



AGENDA AND NOTICE OF A MEETING
Housing & Community Development Committee
Tuesday, November 15, 2022
Virtual on Zoom 7:00 PM

Pursuant to 5 ILCS 120/7(2), HCDC members and City staff will be participating in this meeting remotely. It has been determined that in-person meetings of the City's Boards, Commissions, and Committees are not practical or prudent due to the ongoing coronavirus pandemic. Accordingly, the Housing & Community Committee may be convened, and members may attend by means other than physical presence consistent with 5 ILCS 120/7.

Those wishing to make public comments may submit written comments or sign-up with the [public comment form](#), by 5 pm the day of the meeting, to provide public comments by phone or video during the meeting, or by calling/texting 847-448-4311.

Public comment form: <https://forms.gle/3xH94W64m4V4fDC49>

Join Zoom Meeting:

<https://us06web.zoom.us/j/83028735282?pwd=YkdITTU1ZnY2TmxZZkJVOTIEa0FSUT09>

Passcode: 467209

Or join by phone:

Dial: +1 312 626 6799

Webinar ID: 830 2873 5282

Passcode: 467209

Page

1. CALL TO ORDER/DECLARATION OF A QUORUM

2. SUSPENSION OF THE RULES

Members participating electronically or by telephone

3. APPROVAL OF MEETING MINUTES

- A. **Meeting Minutes for October 18, 2022** 4 - 6
[Housing & Community Development Committee - Oct 18 2022 - Minutes - Pdf](#)

4. NEW BUSINESS/OLD BUSINESS

- A. **Approval of Renewal Funding to Administer the Inclusionary Housing Waitlist** 7 - 13

Staff recommends approval of \$50,000 for Community Partners for Affordable Housing (CPAH) to continue administering Evanston's Inclusionary Housing Ordinance (IHO) centralized waitlist and conduct income certifications, re-certifications of households, and compliance reviews for affordable units for the period of January 1, 2023 through December, 31, 2023.

The funding source is the City's Affordable Housing Fund, 250.21.5465.65496. The Affordable Housing Fund currently has an unallocated cash balance of approximately \$2.2 million.

For Action

[Approval of Renewal Funding to Administer the Inclusionary Housing Waitlist - Attachment - Pdf](#)

- B. **Discussion and Vote to Recommend Approval Small/Medium Landlord Assistance Program** 14 - 17

For Action

[Discussion and Vote to Recommend Approval Small/Medium Landlord Assistance Program - Attachment - Pdf](#)

- C. **Approval of Renewal Contract for Landlord-Tenant Services with Metropolitan Tenants Organization and Lawyers' Committee for Better Housing for January 1, 2023 - December 31, 2023** 18 - 32

Staff recommends approval of a not to exceed \$66,735 renewal contract with Metropolitan Tenants Organization (MTO) and Lawyers' Committee for Better Housing (LCBH) for landlord-tenant services.

For Action

[Approval of Renewal Contract for Landlord-Tenant Services with Metropolitan Tenants Organization and Lawyers' Committee for Better Housing for January - Pdf](#)

- D. **2023 Planning: Needs and Priorities discussion** 33 - 36
[2023 Planning Priorities](#)
- E. **Vice-chair Nomination and Vote**
- F. **Staff Report**

5. PUBLIC COMMENT

6. ADJOURNMENT

Agenda items and order are subject to change.

Questions can be sent to Sarah Flax, Housing & Grants Manager at sflax@cityofevanston.org.

The City of Evanston is committed to making all public meetings accessible to persons with disabilities. Any citizen needing mobility or communications access assistance should contact 847-448-4311 or 847-448-8064 (TTY) at least 48 hours in advance of the scheduled meeting so that accommodations can be made. La ciudad de Evanston está obligada a hacer accesibles todas las reuniones públicas a las personas minusválidas o las quines no hablan inglés. Si usted necesita ayuda, favor de ponerse en contacto con la Oficina de Administración del Centro a 847/866-2916 (voz) o 847/448-8052 (TDD).

Draft



Housing & Community Development Committee

Tuesday, October 18, 2022 @ 7:00 PM

Virtual on Zoom

**COMMITTEE MEMBER
PRESENT:**

Loren Berlin, Committee Member, Joanne Zolomij, Committee Member, Bobby Burns, Councilmember, Eleanor Revelle, Councilmember, and Juan Geracaris, Councilmember

**COMMITTEE MEMBER
ABSENT:**

Monika Bobo, Committee Member, , Hugo Rodriguez, Committee Member, Devon Reid, Councilmember, Kathy Feingold, Committee Member

STAFF PRESENT:

Sarah Flax, Interim Director of Community Development; Marion Johnson, Housing & Economic Development Analyst; Ana Elizarraga, Housing & Economic Development Analyst

GUESTS PRESENT:

Bob Dean, CEO Center for Neighborhood Technology; Cara Pratt, Sustainability and Resilience Coordinator

1. **CALL TO ORDER/DECLARATION OF A QUORUM**
Chair Revelle called the meeting to order at 7:32 p.m.

2. **SUSPENSION OF THE RULES**
A. Suspension of The Rules

Motion to suspend the rules to allow for members to participate electronically or by phone.

Moved by Councilmember Geracaris
Seconded by Zolomij

Ayes: Feingold, Berlin, Zolomij, Councilmember Burns, Councilmember Revelle, and Councilmember Geracaris

Approved 6-0 on a recorded vote

3. APPROVAL OF MEETING MINUTES

A. Approval of Meeting Minutes

Motion to approve the Minutes of the September 20, 2022 Meeting

Moved by Zolomij

Seconded by Councilmember Geracaris

Ayes: Feingold, Berlin, Zolomij, Councilmember Burns, Councilmember Revelle,
and Councilmember Geracaris

Approved 6-0 on a recorded vote

4. PUBLIC COMMENT

Carlis Sutton, Gail Schechter, Tina Paden, James McKee, Councilmember Kelly, Clay Lawhead provided public comment on the Small/Medium Landlord Assistance Program.

