



Housing Rights **ADVOCATE**

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The Austin Tenants' Council

www.housing-rights.org

Reality Bites Back

A new ABC reality television show was scheduled to air this past July in which five families of varying backgrounds competed to be the family chosen to move into a predominantly white suburban neighborhood here in Austin, Texas. The five families included a Hispanic family, a religious African American family, a gay couple with an adopted African American child, an Asian family and a white family whose father had a lot of tattoos. The show was filmed earlier this spring in the Circle C development, an affluent suburb of Austin.

The premise of the show was that each family would live in the house for a week and interact with the neighbors. After the neighbors evaluated each one, they would decide which family they liked best. That family would be given the house as a prize and allowed to live in the neighborhood. The Austin Tenants' Council and other fair housing and civil rights group in the country were deeply concerned about the concept of the show.

Apparently, the producers did not realize how offensive such a program would be to those that have suffered from housing discrimination, organizations that fight for fair housing and many other people concerned about fair housing rights. The producers maintained that the viewers would be able to see the initially standoffish neighbors slowly warm to the families, and that they would learn about tolerance. But ATC believes the show's concept implies that the residents of a neighborhood have the right to decide who can purchase a home there, which is a violation of the Fair Housing Act. The Act guarantees every person the right to decide for himself or herself whether to live in a particular neighborhood, regardless if anyone else believes it is a good idea or if they will "fit in" with the neighbors.

Fortunately, ABC Television decided not to air the show in response to a flood of negative feedback from viewers and from the National Fair Housing Alliance

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HUD Issues Charge in ATC Fair Housing Cases

Housing discrimination is multifaceted and has changed over the years from the overt discrimination of openly denying minorities the right to buy or lease housing to more subtle forms. Recent studies by HUD and others confirm that minorities are not treated fairly in both the sale and rental of housing, but the stereotypical racist landlord is not the only violator of the Fair Housing Act.

With ATC's assistance, Virginia Jaimes, Celestino Medrano and Porfolio Alcantar each filed a HUD 903 fair housing complaint in September 2004. The complaints charge that their landlord had misrepresented the lease contract that they had signed as a contract to purchase the property. HUD investigated these complaints, and one other complaint filed independently, and in July 2005 issued a charge of discrimination against Anibal and Janet Silva. They are charged with discriminating based on national origin.

HUD found that on at least five occasions Hispanic homebuyers signed contracts that they thought were to buy homes owned by the Silvas or their family members. They paid down payments as much as \$6000 with monthly payments of \$1500, only to be later evicted because they had only signed a lease agreement.

To lure prospective victims, the Silvas put Spanish-language ads in local newspapers stating that people could buy homes with little money down and no credit check. They targeted Spanish-speaking people seeking to fulfill the American dream of owning their own home. As Floyd May, HUD's General Deputy Assistant Secretary for Fair Housing and Equal Opportunity, said, "...they were preying on Hispanic families, who knew little English, turning their dreams of homeownership into living nightmares."

Assistant Secretary May also said, "The predatory tactics we have seen in this case are disheartening and HUD will not stand for them." Neither will ATC, and hopefully,

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Noriega Lease Termination Bill Passes

The Texas Legislature passed a bill in 2005 expanding the rights of victims of domestic violence and military servicemembers to terminate their lease agreements and move. The main provisions of this new law take effect September 1 of this year and will provide much needed assistance to these tenants.

The bill passed after a compromise was reached between the bill sponsors, housing advocates, advocates for victims of domestic violence and the Texas Apartment Association (TAA). ATC commends TAA for their willingness to understand the plight of tenants in these situations who badly needed this support.

The Austin Tenants' Council and advocates for victims of domestic violence have frequently had to advise such tenants that they must make a choice between protecting themselves by moving to a location not known by the perpetrator or remaining in the rental property to protect their rental and credit history. Though the choice may seem obvious, bad rental and credit history make it very difficult to find a new family home in a decent neighborhood. Victims of domestic violence are thus pressured to remain when they should move, which too frequently results in continued abuse and even death. Fortunately, many such tenants will not have to face this choice and will be able to move when they should.

