



Housing Rights ADVOCATE

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www.housing-rights.org

The Austin Tenants' Council

Safe • Affordable • Fair Housing for All

HUD Funds Fair Housing Initiatives Program Apartment Complexes Agree to Change Restrictions for Section 8 Recipients

The Fair Housing Program at ATC was notified by U.S. Congressman Lloyd Doggett and HUD Assistant Secretary Eva M. Plaza that our Fair Housing Private Enforcement Initiatives program was selected to receive funding under the HUD1999 Fair Housing Initiatives Program SuperNOFA. The funding is for two years and will total \$299,943. The Private Enforcement Initiative will provide testing and legal resources to support victims of housing discrimination in the Austin metropolitan area. The project will also focus on issues surrounding the rights of disabled persons and the rights of recent immigrants to the United States who traditionally suffer from discriminatory housing practices. The project is also designed to heighten public awareness of the negative effects of housing discrimination on victims as well as the Austin community in general.

The Fair Housing Program at the Austin Tenants' Council consists of two components, The Fair Housing Education Outreach Initiative and the Fair Housing Private Enforcement Initiative.

The current ATC HUD-funded Private Enforcement Initiative documents and investigates allegations of discrimination in the rental, sale, financing, appraisal and insurance of housing in the Austin metropolitan area and has been in operation since April 1996. To date, this program has documented over 1,300 allegations of housing discrimination. The project has also secured over \$215,000 in relief for complainants either through lawsuits or the HUD administrative process.



Ruby Smith, a client of the Austin Tenants' Council who was referred to Legal Aid of Central Texas for representation, recently settled her fair housing lawsuit against Windcrest on Yager Lane Apartments, a 300 unit private apartment complex built with federal low-income tax credits. At the same time, Sherina Shelton, represented by Legal Aid of Central Texas, settled her fair housing lawsuit against Windcrest at Parkside, a 228 unit private apartment complex in Austin also built with federal low-income tax credits. ATC provided court costs under its fair housing litigation expense fund.

Because both Windcrest Apartments were built with federal tax credits, they are prohibited under the law from refusing to take an applicant merely because he or she has a Section 8 voucher. Non-tax credit landlords may, of course, refuse to accept Section 8 voucher applicants.

Windcrest has eliminated its policy of requiring Section 8 voucher applicants to show that they had a monthly income of no less than the following: \$1,290 for a one-bedroom apartment; \$1,487 for a two-bedroom, one-bath apartment; \$1,492 for a two-bedroom, two-bath apartment; \$1,745 for a three-bedroom apartment; and \$1,912 for a four-bedroom apartment. Under Windcrest's new policy, Section 8 voucher applicants must show only that they have income equal to two-and one-half times their share of the rent. For example, if an applicant with a Section 8 voucher is required to pay \$100 each month as her portion of the rent, she would have to show that she has a monthly income of \$250. The exact terms of the settlement agreement are confidential.

Both Ms. Smith and Ms. Shelton participate in the Section 8 Program. Ms. Smith was denied at Windcrest on Yager in March, 1998 and Ms. Shelton was de-

nied at Windcrest Parkside in April, 1998. Both Ms. Smith and Ms. Shelton asserted in their lawsuits that they were told by Windcrest employees that they did not qualify because they did not have a monthly income equal to the minimum income requirements of Windcrest, even though their share of the rent under the Section 8 Program would have been limited to approximately thirty percent of their monthly income.

Ms. Smith, who is disabled, contacted the Austin Tenants' Council after she was told that she needed to show an income of \$1,492 per month to qualify for an apartment at Windcrest, even though she had a Section 8 voucher and her share of the monthly rent would have been approximately \$69. ATC helped Ms. Smith send a request for a reasonable accommodation to Windcrest on Yager explaining that Ms. Smith's income was limited because she is on Social Security disability and asking that Windcrest grant her a reasonable accommodation under the Fair Housing Act by waiving the minimum income policy. Windcrest never replied to this request.