5. NEW BUSINESS/OLD BUSINESS

A. One Stop Shop Retrofit Pilot Program Update

Bob Dean provided an update to the HCDC on the One Stop Shop Retrofit program and the formation of an advisory group. City Staff and the One Stop Shop Retrofit project team will collaborate on the formation of an Advisory Committee. More updates are forthcoming in the next HCDC meetings.

B. Committee Discussion on the Shift in Needs and Priorities for 2023

Item tabled

C. Discussion and Vote to Recommend Approval Small/Medium Landlord Assistance Program

Item was discussed; staff provided a program design overview. This item will be brought back to the HCDC on November 15, 2022.

D. Approval of the 5th ward Alley Paving Recommendation

Item tabled to January HCDC meeting

Staff recommends that the Housing and Community Development Committee (HCDC) approves the recommendation to prioritize the alley North of Simpson and East of Ashland Avenue for CDBG-funded alley paving.

E. Vice-Chair Nomination and Election

Item tabled

Draft

Housing & Community Development Committee
October 18, 2022

F. Vote on the December Meeting Rescheduling to December 13, 2022.

Motion to move the December meeting to December 13, 2022.

Moved by Zolomij

Seconded by Councilmember Geracaris

Ayes: Zolomij, Councilmember Geracaris, Feingold, Berlin, Councilmember Burns,
and Councilmember Revelle

Approved 6-0 on a recorded vote

6. ADJOURNMENT

Chair Revelle adjourned the meeting at 9:13 p.m.



Memorandum

To: Members of Housing & Community Development Committee
From: Ana Elizarraga, Housing & Economic Development Analyst
CC: Sarah Flax, Interim Community Development Director; Marion Johnson, Housing & Grants Supervisor
Subject: Approval of Renewal Funding to Administer the Inclusionary Housing Waitlist
Date: November 15, 2022

Recommended Action:

Staff recommends approval of \$50,000 for Community Partners for Affordable Housing (CPAH) to continue administering Evanston's Inclusionary Housing Ordinance (IHO) centralized waitlist and conduct income certifications, re-certifications of households, and compliance reviews for affordable units for the period of January 1, 2023 through December, 31, 2023.

Funding Source:

The funding source is the City's Affordable Housing Fund, 250.21.5465.65496. The Affordable Housing Fund currently has an unallocated cash balance of approximately \$2.2 million.

Committee Action:

For Action

Summary:

The City has contracted with Community Partners for Affordable Housing (CPAH) since 2017 to implement the waitlist management process for inclusionary affordable housing units resulting from the IHO for waitlist management services. CPAH is requesting funding in the amount of \$50,000 from the City of Evanston to administer Evanston's centralized IHO waitlist for a 12-month period. This is an increase from the previous 12-month contract funded at \$43,000. Three major components are impacting the funding amount requested:

- The increase in the number of units to service and associated increased waitlist size;
- The addition of compliance reviews for buildings with affordable units that pre-date the IHO;
- and

- Actual dollars spent in 2022 contract (\$44,000)

The funding pays for personnel and other direct expenses associated with the management of the centralized waitlist for households interested in affordable housing through the IHO, as well as other market-rate developments with onsite affordable units generated through development agreements that preceded the IHO. The scope of work includes:

- Screening applicants for the waitlist;
- Completing an annual update of the waiting list;
- Conducting outreach to Evanston residents in need of affordable housing;
- Income qualifying prospective tenants when affordable units are ready for rent up;
- Annual income recertification of tenants currently housed in affordable units to ensure ongoing compliance with income restrictions;
- Meeting with City staff and developers/property managers as needed to discuss upcoming available units and coordinate referrals and marketing of income-eligible households to the developer/property management for those units. Marketing is to begin in 2023 for units that won't be available until 2024;
- Conducting compliance reviews for additional units that predated the IHO, and units in condo deconversions.
- Help communicate program requirements to developers and property managers as well as best practices for successful implementation.

CPAH plans to administer administer or oversee include 22 new inclusionary housing units coming online in 2023, 48 existing inclusionary units, and 34 units which pre-date the IHO inclusionary housing units and are being brought into compliance. Some of those units being brought into compliance will be handled like an initial lease up. As well as the growing waitlist comprising 560 households as of November 11, 2022.

The City would enter into a 12-month contract for IHO waitlist services with CPAH, from January 1 through December 31, 2023. The City would make four payments in the amount of \$12,500 in April, July, October 2023, and January 2024. CPAH staff would track staff time and direct expenses used for the administration of the City's IHO program and use these data to inform its proposal for funding renewal at the end of 2023.

The attached 2022 Activity report provides detailed information about the waitlist and affordable units currently filled from that list. Additional information on CPAH's scope of work and budget for this request for renewal funding may be found in their attached application.

Legislative History:

The City Council approved CPAH's funding request for the previous year's IHO waitlist management contract in the amount of \$43,000.

Attachments:

[CPAH EV IHO Proposal 2023](#)

[City of Evanston Waitlist and IHO Information \(CPAH\)](#)



November 2, 2022

Sarah Flax
Interim Community Development Director
City of Evanston
2100 Ridge Avenue
Evanston, IL 60201

Re: Inclusionary Housing Administration and Centralized Waitlist Management

Dear Sarah:

The current agreement between the City of Evanston and Community Partners for Affordable Housing (CPAH) to assist in administering the City's Inclusionary Housing Ordinance will expire on December 31, 2022. This letter is a proposal to renew that agreement for 2023.

