Family From Lead in Your Home. The brochure explains lead's effects on the body and how to protect yourself from lead. For example, not only can lead poisoning cause hearing problems in children but it can also cause high blood pressure and nerve disorders in adults. Children have a higher risk of contracting lead poisoning because their growing bodies absorb more lead than adults. The EPA states that 1 out of every 11 children in the United States has dangerous levels of lead in the blood stream.

How does someone get lead poisoning? The most common way is to eat paint chips or breathe in lead dust. Once the dust is on your hands, it can easily be transferred to your mouth. It's also possible to get lead poisoning by eating soil that contains lead or tracking the soil into your house.

Agents, sellers and landlords are re-

quired to give all buyers and tenants a copy of a federally-approved pamphlet, like the one mentioned before, and a Disclosure of Information Form. The form will disclose whether the landlord has knowledge of lead-based paint and if records are available regarding the paint used in the unit. This law does not affect: 0-bedroom dwellings like an efficiency apartment; leases for 100 days or less (i.e. vacation homes); housing for the elderly or handicapped unless children reside there or are expected to reside there; and rental housing that has been inspected by a certified inspector and is found to be free of lead-based paint.

Tenants covered under this law should demand these forms from the landlord when signing a new lease. It is your right to know if lead exists in your household paint. Any seller, lessor or landlord who fails to give the proper information regarding lead-based paint can be sued for triple the amount of damages. In addition, they may be subject to civil and criminal penalties.

It is also important for tenants to know that if a lease is signed in a language other than English, the landlord is required to provide the lead disclosure forms in that other language.

The pamphlet and form described above come with ATC's lease packet. For those landlords who purchase their lease from another source, they can contact the National Lead Information Center directly at 1-800-424-LEAD or access their website at [www.epa.gov/lead/nlic.htm](http://www.epa.gov/lead/nlic.htm) to request these forms.



## Landlord-Tenant Cooperation

continued from Page 1

the problems at Elm Ridge and to ensure the affordability of Fairway Village Apartments. At Elm Ridge, AHF agreed to:

1. Employ a new property manager.
2. Stop all pending evictions.
3. Allow Mr. Persley and a representative of the owner to meet and review all files to remove all erroneous or incorrect information.
4. Develop a computer learning center for the tenants.
5. Install screen doors and ceiling fans.
6. Meet on a monthly basis to work with the Austin Tenants' Council.

The owners also addressed the Austin Tenants' Council's concerns about the future affordability of the Fairway Village Apartments. They signed an agreement to keep the units affordable to persons at or below 50% of the median family income for the next forty years. They will seek to maintain the Section 8 Set-Aside Assistance Payments contract with the U.S. Department of Housing and Urban Development on 100 percent of the units at Fairway Village. AHF will maintain these contracts for forty years contingent on HUD continuing the Section 8 Set-Aside program and approval from the City of Austin for their tax-exempt housing bonds.

The agreements between American Housing Foundation, the Austin Tenants' Council, and the tenants of Elm Ridge and Fairway Village Apartments are a tremendous success in providing decent and affordable housing for low-income tenants. The Elm Ridge Tenants Association has fought a long and arduous battle for decent treatment. The Elm Ridge Tenants Association has endured numerous hardships, but united in organizing for positive changes to their living situation.

The ownership of American Housing Foundation should also be commended for the way they responded once made aware of the conditions at Elm Ridge. They also willingly addressed ATC's concern about keeping Fairway Village affordable and showed a commitment to providing for the existing tenants.

Fortunately in this case, the tenants persevered until justice could be served.



## 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](mailto:paul@housing-rights.org)) or Nekesha Monroe at (email: [nekesha@housing-rights.org](mailto:nekesha@housing-rights.org)) 474-7007.

La Asociación de Inquilinos de Elm Ridge mostró una vez más el poder de organizar contra tratamiento injusto. El dueño de Elm Ridge, la Fundación de Vivienda Americana (AHF), solicitó la aprobación de la Ciudad de Austin por bonos sin impuestos para ayudar en la compra de los Apartamentos de Fairway Village. AHF pensaba comprar y rehabilitar el complejo. El Austin Tenants' Council recibió noticias de la aprobación pendiente y basado en nuestra experiencia con Elm Ridge, ATC suscitó una duda de que los mismos dueños iban a comprar otro complejo de apartamentos económicos en Austin.

