



# Housing Rights ADVOCATE

Issue 33, Fall 2004

The Austin Tenants' Council

www.housing-rights.org

## Tax Credit Property Rules Revised by IRS

The Internal Revenue Service issued new policy guidelines in August 2004 that will help protect tenants living in tax-credit properties from having to move unnecessarily. The IRS promulgates rules for properties that are built under the Low-Income Housing Tax Credit (LIHTC) program. In recent years, many property owners and developers have built multifamily apartment complexes under this program. In exchange for agreeing to rent to families at or below 60% of the median family income (\$42,650 for a family of four in Austin), the owner gets credit toward taxes that they owe to the government. These tax credits are often worth millions of dollars to the owner, which is why the LIHTC program has been so successful in stimulating the construction of multi-family housing.

As ATC reported in past issues of the newsletter, LIHTC properties are subject to various IRS regulations such as being required to accept Section 8 vouchers and having to offer more affordable rents. Each state is charged with monitoring landlord compliance with LIHTC program rules. The Texas Department of Housing and Community Affairs (TDHCA) is the compliance-monitoring agency in Texas.

Under the new rules, an LIHTC landlord cannot terminate a tenant's lease during the lease term or refuse to renew the lease at the end of its term without "good cause." Prior to the IRS ruling there was some confusion about whether the good cause requirement applied to all LIHTC or just to ones that had been foreclosed upon. Under the new rules, the IRS clarifies that the "good cause" requirement applies to all LIHTC properties and gave TDHCA and other state monitoring agencies one year to bring landlords into compliance. However, these protections exist now because IRS is only

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## HUD Funds FHEI for 6th Time

Housing and Urban Development Secretary Alphonso Jackson recently announced that \$17.6 million in HUD grants has been awarded to 106 groups to help them fight housing discrimination. The Fair Housing Act bars housing discrimination on the basis of race, color, religion, sex, disability, family status and national origin. The Act covers the sale, rental, financing and advertising of almost all housing in the nation.

The grants, funded under HUD's Fair Housing Initiatives Program, will go to public and private fair housing groups and state and local agencies across the country. These groups will use the funds to investigate allegations of housing discrimination, educate the housing industry and public about housing discrimination laws and work to promote fair housing.

ATC was notified by HUD that its Fair Housing Private Enforcement Initiatives program was selected to receive funding under the HUD Fiscal Year 2004 Fair Housing Initiatives Program SuperNOFA for one year, totaling \$218,946.40. All awardees under the Private Enforcement Initiative are being offered funding at a reduction of the amount requested in their FHIP application due to budget constraints.

Under the Private Enforcement Initiative, about \$11.8 million was awarded for 12 to 18 month grants of up to \$220,000 to assist private, tax-exempt fair housing enforcement organizations for the investigation and enforcement of alleged violations of the Fair Housing Act. Fair housing investigations are also conducted by HUD investigators, and state and city agencies working with HUD.

The 106 winners were chosen based on the soundness of approach, the extent of the problem, the capacity and experience of the applicant, demonstration of results, program evaluation and the leveraging of other resources.

ATC's Fair Housing Program will help all protected classes, but will emphasize protecting the right of the disabled and immigrant populations living in the Austin Metropolitan Statistical Area. During the

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## Budgeting for the Holidays

ATC receives several phone calls a day by tenants who are facing eviction. A landlord may try to evict a tenant for a number of reasons: unauthorized occupants, excessive noise, or, most commonly, non payment of rent. By far, the easiest eviction for a landlord to win is one for nonpayment.

The number of calls ATC receives about nonpayment evictions triples during the winter months. This happens because some tenants reprioritize their debts and decide to spend their extra cash on gifts or travel expenses instead of rent and utility bills. These tenants are shocked to then receive a notice of eviction. Oftentimes they assume the landlord will give them a break during the holidays and not force their family outside in the cold just because the rent is late one month.

Many landlords are unable or unwilling to give the tenant such a break, as most depend on the tenant's monthly rent to make their own mortgage payment. So take this as a friendly reminder to start planning now. Make sure you have enough money to pay the rent and utility bills first and avoid having your holiday season ruined by an eviction. When in doubt, call our telephone counseling line with any questions.