The new law allows victims of domestic violence to terminate a lease immediately if either a temporary injunction has been issued under Subchapter F, Chapter 6

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Landlord–Tenant News

Noriega Bill

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of the Texas Family Code or a protective order is issued under Chapter 85 of the Texas Family Code. The tenant must also vacate the dwelling and deliver a copy of the court order to the landlord. Obtaining such an order is not a simple matter, but victims of domestic violence can find self-help materials at www.txiolta.org and the Women's Advocacy Project (512-476-1866 or 800-777-3247) can provide legal advice and assistance to help properly file one. Victims of domestic violence can also contact the National Domestic Violence Hotline 24 hours a day at 1-800-799-SAFE (7233) for information, support and referral to local shelters and service providers.

The other part of the lease termination law guarantees military servicemembers the right to terminate a lease when they receive permanent change of station

orders or receive orders to deploy with a military unit for 90 days or more. The United States Servicemembers Civil Relief Act (USSCRA) already allows a servicemember to terminate a lease in these situations, but allows this right to be modified in a lease agreement if the tenant has already entered military service when it is signed.

As reported in the Winter 2005 Housing Rights Advocate, many form leases use this "out" in the USSCRA to put other burdens on the tenant and hold the tenant's spouse liable if he or she also moves. Fortunately, the new law does not allow this right to be modified, and makes it clear that the right to terminate includes the entire lease agreement so a spouse cannot be held liable after the lease is terminated.

In order to properly terminate the lease, the servicemember must provide written notice of termination and a copy of the military orders to the landlord. The lease will generally terminate at the end of the month following the next rental due date.

A lease can include a provision requiring a tenant to prove that there is a significant loss of family income (>10%) or show that they are moving in with family,

if the change of station is to be within 30 miles of the tenant's current rental property. Servicemembers should contact ATC or on-base legal support for more information.

ATC is excited that they will be able to provide more good news than bad to these two type of tenants, and would especially like to thank State Representative Melissa Noriega and her staff for their hard work in making this law a reality. She originally sponsored a similar bill and then cosponsored a substitute authored by Representative Ryan Guillen. Ms. Noriega also gave compelling testimony on behalf of the bill while it was being considered in the Business and Industry Committee.

Ms. Noriega's husband, Representative

"...Servicemembers and victims of domestic violence will have a little less to worry about, and will be better able to deal with the tremendous stress their families already face."

Rick Noriega, has been serving in Afghanistan so she has intimate knowledge of the financial and emotional difficulties a family faces when one of the breadwinners is deployed.

The old adage is that legislation is like sausage, if you like it, you don't want to see it made. But the process isn't always that unpalatable. In its Winter 2005 Newsletter, ATC wrote about how the USSCRA was being interpreted in Texas and its negative effect on servicemembers.

Shortly thereafter, Robert Doggett, Legislative Assistant for the Texas Low-Income Housing Information service contacted ATC to find out about important housing issues that should be put before the Legislature so ATC suggested a law for servicemembers. He had also been working with advocates for victims of domestic violence who wanted to see a law giving them the right to terminate their lease. Thus, the idea for the new law was born and he found a sympathetic ear in Representative Noriega's office.

The process of this bill becoming law was, then, more serendipitous than full of unappealing, self-interested lobbying. Most importantly, though, servicemembers and victims of domestic violence will have a little less to worry about and will be better able to deal with the tremendous stress their families already face.

2005 Guide to Affordable Housing Available

The Austin Tenants' Council has recently updated and published the seventh edition of its Guide to Affordable Housing in the Greater Austin Area (GAHGAA). This booklet describes the various federal, state and local housing subsidy programs, and provides a list of all properties in the Austin metropolitan area that have received such subsidies.

The purpose of the GAHGAA is to provide self-help information to those in need of affordable housing so that they can identify possible properties in an area of Austin where they would like to live. It includes a list of all subsidized properties in Travis, Williamson, Burnet, Caldwell and Bastrop Counties. The GAHGAA explains how to determine which subsidy programs a person qualifies for based on their household income. To the extent known, the GAHGAA lists the number of units accessible to persons with mobility impairments.

