

ANNUAL ELEMENT PROGRESS REPORT Housing Element Implementation (CCR Title 25 §6202)

Jurisdiction West Hollywood
Reporting Period 1/1/2013 - 12/31/2013

Table A
Annual Building Activity Report Summary - New Construction
Very Low-, Low-, and Mixed-Income Multifamily Projects

Housing Development Information							Housing with Financial Assistance and/or Deed Restrictions		Housing without Financial Assistance or Deed Restrictions		
1	2	3	4				5	5a	6	7	8
Project Identifier (may be APN No., project name or address)	Unit Category	Tenure R=Renter O=Owner	Affordability by Household Incomes				Total Units per Project	Est. # Infill Units*	Assistance Programs for Each Development	Deed Restricted Units	Note below the number of units determined to be affordable without financial or deed restrictions and attach an explanation how the jurisdiction determined the units were affordable. Refer to instructions.
			Very Low- Income	Low- Income	Moderate- Income	Above Moderate- Income			See Instructions	See Instructions	
(9) Total of Moderate and Above Moderate from Table A3 ▶▶			0	25	25						
(10) Total by income Table A/A3 ▶▶				25	25						
(11) Total Extremely Low-Income Units*											

* Note: These fields are voluntary

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Table A2
Annual Building Activity Report Summary - Units Rehabilitated, Preserved and Acquired pursuant to GC Section 65583.1(c)(1)

Please note: Units may only be credited to the table below when a jurisdiction has included a program in its housing element to rehabilitate, preserve or acquire units to accommodate a portion of its RHNA which meet the specific criteria as outlined in GC Section 65583.1(c)(1)

Activity Type	Affordability by Household Incomes				(4) The Description should adequately document how each unit complies with subsection (c)(7) of Government Code Section 65583.1
	Extremely Low-Income*	Very Low-Income	Low-Income	TOTAL UNITS	
(1) Rehabilitation Activity				0	
(2) Preservation of Units At-Risk				0	
(3) Acquisition of Units				0	
(5) Total Units by Income	0	0	0	0	

* Note: This field is voluntary

Table A3
Annual building Activity Report Summary for Above Moderate-Income Units (not including those units reported on Table A)

	1. Single Family	2. 2 - 4 Units	3. 5+ Units	4. Second Unit	5. Mobile Homes	6. Total	7. Number of infill units*
No. of Units Permitted for Moderate						0	
No. of Units Permitted for Above Moderate	7	8	7	3		25	25

* Note: This field is voluntary

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Table B
Regional Housing Needs Allocation Progress
Permitted Units Issued by Affordability

Enter Calendar Year starting with the first year of the RHNA allocation period. See Example.		2006	2007	2008	2009	2010	2011	2012	2013	2014	Total Units to Date (all years)	Total Remaining RHNA by Income Level
Income Level	RHNA Allocation by Income Level	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9		
Very Low	Deed Restricted	142	0	0	42	0	47	38	68	0	195	-53
	Non-deed restricted		0	0	0	0	0	0	0	0		
Low	Deed Restricted	91	4	4	0	0	0	0	18	0	26	65
	Non-deed restricted		0	0	0	0	0	0	0	0		
Moderate	Deed Restricted	99	3	4	0	0	0	0	5	0	12	87
	Non-deed restricted		0	0	0	0	0	0	0	0		
Above Moderate		252	90	89	15	8	12	163	201	25	603	-351
Total RHNA by COG. Enter allocation number:		584										
Total Units ▶ ▶ ▶			97	97	57	8	59	201	292	25	836	-252
Remaining Need for RHNA Period ▶ ▶ ▶ ▶ ▶												

Note: units serving extremely low-income households are included in the very low-income permitted units totals.

