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

Date: 11/17/16

CITY CLERK, FRESNO ETTY COUNCIL



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.

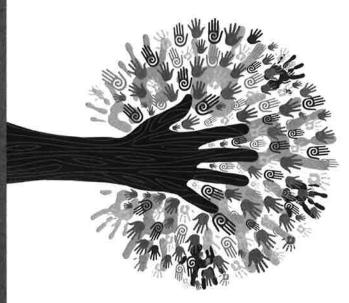
Americans with Disabilities Act (ADA):

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 Missi

unctioning as a liaison between landloro o serve ensure quality housing through nd tenants.



Role of the LTO

acilitating communication, assistance and ccountability between landlords and tenants.

ity of Fresno. rovide information on resources available through th

nd responsibilities, information distribution and nsure enforcement of rental housing standards, righ !O / ASET information to tenants.) orrective measures. (Landlords will be legally required to prov.

LTO Structure

affing:

- 1 Ombudsman
- 1 Administrative Support Clerk

o Office:

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

lebsite

Explanation of LTO
Online request form
Contact information
Resources available

Non-LTO Responsibilities

dvising parties on financial disputes.

Liental price, deposit disputes.

s • Making contactor referrals

Recommending legal representati

 Being compelled from testifying in Civil Cases arising from landlordtenant disputes

dvising in legal disputes.

How LTO works

STEP 1: Submission of Complaint

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

LTO staff contact tenant to obtain detailed information

Reviews information and history on the property.

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

LTO Process

STEP 2: LTO contacts landlord

Provides report of complaint and issues needed be addressed.

to be taken. Obtain agreement of corrective action

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

LTO Process

STEP 3: Timeline Establishment:

The LTO Ombudsman:

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

requiring specialized repairs Time extension may granted in situations

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

- 1) The Call Comes
- 2) Initial Assessme
- 3) Timeline Establis
- 4) LTO Follow Up a Reporting

LTO Process

STEP 4: LTO Follow-Up

LTO contacts tenant and landlord.

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

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

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

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

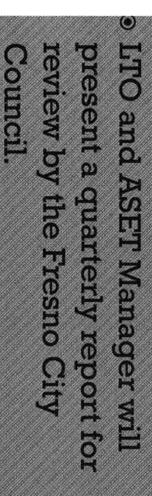
LTO Record Keeping

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 identify properties with chronic Manager to track complaints and weekly reports to the ASET violations









WANT TO ... Cay Attorney

Mayor's Office

Cay Counci

City Marrage

Services Director Department Oirectory

City Budget

Disabley Advisor Commission

eGov Services Cny Codes
Cay Charter
Municipal Code
Development Code
Council Rules of Procedure
FY 16 Salary Resolution
Administrative Orders

CITY ATTORNEY

The CDA Automary's Office prepares legal operations ordenances, resolutions, combacts, and other fine Council and CDA organizations, implements the Regal staples for policies and programs estati-cirrinals prosection as part of the Office is some enforcement responsibles, servers as con-spency to the Redevelopment Agency, defends the Office in the Righton; and mondros cases a The City Attorney's Office represents and advisors the Mayor. On Council City boards and column of the property of the effect and City operations, which establishment of the end City operations, which establishment

Legal Resources

State Law
Costforna Constitutor
Costforna Statutes
Public Records Act
Political Reform Act

Policies - Policies are resolutions of the Cir./

LTO Community Outrea

ttend community events i.e. wn hall meetings, county irs, cultural festivals, eighborhood watch, ational Night Out

et up Informational tables

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