ATC habló a la Oficina de Vivienda del Barrio y Desarrollo de la Comunidad (NHCD) de Austin y le explicó los problemas que los inquilinos de Elm Ridge han tenido con el manejo de su apartamento. El Austin Tenants' Council notificó al NHCD que la gerente no ha hecho reparaciones y que ella se ha desquitado contra los miembros de la Asociación de los Inquilinos. Se ha entablado varios casos de desalojo contra los inquilinos incluso el presidente de la Asociación de los Inquilinos, Betty Ussery.

Debido a su condición, el Austin Tenants' Council hizo una referencia a la oficina de abogados de Taylor y Socios. Abogado Don Taylor se puso de acuerdo en representar los inquilinos en un pleito contra los dueños los cuales parecen que estaban desprevenidos de las acciones de su manejo.

Además, el Austin Tenants' Council estaba preocupado de que la Ciudad de Austin iba a aprobar bonos por la compra de apartamentos los cuales están corrientemente económicos para gente con un ingreso muy bajito. Tampoco estaba seguro de que las unidades no continuarían estar económicos para los inquilinos existentes. ATC temió que todo los inquilinos presentes se echarían por afuera.

Al escuchar de estos problemas, la Ciudad se puso renuente recomendar los bonos. La Ciudad de Austin notificó a los dueños que no recomendaría los bonos hasta que la Asociación de los Inquilinos de Elm Ridge y el Austin Tenants' Council estén satisfechos que sus preocupaciones

sobre el manejo de Elm Ridge y el manejo futuro de Fairway Village están resueltos. Después de saber de que la aprobación de los bonos estaba en riesgo, los representantes de AHF volaron inmediatamente a Austin de Amarillo y juntaron con el Austin Tenants' Council y los inquilinos.

Tenían una cita con la Directora Ejecutiva del Austin Tenants' Council, Kathy Stark, y el Asistente Director, Sam Persley.

## Los dueños estuvieron de acuerdo corregir los problemas de Elm Ridge y asegurar que los Apartamentos de Fairway Village continuarían estar económicos.

Esta junta con los dueños le dio a ATC la oportunidad explicar el historia detallado de la Asociación de los Inquilinos de Elm Ridge y sus esfuerzos por tratamiento justo. Los dueños estuvieron de acuerdo juntarse con los inquilinos de ambos Elm Ridge y Fairway Village. Sam Persley ha trabajado mucho con la Asociación de los Inquilinos de Elm Ridge, incluso ayudar a fundar la organización.

Sam y Fred Fuchs, un abogado de Ayuda Legal, asistieron la junta con los inquilinos y los dueños. Los inquilinos expresaron su descontento con la manera que se les han tratado y hablaron del futuro de las propiedades de AHF. Como un resultado de las reuniones y de la evidencia presentó por el Austin Tenants' Council, los dueños estuvieron de acuerdo corregir los problemas de Elm Ridge y asegurar que los Apartamentos de Fairway Village continuarían estar económicos. Con Elm Ridge, AHF estuvo de acuerdo a:

1. Emplear un gerente nuevo para la propiedad.
2. Detener todos los desalojos pendientes.
3. Dejar Sr. Persley y un representante del dueño encontrar y repasar todos los archivos para quitar información errónea o incorrecta.
4. Crear un centro de computadoras para los inquilinos.
5. Instalar puertas de tela y abanicos del cielo.
6. Juntarse mensualmente para trabajar con el Austin Tenants' Council.

Los dueños también se dirigieron a los preocupaciones del Austin Tenants' Council sobre el futuro de los Apartamentos Fairway Village. Firmaron un acuerdo guardando las unidades como económicas para personas a o abajo 50% del ingreso

# ATC v los Apartamentos de Silver Ridge

El Austin Tenants' Council reciente mente archivó 10 quejas de discriminación en la vivienda con la oficina de HUD de Vivienda Justa y Oportunidad Igual contra los Apartamentos de Silver Ridge en Austin.