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Table C

Program Implementation Status

Program Description (By Housing Element Program Names)	Housing Programs Progress Report - Government Code Section 65583. Describe progress of all programs including local efforts to remove governmental constraints to the maintenance, improvement, and development of housing as identified in the housing element.		
Name of Program	Objective	Timeframe in H.E.	Status of Program Implementation
HE1 - Incentives for Rehabilitation	Design a multi-family housing rehabilitation program that incorporates technical assistance for landlords, seismic retrofitting, water and energy efficiency upgrades, weatherization, sustainability improvements, and universal design, and to address impacts for tenants-in-place during rehabilitation. Explore incentives, including possible financial assistance to encourage participation. Pursue financial resources to assist housing providers to upgrade the City's housing stock with green building improvements. Conduct a study to explore incentives for upgrading historic buildings. Identify properties with soft-story vulnerability and draft a programmatic response, including incentives to encourage retrofitting.	2013-2021	In 2013, the City completed a study residential rehabilitation. The study focused on: documenting West Hollywood's housing characteristics; examining the barriers to rehabilitation including regulatory, funding, construction, and other issues; reviewing past and current options for incentivizing rehabilitation of privately owned rental units; outlining recommendations and actionable next steps for the City. The report touched on affordable housing, energy, seismic and historic improvements, and the West Hollywood Rent Stabilization Ordinance. The findings and recommendations from the report were presented to City Council in May 2013, and will be used in the creation of a residential rehabilitation program for the City. In 2013, the City's Community Development Department began working with a consultant team on the development of new incentives to help with the maintenance and rehabilitation of historic multi-family properties. Presentation of policy recommendations for City Council consideration are planned for 2014.

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<p>HE2 - Multi-Family Rehabilitation and Acquisition/Rehabilitation</p>	<p>Identify apartment complexes in need of rehabilitation and support non-profits in acquisition and rehabilitation on an ongoing basis. Use survey tools to scan and analyze block-by-block areas of need of various improvements within the City by 2015. Educate the public (both tenants and landlords) through brochures, City newsletters, and City website, social media, and other innovative communication tools, etc., regarding the rights and responsibilities of maintaining housing quality standards. Annually explore funding availability from State and Federal sources for acquisition and rehabilitation activities, such as HOME funds, Multifamily Housing Program (MHP) funds, and Low Income Housing Tax Credits (LIHTC) as an ongoing collaboration with affordable housing providers. Promote the incorporation of universal design features in residential rehabilitation, particularly in City-assisted projects as part of the regular permitting processes.</p>	<p>2013-2021</p>	<p>In 2013, the City continued to provide education and outreach to the public regarding the rights and responsibilities of maintaining housing quality standards, including bi-annual newsletters to all tenants and landlords in rent stabilized properties, information on the City's website, general inquiries in person and over the phone (9,233 inquiries in 2013), the Rent Stabilization Annual Report, and informational mailings to all new tenants and landlords of rent stabilized buildings. The City continues to explore funding availability from State and Federal sources for acquisition and rehabilitation activities, including advocating for the passage of SB 391, the California Homes and Jobs Act.</p>
<p>HE3 - Home Secure Program</p>	<p>Continue to advertise the availability of this program on the City's website and provide brochures at public counters on an ongoing basis. Continue to conduct community outreach and make referrals through social services and rent stabilization constituent contacts to enroll aging and at-risk populations in the Jewish Family Services case management program.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2013, the City continued to offer the services of the Home Secure Program to lower income residents in the City. The services included free home security devices and home protection measures, including door locks, grab bars, peep holes, and smoke detectors. The program is advertised through case management services with Jewish Family Services and through referrals by the City's Social Services Division.</p>
<p>HE4 - Mills Act Contracts and Historic Preservation</p>	<p>Conduct outreach regarding the Mills Act to owners of historic properties annually. Continue to advertise the availability of this program through brochures at public counters. Complete study on historic preservation rehabilitation incentives in 2014 and develop a framework for a program to address historic properties.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2013, the City continued to offer Mills Act contracts to eligible property owners. The City typically receives several inquiries each year. The program is advertised on the City's website and at public counters.</p>