It is our understanding that the City would like assistance with (i) approximately 22 new inclusionary housing units coming online in 2023 (there were 8 new inclusionary units in 2022), (ii) overseeing 48 existing inclusionary housing units, (iii) compliance monitoring for an additional 34 affordable units which may have pre-dated the inclusionary housing ordinance and/or been created by condo de-conversion and (iv) managing the centralized waitlist (currently approximately 600 households).

Specific responsibilities and deliverables for 2023 will include:

- Help communicate program requirements to developers and property managers as well as best practices for successful implementation.
- Assist developers and City officials in marketing the inclusionary housing program and specific affordable housing units that are available. Some marketing will begin in 2023 for units that won't be available until 2024.
- Respond to inquiries from potential applicants and manage the pre-application process for potential tenants and homebuyers.
- Work with applicants to help them be successful in applying and provide housing counseling and referral services, as requested.
- Conduct program screening and eligibility determination, including for full applications that require supporting documentation.
- Manage the City waiting list for inclusionary housing units.
- Provide compliance checks and income certifications for 34 (19 that we started reviewing in 2022 plus an additional 15 scheduled for 2023) affordable units that

www.cpahousing.org
phone 847.263.7478
fax 847.796.8060

preceded the inclusionary housing ordinance and/or were created by condo de-conversion. Re-lease units that are not in compliance at lease renewal date.

- Conduct an annual waitlist update.
- For rental units, conduct annual income re-certifications for renewals and new income certifications for new tenants.
- Market the program and specific available units.
- Assist City officials with questions related to the inclusionary housing program.
- Continue to update Evanston's inclusionary housing policy and procedures documents.

The units we expect to help administer or oversee include 22 new inclusionary housing units coming online in 2023, 48 existing inclusionary units, and 34 units which pre-date the IHO inclusionary housing units and are being brought into compliance. Some of those units being brought into compliance will be handled like an initial lease up.

CPAH is a 501(c)(3) nonprofit Community Housing Development Organization (CHDO) and HUD-Certified Housing Counseling Agency. We have helped develop or preserve over 1,800 units of affordable housing throughout the northern suburbs (including Evanston) and have provided housing-related services for over 39,000 residents. We have nearly 20 years of experience administering inclusionary housing ordinances, including working with the City of Evanston, City of Highland Park, City of Lake Forest, the Village of Northbrook, and others. CPAH is recognized both regionally and nationally for being a leader at the forefront of affordable housing – including by the Urban Land Institute, Lincoln Institute of Land Policy, and the National Housing Conference. We are categorized by the Illinois Housing Development Authority as a BIPOC-led organization because 57% of Director-level positions and above are BIPOC and 66% of Senior staff are Black or African American.

CPAH's Director of Real Estate Management, Kathleen Van Crey, oversees waitlist management and matters related to applications and leasing. She is assisted by our Rental Housing Coordinator, Sergio Dominguez, and our Property Manager, Tiffany Duncan. CPAH's President, Rob Anthony, and our Director of Development and Community Relations, Amy Kaufman, provide oversight and assistance with inclusionary housing policy matters.

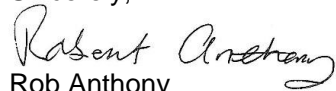
We anticipate an increased number of pre-applications in 2023 based on the large number of new units coming online (a net additional 14 units from what CPAH handled in 2022) and the pre-IHO units that are out of compliance that will be treated like initial lease ups. We will conduct annual income recertifications for the existing 48 units, and for those units that pre-dated the IHO that are in compliance. We will do the initial screening and qualification for the new units that come online in 2023. We will also

conduct outreach and market the program and specific units and perform other services outlined above. Based on our actual costs from last year (\$44,000) and the anticipated significant increase in work volume for 2023 due to the large number of new inclusionary units coming up in 2023 and the additional re-certifications, we request \$50,000 to provide the above referenced services for the period January 1, 2023 through December 31, 2023. The request primarily covers staff time to provide the services outlined above as well as a smaller pro-rated share of overhead (travel, meeting, marketing, etc.) per our indirect cost allocation policy.

We thoroughly enjoy working with the City of Evanston on the inclusionary housing program as well partnering on a variety of other housing and community revitalization efforts. We look forward to the continued partnership to best serve the Evanston community.

Please don't hesitate to contact me (ranthony@cpahousing.org or 847-263-7478 ext 22) or Amy Kaufman (akaufman@cpahousing.org or 847-263-7478 ext 20) with any questions.

Sincerely,



Rob Anthony
President

Date 7/1/2022

CITY OF EVANSTON WAITLIST AND IHO UNITS REPORT

Key	Requires subsidy	Majority Subsidy	IHO units
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WAITLIST INFORMATION

Total HH's on waitlist by HH size and AMI % (income is self reported)									
	HH 1	HH2	HH 3	HH 4	HH 5	HH 6	HH 7	Total Per %	Local Pref
0-30%	42	41	34	22	14	8	5	166	24
31-50%	111	73	53	29	13	4	2	285	74
51-60%	15	17	6	1	2	0	0	41	24
61-80%	30	19	6	2	1	0	0	58	29
81-100%	8	2	0	0	0	0	0	10	10
Totals	206	152	99	54	30	12	7	560	161
Number of HH added to list since last report				1/1/22	70				

