

RECEIVED

Agenda Item: ID#16-1353 (4-B)

Date: 11/17/16

2016 NOV 17 AM 9 32



Supplemental Information Packet

Agenda Related Item(s) – ID#16-1353 (4-B)

Contents of Supplement:

1. Revised Resolution; and
2. PowerPoint Presentation

Item(s)

RESOLUTION - Regarding the Anti-Slum Enforcement Team and Landlord-Tenant Ombudsman Program

Supplemental Information:

Any agenda related public documents received and distributed to a majority of the City Council after the Agenda Packet is printed are included in Supplemental Packets. Supplemental Packets are produced as needed. The Supplemental Packet is available for public inspection in the City Clerk's Office, 2600 Fresno Street, during normal business hours (main location pursuant to the Brown Act, G.C. 54957.5(2)). In addition, Supplemental Packets are available for public review at the City Council meeting in the City Council Chambers, 2600 Fresno Street. Supplemental Packets are also available on-line on the City Clerk's website.

Americans with Disabilities Act (ADA):

The meeting room is accessible to the physically disabled, and the services of a translator can be made available. Requests for additional accommodations for the disabled, sign language interpreters, assistive listening devices, or translators should be made one week prior to the meeting. Please call City Clerk's Office at 621-7650. Please keep the doorways, aisles and wheelchair seating areas open and accessible. If you need assistance with seating because of a disability, please see Security.

Landlord-Tenant Ombudsma

LTO's Mission

**To serve ensure quality housing through
functioning as a liaison between landlord
and tenants.**



Role of the LTO

Facilitating communication, assistance and accountability between landlords and tenants.

Provide information on resources available through the City of Fresno.

Ensure enforcement of rental housing standards, rights and responsibilities, information distribution and corrective measures. (Landlords will be legally required to provide / ASET information to tenants.)

LTO Structure

Staffing:

- 1 Ombudsman
- 1 Administrative Support Clerk

Office:

- Housed with ASET in office space within Fresno City Hall
- Accessible to general public

Website

Explanation of LTO

Online request form

Contact information

Resources available

Non-LTO Responsibilities

Advising parties on financial disputes
rental price, deposit disputes.

Advising in legal disputes .

- ◉ Making contactor referrals.
- ◉ Recommending legal representati
- ◉ Being compelled from testifying in
Civil Cases arising from landlord-
tenant disputes

HOW LTO WORKS

STEP 1 : Submission of Complaint

Tenant submits complaint to LTO via phone, mail, online submission or in person.

LTO staff contact tenant to obtain detailed information

Reviews information and history on the property.

- 1) Submission of Complaint
- 2) LTO contacts Landlord
- 3) Timeline Establishment
- 4) LTO Follow Up and Reporting

LTO Process

- 1) Submission of complaint
- 2) LTO contacts Landlord
- 3) Timeline Establishment
- 4) LTO Follow-Up Reporting

STEP 2: LTO contacts landlord

Provides report of complaint and issues needed be addressed.

Obtain agreement of corrective action to be taken.

LTO Process

STEP 3: Timeline Establishment:

The LTO Ombudsman:

Landlord has 2 days to address complaint and take corrective action.

Time extension may granted in situations requiring specialized repairs.

In all situations occupational threats to health and safety must be immediately mitigated i.e. flooding, lack of heating.

- 1) The Call Comes
- 2) Initial Assessment
- 3) Timeline Establishment
- 4) LTO Follow Up & Reporting

LTO Process

- 1) The Call Comes
- 2) Assessment

Performed

- 3) Timeline

Establishment

- 4) LTO Follow-Up & Reporting

STEP 4: LTO Follow-Up

LTO contacts tenant and landlord.

Confirmation that with respective parties that work was completed adequately as stated in the agreement.

If conditions as outlined in the complaint are corrected, the LTO will close the case.

If repairs are not completed adequately as agreed, the case is referred to the ASET Manager. ASET will determine whether to pursue case or transfer the case to Code Enforcement.

LTO Record Keeping

LTO will maintain:

1. records of number of complaints received.
2. Addresses of the properties,
3. Types of complaints and detailed information.
4. Contact Information

LTO & ASET Coordination

● LTO will prepare and provide weekly reports to the ASET Manager to track complaints and identify properties with chronic violations.

● LTO and ASET Manager will present a quarterly report for review by the Fresno City Council.



FOR RESIDENTS

FOR BUSINESSES

FOR VISITORS

GOVERNMENT

DISCOVER FR

City of FRESNO

I WANT TO... VIEW

City Attorney

CITY ATTORNEY

BOARD OF SUPERVISORS

- Mayor's Office
- City Council
- City Manager
- City Clerk
- City Attorney
- Department Director
- Services Director
- City Budget
- Deputy City Clerk
- Commission
- Egov Services
- One Call Center

Legal Resources

City Codes	State Law
City Charter	California Constitution
Municipal Code	California Statutes
Development Code	Public Resources Act
Code Rules of Procedure	Public Health Act
FY 16 Salary Resolution	Public Safety Act
Administrative Orders	

Asset Management Act

The City Manager, in cooperation with the City Council, shall develop and implement a long-term asset management plan for the City. The City Council shall review and approve the plan. The City Manager shall report to the City Council on the progress of the plan.

Police - Police are resolutions adopted by the City Council that provide for legal structure of the City.

LTO Community Outreach

Attend community events i.e.

own hall meetings, county

fairs, cultural festivals,

neighborhood watch,

International Night Out

Set up Informational tables

- Work with community groups to distribute information of available LTO / ASET resources