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# Fair Housing News

## Case Updates

**A**TC thanks the complainants, plaintiffs, testers, witnesses, and attorneys who have worked for fair housing. 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.

### **Sylvia Leyendecker v. Michael Reynero and Bainbridge Apartments**

In September 2004, Sylvia Leyendecker, a woman with a disability, contacted ATC for assistance. She is a recipient of a Section 8 Housing Assistance Program Voucher and lives at Bainbridge Apartments on the second floor. She was advised in a letter by her physician to move to a ground floor apartment because her disability was deteriorating. She alleges that she requested permission from the Manager, Michael Reynero, to move into a downstairs unit and provided him with the supporting documentation from her doctor.

Ms. Leyendecker states that she submitted a formal written request for reasonable accommodation to the manager, and that he had no downstairs units available for transfer. She contacted her Austin Housing Authority Section 8 Case Manager who advised her to give her manager the "Agreement for Mutual Rescission of Lease" form. Ms. Leyendecker states the manager refused to sign the form, which would allow her to use her Section 8 Voucher at another apartment complex with an accessible, ground floor apartment.

Ms. Leyendecker feels that Bainbridge Apartments is discriminating against her due to disability. She alleges that Bainbridge cannot accommodate her at their complex, and will not release her to find accessible housing elsewhere. ATC assisted Ms. Leyendecker with filing a housing discrimination complaint with HUD, which was deferred to the City of Austin Equal Employment and Fair Housing Office for processing.



## Register Now for Housing Rights Seminar

**T**he 2004 Housing Rights Seminar will be held on Monday, November 15, 2004 at the Oak Springs Library, located at 3101 Oak Springs Boulevard, one block west of Airport Boulevard, from 10:00 AM to 4:30 PM. This seminar is sponsored by a partnership of the City of Austin Equal Employment and Fair Housing Office and the ATC Fair Housing Program, in cooperation with Kelli Howard, Staff Attorney and Equal Justice Fellow at Texas RioGrande Legal Aid (TRLA).

Seminar topics include Introduction to Fair Housing Laws and Remedies They Provide, Fair Housing and People with Disabilities, Fair Housing and Sex Discrimination, and Discrimination Against Families with Children. Sex discrimination topics will include domestic violence and sexual harassment. The primary focus of discrimination against families with children will be overly restrictive occupancy policies.

Panelists will include attorneys from TRLA, representatives from SafePlace, Adapt of Texas, the City of Austin Equal Employment and Fair Housing Office and the ATC's Fair Housing Program.

Seating is limited and lunch will be provided. Registration forms can be obtained by calling Cindi Garcia at 512-474-7007 x109 or Genesis Draper at ext. 110. Forms can be emailed back to cindi@housing-rights.org or faxed to ATC at 512-474-0197. Please note any special accommodations needed or dietary restrictions you may have.



### **HUD Funding**

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grant period, ATC will provide investigative services, testing and legal resources to support victims of housing discrimination in the Austin MSA. Fair housing complaints and requests for reasonable accommodation and/or modification will also be processed.

ATC has been successful with previous FHIP grants and in its commitment to advancing fair housing in Texas, where ATC is an integral part of the continuum of social services. We have partnered with numerous other disability rights, religious and immigrant rights groups under both our

fair housing and tenant-landlord programs to provide enforcement, and education and outreach resources to our clients.

Since April 1996 the ATC Fair Housing Program has documented at least 2800 allegations of housing discrimination, filed over 250 formal complaints with HUD and/or the City of Austin EE/FHO (formerly Austin Human Rights Commission) or the State of Texas CRD/TWC (formerly Texas Commission on Human Rights). ATC has secured over \$380,000 in relief for complainants either through the HUD administrative process or lawsuits.

We thank HUD and the City of Austin Neighborhood Planning and Development Office for financially supporting fair housing enforcement. We thank the city, state and federal investigators who enforce fair housing laws. We thank our network of volunteers who serve as fair housing testers, volunteers who serve on our board of directors, social service and community advocates and former clients who continue to refer complainants to us. Above all, we thank those of you who face discrimination and are brave enough to step forward to seek relief, remedy and justice.