ATC subsequently tested Windcrest on Yager to determine whether Windcrest was indeed requiring Section 8 voucher applicants to meet the minimum income requirements. Fair housing testing confirmed that Windcrest was telling Section 8 applicants that they had to meet the minimum income requirements set forth above.

The effect of Windcrest's policy was to exclude totally disabled persons with a work history that did not meet the minimal standard. In 1998 a disabled single individual with such a work history received a monthly SSI payment of \$494. A disabled individual and spouse received only \$741. Similarly, the average disability benefit for a disabled individual with a work history

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Successful Reasonable Request
Folleto en Español

ATC Welcomes New Law Clerk



In November 1999 Patrick Banis, of San Antonio, joined our staff as a law clerk for our Fair Housing Program. He graduated from Saint Mary's University with a BA in Public Justice and is currently a second year law student at the University of Texas.

Patrick will assist ATC with the continued development of our lawyer referral system. In addition, he will research and develop Fair Housing cases for ATC and for fair housing attorneys that accept cases referred by ATC.



ATC Website Additions

There have been several additions to our website since our last newsletter. You can now find most of our brochures and self-help letters on the web. These letters include our security deposit demand letter, a demand for returning illegally seized property, and repair request letters. We are in the process of adding our Guide to Affordable Housing as well.

Tenants and landlords who are having trouble reaching us through our counseling line may be able to get their question answered by logging onto our website. There, you can peruse our literature and check out other links. Our website address is www.housing-rights.org.



Having Trouble Getting Approved for an Apartment?

As if it's not hard enough to find an apartment you can afford, sometimes it's even more difficult if you have bad credit or rental history or a criminal record. Because Austin's occupancy rates are so high, landlords can afford to pick and choose. Here are some suggestions if you have problems getting approved for an apartment:

1. Go to smaller complexes or individually owned and managed properties. Bigger complexes, run by management companies, tend to have stricter rules.
2. Be upfront with the potential landlord about your history before signing an application or paying an application fee. Being dishonest on an application could cost you money and sometimes even your lease. It will also save you time if you find out a landlord will not, for example, rent to anyone who has been evicted.
3. If you have a poor rental history or credit record, be willing to pay more money up front; offer to pay first and last month's rent and/or a larger security deposit. This gesture will give the landlord confidence in your ability to pay rent.
4. If you have a criminal record, try getting a written reference from someone who can attest to your rehabilitation, such as a probation officer.



Elm Ridge Tenants' Association Update

November 16, 1999 marked the 5th anniversary of the Elm Ridge Tenants' Association, an apartment complex on Harvey Lane. The occasion was celebrated during a meeting held at the Rosewood-Zaragoza Neighborhood Center. At the meeting, a special plaque commemorating the event was presented to the tenant group by ATC staff Kathy Stark, Executive Director; Sam Persley, Program Specialist III; and Mary Daniels Dulan, Fair Housing Activities Coordinator. The Austin Tenants' Council helped organize the Elm Ridge Tenants' Association in 1994.

The meeting was also attended by Fox 7 News, who have been reporting on the conflict between the tenants and management. On November 8, 1999 "Fox 7 On Your Side" showed a segment on Elm Ridge, where tenants expressed their distress with management concerning unfinished repairs, poor living conditions and retaliatory threats made by management.

The November meeting was called to discuss a decision made by the tenant group to take legal action against the property management. Subsequently the tenants agreed to seek representation by a prominent Austin attorney.



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.

Apartamentos Están de Acuerdo Cambiar Sus Restricciones por Recipientes de Sección 8

Ruby Smith, un cliente del Austin Tenants' Council quien fue referido a Legal Aid of Central Texas por representación, recientemente concluyó su pleito de vivienda justa contra Windcrest en Yager, un complejo privado de 300 unidades construyó con impuestos federales para gente de bajo-ingreso. Al mismo tiempo, Sherina Shelton, representó por Legal Aid of Central Texas, concluyó su pleito de vivienda justa contra Windcrest en Parkside, un complejo privado de 228 unidades en Austin también construyó con impuestos federales para gente de bajo-ingreso. ATC proporcionó dinero para los costos de la corte con su fondos.

