



Housing Rights ADVOCATE

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The Austin Tenants' Council

www.housing-rights.org

Section 8 Vouchers Must Be Accepted at All Tax Credit Properties

The flapping of a butterfly's wings may be able to create a hurricane on the other side of the world according to elemental chaos theory. Who knows the end result of all that we do.

Take Ruby Smith for example. She simply wanted to use her Section 8 Voucher at a Tax Credit Property, which was required to accept Voucher holders according to federal law. But this apartment complex had implemented a policy that Section 8 Voucher holders must earn three times the market rent

...so began the flapping of little wings that eventually led to swirling winds of change...

in order to lease an apartment. Of course if the tenant earned three times the market rent they most likely would not qualify for a Section 8 Voucher. (See Explanation at the end of the article.)

Ms. Smith was elderly, disabled and living on her Social Security Income. She asked for reasonable accommodation in the apartment complex's minimum income policy since she was unable to work. They refused to waive the requirement, and she filed a fair housing complaint through the Austin Tenants' Council. Legal Aid of Central Texas represented her in her fair housing case and eventually settled with the apartment owners.

Ms. Smith's case led to further investigation by Legal Aid, the Austin Tenants' Council and the Texas Low-Income Housing Information Service to determine the overall compliance of tax credit properties with respect to accepting Section 8 Vouchers. In 1999, ATC surveyed tax credit properties throughout Texas and found that approximately 16% either

directly refused to accept Section 8 Vouchers or had minimum income policies that make it virtually impossible for a Section 8 Voucher holder to qualify for an apartment. These properties were primarily located in large urban areas and in the wealthiest areas of town.

The Texas Department of Housing and Community Affairs is charged with monitoring tax credit properties and they

were notified of the problem. However TDHCA staff did nothing to change these practices even when formal

complaints were filed. The Texas Low-Income Housing Information Service went to the TDHCA Board of Directors for assistance. The Board decided to form a statewide committee of housing advocates, property managers and tax credit property owners.

The committee reached consensus on reasonable policies for tax credit properties and the TDHCA Board of Directors instructed the department to implement those policies. TDHCA staff, however, did not implement the policies as instructed by their Board.

Fortunately, TDHCA was due for Sunset Review in 2000 and the Sunset Review Board decided to resolve this matter once and for all by including specific Section 8 requirements in the TDHCA Sunset Bill (House Bill 3449) which passed the Legislature and was signed into law.

TDHCA is ordered by this law to adopt a policy regarding the admittance of Section 8 recipients into low income tax credit properties. The policy must provide a reasonable minimum income standard and must place reasonable restrictions on the use of credit histories, security deposits

Manufactured Housing Bill Passes

The Manufactured Housing Bill (HB 557) passed in the 2000-2001 session of the Texas Legislature and will take effect April 1, 2002. The passage of this bill is a major victory for housing advocates and, more importantly, a major improvement in the rights of manufactured housing owners who lease the land for their home.

ATC is thankful to all the people that helped create this law which will mean a great deal to lot-lease tenants. Jane Breisemeister and the Southwest Regional Office of the Consumers Union worked tirelessly with Representative Dawnna Dukes-Rhone and her staff over the past two sessions of the Legislature to get this law passed. Representative Dukes-Rhone was the sponsor of the bill in the House, and Senator Ron Lucio sponsored the bill in the Senate. These Legislators demonstrated true concern for the individual rights of tenants and for the creation of good public policy. They and their respective staffs deserve credit for laying a solid foundation of rights for lot-lease tenants.

The passage of Manufactured Housing Bill creates an entirely new chapter in the Texas Property Code which will provide critical protections for lot-lease tenants. The Spring issue of the Housing Rights Advocate listed many of HB 557's provisions that are now law. Some of the most important include the right to a written lease, an initial six-month lease term, protection from retaliation and a requirement for sixty days notice to terminate a month-to-month lease. ATC is currently developing a brochure that will describe all of these new rights for manufactured housing lot renters. The brochure's completion will be announced in a future issue and will be available on ATC's website.

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and employment histories.

Elsewhere in the law, it states that a minimum income policy for Section 8 Voucher holders can be no more than 2.5 times the tenant's portion of the rent. For example, if the rent for an apartment is \$800 and the tenant pays \$100, the Section 8 voucher holder would have to earn \$250 per month to meet the minimum income policy.

