

Recommendation	Responsible	Status	Task	Need	Notes
Use the earliest date a tenant can prove a problem existed instead of the initial inspection as the start date for rent abatement.	Committee	Completed	Ordinance passed	N/A	
Continue to offer virtual hearing attendance post-COVID.	BI staff	Completed	Process changed	N/A	We will continue to offer virtual hearing attendance
Rent abatement automatically activated after the landlord has not made repairs.	Committee	In progress	Drafting	Ordinance change(s)	
Speed up steps along the way so this process doesn't take as long.	Committee	In progress			
Define the word "promptly" in the MGO with regards to the amount of time the landlord has to pay a rent abatement award. (15 days?)	Committee	In progress	Drafting	Ordinance change	Discussed
Adjust the proportion of award for tenants with Section 8 vouchers so tenant can receive a larger sum.	N/A	Not possible	N/A	N/A	Due to HUD
Require all landlords provide a receipt of payment for cash and money order payments.	N/A	Not possible	N/A	N/A	
Hold hearings in tenants' neighborhoods.	BI staff	Not started	N/A	N/A	Unlikely due to logistics and budget constraints. Tenants can join by phone or zoom
Bolster retaliation protections in the rent abatement process.	Committee	Not started	N/A	Ordinance change?	
Look into shortening due dates for repairs if violation disproportionately affects someone due to disability, small children, health condition, etc.	BI staff Committee	Not started	N/A	Ordinance change	
Look into flexibility for HE to increase impairing list percentages if disproportionately impacted by code violation due to disability, health condition, having small children	Committee	Not started	N/A	Ordinance change	
Impairing list works differently for accessible units.	Committee	Not started	None	Ordinance change	

Some of the property owners with the most rent abatement cases are also entities that the CDA works with. Communicate with CDA on how we can support these housing providers to better serve tenants.	BI staff	Not started	None	Process change	
Change the requirement to set up hearings for after the 30 day eligibility period is over.	Committee	Not started	None	Ordinance change	MGO 32.04(4)(e)(1)
Mechanism for sealing parts of records so tenant information is not public record (ex. disability related).	BI staff	Not started	N/A	Process change	
Rent abatement packets in plain language (shorten and simplify notices).	BI staff	Waiting		Process change	Must wait until we finish changing the RA process