

RESJI Analysis

Option	Budget	Actions	Considerations
1. Rent abatement packets in plain language (shorten and simplify notices)	Staff time	<ul style="list-style-type: none"> • Check what needs to be on the Official Notice (according to the City Attorney’s Office) • If we cannot simplify the Official Notice, can we send tenants a simplified document instead of the Official Notice? • Coordinate with Kyle and IT to have the Eligibility Notice give the deadline for tenants to call and apply. 	<ul style="list-style-type: none"> • Do we need specific language for legal reasons?
2. Hold hearings in tenants’ neighborhoods	Potentially	<ul style="list-style-type: none"> • Look into community centers or other City-funded spaces 	<ul style="list-style-type: none"> • Limitation could be if the landlord needs to be called and there is no phone available or no service • If we use other spaces, we may need a budget or we may need to work around their schedule. Could push hearings out further, which would delay an award (with the way that rent abatement works right now).
3. Adjust the proportion of award for tenants with Section 8 vouchers so tenant can receive a larger sum	No	<ul style="list-style-type: none"> • Check with CDA to see how this could work • Is there a provision only in our ordinances or is there an underlying law/rule? 	<ul style="list-style-type: none"> • Would a larger award affect a tenant’s benefits? Including Section 8 eligibility
4. Use the earliest date a tenant can prove a problem existed instead of the initial inspection as the start date for rent abatement	Staff time	<ul style="list-style-type: none"> • Change the ordinance after deciding on specifics 	<ul style="list-style-type: none"> • What would we accept as evidence? <ul style="list-style-type: none"> ○ Written documentation (text, email, letter, Facebook messenger, etc.) • How would we get this information from the tenants? • How will we note changing severity over time?
5. Rent abatement automatically activated after the landlord has not made repairs	Staff time	<ul style="list-style-type: none"> • City used to have a rent-withholding system, could look into something like that • Would need to settle on a default percentage – low or mid? • Would need to communicate with tenants when items are corrected 	<ul style="list-style-type: none"> • Currently, hearing examiner has to ask if the tenant caused the violation or if they prevented the owner from making repairs, base the award off the problems and tenants responses in the hearing

			<ul style="list-style-type: none"> • If the owner wanted to contest the abatement, they could schedule a hearing. Would this pause an abatement award? • If the tenant wanted to argue for a larger award, they could request a hearing. • Rent abatement math can be very confusing, how do we support tenants with this?
6. Speed up steps along the way so this process doesn't take as long		<ul style="list-style-type: none"> • #5 Rent abatement automatically activated after the landlord has not made repairs and #13 Change the requirement to set up hearings for after the 30 day eligibility period is over address these issues 	<ul style="list-style-type: none"> • Where can we cut down the time while protecting tenants?
7. Bolster retaliation protections in the rent abatement process	Staff time	<ul style="list-style-type: none"> • Tenant knowledge and property owner education • Add language from Dany County ordinances about providing written reasons for denial of tenancy 	<ul style="list-style-type: none"> • Must make sure that we don't go against State statutes
8. Require all landlords provide a receipt of payment for cash and money order payments	Staff time	<ul style="list-style-type: none"> • Petition DATCP to have property owners provide receipts statewide for cash and money order payments 	<ul style="list-style-type: none"> • Must make sure that we don't go against State statutes
9. Look into flexibility in due dates to make repairs for people with disabilities, small children, low vision, etc.	Staff time	<ul style="list-style-type: none"> • Need to standardize due dates for inspectors • Need to standardize moving up due dates for items related to disability or health conditions • Need to instruct inspectors to ask those questions 	<ul style="list-style-type: none"> • How long do we give for a shortened due date? How much do we shorten a due date by? • How should inspectors ask tenants if the violation affects their disability or health condition? • What would we say about asthma and mold? Would we move up the due date? • Are we requiring documentation (I would say no)
10. Impairing list works differently for accessible units	Staff time	<ul style="list-style-type: none"> • Specify in the ordinance that in accessible units, the accessible sink (if there's only one) abates at a higher percentage 	<ul style="list-style-type: none"> • What percentage? • What other items on the impairing list should abate at a higher percentage for accessible units? Countertops?
11. 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	Staff time	<ul style="list-style-type: none"> • Send the list of property owners with repeat rent abatement issues to CDA and set up a meeting with them. 	<ul style="list-style-type: none"> • CDA may be aware of the repeat issues • CDA has seemed interested in the past in looking at incentivizing good practices, can be part of that conversation?

<p>these housing providers to better serve tenants.</p>			
<p>12. 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?)</p>	<p>Staff time</p>	<ul style="list-style-type: none"> • Change the ordinance after settling on specifics 	<ul style="list-style-type: none"> • Would refer to rent abatement awarded after a tenancy has ended or if the award is larger than the remaining rent payments
<p>13. Change the requirement to set up hearings for after the 30 day eligibility period is over.</p>	<p>Staff time</p>	<ul style="list-style-type: none"> • Change the ordinance? Schedule at least two weeks out 	<ul style="list-style-type: none"> • Will make more work for cases with many applicants, but is doable.
<p>14. Continue to offer virtual hearing attendance post-COVID.</p>	<p>Webcam?</p>	<ul style="list-style-type: none"> • Done 	<ul style="list-style-type: none"> • Potentially purchase a webcam for the hearing room
<p>15. Mechanism for sealing parts of records so tenant information is not public record (ex. disability related)</p>	<p>Staff time</p>	<ul style="list-style-type: none"> • Steve, is this redaction just something to have staff watch for when filling out open records requests? • Landlord will be made aware of the tenant's disability through the decision letter 	<ul style="list-style-type: none"> • Training for staff doing FOIA requests. • Standardizing where this information gets recorded in the decision letter (so there's only one place staff has to look in order to redact)