The Sunset Law requires TDHCA to create a formal complaint process so violations of TDHCA policies can be reported to the department. In order to ensure compliance, TDHCA is also required to adopt a rule establishing procedures to monitor low-income housing tax credit properties that refuse to admit Section 8 Voucher holders. TDHCA is required to establish enforcement mechanisms with respect to those properties, including a range of sanctions to be imposed against the owners of those properties.

When Ruby Smith decided that she would stand up against what she believed was wrong and filed a fair housing complaint with the Austin Tenants' Council, so began the flapping of little wings that eventually led to swirling winds of change. Section 8 Voucher holders now have greater housing opportunities and many fewer people will have to face the type of discrimination that Ms. Smith endured.



Section 8 Explained

The Section 8 Program is funded by HUD and provides rental assistance to low-income tenants. It is administered by the local Housing Authority which issues the vouchers to qualified applicants. With a Section 8 Voucher, the tenant pays between 30% and 40% of their family income towards the rent and HUD pays the remainder directly to the landlord. Though these Vouchers are supposedly portable and can be used at any rental property, most landlords refuse to accept them. As a result, the housing options for Section 8 Voucher holders have been very limited even though only a few thousand are issued in the Austin area.

Equity and Housing

The Austin Equity Commission has released an interim report that includes several recommendations for increasing the availability of affordable housing in Austin. The Equity Commission is a task force created by City Council to develop a strategic vision of long-range economic prosperity for all of Austin. It is chaired by former US Secretary of Labor Ray Marshall.

The Commission has detailed how important housing is to the overall economic and social health of the Austin community. Employers are realizing that ensuring the availability of affordable housing is critical to their competitiveness in the employment market. As the report states, "Austin's economic development will not be sustainable without a strong and healthy public sector."

In the early 1990's, the cost of housing in Austin was below the national average and so were rental costs. Cheap housing is, of course, no longer the case as Austin has seen the price of homes increase by 70% and rents increased by 68% since 1990. Though these dramatic increases have not gone unnoticed, the Equity Commission reports that there has not been enough action by the public and private sectors to address this basic need.

The recommendations for increasing the affordability of housing include:

- 1) Organize a high-level leadership group of government, business/employer, developer, and nonprofit organizations to plan and implement regional solutions to Austin's affordable housing crisis;
- 2) Adopt mitigation fees and inclusionary zoning as ways to improve the supply of affordable housing;
- 3) Greatly increase efforts to rehabilitate existing affordable housing; and
- 4) Promote the construction of more affordable housing by making affordable housing policies a priority for private and public leaders, and by making more land available at below-market prices,

Hopefully, the commission's report will further illustrate the importance of housing, and provide a framework for addressing this problem. The full Equity Commission report covers much more than housing and can be viewed on the City of Austin Web site: www.ci.austin.tx.us. The final report is scheduled to be presented to City Council on August 23, 2001.

ARE YOU HAVING PROBLEMS GETTING REPAIRS TO YOUR RENTAL HOME. ATC's Rental Repair Assistance Program can help if you have repairs problems that threaten your health or safety. Contact ATC at 474-1961 for more information.

Water Allocation Update

Other news for tenants from the 2000-2001 Texas Legislature includes the passage of HB 2404. This law will provide some future relief in regard to the allocation of water when individual units are not metered or submetered. In these situations, the landlord splits one large water bill based on the size of the apartment and/or the number of occupants in the unit. The landlord can use one of several allocation methods approved by the Texas Natural Resource Conservation Commission. Under the new law, all apartments that begin construction on or after January 1, 2003 will have to be individually metered or submetered unless they are built under an affordable housing program.

As reported in the Winter 2001 issue of the Housing Rights Advocate, tenants are increasingly required to pay water using an allocation method. None of the approved allocation methods provide a truly equitable way to split the overall bill because they must estimate water usage which varies widely from household to household. This inherent problem is of great concern to tenants who are required to pay high water bills without any means of determining the amount of water they actually used.

The law also requires landlords who switch from all bills paid apartments to an allocation method to perform a water leak audit and repair any leaks in the system prior to billing the tenants for water. Landlords must replace plumbing fixtures such as toilets that use excessive amounts of water within one year of implementing the water allocation method.