The GAHGAA can be picked up at ATC's offices, 1619 E. Cesar Chavez St., Austin, TX 78702 and is available in its entirety as a .pdf file from ATC's website at www.housing-rights.org

If anyone needs the GAHGAA in an alternative format, please call 474-7007 (voice) or Relay Texas at 1-800-735-2989 (TDD) for assistance.



Veronica Garcia Joins ATC Staff

The Austin Tenants' Council is pleased to announce that Veronica Garcia has joined its Renters Rights Assistance Program staff. She will provide additional and much needed bilingual counseling and translation skills. Ms. Garcia is a recent graduate of Texas State University with a Bachelor of Arts in Psychology.

She has accepted a position as Program Specialist I. As part of this position, she will counsel clients about housing rights and mediate on their behalf to help protect their rights. Ms. Garcia will also have primary responsibility for translating agency publications such as newsletters and brochures.



Pasa Legislación de Noriega sobre La Terminación Del Arriendo

La legislatura de Tejas aprobó una ley en el 2005 que ampliaba los derechos de víctimas de violencia doméstica y militares para terminar sus acuerdos de alquiler y cambiar de hogares. Las provisiones principales de esta nueva ley toman efecto el 1 de septiembre de este año y proporcionarán ayuda muy necesaria a estos arrendatarios.

La ley pasó después de un acuerdo entre los patrocinadores de la legislación, abogados de la vivienda justa, abogados para las víctimas de la violencia doméstica y la Asociación de Apartamentos de Tejas (TAA). El ATC da gracias al TAA por entender la situación por la cual tantos arrendatarios necesitan ayuda urgentemente.

El ATC y los abogados de las víctimas de violencia doméstica han tenido que aconsejar con frecuencia a arrendatarios dándoles la opción entre protegiéndose y moviéndose a una localización no conocida por estos propietarios o quedándose en la propiedad de alquiler para proteger su crédito. Aunque la opción puede parecerse obvia, mal crédito hace muy difícil encontrar a una casa nueva en una vecindad decente. Víctimas de violencia doméstica se quedan en sus viviendas cuando deben moverse y esta situación frecuentemente da lugar a abuso e incluso a muerte. Afortunadamente, muchos tales arrendatarios no tendrán que enfrentarse con esta opción y podrán moverse cuando deben.

La nueva ley permite que las víctimas de la violencia doméstica terminen su arriendo inmediatamente si una prescripción temporal se ha pasado debajo del Subchapter F, capítulo 6 de el código de la familia de Tejas o una orden protectora se ha pasado bajo el capítulo 85 del Código De la Familia De Tejas. El arrendatario debe también desocupar la vivienda y entregar una copia del orden judicial al propietario. La obtención de tal orden no es fácil, pero las víctimas de la violencia pueden encontrar que las materias de autoayuda en www.txiolta.org y la Proyecto de Apoyo de Mujeres (Women's Advocacy Project: 512-476-1866 or 800-77-3247) pueden proporcionar el asesoramiento jurídico y la ayuda para

ayudar a archivar apropiadamente uno. Las víctimas de la violencia doméstica también pueden buscar ayuda a base de la Línea Telefónica Nacional para Víctimas de Violencia Doméstica 24 horas al día 1-800-799-SAFE (7233).

La otra parte de la ley de la terminación del arriendo garantiza a militares el derecho de terminar un arriendo cuando reciban órdenes para el cambio permanente de estación o reciban órdenes para desplegar con una unidad militar por 90 días o más. La Acta Civil de la Relevación de los Militares de los Estados Unidos (USSCRA) ya permite que un militar termine un arriendo en estas situaciones, pero permite que este derecho sea modificado si el arrendatario ya ha incorporado servicio militar cuando se firma el arriendo.

Como fue reportado en la edición de invierno del 2005 del Housing Rights Advocate, muchos propietarios usan esta condición en el USSCRA para poner otras cargas sobre el arrendatario y para responsabilizar a sus parejas si él o ella también se mueven. Afortunadamente, la nueva ley no permite la modificación de este derecho, y claramente especifica que la terminación incluye el acuerdo de arriendo entero así que su pareja no puede ser obligado después de la terminación del arriendo.