Las 10 querelladores (9 individuos y ATC) alegan que el manejo de Silver Ridge, Stanford Properties y Silver Ridge Associates comprometido en una práctica de discriminar contra los residentes de los apartamentos basado en su raza, origen nacional e invalidez. Residentes afro-americanos y hispanos alegan que el manejo negó su demanda por servicios y reparaciones, mientras hizo reparaciones para los inquilinos blancos.

Dos trabajadores anteriores de mantenimiento de Silver Ridge han dado declaraciones juradas de que el gerente presente de Silver Ridge clasificaría los pedimentos de reparaciones por raza y luego les ordenaba hacer las reparaciones para los inquilinos blancos. Uno de los trabajadores de mantenimiento también alegaba que el gerente de Silver Ridge discriminaba contra la gente incapacitada. Ella le ordenó a pintar arriba los letreros del parqueadero para los incapacitados aunque corrientemente hay residentes en silla de ruedas viviendo en los apartamentos.

Otra empleada anterior que trabajó como gerente ha dado una declaración jurada que se le pidió negar aplicaciones del arriendo basado en la raza y origen nacional del inquilino. Ella declaró que cuando le envió las aplicaciones de solicitantes afro-americanos o hispanos a su supervisor, le dijo a ella que tenía que negarlas aunque los solicitantes satisficieron los requisitos y había apartamentos disponibles. También declaró que le instruyó aplicar términos y condiciones diferentes a minorías, tal como negar un solicitante negro el derecho a pagar por cheque personal, aunque no se discutió ése cuando se sometió la aplicación. Declaró que ella se siente que el manejo y los dueños de la propiedad utilizaron un "sistema de cuota": mientras el porcentaje de la ocupación aumentaba en Silver Ridge, los supervisores lo harían más difícil que los minorías estarían aprobados por cambiar los requisitos.

En el noviembre de 1999 varios inquilinos



del medio familiar por los próximos cuarenta años. Buscarán mantener el contrato de asistencia financiera con HUD en 100% de las unidades de Fairway Village. AHF mantendrá estos contratos por los cuarenta años contingente en que HUD continuara el programa de asistencia financiera de la Sección 8 y la aprobación de la Ciudad de Austin por sus bonos sin impuestos.

Estos acuerdos entre la Fundación de Vivienda Americana, El Austin Tenants' Council, y los inquilinos de Elm Ridge y Fairway Village son un éxito tremendo en proporcionar vivienda decente y económica por inquilinos del bajo-ingreso. La Asociación de los Inquilinos de Elm Ridge ha luchado una batalla larga y ardua por tratamiento decente. La Asociación de los Inquilinos ha soportado penalidades numerosas, pero se unieron para efectuar cambios positivos en su vivienda.

Se debe encomendar los dueños de la Fundación de Vivienda Americana también por la manera que respondieron una vez se llegaron a ser consciente de las condiciones de Elm Ridge. También de buena gana se dirigieron a los preocupaciones de ATC sobre mantener los apartamentos de Fairway Village económicos y mostró un compromiso a proporcionar por los inquilinos presentes.

Fortunamente, en este caso, los inquilinos perservieron hasta la justicia.



## Pintura a Base de Plomo - Un Enemigo Invisible

**H**ace treinta años, no estaba extraño encontrar plomo en pintura de las casas. Se usó plomo para mejorar la pigmentación de pintura y hacer el color más opaco; sus efectos eran desconocidos. Pero después de que muchos niños y mujeres embarazadas se pusieron enfermos, en 1978 el gobierno federal prohibió el uso de plomo de la pintura en las casas. Casi veinte años más tarde, en 1996, el gobierno federal pasó otra ley. Esta ley requiere cada individuo recibir información de una declaración antes de alquilar, comprar, o renovar una casa construida antes de 1978.

La Agencia de Protección Ambiental (EPA), la Comisión de Seguridad de Productos de Consumo, y HUD desarrollaron un folleto que se llama Protega a Su Familia De Plomo en Su Casa. El folleto se explica los efectos del cuerpo y cómo protegerse de plomo. Por ejemplo, no sólo puede causar problemas del oído en niños pero también puede causar presión alta y enfermedades de nervios en adultos. Niños tienen un riesgo más alto de contraer envenena de plomo porque sus cuerpos absorben más plomo que adultos. El EPA declara que 1 de cada 11 niños en los Estados Unidos tiene niveles peligrosos de plomo en su cuerpo.