Ambos apartamentos de Windcrest fueron construidos con dinero federal. Por eso se prohíben bajo la ley de negar un solicitante meramente porque él o ella tiene un recibo de Sección 8. Propietarios los cuales no están usando dinero federal pueden, por supuesto, negar a aceptar solicitantes con recibo de Sección 8.

Windcrest ha eliminado su política de requerir solicitantes con recibo de Sección 8 mostrar que tienen un ingreso mensual de por lo menos: \$1.290 por un apartamento de una recámara; \$1.487 por un apartamento de dos recámaras, un baño; \$1.492 por un apartamento de dos recámaras, dos baños; \$1.745 por un apartamento de tres recámaras; y \$1.912 por un apartamento de cuatro recámaras. Bajo la nueva política de Windcrest solicitantes con recibo de Sección 8 tienen que mostrar sólo que tienen un ingreso igual a dos veces y medio su porción de la renta. Por ejemplo, si un solicitante con un recibo de Sección 8 se requiere pagar \$100 cada mes como su porción de la renta, tendría que mostrar que tiene un ingreso mensual de \$250. Los términos exactos del acuerdo son confidenciales.

Ambos Srta. Smith y Srta. Shelton participan en el Programa de Sección 8. Windcrest en Yager negó a Srta. Smith en marzo de 1998 y Windcrest en Parkside negó a Srta. Shelton en abril de 1998. Ambos Srta. Smith y Srta. Shelton afirmaron en sus pleitos que fueron dichos por empleados de Windcrest que no calificaron porque no tenían un ingreso mensual igual a los requisitos del ingreso mínimos de Windcrest, aunque su porción de la renta bajo el Programa de Sección 8 se hubiera

limitado a aproximadamente treinta por ciento de su ingreso mensual.

Srta. Smith, quien es incapacitada, le habló al Austin Tenants' Council después de que le dijo que necesitaba mostrar un ingreso de \$1.492 por mes para calificar por un apartamento en Windcrest, aunque tenía un recibo de Sección 8 y su porción de la renta mensual hubiera estado aproximadamente \$69. ATC le ayudó a Srta. Smith enviar una demanda por una acomodación razonable a Windcrest en Yager explicándole que el ingreso de Srta. Smith es limitado porque está recibiendo dinero del seguro social. Le preguntó a Windcrest de que si le concedería una acomodación razonable bajo el Acta de Vivienda Justa por renunciar la política del ingreso mínimo. Windcrest nunca contestó esta demanda.

ATC subsiguientemente hizo unas pruebas para determinar si fue un hecho de que Windcrest en Yager requería a los solicitantes con recibo de Sección 8 satisfacer los requisitos del ingreso mínimo. Las pruebas confirmaron que Windcrest les decía a los solicitantes de Sección 8 que tenían que satisfacer los requisitos del ingreso mínimo descritos arriba.

El efecto de la política de Windcrest era excluir a personas totalmente incapacitada con una historia de trabajar pero que no satisface el ingreso mínimo. En 1998 un individuo soltero incapacitado con tal historia de trabajar recibió un pago mensual de SSI de \$494. Un individuo incapacitado con esposo recibió sólo \$741. Semejantemente, la beneficiaria ordinaria de incapacitada para un individuo incapacitado con una historia de trabajar era sólo \$722 en 1998; la beneficiaria ordinaria del seguro social por tal individuo con un esposo y un niño o más era \$1,198. Como está evidente, tales personas no pueden satisfacer los requisitos del ingreso mínimo descrito arriba.