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<p>HE5 - Code Compliance</p>	<p>Continue to implement the Code Compliance program to ensure routine property maintenance and eliminate substandard building conditions. In 2014, explore the feasibility of establishing a Rental Housing Inspection program that focuses on physical/structural conditions. (This program will work hand-in-hand with the City's efforts to facilitate multi-family rehabilitation described later.) Explore opportunities for incentivizing upgrades to current standards (see Program 2). In 2014, explore Franchise Tax Board Substandard Housing program for prohibiting certain income tax deductions for landlords who are delinquent in addressing Health and Safety Code violations. By 2015, review the existing program to evaluate its effectiveness and impact on neighborhood conditions to determine if the program needs to be modified or continued.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2013, the Code Compliance Division continued to implement the code compliance program. Code compliance officers respond to constituent needs on a daily basis, including habitability issues, lack of maintenance, and other items. Also, the City launched WeHoDirect, a system that provides the user 24/7 access to City Hall. Through WeHoDirect, residents and others are able to text, email, or tweet any Code Compliance issues that need to be addressed, ensuring that the concern is addressed, even outside of regular City Hall business hours. Requests are automatically routed to the appropriate staff.</p>
<p>HE6 - Rent Stabilization Ordinance</p>	<p>Continue to maintain a Rent Stabilization program, and work towards alleviating the effects of State mandated vacancy decontrol through legislative action and local incentives to maintain affordable rents. In 2014, explore the issues of aging in place for elderly and disabled persons and find solutions such as a legislative change to allow for unit swapping as an exemption under Costa-Hawkins. By 2015, conduct a review of the Net Operating Income (NOI) mechanism to determine its effectiveness. Continue to conduct workshops to educate landlords and tenants on matters related to the Rent Stabilization Ordinance, including topics such as property maintenance, registration, mediation, and evictions.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2013, the City continued to maintain and operate the rent stabilization program. In addition, City staff worked with the City's legislative advocate to monitor legislation that would impact the City's rent stabilization program. Staff traveled to Sacramento to lobby for a unit swapping program that would allow seniors to age in place in the West Hollywood community. The City also meets annually, or as needed, with other cities in the State which have rent stabilization programs. Also in 2013, the City launched Building Blocks, a series of educational seminars to inform property managers, owners, landlords, and tenants about the Rent Stabilization Ordinance. Seminars included topics such as "Tenants 101," "Emergency Preparedness for Apartment Buildings," and "Evictions and Relocations: A Primer." Participants completed feedback forms which will help shape topics and improvements for next year's series.</p>

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<p>HE7 - Housing Choice Vouchers (Section 8)</p>	<p>Continue to encourage local landlords to accept rental vouchers on a daily or as-needed basis and continue programmatic response through Rent Stabilization Ordinance and social services agencies for landlords terminating Section 8. Include information in semi-annual mailings to property owners outlining the benefits of the Housing Choice Voucher program. Undertake proactive measures to ensure the continued availability and usefulness of Housing Choice Vouchers for extremely low and very low income West Hollywood residents. Specifically, work with the Los Angeles County Housing Authority to maintain and increase the payment standards for vouchers to reflect the actual cost of renting in Los Angeles County.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2013, the City worked with the Housing Authority of the County of Los Angeles for the Section 8 Housing Choice Vouchers Program. The City encourages landlords to accept vouchers by providing information regarding the Section 8 process and the benefits of the program in brochures, as well as in the City's bi-annual housing newsletters. In order to ensure the continued availability, usefulness, and efficiency of the Section 8 program to West Hollywood residents the City transferred administration of its vouchers to the County of Los Angeles in 2011, effective July 1, 2012. The federal sequestration budget cuts created a financial hardship for Housing Authorities throughout the country. The administration of the Housing Choice Voucher program locally was also impacted, as the Housing Authority of the County of Los Angeles closed its waiting list to new applicants, stopped issuing new vouchers, and disallowed existing voucher holders from porting to higher rent areas. The City continued to work closely with the Housing Authority during this period and kept the public informed through regular staff reports to the City Council on the federal budget situation.</p>
<p>HE8 - Preservation of Publicly Assisted Housing</p>	<p>Semi-annually monitor the at-risk projects by continuing to maintain close contact with the property owners regarding their long-term plan for the projects. Coordinate with the County and HUD to conduct meetings to educate the public regarding "at-risk" housing. For the three projects that require short-term renewal of subsidy contracts, communicate to the public regarding the limited potential for and required process of conversion and available tenant protection and assistance. Should the property owners be interested in selling the properties, provide financial and technical assistance to the WHCHC or other non-profit organizations interested in purchasing and/or managing the units at risk. The City will consider the feasibility of introducing a legislative item in 2013 supporting a permanent funding source for the development, rehabilitation and preservation of affordable units. Pursue State and Federal Funding: Assist non-profit organizations in pursuing State and federal funds for the preservation of at-risk units.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2013, the City continued to monitor at-risk units by maintaining close contact with the property owners regarding their long-term plans for the projects. The City conducts annual tenant education regarding at-risk units by answering one-on-one questions from tenants as they arise. In the event a property owner of one of the at-risk buildings is interested in selling, the City would provide financial and technical assistance to WHCHC and other non-profits interested in purchasing the units, including pursuing State and Federal funds to help preserve the units as affordable. In 2013, the City continued to advocate for increased state funding for affordable housing development, acquisition, and rehabilitation, specifically through passage of SB 391, the California Homes and Jobs Act.</p>