Total HH's on waitlist by HH size and AMI % in percentage of total (income is self reported)								
	HH 1	HH2	HH 3	HH 4	HH 5	HH 6	HH 7	Total
0-30%	7.50%	7.32%	6.07%	3.93%	2.50%	1.43%	0.89%	29.64%
31-50%	19.82%	13.04%	9.46%	5.18%	2.32%	0.71%	0.36%	50.89%
51-60%	2.68%	3.04%	1.07%	0.18%	0.36%	0.00%	0.00%	7.32%
61-80%	5.36%	3.39%	1.07%	0.36%	0.18%	0.00%	0.00%	10.36%
81-100%	1.43%	0.36%	0.00%	0.00%	0.00%	0.00%	0.00%	1.79%
Totals	36.79%	27.14%	17.68%	9.64%	5.36%	2.14%	1.25%	100.00%

UNITS INFORMATION

Existing units : occupied/renewed (income is certified)

	Studio	1BR	2BR	3BR	4BR	5BR+	Total
0-30%	0	0	0	0	0	0	0
31-50%	1	5	2	0	0	0	8
51-60%	4	16	1	1	0	0	22
61-80%	3	2	2	0	0	0	7
81-100%	0	2	0	0	0	0	2
Totals	8	25	5	1	0	0	39

Existing units: in the process of being rented/upcoming in 2022 (income is certified)

	Studio	1 BR	2 BR	3 BR	4BR	5BR+	Total
0-30%	0	0	0	0	0	0	0
31-50%	1	0	0	0	0	0	1
51-60%	2	1	2	0	0	0	5
61-80%	0	0	0	0	0	0	0
81-100%	0	0	0	0	0	0	0
Totals	3	1	2	0	0	0	6

Existing TOTAL	11	26	7	1	0	0	45
% of total units	24.44%	57.78%	15.56%	2.22%	0.00%	0.00%	100.00%

Demographics by unit income level	50% AMI	60% AMI	80% AMI	100% AMI	Total	% of total
American Indian/Alaska Native	0	0	0	0	0	0.00%
Asian	0	0	2	1	3	8.82%

Black/African American	6	11	1	0	18	52.94%
Native Hawaiian/Other Pacific Islander	0	0	0	0	0	0.00%
White	1	8	3	1	13	38.24%
Other	0	0	0	0	0	0.00%
Total	7	19	6	2	34	

Hispanic	0	0	2	2	4	11.76%
Not Hispanic	7	19	4	0	30	88.24%

Qualification Process	Income Qualified	Pending Property Approval	Approved by Property	Denied by Property	Turned down by tenant
1815 Ridge (Trulee)	1	1	0	0	0
1555 Ridge	Advertising did not start until Mid-July				

IHO existing units by building

	50%	60%	80%	100%	Total units	Renewed	Turn over	Type	Floating?
1555 Ridge		3			3			New constr.	Yes
1815 Ridge (Trulee)			2		2			New constr.	No
1500 Sherman (Albion)	3	6	6		15	N/A	N/A	New constr.	Yes
1727 Oak (Avidor)	4	5	8		17	N/A	N/A	New constr.	Yes
828 Noyes	2	2			4	4	0	New constr.	No
1620 Central				2	2	2	1	New constr.	No
1571 Maple		1			1	1	0	New constr.	No
1822 Lyons			1		1	N/A	N/A	Rehab/Conv.	No
Total	9	14	15	2	45	7	1		

New upcoming units in the pipeline: 2022 and later

Income Level	Approved
0-50%	0
51-60%	29
61-80%	5
81-120%	17
Totals	51

Outreach Activities/Meetings

Outreach efforts completed with 7 different local organizations including the library and focused on targeting seniors for the affordable units in the new Trulee building which became available earlier this year. Participation in an Evanston resource fair was planned but it was cancelled. Outreach will continue this year as more units become available. More outreach is scheduled.



Memorandum

To: Members of Housing & Community Development Committee
From: Marion Johnson, Housing & Grants Supervisor
CC: Sarah Flax, Interim Community Development Director; Ana Elizarraga, Housing & Economic Development Analyst
Subject: Discussion and Vote to Recommend Approval Small/Medium Landlord Assistance Program
Date: November 15, 2022

Recommended Action:

Staff recommends approval of the Small/Medium Landlord Assistance Program in the amount of \$500,000 in American Rescue Plan Act (ARPA) funds by the Housing and Community Development Committee (HCDC). The Small/Medium Landlord Assistance Program will go to the City Council for approval on December 12, 2022, pending action by HCDC.

Funding Source:

American Rescue Plan Act, 170.99.1700.55251

Committee Action:

For Action

Summary:

In April 2022, the Housing and Economic Development Committee formed the Small Landlord Taskforce (SmLL Taskforce). This taskforce was formed to quantify the potential need and provide guidance on the delivery of financial assistance to Evanston's small and medium landlords financially affected by the COVID-19 pandemic, state of emergency, and the related economic downturn. During the month of August, 2022 the SmLL Taskforce released the Residential Landlord Evaluation Survey online and by mail. The survey gathered data on the financial impact Evanston landlords experienced as a result from the COVID-19 pandemic and the subsequent economic downturn and gauged the need for a financial assistance program. At the October 18 meeting, the Housing & Community Development Committee members discussed the proposed assistance program and provided guidance on modifications to the program, including the definition of small/medium landlord and focusing assistance on areas with a higher proportion of affordable housing. Based on that input, staff is proposing the following program design:

- Evanston Landlords owning a **maximum of 20 units** (including all their rental properties) would be eligible
- Financial assistance of up to **75% of net income loss reported on the 2021** business tax return for the rental properties. The net income loss would be calculated by comparing the 2019 net income with the 2021 net income.
- Financial assistance not to exceed **\$15,000 per applicant** but can include multiple eligible properties.
- Eligible rental properties to be **located in designated areas**, identified as having lower housing costs and ranking high on the Urban Institute "Emergency Rental Assistance Priority Index".
- Eligible properties would need to be registered as a rental with the City of Evanston and cannot have outstanding major property maintenance/code violations.

