

EDEN COUNCIL FOR HOPE AND OPPORTUNITY (ECHO HOUSING)

Housing Programs & Services Provided to the
City of San Leandro

Background on ECHO

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- ❑ Alameda County-based housing counseling agency, serving Alameda and Contra Costa Counties, and the City of Cupertino
- ❑ Founded in 1964
- ❑ HUD-approved Housing Counseling Agency
- ❑ Qualified Fair Housing Enforcement Organization (QFHO)

Services to the City of San Leandro

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ECHO is contracted by the City of San Leandro to administer the following programs:

- Fair Housing Counseling and Investigation
 - Federally mandated
- Landlord/Tenant Counseling
- Rent Review Program

Fair Housing Counseling & Investigation

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City allocates \$10,000 annually from the Community Development Block Grant to ECHO to:

- Provide counseling to renters and housing providers regarding federal and State fair housing laws;
- Conduct investigations based on allegations of discrimination;
- Conduct an annual fair housing audit;
- Provide fair housing education to housing industry

Tenant/Landlord Counseling

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City allocates \$15,000 annually from the General Fund to ECHO to:

- Address inquiries regarding evictions, deposits, habitability, retaliation, etc.;
- Provide counseling on renter & landlord rights and responsibilities;
- Provide dispute resolution services/mediation; a
- Provide education to renters, housing industry, and other housing service providers.

Rent Review Ordinance

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City allocates \$10,000 from the General Fund to ECHO to:

- Respond to phone inquiries regarding rent increases;
- Educate and inform tenants and landlords on Ordinance;
- Intake Rent Review Hearing applications, including review of applications and attached notices;
- Notify landlords of any inaccuracies in rent increase notices;
- Conciliate rent increases between tenants and landlords;
- Follow-up with tenants and landlords, as necessary.

Note: The City Council has proposed allocation of an additional \$20,000 for FY2016-17 for ECHO to assist with the expected increase in inquiries and caseload for the Rent Review Program.

Bay Area Fair Housing Agencies

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Other organizations that provide fair housing services in the Bay Area:

- Project Sentinel serves Silicon Valley and San Mateo County
- Human Rights Commission serves San Francisco County
- Fair Housing of Marin serves Marin County
- Petaluma Peoples' Service Center serves Sonoma County
- Greater Napa Fair Housing serves Napa County

ECHO serves the East Bay including Alameda County jurisdictions

Contact

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ECHO Housing

770 A Street

Hayward, Ca 94541

510-581-9380 phone

800-ASK-ECHO toll free

510-537-4793 fax

www.echofairhousing.org