

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	Completed	Passed	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	Completed	Passed	Ordinance change	
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 started	N/A	N/A	Already in our ordinance.
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	In progress	N/A	Ordinance change?	What might this look like? Education? Outreach?
Look into shortening due dates for repairs if violation disproportionately affects someone due to disability, small children, health condition, etc.	BI staff Committee	In progress	N/A	Process 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, etc.	Committee	In progress	N/A	Ordinance change	
Impairing list works differently for accessible units.	Committee	Not started	None	Ordinance change	Sounds like making the changes 11&12 would render this change superfluous.
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	In progress	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	Decided to do this process differently.
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	In progress		Process change	Writing them up and sending them to IT.