## FH Staff Changes

**T**he ATC Fair Housing Program welcomes Ms. Genesis Draper, who serves as our new Law Clerk. Genesis is a second-year student at the University of Texas School of Law. She received her BA in English and Economics at Spelman College in Atlanta, Georgia. She has served as an Intern to the City Council President in Atlanta, has served as an Intern for the Congressional Research Service in Washington, D.C. and is a co-founding member of the Criminal Law Society at the UT School of Law.

We also take this opportunity to say good-bye to Mr. Bronson Tucker, who served as our FHIP Program Testing Coordinator. Bronson, who is a member of the State Bar of Texas, now serves as Program Attorney for the Texas Justice Court under the auspices of Texas State University of San Marcos, Texas. We will miss him and his work and wish him much success in his new endeavor.



## No Tan Rápido...

### Cambios a las Leyes de Remolque

Desde que los propietarios fueron autorizados remolcar un vehículo sin aviso, ha sido problemática porque han llevado vehículos por razón de registro o inspección vencido. En los complejos donde remolcan vehículos la mayoría de los residentes son de bajo ingreso, y cuesta mucho dinero para recuperar su vehículo. El inquilino no solamente aún tiene que pagar el registro o inspección, pero ahora también tiene que pagar el remolque. Estos costos de remolque son más de \$150 aún si recupere el vehículo el mismo día. Afortunadamente, hicieron un cambio al Código de Transporte de Texas que da al inquilino tiempo para renovar su registro o inspección o mover el vehículo fuera del lote antes de que sea remolcado.

Debajo la nueva ley, tal vehículo podría ser remolcado solamente si es de un inquilino quien firmó un contrato con un propietario, y el contrato indica que el propietario podría remolcar un vehículo con registro o inspección vencido. Más importante, el inquilino tiene derecho a un aviso por escrito antes de que el vehículo sea remolcado.

El propietario debe entregar el aviso personalmente o mandarlo por correo certificado al dueño del vehículo por lo menos 10 días antes de que el vehículo será remolcado. Recuérdese que esta nueva ley solamente aplica al remolque por razón de registro o inspección vencido. Un propietario todavía puede remolcar un vehículo por otra razón y tal vez no tendría que dar algún aviso con anticipación.

Previamente, vehículos con registro o inspección vencido también fueron remolcados sin aviso porque los propietarios y encargados pensaron que su letrado: "Vehículos no Autorizados Serán Remolcados" fue suficiente. ATC disputaba esta reclamación porque, según el Código de Transporte, el letrado debe declarar claramente la razón por la cual un vehículo será remolcado sin aviso. Los cambios por la Legislatura Estatal han eliminado este conflicto a la ventaja de inquilinos.



## Ayudando a los Residentes de Riverside Uno por Uno



Este verano nuestros consejeros participaron en un evento patrocinado por el Departamento de Policía de Austin. Pasaron la mañana hablando con los residentes que viven en el barrio de Riverside Drive. Nathan Fish, arriba, trajo folletos de ATC y estaba listo para contestar cualquier pregunta de los participantes.

## PROPIETARIOS

- Protéjase y su inversión.
- Compre un contrato de ATC y hacerse un propietario más confidente y informado.
- Llame o ven a la oficina para más información.

## Reglas para las Propiedades que Reciben Créditos de Impuestos Están Revisadas por el IRS

El Servicio de Rentas Internas (IRS) publicó nuevas pólizas en agosto de 2004 que protegerán a los inquilinos que viven en las propiedades donde reciben créditos de impuestos para los inquilinos que no tengan que moverse innecesariamente. El IRS establece las reglas para las propiedades que están construido por el programa del Crédito de Impuestos en la Vivienda para el Bajo Ingreso (LIHTC). En los años recientes, muchos dueños y promotores han construido complejos multifamiliares bajo este programa. En cambio de rentar a las familias que ganan menos del 60% del ingreso mediano para una familia (\$42.650

## Ahorrando para los Días Festivos

ATC recibe varias llamadas al día por los inquilinos que se enfrentan con desalojo. Un propietario puede tratar de desalojar a un inquilino por una variedad de razones, como ocupantes no autorizados o ruido excesivo. Claramente, el caso más fácil para que el propietario gane es uno por el falta de pago.