Though there is a long phase-in for this new law, January 1, 2003, it will have some positive impact in the future and will at least ensure that landlords are not able to pass the cost of water onto tenants without first minimizing those costs.



Ahora Todas las Propiedades que Reciben Créditos Federales Tienen que Aceptar Recibos de Sección 8

Según el teoría elemental de caos, el aleteo de las alas de una mariposa puede crear un huracán en el otro lado del mundo. Quién sabe el resultado final de todo lo que hagamos.

Toma Ruby Smith como ejemplo. Ella deseó simplemente utilizar su recibo de Sección 8 en una propiedad que recibe créditos federales, la cual fue requerida aceptar inquilinos con los recibos por una ley federal. Pero este complejo puso una política en ejecución diciendo que los inquilinos con un recibo de Sección 8 deben ganar tres veces la renta para alquilar un apartamento. Por supuesto si el inquilino ganara tres veces la renta él no calificaría para un recibo de Sección 8. (Vea la Explicación al fin del artículo.)

Sra. Smith era anciana, incapacitada y sobreviviendo con su cheque de Seguridad Social. Ella pidió una acomodación razonable del complejo con su requisito de ingreso mínimo porque ella no podía trabajar. El complejo rechazó la solicitud, y ella registró una queja de vivienda justa con el Concilio para Inquilinos de Austin. Ayuda Legal de Texas Central la representó en un caso de discriminación y concluyó el asunto con los propietarios del apartamento.

El caso de la Sra. Smith se concluyó en una investigación adicional por Ayuda Legal, el Concilio para Inquilinos de Austin y el Fuente de Información de Vivienda para Tejanos de Bajo Ingreso para determinar la conformidad total de las propiedades que reciben créditos federales con respecto a aceptar los recibos de Sección 8. En 1999, el ATC investigó las propiedades que reciben créditos federales a través de Texas y encontró que aproximadamente 16% no aceptaban los recibos de Sección 8 o tenían políticas de ingreso mínimo que se hacía virtualmente imposible para que un inquilino con un recibo de Sección 8 califique para un apartamento. Estos apartamentos fueron situadas más en las áreas urbanas y en las áreas más ricas de la ciudad.

El Departamento de los Asuntos de la Vivienda y la Comunidad de Texas (TDHCA) se carga con vigilar las propiedades que reciben créditos federales

y fue notificado del problema. Sin embargo el personal de TDHCA no hizo nada para cambiar estas prácticas incluso cuando las demandas oficiales fueron registradas. El Fuente de Información de Vivienda para Tejanos de Bajo Ingreso habló con la junta directiva de TDHCA para asistencia. La junta decidió formar un comité estatal con defensores de vivienda, los encargados de propiedades y los dueños de propiedades que reciben créditos federales. El comité llegó a un consenso sobre las políticas razonables para las propiedades que reciben créditos federales y la junta directiva de TDHCA mandó al departamento que pongan esas políticas en ejecución. Sin embargo, el personal de TDHCA no puso las políticas en ejecución.

...comenzó el aleteo de las pequeñas alas que dirigió eventualmente a los vientos del cambio.

Afortunadamente, en el 2000, fue tiempo para una revista de TDHCA y el comité examinador decidió resolver este problema definitivamente por incluir requisitos específicos de Sección 8 en el Proyecto de Ley HB 3449 que fue aprobado por la legislatura y que ahora es ley.

TDHCA es ordenado por esta ley adoptar una política con respecto a la entrada de los inquilinos de Sección 8 en propiedades que reciben créditos federales. La política debe proporcionar un requisito razonable de ingreso mínimo y debe imponer restricciones razonables en el uso de las historias del crédito, los depósitos y las historias de empleo.

A otra parte en la ley, indica que una política de ingreso mínimo para los inquilinos con un recibo de Sección 8 no puede ser no más de 2,5 veces la porción de renta del inquilino. Por ejemplo, si la renta de un apartamento es \$800 y el inquilino con un recibo de Sección 8 paga \$100, el inquilino tendría que ganar \$250 por mes para satisfacer el requisito del ingreso mínimo.