¿Cómo se envena alguien de plomo?

La manera más común es comer pedazos de la pintura o respira el polvo de plomo. Una vez el polvo está en sus manos, se le puede transferir fácilmente a su boca. También es posible contraer envenena de plomo por comer tierra que contiene plomo o traer la tierra contaminada en la casa por sus zapatos.

### Los Apartamentos de Silver Ridge

Continúa de la Página 3

linos circularon una petición alegando discriminación en razón de raza por parte del manejo. Los inquilinos que firmaron la petición recibieron avisos que no iba a renovar sus contratos - algunos de estos inquilinos también recibieron demandas de desalojos. Además, manejo no entregó *stickers* para los caros a los que firmaron la petición. Como cada residente necesita un *sticker* para estacionar al complejo, muchos inquilinos sin el *sticker* estacionaron en el lote a un lado del complejo así podían evitar estar remolcado por el manejo. Cuando un pedimento escrito fue enviada por correo certificado a manejo en nombre de uno de los residentes, al manejo le informó que ya no tenían los *stickers* pero el manejo todavía estaba entregando los *stickers* a nuevos residentes.

Por causa de las quejas de estos inquilinos, había una referencia al Programa de Vivienda Justa para investigación, apoyo, y ayuda legal. Las 10 quejas administrativas son corrientemente pendiente a HUD.



## Paquete de RA/RM Ahora

### Disponible por Audio

**E**l Programa de Vivienda Justa es orgulloso en anunciar que su Paquete de Acomodaciones Razonables y Modificaciones Razonables ahora está disponible en un formato de audio.

Estos materiales dan la información propia a personas con invalideces para mantener su vivienda independiente por pedir cambios razonables en las reglas y políticas y por pedir modificaciones razonables en las propiedades. La información está disponible en CD o cassette. También está disponible en inglés y español.



# Fair Housing News

## Fair Housing Exhibit April 28, 2000

The Austin Tenants' Council and the Austin Human Rights Commission cordially invite the public to attend a Fair Housing Exhibition on Friday, April 28, 2000 at the Parque Zaragosa Recreation Center, 2608 Gonzales in East Austin from 9:00 am to 3:00 pm.

This event marks the fourth annual partnership by the Austin Tenants' Council Fair Housing Initiatives Program (FHIP) and the Austin Human Rights Commission Fair Housing Assistance Program (FHAP) in observance of Fair Housing Month. April 11, 2000 is the 32<sup>nd</sup> Anniversary of the enactment of the federal Fair Housing Act (Title VIII of the Civil Rights Act of 1968).

Local, state and federal fair housing organizations will be on hand to present information about their programs and services. Finger foods and refreshments will be provided. The exhibition is free to the public.

For information and accommodations, contact Dolores Gonzalez, City of Austin, Texas ADA Coordinator at 512-499-3256 (Voice), 512-499-2445 (TDD), 512-499-3278 (fax) or by e-mail: dolores.gonzales@ci.austin.tx.us.



## ATC Law Clerk Receives Texas Law Fellowship

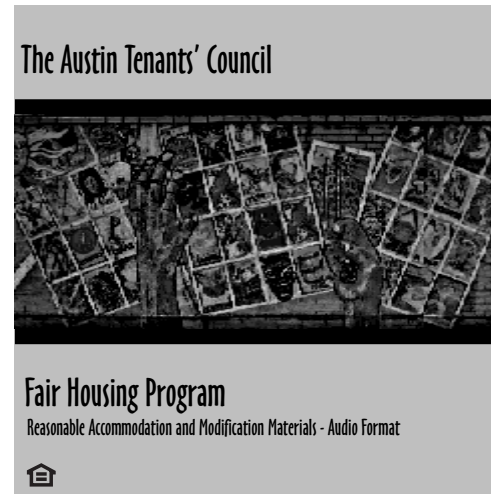
Patrick Banis, ATC's law clerk, has received a Texas Law Fellowship (TLF) for the Summer of 2000. A TLF is a grant given to law students who want to work at a non-profit, public interest agency, and who are interested in working in the public interest arena. Being awarded a Fellowship is a special honor because they are funded by student and faculty donations, and because the donors vote upon which agencies will be funded for the summer. This grant will allow our law clerk to work at ATC full-time, for 10 weeks. This is the second time that ATC has had a Texas Law Fellowship recipient work as a law clerk during the summer. The former law clerk to receive a TLF was Trevor Lind.