En su pleito Srta. Smith y Srta. Shelton ambos afirmaron que la política del ingreso mínima de Windcrest violó el convenio restrictivo que Windcrest ha firmado como un propietario lo cual usa impuestos federales y que le prohíbe de negar a rentar a un solicitante meramente porque el solicitante tiene un recibo o certificado de Sección 8. Srta. Smith también exigió que

Acomodación Razonable Fue un Exito

En septiembre de 1999 una inquilina habló con el Programa de Vivienda Justa de ATC acerca de su nuevo apartamento. Esta inquilina sufre de reacciones alérgicas a picaduras de insectos que amenazan su vida. Por causa de su condición médico, es necesario que ella vive en una unidad que tiene telas en las puertas y las ventanas. Ella consiguió la ayuda de alguien quien buscaba específicamente un apartamento con telas. Se le mostró a ella un modelo en los Apartamentos Windridge. Aunque este apartamento no tenía telas, la inquilina fue asegurada por el asistente que el apartamento que ella iba rentar las tendría. También el contrato tenía una provisión diciendo que iban a instalar telas.

Cuando la inquilina llegó a habitar el apartamento, el no tenía telas ni en las ventanas ni la puerta del patio. La inquilina sometió una carta a la gerente pidiendo las telas. La gerente escribió para atrás diciendo que ninguno de los apartamentos tendrían telas y que había cambiado esa política poquito antes de que la inquilina entró a habitar el apartamento.

La inquilina le habló al Programa de Vivienda Justa quien le asistió someter una demanda por Acomodación Razonable bajo el Acta de Vivienda Justa. La gerente contestó en una carta diciendo, "Yo hablé con el departamento legal del Austin Apartment Association y me informó que puertas de tela no son requeridos por la ley. Si instalo una puerta de tela por usted, estaré en violación del Acta Federal de Vivienda Justa de 1988,"

Mary Daniels Dulan, coordinadora del Programa de Vivienda Justa, habló con Rita Martinez, la gerente distrito por los apartamentos, en un esfuerzo tener las telas instaladas. ATC informó a Señorita Martinez de que la inquilina puede archivar una queja formal de la discriminación en la vivienda contra Windridge. La inquilina también pudiera buscado ayuda legal.

Señorita Martinez le pidió a ATC que le enviara la demanda por Acomodación Razonable y las cartas de la inquilina. La gerente distrito llamó a ATC informándole que ella ordenó las telas y las instalarían al recibirlas.

Este es un ejemplo de cómo inquilinos pueden resolver disputas acerca de su salud o seguridad si tienen la información y recursos correctos.

Vea la Página 4



Asociación de los Residentes de Elm Ridge

El 16 de noviembre de 1999 marcó el 5º aniversario de la Asociación de los Residentes de Elm Ridge, un complejo en Harvey Lane. Se celebró la ocasión durante una reunión en el Centro de Rosewood-Zaragosa. En la reunión se presentó un placa especial conmemorando el evento al grupo de inquilinos por empleos de ATC: Kathy Stark, Directora; Sam Persley, Especialista III; y Mary Daniels Dulan, Coordinadora de Actividades para el Programa de Vivienda Justa. El Austin Tenants' Council asistió en organizar la Asociación de los Residentes de Elm Ridge en 1994.

La reunión fue asistida por la noticiera Fox 7 también. Fox 7 ha estado reportándonos del conflicto entre los inquilinos y el manejo. El 8 de noviembre de 1999 "Fox 7 On Your Side" mostró un segmento en Elm Ridge, donde los inquilinos expresaron su dolor con el manejo acerca de reparaciones incumplidos, condiciones pobres en su vivienda y de amenazas de desquitarse hicieron por el manejo.

La reunión del noviembre se llamaba para hablar de una decisión hizo por el grupo de inquilinos de tomar acción legal contra el manejo de la propiedad. Subsiguientemente los inquilinos pusieron de acuerdo buscar representación por un abogado prominente de Austin.



¿Ha Tenido un Problema Ser Aprobado por un Apartamento?

Como si no fuera tan duro encontrar un apartamento económico, a veces es más difícil si uno tiene mal crédito o mal historia del arriendo o un registro delictivo. Y como el porcentaje de ocupación en Austin es muy alta, propietarios pueden escoger quien quieran. Aquí están unas sugerencias si tiene problemas ser aprobado por un apartamento.