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HE9 - Condominium Conversion Ordinance	Continue to enforce the Condominium Conversion Ordinance. Monitor conversion activities annually to ensure the ordinance continues to work effectively in the protection of the City's rental housing stock and tenant rights.	2013-2021 (ongoing)	In 2013, the City continued to enforce the Condominium Conversion Ordinance, including coordination with the Community Development Department to monitor conversion activities. In the event of a conversion the Rent Stabilization and Housing Division counsels tenants at risk, to help them understand their options, and works with the property owner for compliance with the inclusionary housing requirements of the City's Ordinance.
HE10 - Residential Referral List	Continue to make available and update weekly the residential referral list of rental units. Expand the referral list to include accessibility as part of the listed amenities to assist persons with disabilities in identifying suitable units. Continue to encourage landlords to participate in this program to expand access to information by prospective tenants.	2013-2021 (ongoing)	In 2013, the City continued to update the residential referral list weekly and make it available to the public at City Hall and on the City's website. In 2013, the City continued to encourage landlords to participate in the program through a targeted mailing to landlords that included the rental listing form. The City continued ongoing access to potential tenants by including information about the referral list in the City's housing newsletters and mailings, and on the City's website. In 2013, the City also began to advertise the availability of the Residential Referral List through social media.
HE11 - Mixed Use and Transit-Oriented Development	Amend the Zoning Code to implement the Transit Overlay Zone, providing incentives to facilitate transit-oriented mixed use development at specific locations. Assist interested developers in site identification and as appropriate, support developers in funding applications.	2013-2021 (ongoing)	In 2013, the Community Development Department regularly worked with property developers interested in developing mixed-use and transit-oriented development in the City. The City assists these developers with understanding the process necessary to obtain entitlements for their projects, including the density bonuses offered by the City along major corridors. The Community Development Department has applied for grant funding to assist with implementation of the Transit Overlay Zones and related incentives.