Recibimos el triple de ese tipo de llamadas durante los meses del invierno. Esto es porque los inquilinos a menudo cambian su plan para pagar sus deudas y deciden gastar sus ahorros en regalos o gastos de viaje. Estos inquilinos están sorprendidos al recibir un aviso de desalojo en enero. A menudo asumieron que el propietario les daría más tiempo durante los días festivos y que no forzaría a ellos y a su familia afuera en el frío solamente porque el inquilino se atrasó un mes.

Los propietarios, como los inquilinos, tienen cuentas y fines de plazo y a veces dependen de la renta mensual del inquilino para hacer su propio pago de hipoteca. Entonces tome esto como un recordatorio amistoso para empezar a planear ya: prepárese con suficiente dinero para pagar la renta y utilidades primero y evite tener un día festivo arruinado por un desalojo. Cuando en duda, llame nuestra línea de consejos para hablar con una consejera.



## Casos Actualizados

**E**n todos los casos «decididos» en estas noticias, a menos que se indique en forma diferente, el demandado niega las alegaciones de discriminación hechas por el demandante y los partidos pusieron de acuerdo de resolver el caso antes de ir a un juicio. Las pruebas e investigaciones de vivienda justa conducidas por el Programa de Vivienda Justa de ATC son financiadas por el Departamento de Vivienda y Desarrollo Urbano de los Estados Unidos.

### Sylvia Leyendecker v. Michael Reynar y los Apartamentos Bainbridge

En septiembre de 2004, Sylvia Leyendecker, una mujer con una incapacidad, se puso en contacto con ATC por su asistencia. Ella tiene un cupón de la Sección 8 y vive en los Apartamentos Bainbridge en el segundo piso. Su doctor le aconsejó en una carta que se trasladara a un apartamento del primer piso porque su incapacidad estaba deteriorando. Ella alega que solicitó permiso por el encargado, Michael Reynero, para moverse al primer piso y le dió a él con la documentación de su doctor.

La Srta. Leyendecker indica que sometió una petición formal al encargado pidiendo una comodidad razonable, y que él no tenía ningún apartamento disponible en el primer piso. Ella se puso en contacto con su consejera de la Sección 8 quien la aconsejó dar al encargado la forma "Acuerdo para la Rescisión Mutua del Contrato." La Srta. Leyendecker indica que el encargado rehusó firmar la forma, la cual permitiría que ella utilizara su cupón de la Sección 8 en otro complejo con un apartamento en el primer piso.

La Srta. Leyendecker se siente que los Apartamentos Bainbridge están discriminando contra ella por razón de su incapacidad. Ella alega que Bainbridge no puede acomodarla en su complejo ni terminará el contrato para que ella encontrara otro domicilio accesible. ATC asistió a la Srta. Leyendecker archivar una queja de discriminación en la vivienda con HUD, la cual fue diferido a la Oficina de Empleo Igual y Vivienda Justa de la Ciudad de Austin para procesar.



## Cambios por el IRS

Continuado de la página 3

de LIHTC. El Departamento de los Asuntos de la Vivienda y de la Comunidad de Texas (TDHCA) es la agencia en Texas que se carga con esta obligación.

Bajo las nuevas reglas, un propietario de LIHTC no puede terminar el contrato de un inquilino durante el término de contrato o rehusar renovar el contrato en el final de su término sin "buena causa." Antes de la decisión por el IRS, había cierta confusión sobre su aplicación y si las reglas aplicaban a cada propiedad de LIHTC o solamente a las en juicio hipotecario. El IRS ahora clarifica que el requisito de tener "buena causa" se aplica a todas las propiedades de LIHTC y dio al TDHCA y otras agencias estatales un año para traer a los propietarios en conformidad. Sin embargo, estas protecciones existen ahora porque la interpretación por el IRS viene de una ley aprobada por el Congreso hace algunos años.

Esta nueva regla estará de gran beneficio a los inquilinos que viven en propiedades de LIHTC. La razón es porque generalmente, en Texas, un propietario tiene el derecho de no renovar un contrato en el final de su término sin ninguna razón, menos de dos situaciones. Primero, un propietario no puede tomar represalias contra el inquilino y rehusar renovar un contrato por haber pedido reparaciones, buscar la ayuda de una agencia como ATC o ponerse en contacto con un inspector de edificios sobre problemas de reparación o de otra manera hacer cumplir sus derechos bajo el contrato. En segundo lugar, un propietario no puede rehusar renovar un contrato a causa de la discriminación en violación de las leyes aplicables de vivienda justa.