La Ley HB 3449 requiere que TDHCA crea un proceso oficial de registrar quejas así que se pueden reportar las violaciones de las políticas de TDHCA al departamento. Para asegurar

Comenzó el Programa Cooperativa De Vivienda Justa en Texas

El Programa Cooperativa de Vivienda Justa en Texas (TCFHP) ha comenzado sus operaciones. El TCFHP es un socio financiada por HUD, creado por el Programa de Vivienda Justa del Concilio para Inquilinos de Austin (ATC), la Comisión de Derechos Humanos en Texas y el Concilio de Vivienda Justa de San Antonio. El programa se trata de las necesidades por vivienda justa de inmigrantes recientes por la frontera de Texas y de las personas incapacitadas a través del estado. Este proyecto de dos años educará a estas poblaciones bajo-servidas sobre sus derechos de vivienda justa y cómo proteger esos derechos por registrar quejas con las agencias cooperativas.

Los socios del TCFHP identificaron la frontera de Texas como área de gran necesidad de servicios de vivienda justa debido a su historia larga de la discriminación contra inmigrantes recientes. Comenzando en la parte anterior del 1900, los reveladores crearon lo que se conoce como las colonias para contener a los trabajadores agrícolas que emigraron a los Estados Unidos. Estos reveladores subdividieron la región agrícola y crearon comunidades fuera de la jurisdicción de las ciudades para evitar conformándose con los códigos más básicos. Las colonias se convirtieron sin la infraestructura básico, como agua corriente y el tratamiento de agua albañal.

El TCFHP distribuirá los materiales promocionales de vivienda justa conjuntamente con otras organizaciones que asistan a la gente que vive por la frontera, tales como Ayuda Legal de Texas Rural, la Liga de los Ciudadanos Americanos Latinos y el Proyo Azteca.

El Programa de Colonias de Texas A&M acordó asistir a TCFHP y distribuirá los materiales por su programa Promotoria. Este programa reduce el aislamiento de las colonias por la entrega personal de información a los residentes. El ATC también trabajará con los Centros del Esfuerzo-Personal de Colonias financiados por TDHCA. El socio también proporcionará presentaciones y entrenamiento a los grupos y a las organizaciones en el área que sirven a esta población.

Vea la Página 4



Se Aprobó el Proyecto de Ley de Casas Móviles

El Proyecto de Ley de Casas Móviles (HB 557) pasó en la sesión 2000-2001 de la legislatura de Texas y tomará el efecto el 1 de abril de 2002. Esta ley es una victoria importante para los defensores de vivienda y, más importantemente, un mejoramiento grande en los derechos para dueños de casas móviles los cuales alquilan su terreno.

El ATC es agradecido a toda la gente que ayudó a crear esta ley la cual significará mucho. Janee Breisemeister y la Oficina Regional del Sudoeste de la Unión de los Consumidores trabajaron incansable con Representativa Dawnna Duker-Rhone y su personal durante las últimas dos sesiones de la legislatura para que aprobara esta ley. Representativa Duker-Rhone patrocinó la ley en la Casa y Senador Ron Lucio la patrocinó en el Senado. Estos legisladores demostraron una preocupación verdadera por los derechos individuales de inquilinos y por la creación de una política buena para el público. Ellos y sus personales merecen el crédito de construir una fundación sólida de derechos para dueños que alquilan su terreno.

El paso del Proyecto de Ley de Casas Móviles crea completamente un nuevo capítulo en el Código de la Propiedad de Texas que proporcionará protecciones críticas para los que alquilan su terreno. La última edición de Housing Rights Advocate enumeró muchas de las provisiones de HB 557 que ahora son ley. Unas de las más importantes incluyen el derecho a un contrato escrito, a un término inicial de seis meses, a protección contra la venganza y a un requisito de sesenta días de aviso para terminar un contrato mes por mes. ATC está desarrollando un folleto que describirá todas estos nuevos derechos para los dueños de casas móviles que alquilan su terreno. La terminación del folleto será anunciada en una edición futura del Housing Rights Advocate y también será disponible en nuestro website.



Actualización De la Asignación Del Agua

Otra noticia de la sesión 2000-2001 de la legislatura de Texas incluye el paso de HB 2404. Esta ley proporcionará poca ayuda futura respecto a la asignación del agua cuando cada unidad no tiene su propio medidor. En estas situaciones, el propietario divide una cuenta grande del agua basada en el tamaño del apartamento y/o del número de inquilinos en la unidad.