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<p>HE12 - Inclusionary Housing Ordinance</p>	<p>Continue to implement the Inclusionary Housing Ordinance. Continue to monitor market conditions and development trends to ensure that the Ordinance works effectively to provide affordable housing in the community but does not unduly constrain housing development in general. If constraints are identified, the City will make necessary improvements to the ordinance to enhance its effectiveness in facilitating the development of housing for all income groups. Continue to prioritize inclusionary housing units for tenants displaced due to Ellis Act and consider developing a programmatic approach within the Inclusionary Housing Ordinance to assist persons with disabilities (including persons with developmental disabilities) and those aging in place. Consider revising the Inclusionary Housing Ordinance to specifically identify the very low income households.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2013, the City continued to implement the Inclusionary Housing Ordinance. There was one new building that received a Certificate of Occupancy in 2013. The City worked with the property owners to lease the four inclusionary units to low- and moderate-income households. In 2013, the City's Rent Stabilization and Housing Division worked with a consultant to study several aspects of the Inclusionary Housing Ordinance, including whether the Ordinance fully addresses the requirements of State Density Bonus Law and how market conditions and development trends are affecting the Ordinance. The results of the study were presented to City Council in May 2013. In 2013, the City continued to work with tenants displaced due to the provisions in the Ellis Act. Once the Ellis process begins for a unit, the City's Rent Stabilization and Housing Division works with the tenant to help them understand their options, including relocation counseling assistance. If the tenant qualifies for affordable housing they are placed on the City's inclusionary housing waiting list and given top priority. In 2013, the City continued to look at ways to amend the Inclusionary Housing Ordinance in order to address recent case law. The final amendments to the Ordinance will be presented to City Council in 2014.</p>
<p>HE13 - Affordable Housing Development through Partnerships with Non-Profits</p>	<p>Continue to support WHCHC and other non-profit organizations in the development of affordable and special needs housing through the provision of financial and regulatory incentives. Devise incentives for the development of housing for extremely low and low income households including persons with disabilities, for example, explore the feasibility of fee incentives.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2013, the City's Rent Stabilization and Housing Division continued to work with two non-profits, WHCHC and ALA, on the pre-development and construction of two affordable housing projects. The first project was Courtyard at La Brea, which is being developed by WHCHC with funding from the City, County, and affordable housing tax credits. The project will include 32 units targeted to low and very-low income households, with some of the units targeted to youth and people with disabilities. The project broke ground in spring 2012 and received its Certificate of Occupancy in December 2013. The second project was the Janet L. Witkin Center, which is being developed by Affordable Living for the Aging with funding from the City, County, State, and private sector partners. The project will include 16 units targeted to low and very-low income seniors, with some of the units set-aside for extremely-low income seniors who are at-risk of homelessness and seniors with disabilities. The project broke ground in January 2013. The City continues to work with WHCHC and other non-profit organizations to identify and implement new affordable housing projects in the City.</p>

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<p>HE14 - Workforce Housing, Family Housing, and Ownership Housing Opportunities</p>	<p>Explore creative housing types such as accessory dwelling units, co-op housing, micro units, and other flexible housing types to increase opportunities for affordable homeownership.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2013, the City continued to implement the Inclusionary Housing Ordinance which allows for the creation of moderate-income units as workforce housing. The City continued to work with several nonprofit housing developers, including WHCHC, Affordable Living for the Aging, and Los Angeles Housing Partnership to develop housing for very-low and low-income households. In 2013, the City continued to explore potential funding for homebuyer assistance from other State funds to complement the City's Inclusionary Housing Ordinance. However, due to the lack of any developers choosing to provide ownership inclusionary housing units instead of rental inclusionary units, the City did not apply for any funds. The City anticipates ownership inclusionary housing units to become available in 2014 and 2015 and will continue to look into funding programs. The City conducted a first-time homebuyers workshop as part of its Building Blocks Educational Series and made resources available online for the public's use.</p>
<p>HE15 - Commercial Development Impact Fee</p>	<p>Continue to implement the Commercial Impact Fee program. Monitor market conditions and development trends regularly to ensure that the Commercial Impact Fee works effectively to provide affordable housing in the community but does not unduly constrain development in general. In 2014, issue a Request for Proposals to study the Commercial Impact Fees, and adjust if necessary.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2013, the City continued to implement the Commercial Impact Fee Program. The City is currently in the preliminary phase of reviewing the effectiveness of the Commercial Impact Fee Program. In late 2013, the City released a Request for Proposals for a Housing Impact Fee Nexus Study. In 2014, the selected consultant will perform a nexus analysis to demonstrate the relationship between the construction of new commercial development and the impact fee required. This study will be used to adjust the Commercial Impact Fees, if found necessary.</p>
<p>HE16 - Green Building</p>	<p>Continue to implement the Green Building program that offers incentives and flexibility for compliance, and update as needed. Continue to fund and operate the Green Building Resource Center. Promote green building standards in the City's affordable housing stock by providing financial assistance for improvements.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2013, the City's Community Development Department continued to implement the Green Building Program, offering incentives and flexibility for compliance. Also in 2013, the City's Rent Stabilization and Housing Division continued to promote green building standards in the City's affordable housing stock by working with developers of new affordable housing projects to implement green building standards, including the Courtyard at La Brea Project. The Courtyard at La Brea focuses on sustainability, and will be GreenPoint Rated, a program of Build It Green. In addition, The Courtyard at La Brea will include several sustainable activities for residents that WHCHC is developing as part of a new Green Living Program, including a composting program and an edible garden component, facilitated by WHCHC staff, working with a certified Master Gardener. Other sustainable features include photovoltaic panels to generate electricity, solar hot water heating, energy star appliances, and a first of its kind greywater reclamation system in West Hollywood.</p>