Eligible Areas

The [Emergency Rental Assistance Priority Index](#) estimates the level of need in a census tract by measuring the prevalence of low-income renters who are at risk of experiencing housing instability and homelessness by examining neighborhood conditions and demographics, incorporating instability risk factors before the pandemic as well as the pandemic's economic impacts. The index also emphasizes an equitable approach, accounting for risk factors that are higher for certain groups, particularly Black, Indigenous, and Latinx renters. The data provided by the Urban Institute also included housing cost burden data for each census tract, which allows identifying areas with a higher percentage of affordable housing.

As stated by the Urban Institute, the index may highlight tracts with large populations of university students, who would not typically be considered a high priority for assistance, and suggest considering local factors to make fully informed resource prioritization decisions.

Using the cost burden data, the Priority Index, and accounting for areas where results are likely to be skewed by a high student population, the census tracts 8092, 8102, and 8103.01 have been identified as ranking highest both on the Priority Index and for affordability.

A map of the eligible census tracts, identified in blue, is attached.

Additional Eligibility Factors

Applicants owning multiple rental properties would only be able to apply once but could include multiple properties to meet the maximum threshold of assistance. Details on the guidelines for the applicants with more complex ownership structures, including multiple owners or non-LLC legal structures, are being reviewed by legal to minimize the potential for "double dipping."

Additionally, all rental properties would need to be registered as rental properties with the City of Evanston, legally rented, and with income declared to the Internal Revenue Service (IRS). Applicants would not be able to claim financial assistance for the properties which already

received rental assistance through federal/state/local programs, however, a demonstrated financial loss beyond the rental assistance already received could potentially be eligible.

Funding Request

While definitive data on the number of landlords in Evanston is not easily and readily available, it is estimated that this funding could cover about 70-90 applications using a projected average assistance amount of \$6,800. Projections are difficult due to the low amount of actual localized data available. This projection is based on the expectation that approximately 10% of applicants would reach the maximum threshold, another 20% could be eligible for assistance over \$10,000 and the remaining 70% would be eligible for an average assistance of \$7,000. It should be noted that the program is expected to receive a very wide range of assistance amount requests as seen in the survey responses but that the administrative burden associated with a grant application is likely to skew towards applications with higher assistance amounts.

The program would be restricted to landlords of 1-20 units and therefore will be limited to a smaller pool of total landlords. A reliable estimate of the share of small to medium landlords is not currently available for Evanston. Nationwide, data gathered from the [Rental Housing Finance Survey](#) revealed individuals are the main types of owners of rental housing, accounting for 41% of the owners of all rental units. In properties with 1-unit and 2-to-4- units, individual owners accounted for 72.5% of all owners.

While the specific number of 2-20 units rental buildings or the number of small landlords is not currently available for the identified census tracts (8092, 8102, 8103.01), available local data for these areas shows that they do include:

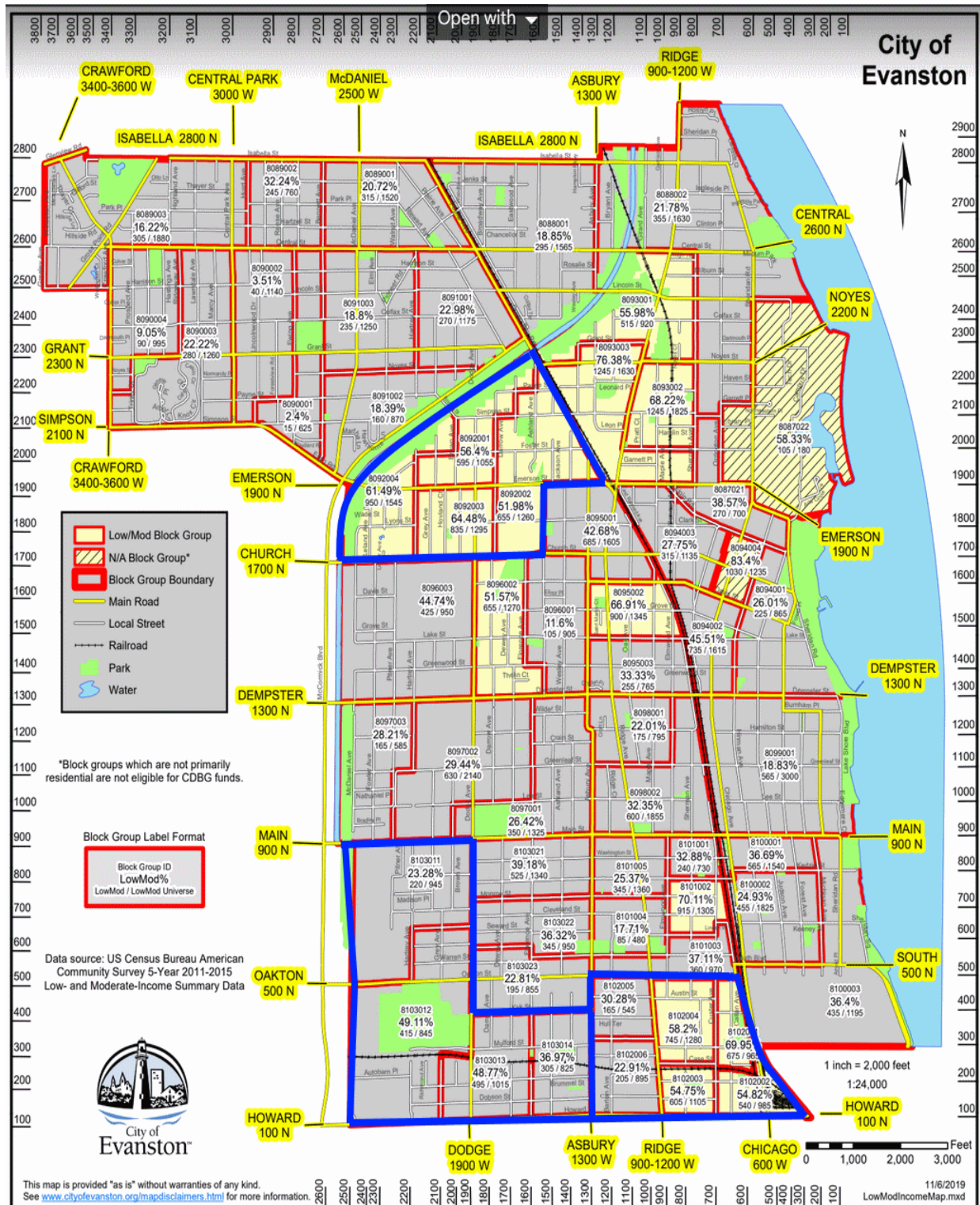
- 23.6% of Evanston rental units
- 2,849 rental units including properties of all sizes
- less than 25% of multifamily units (owned or rented properties, 3+ units) are located in 20+ units buildings