1. Va a complejos más pequeños o propiedades manejado por un individuo. Complejos más grandes usualmente tienen reglas más estrictas.

2. Ser honesto con el propietario potencial sobre su historia antes de firmar una aplicación o pagar dinero. No ser honrado en una aplicación podría costarle a usted dinero y a veces hasta su vivienda. También se puede conservar tiempo si el propietario, por ejemplo, no renta a nadie quien ha estado desalojado por la corte.

3. Si tiene una mal historia del arriendo o malo crédito, ser dispuesto pagar más dinero adelantado; ofrezca pagar el primer mes y el último mes de renta y/ o un depósito más grande. Este gesto le dará al propietario confianza en su habilidad pagar la renta.

4. Si tiene un registro delictivo, trata de obtener una referencia escrita de alguien que puede atestiguar a su rehabilitación, tal como un oficial de probación.

HUD Da Fondos al Programa de Vivienda Justa

El Programa de Vivienda Justa de ATC fue notificado por el congresista Lloyd Doggett y la asistente de HUD, Eva M. Plaza de que nuestro programa fue escogido a recibir fondos. Los fondos, en una cantidad de \$299.943, son para dos años. El dinero pagará probadores y proveerá recursos legales para apoyar víctimas de discriminación en la vivienda del área de Austin. El proyecto también enfocará en las temas que afectan los incapacitados y los derechos de los recién llegados, los cuales se han enfrentado con discriminación en la vivienda. Finalmente, el proyecto va a enseñar a la comunidad y a las víctimas de los efectos de discriminación.

En ese momento, el programa de vivienda justa está usando su fondos para documentar e investigar alegaciones de discriminación en la renta, vende, valuación y seguridad de la vivienda. Desde abril de 1996 hasta ahora, este programa ha documentado más de 1.300 alegaciones de discriminación.



Acomodación Razonable

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Windcrest violó provisiones del Acta de Vivienda Justa de Texas que prohíbe discriminación contra personas incapacitadas y requieren propietarios hacer acomodaciones razonables en su políticas por esa gente. Ambos Srta. Smith y Srta. Shelton también afirmaron que las políticas del ingreso mínimo tenían un impacto desigual en familias africanas americanas.

ATC aplaude Windcrest por cambiar su política. ATC siempre tiene una preocupación sobre usa de políticas del ingreso mínimo por otro propietarios de impuestos federales que tienen un impacto desigual en familias incapacitadas. Si usted posee un recibo de Sección 8 y se le ha negado por un propietario de impuesto federal debido a una política del ingreso mínimo, querría hablar al Programa de Vivienda Justa de ATC sobre sus derechos bajo el de Vivienda Justa. Vea aquella advertencia para más información de probadores.



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 practicas de vivienda en Austin. Se necesitan personas quienes pueden colector información objetivamente acerca de vivienda disponible mientras afectan como un inquilino o comprador. Se provee entranamiento 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.

Successful Reasonable Accommodation

In September 1999, a tenant contacted the ATC Fair Housing Program about her new apartment. This tenant suffers from life-threatening allergic reactions to insect stings. Because of her medical condition, it is necessary for her to live in a unit that has screens on the doors and windows. She used an apartment locator who looked specifically for an apartment with these screens. She was shown a model at Windridge Apartments. Even though the model did not have screens, the Assistant Manager assured the tenant her unit would have them. There was even a provision in the lease stating that screens would be installed.

When the tenant arrived to move in, there were no screens on the windows or the patio door. The tenant submitted a written request for the installation of screens. The Manager wrote back stating that no units would have screens and that this policy had been implemented shortly before the tenant moved in.

The tenant contacted the Fair Housing Program, who assisted her in submitting a request for Reasonable Accommodation under the Fair Housing Act. The Manager wrote back stating, "I spoke with the Austin Apartment Association's legal department and was informed that screen doors are not statutorily required. If I install a screen door for you, I will be in violation of the Federal Fair Housing Act Addendum of 1988."