A pesar de las leyes, muchos propietarios toman represalias contra los inquilinos solo por tratar de hacer cumplir sus derechos. Hay dos problemas con la ley que protega al inquilino contra la venganza que pueda resultar en una mudanza forzada. El primer problema es que el inquilino tiene la carga de probar que el propietario está tomando represalias contra él, lo cual es a menudo difícil de hacer, especialmente si el propietario decide no renovar el contrato varios meses después de que el inquilino pidió las reparaciones. En segundo lugar, la ley

solamente protega al inquilino contra la venganza por seis meses. Después de ese tiempo, el propietario está libre tomar represalias contra el inquilino. Así que, los inquilinos deben ser cuidadosos de hacer cumplir sus derechos bajo el contrato si no tienen el dinero para moverse, lo cual es el caso para mucha gente de bajo ingreso.

ATC reconoce que los propietarios de LIHTC no recibirían con gusto tal cambio porque temen que no podrán forzar a un inquilino dificultoso que se mueva en el final de su contrato. Muchas veces es difícil desalojar a un inquilino durante su contrato por razón de ser ruidoso o no seguir las reglas de la comunidad. Sin embargo, el propietario puede elegir no renovar el contrato, lo cual es sencillo.

El problema es que a veces éstas prácticas de la gerencia son injustas para los inquilinos. ATC ha visto a propietarios que no renuevan el contrato de ambos partidos: un inquilino ruidoso y el vecino que se quejó de la persona ruidosa. No hay tentativa de determinar quién realmente está causando el problema, es más fácil terminar el contrato de ambos. Este no parece gerencia eficaz, ni es justo para el inquilino que se quejó.

En una propiedad de LIHTC, si un inquilino está siendo ruidoso y está disturbando los derechos y la comodidad de otras, el propietario necesita documentar esos problemas y notificar al inquilino por escrito. La documentación y el aviso al inquilino es a menudo suficiente para solucionar el problema. Si no, el propietario probablemente tendrá "buena causa" para no renovar el contrato. Además, la ley no protege al inquilino que no paga renta o daña la propiedad; ésa también sería claramente "buena causa" para terminar el contrato.

La nueva regla para las propiedades de LIHTC no va a crear una situación donde un propietario no puede liberarse de inquilinos verdaderamente malos. Simplemente, forzará al propietario ser razonable y justo en tomar esa decisión, y resultará en una gerencia mejor y más responsiva. ATC quisiera ver la misma protección para todos los inquilinos en Texas, pero por lo menos existe para ésos que viven en propiedades de LIHTC.



# Landlord-Tenant News

## Not so Fast... Changes to the Towing Laws

Ever since landlords were authorized to tow a tenant's vehicle without notice, there have been problems with tenant's cars being removed for expired registration or inspection. In complexes where cars are towed on a regular basis, tenants are often low-income, and having a car towed costs the tenant a lot of money. Not only does the tenant still have to pay for the registration or inspection, but now they also have to pay for the towing. These towing expenses are over \$150 even if the car is recovered the same day. Fortunately, a change was made to the Texas Transportation Code that gives tenants time to get their registration or inspection up to date or move the car off the lot before it's towed.

Under the new law, such a vehicle can be towed only if it belongs to a tenant who has signed a lease with a landlord, and the lease states that the landlord can tow a vehicle with expired inspection or registration. Most importantly, the tenant is entitled to written notice prior to the vehicle being towed.

The landlord must either hand deliver or send it by certified mail to the vehicle owner at least 10 days before the date the vehicle is removed. Keep in mind that this new law only applies to towing for expired registration or inspection. A landlord can still tow for other reasons and may not have to give any advance notice.

Previously, vehicles with expired registration or inspection were also towed without notice. ATC spoke with landlords and managers who claimed that their sign stating "Unauthorized Vehicles will be Towed" was sufficient. ATC disputed this claim, pointing to the Transportation Code's requirement that the signs must clearly state the reason a vehicle will be towed without notice. ATC did not believe such a sign met this requirement. The changes by the State Legislature have eliminated this dispute to the benefit of tenants.



### TENANTS

Learn how to protect yourself and get a good night's sleep. Purchase a tenant informational packet from ATC. Call or come by for details.