Timeline

If approved by the HCDC and by City Council at the December 12, 2022 meeting, outreach could start the week of December 12 and applications could open mid-January on a first-come, first-served basis. Funds could be released to approved applicants around February-March 2023.

Attachments:

[LL assistance map](#)





Memorandum

To: Members of Housing & Community Development Committee
From: Ana Elizarraga, Housing & Economic Development Analyst
CC: Sarah Flax, Interim Community Development Director; Marion Johnson, Housing and Grants Supervisor
Subject: Approval of Renewal Contract for Landlord-Tenant Services with Metropolitan Tenants Organization and Lawyers' Committee for Better Housing for January 1, 2023 - December 31, 2023
Date: November 15, 2022

Recommended Action:

Staff recommends approval of a not to exceed \$66,735 renewal contract with Metropolitan Tenants Organization (MTO) and Lawyers' Committee for Better Housing (LCBH) for landlord-tenant services.

Funding Source:

The funding source is the City's Affordable Housing Fund, 250.21.5465.65497. The Affordable Housing Fund currently has an unallocated cash balance of approximately \$2.2 million.

CARP:

Implementation, Accountability, & Partnerships

Committee Action:

For Action

Summary:

The City has contracted with MTO and LCBH for landlord-tenant services since 2018. The collaboration between MTO and LCBH results in greater efficiency in service delivery, reduced administrative time spent on intake of clients, and improved data collection and reporting. MTO's hotline provides the first line of contact and can address simple issues. MTO acts as a liaison between tenants and attorneys and can refer more complex cases to LCBH for direct legal services.

The most recent contract was for a 12-month period from January 1, 2022 through December 31, 2022 for a not-to-exceed amount of \$61,800, which included \$46,800 for basic services and \$15,000 for additional services to be billed as incurred.

Between January 1, 2022 and November 1, 2022, MTO has handled 318 cases, averaging 31 per month. The heatmap (see attached) shows the distribution of the calls throughout the City of Evanston. In addition, MTO/LCBH held an online workshop for landlords/property managers, to provide guidance and resources available. To date for 2022, the City has paid \$23,400 to MTO/LCBH for landlord-tenant services, with an upcoming 3rd quarter invoice of \$11,700, for a total of \$35,100. No funds outside of the basic scope of services have been expended so far.

MTO/LCBH submitted an application for renewal of its contract with the City for a not to exceed amount of \$66,735 covering a 12-month period, from January 1, 2023, to December 31, 2023, and is outlined below. The total contract of \$66,735 is divided into a base scope of work and additional services that will be provided as needed. Cases in the base scope have stayed stable over the last two years at an average of 34 per month, with seasonal peaks at over 50 per month (see attached reporting). As a result, the funding request for the base scope of work is staying stable at \$11,700 per quarter.

Base Scope of Work - \$46,800: \$36,800 for MTO and \$10,000 for LCBH, would be paid for in four quarterly installments of \$11,700 in the month following each quarter (April, July, and October 2023, and January 2024). The following services are included:

- Operating a free hotline for landlord-tenant inquiries Monday through Friday from 1-5 pm; for callers who call outside of those hours, MTO will return all calls within two business days. MTO intends to provide residents with a texting option when they call outside of normal hours.
- MTO will restart in-person counseling at the Evanston library and in partnership with nonprofits organizations. Onsite counseling will provide opportunities to assist tenants with writing letters, reviewing leases and more.
- Responding to landlord-tenant inquiries received through the City's 311 system and the MTO hotline, estimated at 30-40 cases per month.
- Delivering information and assistance to landlords and tenants, including help with writing letters, strategies on how to resolve issues through negotiations, and referrals to other sources.
- Working with the City to maintain current landlord-tenant information on the City's and MTO's websites.
- Coordinating at least two two-hour trainings for Evanston tenants and landlords.
- Working with the City's Property Standards Division RENT program to provide at least one two-hour training for Evanston landlords and/or property managers.