Mary Daniels Dulan, Project Coordinator of the ATC Fair Housing Program, contacted Rita Martinez, District Manager for the apartment complex in an effort to get the screens installed. ATC informed Ms. Martinez that the tenant could file a formal housing discrimination complaint against Windridge. The tenant could also have been referred for legal assistance.

Ms. Martinez asked ATC to fax the request for Reasonable Accommodation and the tenant's letters. The District Manager called ATC back, informed the Fair Housing Program that the screens had been ordered and that they would be installed upon delivery.

This is an example of how tenants, armed with the right information and resources, can resolve disputes concerning health or safety issues.



Fair Housing Litigation Training Conference

More than 20 attorneys and 15 housing rights advocates from several Texas cities recently attended a Fair Housing Litigation Training conference in Austin jointly sponsored by the Fair Housing Program of the Austin Tenants' Council and the Fair Housing Council of Greater San Antonio. The course was approved by the



Christopher Brancart speaking to attorneys during a training on November 12, 1999.

Texas Board of Legal Specialization for certification and recertification of continuing legal education requirements for attorneys and legal assistants in Civil Trial Law.

Training was conducted by Christopher Brancart, a partner in Brancart & Brancart, a law firm located in Pescadero, California specializing in fair housing litigation since 1989. In addition to representing plaintiffs in several leading cases, he has conducted fair housing training courses for attorneys and fair housing advocates throughout the nation. The Fair Housing Program of the Austin Tenants' Council and the Fair Housing Council of Greater San Antonio plan to jointly sponsor this conference annually in an effort to better represent victims of housing discrimination in Texas. Both agencies operate private, non-profit fair housing enforcement programs and recognize the need to provide education about fair housing law to private and public attorneys who seek to eliminate discriminatory housing practices. Conference participants included representatives from the Southeast Texas Legal Clinic and the Greater Houston Fair Housing Center in Houston, Legal Aid of El Paso, and the City of Dallas. From Austin, participants included representatives from the Texas Attorney Generals' Office; the Texas Human Rights Commission; the Texas Apartment Association; Advocacy, Incorporated; Legal Aid of Central Texas the City of Austin Law Department and the Fair Housing Program of the Austin Tenants' Council. Participants from San Antonio included representatives from the San Antonio Housing Authority, the City of San Antonio and the Fair Housing Council of Greater San Antonio. Private attorneys from Austin and San Antonio who take referrals of fair housing cases were also in attendance.

Section 8 Recipients

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was only \$722 in 1998; the average social security benefit for such an individual with a spouse and one or more children was \$1,198. As is evident, such persons cannot meet the minimal income requirements set forth above.

In their lawsuit, Ms. Smith and Ms. Shelton both asserted that Windcrest's minimum income policy violated the restrictive covenant that Windcrest had signed as a tax credit landlord prohibiting it from refusing to lease to an applicant merely because the applicant holds a Section 8 certificate or voucher. Ms. Smith also claimed that Windcrest violated the Texas Fair Housing Act provisions prohibiting discrimination against persons with disabilities and requiring landlords to make reasonable accommodations in policies for disabled persons. Both Ms. Smith and Ms. Shelton also asserted that the minimum income policies had a disparate impact on African American families.

ATC applauds Windcrest for changing its policy. ATC has a continuing concern about use of minimum income policies by other tax credit landlords that have a disparate impact on disabled families. If you are a Section 8 voucher holder and have been denied by a tax credit landlord because of a minimum income policy, you may wish to contact the ATC Fair Housing Program about your rights under the Fair Housing Act. See page 2 for an ad about Fair Housing testing.



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.*

Austin Tenants' Council Staff:

Patrick Banis	Law Clerk
Mary Daniels Dulan ...	Fair Housing Activities Coordinator
Nathan Fish	Program Specialist I
Cruz Garcia	Housing Specialist
Chris Garza	Program Specialist II
Paul Leddy	Fair Housing Testing Coordinator II
Nekesha Monroe	Fair Housing Testing Coordinator I
Lucia Peres-Salinas	Intake Specialist
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 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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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.