

City of Lawrence Outside Agency Annual Report For Calendar Year 2021

Reports on activity should be submitted electronically to Danielle Buschkoetter, at dbuschkoetter@lawrenceks.org by 5:00pm on Tuesday, February 15, 2022. To answer the following questions please refer to your [2021 application/agreement for funding](#).

Reporting Period: Calendar Year 2021

Agency Name: Housing and Credit Counseling, Inc.

1. Refer to the program in which your agency received funding; provide a participant success story that helps demonstrate the accomplishments of the program.

Renee contacted HCCI's Tenant/Landlord Counseling and Education program in November of 2021. Renee's father had recently signed a lease for 6-months for a Lawrence apartment. Within a few weeks of his move in, on November 5th, Renee's father, Don, had a medical crisis and was admitted to the hospital. Don was diagnosed with dementia and will not be able to live on his own. Therefore, he will not be able to fulfill the six-month lease agreement.

Renee explained the situation to the property manager. She removed her father's property from the rental, cleaned it and returned the keys to the property manager. The manager informed she intends to charge rent for the remained of the lease and charge an early termination fee that totals two months of rent per the terms of the rental agreement.

HCCI's Tenant/Landlord Counselor, Abi educated Renee on the provisions of the Fair Housing Act. A disability is defined under the Act as a physical or mental impairment that substantially limits one of more major life activities. The Federal Department of Justice informs – the term mental or physical impairment may include conditions such as caring for one's self.

Abi explained to Renee that she could request a letter from a professional that could explain the danger of the tenant residing alone given his disability diagnosis. However, the doctor should not reveal the disability. A professional could be a doctor, therapist, case manager, or another professional in a position to know). Renee can keep a copy of the letter and provide it to the property manager.

Abi provided options for an early termination of the lease resulting in the least financial loss, including providing a lease termination by mutual agreement and HCCI's Reasonable Accommodation form. Renee can use the form as documentation to request the termination of the lease due to the tenant's inability to care for himself. Following the counsel, Renee relayed the information provided by Abi to the property manager. Abi provided Renee with the contact information for the City of Lawrence Human Relations Commission as well. The client contact Abi a few days later to provide an update. As a result of the information provided by Abi, the manager decided to terminate the tenant's lease without repercussions. Renee appreciated the information and feels she can now focus on caring for her father.

2. Refer to your 2021 agreement for funding; provide a brief narrative of the activities funded with City funds. HCCI's one-of-a-kind unduplicated Tenant/Landlord Counseling and Education Program provides *FREE* counseling and education for both tenants and landlords regarding their rights and responsibilities based on the Kansas Residential Landlord and Tenant Act, local codes and ordinances, other federal laws that affect landlord and tenant relationships, including Fair Housing Law and domestic violence protections for renters. HCCI also is

a resource for law and code enforcement officers, family members, attorneys, social service providers and concerned neighbors.

HCCI's Rental Housing Program helps people help themselves to secure safe, affordable and equitable rental housing through counseling, education and collaboration with other agencies.

HCCI's Rental Housing Counseling services are available by phone Monday-Friday from 8:00 AM -5:00 PM.

Extensive information is available on HCCI's website at no charge. There is a small charge to cover printing and postage for hard copies of HCCI's Tenant Handbook, Landlord Handbook, and sample forms.

Homelessness and blight adversely impact the economic health of Lawrence. While an ongoing task, through teamwork, renters, landlords, code enforcement, along with social services, civic leaders, and HCCI collectively act to effect positive change.

3. Refer to your 2021 agreement for funding; report what progress was made toward your proposed outcomes and comment as necessary.

Outcomes	List 2021 outcomes from agreement	Comment as necessary
Outcome #1	<p>HCCI provided 128 comprehensive counsels to Lawrence renters and landlords. HCCI delivered classroom education covering tenant and landlord rights and responsibilities for 13 residents of the Lawrence Community Shelter to total 141 Lawrence tenants and landlords counseled and educated.</p> <p>HCCI did not meet the goal of counseling and educating 200 Lawrence tenants and landlords due to pandemic related issues to include eviction moratoriums, extended unemployment payments, stimulus payments, the child tax credit and other government assistance. However, HCCI provided aid to hundreds of Lawrence renters by writing and updating a white paper covering details of the state and federal eviction moratoriums in an easy to comprehend manner so tenants understood their rights and landlords recognized their responsibilities. HCCI distributed the white papers via Facebook, Constant Contact and during area Zoom meetings with partnering agencies. HCCI was also a resource for Lawrence social service agencies and local media who had questions about the moratoriums. HCCI conducts follow ups on the clients we counsel and educate in a classroom setting. At least 85% of our counseled and classroom educated clients reported they learned something new and are more confident to address their rental housing issue(s).</p>	<p>HCCI is dedicated to promoting positive relations between tenants and landlords. In the last year, HCCI has empowered 141 Lawrence residents, mostly tenants via phone counseling and classroom education with practical education and options with their market rate, subsidized and affordable housing issues. On the flip side, landlords received instruction on rights, obligations and business practices. Sample forms helped both parties and served as verification that proper procedures were followed.</p> <p>Historically, about 90% of clients served by this program are low-income households.</p>
Outcome #2	<p>Within 30 to 60 days following counseling from HCCI, at least 85% of people counseled will report they understand their rights and responsibilities based on the Kansas Residential Landlord and Tenant</p>	<p>HCCI follows up with clients either via phone call, email or when they contact us with additional questions regarding their situation. Ninety percent of clients report understanding their rights</p>

	Act, the Kansas Mobile Home Act, and Fair Housing Law and they are better able to implement their rights and responsibilities with more effective communication (oral or in writing e.g., use of HCCI forms) and an increased responsibility (obligation to act) and accountability (answerable for conduct) of any missteps and any success.	and obligations. Clients are provided a verbal action plan upon the completion of a counseling session. Approximately 85% act on the information provided to implement their rights and responsibilities. HCCI counsels clients in an efficient and cost-effective manner. While HCCI is not an enforcement agency, its mere existence acts as a deterrent to some landlords who would not otherwise remain in compliance with landlord/tenant laws. The outcome is a better quality of life for tenants.
Outcome #3	Within 30 to 60 days following counseling from HCCI, at least 85% of people counseled will report they sustained rental housing thus avoiding homelessness. (Sustained housing means they remained in their current rental housing or found alternative rental housing – they did not become homeless (Homelessness means they do not fit the HUD definition of homelessness - they reside in a permanent, adequate, safe, and secure dwelling such as an apartment, duplex, mobile home, or house).	The majority of tenants, at least 90% served by HCCI's counseling and education program, sustain housing (they either remain in the current housing or move to different housing). HCCI's comprehensive housing helps renters understand they can change their situation for the better, either in the short term or after some budgeting and planning.

4. Refer to the line-item budget provided in your 2021 application for funding; is this accurate to how your allocation was actually spent? If no, what changed and why?

Budget Categories	Requested Amount	Actual Amount	Comment as necessary
Personnel	\$14,616.	\$20,214.	Personnel - includes salary, payroll tax, benefits
Fees & Services	0	0	
Estimates/Bids	0	0	
Travel	0	0	
Marketing	0	0	
Cost of Materials	0	0	
Operating Expenses	\$3,384.		Expenses - includes audit, accounting, phone, internet, postage, occupancy, equipment, insurance
Other	0	0	
Grand Total	\$18,000.	\$20,214.	HCCI used 100% of the allocation.