Additional Services - up to \$25,000: would be billed to the City on a quarterly basis as incurred, but not to exceed \$25,000 during the contract period to be used for mediation, organizing and legal representation as needed and for the development of a web-based application for client use. The following services are included:

- Mediation between landlords and tenants would be provided at the hourly rate per the fee schedule (exhibit A) and billed based on actual hours and applicable reimbursable costs.
- Tenant organizing would be provided at the hourly rate per the fee schedule (exhibit A) and billed based on actual hours and applicable reimbursable expenses per building case, for buildings at which tenants are facing common problems such as foreclosure, poor maintenance, building security concerns, health hazards, etc.
- Legal representation for low-income Evanston tenants to avoid displacement through evictions and illegal lockouts would be provided and billed at \$200 per hour, plus any reimbursable expenses associated with these cases.
- Up to \$20,000 to fund a client-facing web application development. This web application will be an automated chat service available 24/7 to answer housing rights-related questions. Contact information for MTO and LCBH will be provided by the chatbot should further assistance be needed.

Legislative History:

City Council approved a 12-month contract with MTO/LCBH in a not to exceed amount of \$61,800 in January 2022.

Attachments:

[MTO Evanston Application 2023](#)

[2023 Exhibit C - Fee Schedule.docx](#)

[2022 MTO Landlord Tenants Services Report](#)

[2022 MTO Heatmap](#)



November 7, 2022

City of Evanston
Lorraine M. Morton Civic Center
2100 Ridge Road, Room 3203
Evanston, Illinois 60201

1727 S Indiana Avenue, Suite G03
Chicago, IL 60616-1390
Tel: 773/292-4980
Hotline: 773/292-4988
Fax: 773/292-0333
www.tenants-rights.org

To Whom It May Concern:

The Metropolitan Tenants Organization (MTO) is happy to submit a proposal to renew our Landlord and Tenants Services contract for the City of Evanston. The Metropolitan Tenants Organization is the largest provider of services to tenants and tenants' organizations in the Chicago Metropolitan area. MTO has been providing services to renters for over 30 years and we believe a good tenant and good landlord can make a difference in ensuring that housing is decent and affordable.

MTO's legal partner, the Lawyers' Committee for Better Housing (LCBH) has been in existence for almost 40 years. They have an equally illustrious history. The agency has defended thousands of tenants in eviction court and helped them to avoid homelessness. Our budget includes \$10,000 for LCBH to provide free legal representation for Evanston tenants with low and moderate incomes.

Over the past 4 years MTO, LCBH, and the City of Evanston have forged a partnership to preserve affordable housing and stabilize tenants in their homes and communities. The number of tenants and landlords served has been slowly increasing over the past year. We are now handling on average 35-40 cases per month. MTO has worked with the City of Evanston to provide virtual training in English and Spanish.

This year MTO plans to expand its services. MTO will restart in-person counseling at the Evanston library and in partnership with nonprofits organizations. Onsite counseling will provide opportunities to assist tenants with writing letters, reviewing leases and more. We intend to provide residents with a texting option when they call outside of normal hours.

The State of Illinois lifted its Eviction Moratorium last year. Evanston has for the most part escaped the large increase in evictions, which have occurred in Chicago and other suburban communities. Questions about lease are the most numerous calls received by MTO counselors from Evanston residents followed by eviction and repairs.

If you have any questions or need further information, please feel free to contact me at 773-292-4980 x 226 or via email at johnb@tenants-rights.org.

Sincerely,

A handwritten signature in black ink, appearing to read 'John B. [unclear]', written over a light blue horizontal line.

Landlord-Tenants Submission City of Evanston, Illinois

The Qualifications and Experience of Organizations:

MTO has been serving residents of Evanston for the past 4.5 years, providing tenants and property owners with information and referrals regarding rental laws of Evanston and the State of Illinois. Metropolitan Tenants Organization (MTO) has three interrelated program areas: Tenant Stabilization, Affordable Housing Preservation, and Advocacy.

Tenant Stabilization works with individual tenants to stabilize their housing situation. Our Tenant Stabilization program includes the Tenants' Rights Hotline, the Squared Away Chicago App, Eviction Prevention Program and the Healthy Homes Program.

The *Tenant's Rights Hotline* and *Squared Away Chicago* app serve about 10,000 renters every year. The hotline and app empower renters to preserve and stabilize their housing situation by giving tenants tools and support needed to resolve current housing issues. When combined with the Hotline, the app makes it easy for tenants to find out the law, communicate with their landlord, document their situation, and most importantly, solve their housing problems. These two services also act as the eyes and ears of the agency. They alert us to emerging issues. The hotline and app serve as portals to MTO's organizing and advocacy programs. All issues are tracked by address. MTO has the capacity to map problems by ward or zip code. In Evanston, 109 tenants called regarding lease questions, 85 about evictions, 83 about repairs, 57 about moving in or out, 39 about harassment or discrimination and 12 had large rent increases.

MTO's Eviction Prevention Program provides tenants who are at risk of eviction with services and referrals. In fiscal year 2021, MTO interviewed more than 950 renters who were at risk of eviction and accepted 790 of them into the program. MTO staff referred 83 of those tenants to legal aid attorneys. Legal service providers accepted 80 percent of the cases and were able to successfully defend the tenants. MTO directly helped 357 tenants apply for rental assistance to State and County rental program which included helping tenants gather the necessary documents. We helped almost 75 tenants negotiate and work out deals with their landlord thus avoiding eviction all together. In total, we helped 491 tenants avoid eviction. Most of those tenants were able to stay in their home. MTO assisted 36 Evanston residents through our Eviction Prevention program.