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HE17 - Potential Sites for RHNA	Ensure that adequate capacity exists to accommodate the City's RHNA of 77 housing units. Encourage mixed-use development at key nodes along commercial boulevards. Annually monitor the City's progress toward meeting the RHNA, including an analysis of any RHNA shortfalls, and evaluate the land availability to meet the remaining RHNA.	2013-2021 (ongoing)	In 2013, the City continued to provide information to developers upon request about sites where higher density residential and mixed-use developments are appropriate. The City continues to encourage mixed-use development in commercial zones and particularly in the Mixed-Use Incentive Overlay in certain areas along commercial boulevards. The City maintains an inventory of potential sites where higher density residential and mixed-use developments are appropriate. In 2013, construction on the Courtyard at La Brea project was completed. The City committed financing for the project and recorded a regulatory agreement on the property restricting the project as affordable for a minimum of 55 years. The City continues to annually monitor it's progress towards meeting the RHNA. At this time, the City is on target to meet it's RHNA requirement.
HE18 - Zoning Ordinance	Beginning in 2014, conduct a study to explore the suitability of various housing types such as micro units, co-op housing, accessory dwelling units, and other flexible housing types, or tools such as parcel subdivision, to meet the housing needs of the underserved groups, such as seniors aging in place and moderate income households.	2013-2021 (ongoing)	The Community Development Department anticipates incorporating this study in the Department work plan starting in fiscal year 2015-2016.
HE19 - Streamlined Processing	Continue to work on improving the streamlined processing procedures and by 2015 develop a handbook to guide developers through the City processes and requirements. Continue to offer pre-application conference with project applicants to identify issues and concerns prior to application submittal.	2013-2021 (ongoing)	In 2013, the City's Community Development Department continued to work on a streamlined permit processing procedure. The Department will continue to work on creating new procedures during the 2014 calendar year, including updates and clarifications to application forms, and production of a development handbook. The City plans to implement new permitting software in 2014 that will help to streamline the permitting process for applicants. The Department regularly meets with project applicants in pre-application conferences to identify issues and concerns prior to application submittal.
HE20 - Fee Waivers for Affordable Housing	Continue to waive art, park, and transportation fees for residential projects with 25 percent or more affordable units. Continue to waive all City-imposed plan check and other fees for nonprofit-sponsored projects are 100 percent affordable. Review the City's various planning and development fees, as was done in 2006 and 2010, to ensure they are reasonable and do not unduly constrain housing development.	2013-2021 (ongoing)	In 2013, the City continued to waive City fees for affordable housing projects.