El propietario puede utilizar uno de varios métodos de la asignación aprobados por la Comisión de la Conservación del Recurso Natural de Texas. Bajo la nueva ley, todos los apartamentos en los cuales comience la construcción el 1 de enero de 2003 o después tendrán que tener medidores individuales a menos que se construyan bajo un programa de vivienda económica.

Como reportado en la edición del invierno 2001 de Housing Rights Advocate, requieren a los inquilinos cada vez más pagar el agua usando un método de la asignación. Ningunos de los métodos aprobados de la asignación proporcionan a una manera verdaderamente equitativa de partir la cuenta porque deben estimar el uso del agua que varía extensamente de casa a casa. Este problema inherente está de gran preocupación a los inquilinos que se requieren pagar altas cuentas del agua sin ningunos medios de determinar la cantidad de agua que utilizaron realmente.

La ley también requiere a propietarios que cambian de todas cuentas pagadas a un método de la asignación para hacer una inspección del escape del agua y para reparar cualquier escape en el sistema antes de cobrar el agua a los inquilinos. Los propietarios deben cambiar la plomería, tales como tazas que utilicen cantidades excesivas de agua dentro de un año de poner en ejecución el método de la asignación del agua.

Aunque tiene mucho tiempo hasta que comience esta nueva ley - el 1 de enero de 2003 - tendrá cierto impacto positivo en el futuro y se asegurará por lo menos de que los propietarios no pueden pasar el costo de agua hacia los inquilinos sin primero reduciendo al mínimo esos costos.



¿ESTÁ USTED TENIENDO PROBLEMAS CON REPARACIONES EN SU HOGAR ALQUILADA? El Programa de Asistencia con Reparaciones de ATC puede ayudar si usted tiene problemas que afectan su salud o seguridad. Ponerse en contacto con ATC al 474-1961 para más información.

Recibos de Sección 8

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conformidad, TDHCA también se requiere adoptar una regla que establece procedimientos para vigilar las propiedades que reciben créditos federales que rehusan aceptar poseedores del recibo de Sección 8. TDHCA se requiere establecer mecanismos de aplicación con respecto a esas propiedades, incluyendo varias sanciones que se impondrán contra los propietarios de esas propiedades.

Cuando Ruby Smith decidió que iba defenderse contra lo que ella creía era mal y registró una queja de vivienda justa con el Concilio para Inquilinos de Austin, así comenzó el aleteo de las pequeñas alas que dirigió eventualmente a los vientos del cambio. Los poseedores de recibos de Sección 8 ahora tienen mayores oportunidades de vivienda y menos gente tendrá que hacer frente al tipo de discriminación que la Sra. Smith aguantó.



Una Explicación de Sección 8

El programa de Sección 8 es financiado por HUD y proporciona ayuda de renta a los inquilinos de bajo ingreso. Es administrado por la Autoridad local de Vivienda (Housing Authority) que publica los recibos a los solicitantes calificados. Con un recibo de Sección 8, el inquilino paga entre 30% a 40% de su ingreso familiar hacia la renta y HUD paga el resto directamente al propietario. Aunque supone que se pueden utilizar estos recibos en cualquier propiedad, la mayoría de los propietarios rehusan aceptarlos. Consecuentemente, las opciones de vivienda para los poseedores de un recibo de Sección 8 han sido muy limitadas aunque solamente se publican unos miles en el área de Austin.

Fair Housing News

Texas Cooperative Fair Housing Program Underway

The Texas Cooperative Fair Housing Program (TCFHP) has begun operations. The TCFHP is a HUD-funded partnership created by the Austin Tenants' Council's Fair Housing Program (ATC), The Texas Commission on Human Rights and The San Antonio Fair Housing Council. The program addresses the fair housing needs of recent immigrants along the Texas-Mexico border and persons with disabilities throughout the state. This two-year project will educate these under-served populations about their fair housing rights and how to protect those rights by filing complaints with the cooperating agencies.