## RA/RM Packet Now

### Available in Audio Format

The Fair Housing Program is proud to announce the release of the audio version of its Reasonable Accommodation and Reasonable Modification packet. These materials contain in-



formation that can assist persons with disabilities in maintaining their independent living situation. A person can request reasonable changes in rules and policies and/or request a reasonable modification in the rental property. It will be available as either a CD or a cassette tape and in English and Spanish.



## ATC Observes 27 Years of Community Service

The Austin Tenants' Council is a non-profit organization founded on April 11, 1973 by community volunteers and housing rights advocates under a philosophy that everyone has a right to safe, decent and affordable housing. ATC grew from a community housing project coordinated by VISTA volunteers that helped tenant groups organize, acted as mediators in tenant-landlord disputes and informed the community on renter's rights.

Today, ATC provides counseling, mediation, advocacy and educational services related to housing discrimination, landlord/tenant education and information, housing repair and rehabilitation and affordable housing.

The ATC Board of Directors, Staff and Volunteers wish to honor and thank our founders and the many community pioneers for their hard work and dedication to educating the community about housing rights.

The VISTA's who founded ATC in 1973 were Marilyn Wood, David Keene and Charles "Chuck" Wattles. Founding Board Members were Rebecca Sanchez, James G. Boyle, John Wright, Nettie Miller and Carlean Johnson. It is because of their vision that ATC has provided housing rights advocacy to the community for 27 years.



## Silver Ridge Apartments

Continued from Page 1

available units for rent. She further stated that she was instructed to apply different terms and conditions to minorities, such as denying a black applicant the right to pay by personal check, even though that was not discussed when the application was submitted. She stated that she felt management and the property owners utilized a "quota system": as the occupancy rate increased at Silver Ridge, the supervisors would make it more difficult for minorities to get approved by changing the approval criteria.

In November 1999, several tenants circulated a petition alleging discriminatory treatment due to race by Silver Ridge management. The tenants who signed the petition received non-renewal notices - some of these tenants even faced eviction suits. In addition, management did not issue parking stickers to those who signed the petition. Since all Silver Ridge residents are required to have a sticker to park at the complex, many tenants without the sticker were burdened with parking at the shopping mall next door to avoid being towed by management. When one of the residents sent a written request for a parking sticker by certified mail to management, he was informed that they were all out of parking stickers, even though they continue to issue stickers to new residents.

The complaints from these tenants led to a referral to the Austin Tenants' Council's Fair Housing Private Enforcement Initiative for investigation, advocacy and legal assistance. The 10 administrative complaints are currently pending at HUD.



# 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 victimas de discriminación cuando sus derechos estan violados bajo las leyes del estado y federal de vivienda justa. Call/llame al 474-7007.*

### **Austin Tenants' Council Staff:**

<b>Patrick Banis</b> .....	Law Clerk
<b>Mary Daniels Dulan</b> ...	Fair Housing Activities Coordinator
<b>Nathan Fish</b> .....	Program Specialist I
<b>Cruz Garcia</b> .....	Housing Specialist
<b>Chris Garza</b> .....	Program Specialist II
<b>Paul Leddy</b> .....	Fair Housing Testing Coordinator II
<b>Nekesha Monroe</b> .....	Fair Housing Testing Coordinator I
<b>Lucia Peres-Salinas</b> .....	Intake Specialist
<b>Sam Persley</b> .....	Program Specialist III
<b>Bruce Rodenborn</b> .....	Program Development Specialist
<b>Jennifer Scott</b> .....	Housing Specialist
<b>Enrique Serrano</b> .....	Fair Housing Specialist
<b>Katherine Stark</b> .....	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.*



**Housing Rights Advocate**  
**Austin Tenants' Council**  
**1619 E. Cesar Chavez St.**  
**Austin, Texas 78702**

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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.