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HE21 - Fair Housing Program	Continue to provide fair housing information to the public regularly as needed via the public counters, message boards, City website, and neighborhood watch, and in response to telephone inquiries. Continue to provide referral to the Housing Rights Center, State Fair Employment and Housing, HUD Fair Housing and Equal Opportunity division, and other legal services as appropriate. By the end of 2014, have specific City staff liaison appointed to coordinate with various stakeholders including the Western Center for Independent Living and other housing organizations at least semi-annually to provide updated education and outreach on fair housing issues.	2013-2021 (ongoing)	In 2013, the City continued to provide fair housing information to the public on the City's website and at City Hall via public counters and message boards. The City also responded to all inquiries and questions from the public regarding fair housing. In 2013, the City also continued to provide referrals to the Housing Rights Center, State Fair Employment and Housing Department, HUD Fair Housing and Equal Opportunity Division, and other legal services as requested by members of the public. In 2013, the City also coordinated with various associations and organizations in the area to provide education and outreach on fair housing issues through annual presentations at various meetings of AAGLA and Realtor Associations.
HE22 - Tenant/Landlord Mediation	Continue to offer the mediation program and promote the program through information on City website, program brochures at public counters, social media, and other innovative communication tools.	2013-2021 (ongoing)	In 2013, the Legal Services Division Mediator spoke with approximately 1,040 constituents and resolved 485 conflicts through a combination of telephone conciliations and face-to-face mediations. The City also continues to provide information on the City's website and program brochures at public counters.
HE23 - Tenant Eviction Protection Program	Continue to prevent unlawful eviction and fund legal aid organizations that provide tenant education and representation regarding landlord/tenant disputes. Renew contracts with mediation service providers annually. Annually review current laws and recommend any needed modifications to ensure protection of tenants to the maximum extent legally possible. Continue to monitor and investigate allegations of tenant harassment.	2013-2021 (ongoing)	The City's Rent Stabilization Ordinance creates eviction control and limits the grounds on which a tenant may be evicted. In 2013, the City's Rent Stabilization and Housing Division continued to work with tenants and landlords to prevent unlawful evictions by funding legal aid organizations that provide tenant education and representation regarding landlord/tenant disputes. Additionally, through social services funding, the City was able to fund an emergency rental assistance loan program for low-income tenants. The purpose of the program is to have the tenant work with a case manager when there is a financial hardship in order to avoid nonpayment of rent. Throughout each year the City reviews current laws and recommends modifications to ensure protection of tenants. These laws include both local and state laws. The City actively advocates, with assistance from its legislative advocate, for changes to State laws that negatively impact the City's tenants, such as the Costa-Hawkins and Ellis Acts, as well as the addition of new state laws that would improve tenant protections. In 2013, the City worked closely with legal aid organizations to protect tenants from being unlawfully evicted in cases of a Section 8 termination.

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HE24 - Services for Special Needs Populations	Continue to provide financial support to non-profit services providers that help meet the supportive services needs of West Hollywood's diverse community, especially those with extremely low incomes. Annually update the social services directory, and make it available to residents at public counters and on City website. In 2014, coordinate with Bet Tzedek, or another legal services agency, and other service providers to develop an educational seminar for tenants and landlords regarding reasonable accommodations.	2013-2021 (ongoing)	In 2013, the City continued to provide financial support to various non-profit service providers in the City. The City provided emergency shelter vouchers to a number of households in need of temporary housing. In addition to annual funding to various social services agencies the City is working with two local non-profit affordable housing developers to produce new affordable housing units for special needs groups, such as disabled persons, that will provide onsite social services. The City continues to annually update its social services directory; it is available at the City's public counters and on the City's website.
HE25 - Enhanced Management Program	Continue to coordinate with WHCHC to continue the Enhanced Management Program at all current and future housing projects. Encourage other nonprofit housing providers to follow the WHCHC model.	2013-2021 (ongoing)	In 2013, WHCHC continued to implement the Enhanced Management Program at all of their current housing projects, which include 333 units in West Hollywood. The program provides a resident services coordinator at each WHCHC development, who interacts with all residents and monitors their need for social services.
HE26 - Community Engagement	Design and initiate a community engagement program in 2014.	2013-2021 (ongoing)	In 2013, the City expanded its community outreach efforts related to housing in order to continually assess the community's housing needs and keep the public informed of upcoming affordable housing developments and opportunities. As a part of the community engagement, Rent Stabilization and Housing staff attended the Disabilities Advisory Board, Senior Advisory Board, Transgender Advisory Board, Planning Commission and Rent Stabilization Commission. Staff will continue to attend these and other Advisory Boards and Commissions, as needed. Additionally, staff created a Housing Survey to collect information on the community's housing needs and priorities. Outreach for the survey was done through the City's website and social media including Facebook and Twitter. The survey was also available at City Hall, the Farmers Market, and the Comprehensive Services Center.

General Comments:

None.