The partners of the TCFHP identified the Texas border region as an area of great need for fair housing services because of its long history of discrimination against recent immigrants. Beginning in the early part of the 1900's, unscrupulous developers created what became known as the colonias to house the agricultural workers who migrated to the United States. These developers subdivided agricultural land and created communities outside of the jurisdiction of cities to avoid complying with even the most basic building codes. The colonias developed without the infrastructure that even the worst urban slums take for granted such as running water and sewage treatment.

A promotional campaign has been created to contact recent immigrants along the Texas-Mexico border to notify them of their fair housing rights. The TCFHP will distribute fair housing materials in conjunction with other organizations that assist people who live along the border, such as Texas Rural Legal Aid, the League of Latin American Citizens and Proyo Azteca.

Texas A&M's Colonias Program has agreed to assist TCFHP and will distribute fair housing materials through their Promotoria program. This program reduces the isolation of the colonias by delivering information door-to-door to the residents. ATC will also work with the Colonias Self-Help Centers funded by TDHCA. The partnership will also provide fair housing presentations and training to groups and organizations in the area that serve this population.

Another under-served population in Texas is persons with disabilities. Disability-based fair housing complaints is the largest single category of complaints received by ATC. However, the percentage of complaints statewide from this protected class is much lower. ATC has been conducting education and outreach directed at persons with disabilities in the Austin area for the past five years. This commitment to the rights of persons with disabilities has given ATC respect in the disability rights community and encourages persons with disabilities to seek assistance when they face discrimination. Because of the success of ATC's program, the TCFHP decided to conduct a statewide campaign to promote fair housing rights for persons with disabilities.

The TCFHP will include the distribution of disability-related fair housing information to other fair housing agencies, disability rights organizations and other social service agencies that assist this protected class. ATC will also make presentations to these groups to inform them of fair housing rights and of the TCFHP services. ATC will record and process fair housing complaints and assist persons with disabilities make requests for reasonable accommodation and reasonable modification.

The TCFHP is an exciting opportunity for the Austin Tenants' Council, the San Antonio Fair Housing Council and the Texas Commission on Human Rights to address the needs of two under-served populations. Most areas of Texas do not have local fair housing agencies. The TCFHP will provide essential fair housing services to the populations and areas that are most in need.

Case Updates

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

O'Neal v. Grant Villa Trust et al

ATC recently announced the settlement of a disability discrimination complaint against Grant Villa Apartments on behalf of Ethan O'Neal for \$1,000. O'Neal, who is blind, alleged that in 1997, the management of Grant Villa discriminated against him on the basis of his disability by refusing to grant a reasonable accommodation of mailing a rental application so his independent living counselor could assist him. ATC assisted O'Neal in filing an administrative complaint with HUD, when testing by ATC supported his claim that Grant Villa management would not mail an application to a blind prospective tenant. Earlier Sneed Realtors, former managers of Grant Villa, settled Mr. O'Neal's claim for \$1,000. Both respondents deny any wrongdoing or violation of the Fair Housing Act.

ATC v. Grant Villa Trust et al

ATC announces the settlement of a housing discrimination complaint against Grant Villa apartments for \$250. After gathering testing evidence that supported Mr. O'Neal's complaint, ATC also filed an administrative complaint with HUD. Earlier, Sneed Realtors, Grant Villa's former management company, agreed to pay ATC \$250 in relief through a HUD Enforcement Agreement. Both respondents deny any wrongdoing or violation of the Fair Housing Act.

Fair Housing Testers Needed

Please contact Paul Leddy
email: paul@housing-rights.org
telephone: 474-7007.

Fight Housing Discrimination!



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 están violados bajo las leyes estatales y federales de vivienda justa. Call / llame al 474-7007.*

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 for an appointment / llame para una cita a 474-7006.*

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 for more information / llame para mayor información a 474-7006.*

Austin Tenants' Council Staff

Patrick Banis Fair Housing Testing Coordinator I
Mary Daniels Dulan Fair Housing Activities Coordinator
Nathan Fish Program Specialist I
Cindi Garcia Fair Housing Specialist
Cruz Garcia Housing Specialist
Chris Garza Program Specialist II
Paul Leddy Fair Housing Testing Coordinator II
Lucia Peres-Salinas Intake Specialist
Sam Persley Program Specialist III
Bruce Rodenborn Program Development Specialist
Jennifer Scott Housing Specialist
Katherine Stark Executive Director



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

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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.