Para terminar el arriendo correctamente, el militar debe proporcionar un aviso de la terminación escrito y una copia de las órdenes militares al propietario. El arriendo generalmente terminará al fin del mes que sigue la siguiente fecha para la renta.

El arriendo puede requerir que el arrendatario pruebe que haya perdido una significativa suma de dinero (>10%) o demuestre que se están moviendo con familia, si el cambio de vivienda es a 30 millas de la propiedad en la que vive. Militares deben buscar ayuda del ATC o ayuda legal de la base en la que están para información más detallada.

ATC está contento de poder proporcionar buenas noticias a estos dos

tipos de arrendatarios, y quisiera darles las gracias a la representante del estado Melissa Noriega y a sus ayudantes por su esfuerzo para hacer esta ley una realidad. Ella originalmente patrocinó una ley similar y después co-patrocinó un sustituto de cual el autor fue el representante Ryan Guillen. Ms. Noriega también dio testimonio mientras esta ley fue considerada en el Comité del Negocio y de la Industria.

El marido de Ms. Noriega, el representante Rick Noriega, ha estado sirviendo en Afganistán así que ella tiene conocimiento íntimo de las dificultades

Los militares y las víctimas de la violencia doméstica tendrán un poco menos de que preocuparse y podrán enfrentar la enorme tensión que rodea sus familias.

que pasa una familia cuando una de las personas que los mantiene esta en servicio militar.

El viejo dicho es que la legislación es como una salchicha, si le gusta, no quiere ver como se

hace. Pero el proceso no es siempre tan desagradable. En su edición de invierno del 2005 ATC escribió sobre cómo el USSCRA era interpretado en Tejas y su efecto negativo sobre los militares.

Pronto después de eso, Roberto Doggett, ayudante legislativo para el servicio de Vivienda de Bajo-Ingreso de Tejas se puso en contacto con ATC para obtener información sobre problemas de vivienda que se deben poner antes de la legislatura y fue entonces que ATC hizo una sugerencia para una ley que ayudaría a militares. Él también había estado trabajando con los abogados para las víctimas de violencia doméstica que también deseaban ver una ley que les diera el derecho de terminar su arriendo. Así fue que la idea para la nueva ley empezó y él encontró un oído comprensivo, por razones obvias, en la oficina de la representante Noriega.

Así, el proceso de esta ley fue un descubrimiento muy importante. Los militares y las víctimas de la violencia doméstica tendrán un poco menos de que preocuparse y podrán enfrentar la enorme tensión que rodea sus familias.



HUD Levanta Cargos en el Caso de Vivienda Justa del ATC

La discriminación de vivienda se ha desarrollado con los años y no solo incluye la discriminación abierta de negar a minorías el derecho de comprar o alquilar la vivienda. Los estudios recientes de HUD y otros confirman que las minorías no se tratan justamente en la venta y el alquiler de la vivienda, pero el propietario racista no es el único culpable de la discriminación. A veces tiene que ver con promesas falsas dirigidas a gente confiada.

En septiembre del 2004, el ATC asistió a Virginia Jaimes, Celstina Medrano y Porfolio Alcantar a proceder con el HUD 903 de quejas de vivienda justa que cargan que su propietario malinterpretó el contrato de alquiler que habían firmado como un contrato para comprar la propiedad. HUD investigó estas quejas mientras otra persona procedió independientemente, y en julio del 2005 HUD impuso cargos de discriminación contra Anibal y Janet Silva. Se cargan con discriminación basada en origen nacional.

HUD se dio cuenta que en por lo menos cinco ocasiones compradores hispanos de vivienda habían firmado contratos que

pensaron eran para comprar hogares poseídos por los Silvas o miembros de su familia. Pagaron un enganche de tanto como \$6000 con pagos mensuales de \$1500, solo para luego ser desahuciados porque solo habían firmado un acuerdo para alquilar la vivienda.