## Tax Credit Properties Continued from page 1

interpreting existing law that was passed by Congress some years ago.

This new rule will be of great benefit to tenants living in LIHTC properties. The reason is that generally, in Texas, a landlord has the right to non-renew a lease at the end of its term without any apparent reason, except in two situations. One, a landlord cannot refuse to renew a lease in retaliation for requesting repairs, seeking the assistance of a non-profit such as ATC or contacting a building inspector about repair problems or otherwise enforcing their rights under the lease. Second, a landlord cannot refuse to renew a lease on the basis of discrimination in violation of applicable fair housing laws.

Despite the laws, ATC finds that many tenants are retaliated against for attempting to enforce their rights. There are two problems with the anti-retaliation law that often result in the tenant being forced to move. The first problem is that the tenant has the burden of proving that the landlord is retaliating against the tenant, which is often difficult to do, especially if the non-renewal occurs several months after the tenant requested repairs. The second problem with the anti-retaliation law is that the protection from retaliation lasts only six months. After that, the landlord is free to retaliate against the tenant. Thus, tenants must be wary of enforcing their rights under the lease if they cannot afford to move, which is often the case for low-income people.

ATC recognizes that LIHTC landlords may not welcome such a change because they fear that they will be unable to force troublesome tenants to move at the end of their lease. Many times evicting a tenant for things such as creating noise problems or failing to follow community policies is difficult during the lease. However, the landlord can simply choose not to renew the lease.

The problem is that these management practices are often unfair to tenants. ATC has too often seen landlords non-renew the lease of both a noisy tenant and a neighbor who has complained about the noisy person. There is no attempt to determine who is really causing the problem, it's just easy to get rid of both parties. This is not effective management, nor fair to the tenant

## Helping Riverside Residents One by One



This past summer tenant-landlord staff spent the morning talking with residents of the Riverside Drive area during an event sponsored by the Austin Police Department. Jennifer Scott, right, is seen here giving information to help a woman and her daughter deal with neglected repairs in their apartment.

who complained.

In an LIHTC property, if a tenant is being noisy and disturbing the rights and comforts of others, the landlord or manager needs to properly document those problems and notify the tenant in writing. Documentation and notice to the tenant is often enough to solve the problem by itself. If not, the landlord will likely have "good cause" for non-renewal of the lease. Further, the law does not protect a tenant who doesn't pay rent or damages the property; that would also clearly be "good cause" to terminate the lease.

The new rule for LIHTC properties isn't going to create a situation where a landlord cannot get rid of truly bad tenants. It will simply force the landlord to be reasonable and fair in making that decision, and will result in better, more responsive management. ATC would like to see the same protection for all tenants in Texas, but at least it exists for those living in LIHTC properties.



### LANDLORDS

Protect yourself and your investment. Purchase a lease packet from ATC and become a more confident and well informed landlord. Call or come by for details.



# Housing Rights Advocate

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

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This service is certified as a lawyer referral service as required by the State Bar of Texas under Article 320d, Revised Statutes.

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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 512-474-1961 (voice) or Relay Texas at 1-800-735-2989 (TDD) for assistance.

## 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 que se ha enfrentado con discriminación en la renta, compra, financiamiento o evaluación de vivienda. El FHP investiga las quejas y coordina servicios legales para las víctimas de discriminación cuando sus derechos están violados bajo las leyes 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 consejos legales. 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 al 474-7007.*

**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 amenass su vivienda. Call / llame al 474-1961.*

**RENTAL REPAIR ASSISTANCE / AYUDA CON REPARACIONES EN SU VIVIENDA** - 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 474-7007.*

**LEASE FORMS / CONTRATOS** - ATC sells 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 al 474-7007.*

### Austin Tenants' Council Staff

Genesis Draper ..... Law Clerk  
Mary Daniels Dulan ..... Fair Housing Program Director  
Nathan Fish ..... Housing Specialist  
Cindi Garcia ..... Fair Housing Specialist II  
Cruz Garcia ..... Housing Specialist  
Chris Garza ..... Program Specialist II  
Lucia Peres-Salinas ..... Intake Specialist  
Sam Persley ..... Program Specialist III  
Bruce Rodenborn ..... Program Development Specialist  
Jennifer Scott ..... Housing Specialist  
Katherine Stark ..... Executive Director