Para engañar a víctimas los Silvas pusieron anuncios en español en los periódicos locales que indicaban que la gente podría comprar hogares con poco enganche y sin crédito. Estafaron a gente hispana con el deseo de satisfacer el sueño americano de poseer su propio hogar. Como dijo Floyd May el asistente general diputado de HUD para la Vivienda y Oportunidad Justa, "...cazaban a las familias hispanas que sabían poco Inglés, destruyendo sus sueños de comprar hogares y convirtiéndolos en pesadillas.

El asistente general también dijo, "las táctica que hemos visto en este caso son deprimentes y HUD no las permitirá." ATC tampoco las permitirá y esperamos que tampoco las familias trabajadoras que vienen este país en busca de una vida mejor solo para que sus sueños sean destruidos por gente sin escrúpulos.

Ahora que la investigación ha encontrado "causa razonable" para apoyar la demanda de discriminación, las víctimas han optado por llevar sus casos a la corte del distrito federal. El ATC les está asistiendo a encontrar representación legal con esperanzas de ver justicia hecha a nombre de estos clientes muy pronto.

Estos casos son para cualquier persona que busca comprar o rentar un hogar. Estas víctimas no entendían completamente los contratos que firmaban y confiaron en lo que les dijeron los Silvas. Naturalmente pensaron que lo escrito era lo dicho. Desafortunadamente fue un error grande a pesar de que los únicos culpables fueron los Silvas.

El ATC oye con frecuencia problemas similares con los acuerdos de alquiler, donde proveedores les hacen promesas a compradores que no están escritas en el contrato y por lo tanto no se cumplen. Tales proveedores pueden desobedecer la ley pero es mejor evitar el problema a tener que pasar lo que pasaron estas tres víctimas



Guía del 2005 para Vivienda Económicamente Accesible

ATC recientemente actualizó y publicó la séptima edición de su guía para la Vivienda Económicamente Accesible de Austin (GAHGAA). Esta publicación describe varios programas federales, del estado, locales del subsidio de la vivienda y proporciona una lista de todas las características en el área metropolitana de Austin que han recibido tales subsidios.

El propósito del GAHGAA es proporcionar información a aquellos en necesidad de la vivienda accesible de modo que puedan encontrar propiedades en un área de Austin en donde quisieran vivir. Incluye una lista de todas las características subsidiadas en Travis, Williams, Burnet, Caldwell y Bastrop. El GAHGAA explica cómo determinar para cual programas de subsidio califica

una persona basado en la renta de su familia. El GAHGAA enlista la mayoría de los números de las unidades accesibles a las personas con debilitaciones de movilidad.

El GAHGAA se puede obtener en las oficinas del ATC, 1619 E. Cesar Chavez., Austin, TX 78702 y está disponible en su totalidad en .pdf en la página del ATC en www.housing-rights.org.

Si cualquier persona necesita el GAHGAA en forma alternativa, llame al 474-7007 (voz) o Relay Texas al 1-800-735-2989 (TDD) para asistencia.



INQUILINOS

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.

PROPIETARIOS

Protéjase y su inversión. Compre un contrato de ATC y hacerse un propietario más confidente y informado. Llame 474-7007 o ven a la oficina para más información.

Fair Housing News

Accommodation Finally Granted in Lewis Case

The federal Fair Housing Act requires a landlord to make reasonable accommodations in rules, policies, practices, or services so that a person with a disability has equal opportunity to use and enjoy a dwelling unit, including public and common use areas. What constitutes reasonable accommodation, though, is often hotly disputed. ATC has found that this is especially true when such accommodation requires a landlord to release a tenant from a lease. The case of Ms. Gracie Lewis is a perfect example of this resistance to release a tenant from a lease, but she sought and found the help she needed to enforce her rights through ATC's Fair Housing Program and subsequently from the City of Austin's Equal Employment/Fair Housing Office.

Her case began on March 15, 2005. Ms. Lewis is 56 and was examined by her doctor for her severe diabetic eye disease. She learned that her best-corrected visual acuity was 20/400 in the right eye and 6/200 in the left eye. This constitutes legal blindness. Because of this permanent visual loss in both eyes, she could not live alone anymore.

On April 21, 2005, Ms. Lewis obtained a letter from her doctor to help her negotiate early termination of the lease at her apartment complex. Ms. Lewis sent the manager a reasonable accommodation request along with her doctor's letter to support it on May 6, 2005, asking to be released from her current lease. Ms. Lewis didn't expect any problems and planned on moving out of her apartment June 1, 2005, to move in with family members that are able to care for her. However, Ms. Lewis didn't receive a response to her request, so she called the apartment manager. The apartment manager told her that he would look into it and get back to her, but he didn't call back. Ms. Lewis and her daughter both tried unsuccessfully to contact the manager, again with no response. Eventually, the manager did contact Ms. Lewis and informed her that he wouldn't allow her to terminate her lease.

On May 25, 2005, Ms. Lewis contacted the Austin Tenants' Council to find out what her rights were and asked for help. Fair Housing staff Cindi Garcia, and Jim Currier advised her of the rights provided under the

federal, state and local fair housing laws. They also advocated on her behalf with the apartment manager. However, when they made contact with the manager to try and mediate this situation, the manager stated that they would not release the client for her current medical condition. In fact, he said that even if the client had passed away, they wouldn't release her from her obligations! As a result, she filed a fair housing complaint against the manager and the apartment complex owner for refusing her reasonable accommodation.

On May 27, 2005, the City of Austin, Equal Employment/Fair Housing Office began an investigation of Ms. Lewis's complaint. As outlined in the Fair Housing Act, the respondent must be notified of a complaint against them within 10 days after a complaint is filed. This notification identifies the alleged discriminatory housing practice, in this case denying a reasonable accommodation request, and gives legal details pertaining to respondent's obligations, and permits an opportunity for the respondent to respond to the complaint as a defense.

In this case, the investigator contacted the apartment manager to discuss the complaint and to determine whether he could resolve this matter without legal action. Upon receiving the complaint and a follow up call from the investigator, the apartment manager immediately agreed to approve Ms. Lewis's reasonable accommodation request if she would withdraw her complaint. Ms. Lewis wanted nothing other than to move in with her family and begin dealing with her medical situation, so she immediately agreed to withdraw her complaint.

On June 3, 2005, Ms. Lewis and the apartment manager signed an agreement for mutual rescission of her lease. Her fair housing complaint was then closed since the parties involved had reached a settlement. Ms. Lewis moved out and is doing well despite her medical condition and despite this unnecessary battle to enforce her fair housing rights. Fortunately, the fair housing work of the Austin Tenants' Council and the City of Austin was there to help her.

Anyone who faces a similar situation or believes that they have suffered housing discrimination of any kind, should call the ATC's counseling line for further advice at 512-474-1961.

HUD Issues Charge

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neither will hard working families that come to this country seeking a better life only to be ripped off by unscrupulous people.

Now that the investigation has found "reasonable cause" to support the claim of discrimination, the complainants have opted to pursue their cases in federal district court. ATC is currently assisting them in finding legal representation and hopes to see justice done on behalf of these clients very soon.

These cases also make a general point of value to anyone who is buying or leasing a home. These victims didn't fully understand the contracts they were signing and trusted what they were being told by the Silvas. They naturally expected that what was explained to them was what the Silvas put in the contract.

ATC frequently hears about similar problems with lease agreements - where a housing provider makes promises that are not written into the lease and are therefore, unenforceable. Such housing providers may violate the Fair Housing Act and/or the Texas Deceptive Trade Practices Act, but it's better to avoid the problem than to go through what these complainants have.

Reality Bites Back

Continued from page 1

(NFHA). Their Executive Director, Shanna Smith, immediately went to bat for fair housing and made it clear to the network that fair housing advocates, civil rights organizations and many other people who are concerned about housing discrimination intended to fight the airing of this show both publicly and through legal means if necessary. ABC subsequently decided not to air the show. Thanks to Shanna and to all the other people, locally and nationally, who contacted ABC about the show.

Austin is a great city, mostly full of honest, tolerant people, but local and national studies have shown there are still significant problems with housing discrimination here. ATC is glad the show did not air and will continue its efforts to investigate fair housing complaints, assist victims of housing discrimination and enforce the Fair Housing Act. Anyone who believes they are a victim of housing discrimination or would like more information should call ATC at 512-474-1961.





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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 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 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.

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