MTO's *Healthy Homes Program (HHP)* provides families with additional assistance to address any home-based health hazards, such as lead paint and mold. MTO conducts home inspections to assess the problems, and provides information to tenants to help them identify, correct, and maintain a safe and healthy home. The *HHP* also acts as a means to bridge health care and housing by looking at prevention. MTO has developed partnerships with several health care providers and universities, including, Chicago Department of Public Health (CDPH), Sinai Urban Health Institute (SUHI), Loyola University, UChicago Medicine and Loreto Hospital system.

Affordable Housing Preservation Program (AHPP) at MTO works to stabilize tenants and their connectedness with their communities by preserving affordable housing. MTO works in subsidized and market housing. Low-income renters face a variety of pressures and conditions that can lead to displacement. Deteriorating buildings, poor maintenance, foreclosures, and building owners opting out of affordable contract renewals are all reasons that tenants may be forced to relocate, thus affecting their stability. MTO's AHPP works to help renters address these issues and remain in affordable, stable, safe,

and decent housing. MTO works in 30 to 40 multi-unit buildings every year with new and/or existing tenants' associations.

Tenant Advocacy at MTO is rooted in the organization's vision and values of nurturing the engagement of families advocating on their own behalf for positive change. Sometimes that change means promoting legislative policies and programs. Supporting renting families takes place at all levels from the Tenant Hotline, the Squared Away Chicago app, walk-ins, or networking at community events. Families learn about their housing rights and the interconnectedness to other rights such as health care and civil rights. As tenant leaders increase their skill sets through the experience of asserting their rights, MTO develops opportunities to engage leaders in city, state, and national policy campaigns. Through MTO, renters are able to identify commonalities between their own experiences and those of renters from other parts of the region. They identify common issues and develop campaigns and organizing strategies to move issues forward. MTO nurtures emerging leaders with training opportunities, as well as encouragement to take on positions of leadership in broader campaigns for institutional change. Through these campaigns, renting families meet with government officials to influence public and private rental housing policy. This experience helps to build momentum and ownership over the process of positive social change.

A survey of MTO's program participants highlights our capacity to work with low-income households and individuals. Almost fifty-five percent of constituents have incomes at or below the poverty line, 71% are African American, 15% are Latino/Hispanic. Seventy-five percent of all people who use MTO's services are women. Fifteen percent of our constituents identify as immigrants and refugees.

Most of the service population lives in Cook County's poorest neighborhoods. Their homes are often in disrepair, with pests, heating problems, leaks, mold, etc. The women in these predominantly female-heading households are often afraid to complain out of fear of eviction and the threat it poses to their families. Moving from home to home is a way of life. Even though moving costs money and harms their children's education, most of these women feel they have no choice.

MTO has the capacity to service Evanston's Spanish speaking population. MTO has 3 bi-lingual Spanish speaking staff. Should other languages be required MTO has relationships that can provide this assistance on an as needed basis. In the fall of 2021, MTO provided Spanish-speaking residents (tenants and landlords) of Evanston with a workshop on Landlord and Tenants Rights during the pandemic.

MTO provides similar services for the City of Chicago and Cook County in its southern suburbs. For each area, we provide renters with an information and referral phone help line, organize tenants' associations and host workshops on the tenant laws for the area. MTO has also had several EPA grants to assist renters around healthy homes issues such as lead paint hazards, pests, mold, etc.

Since its founding in 1980, LCBH has provided direct legal assistance for low-income families facing eviction or other serious housing issues. As the needs of renters changed, so did LCBH's services. When Chicago's affordable housing supply rapidly declined, placing more renters at risk of homelessness, LCBH hired a social worker to help keep vulnerable families stable. When the foreclosure crisis placed entire buildings full of tenants at risk of eviction, LCBH intervened, winning settlements that awarded tenants financial damages and time to move. Drawing on its years of experience, LCBH helped to shape policies that protect Chicago's renters, such as the Residential Landlord and Tenant Ordinance (RLTO) and the Keep Chicago Renting Ordinance Eviction (KCRO). This experience uniquely qualifies LCBH to provide consultation to the City of Evanston regarding its landlord-tenant or fair housing brochure as well updates to its human rights ordinance.

LCBH prioritizes case acceptance based on a client's vulnerability to homelessness. Most of LCBH's clients are parents with minor children, seniors, or individuals with disabilities. In 2018, 63% of LCBH's clients receiving non-helpline (foreclosure related) legal services were women; 35% had children under 18 living in the household; and 65% reported an income under \$20,000. Further, 9% of LCBH clients were over 65 years old and 44% identified as a person with a disability or stated that a member of his/her household has a disability.

Program Staff and Managers

MTO has a dedicated and knowledgeable staff. The following positions will be assigned to the program:

Oversight of the program is vested in John Bartlett, MTO's Executive Director with 30-plus years of experience in nonprofit organizations dealing with tenant rights, including 20 years in management capacities at MTO. Mr. Bartlett is a trained professional mediator and for the past 20 years has routinely performed mediations for the US. Postal Service.

Our County Organizer, David Wilson, has worked with the organization 15 years. He both answer calls from County residents and organizes tenants' associations in the County and the City. Mr. Wilson has organized and presented numerous Landlord and Tenants training seminars throughout his career. He has received high marks from participants for his thoroughness and capacity to relate to participants. Mr. Wilson has also been instrumental in organizing trainings for HUD property managers. More than 80 managers attended his last training. Mr. Wilson is an expert in subsidized housing laws.

Hotline Coordinator, Lolita Davis, has been with the organization for 3 years. Ms. Davis has been through trainings conducted by the Lawyers' Committee for Better Housing and the National Alliance for HUD Tenants. Ms. Davis prepares reports and vouchers.

Our Eviction Prevention Specialist, Philip DeVon, works with tenants facing eviction. An increasing number of tenants have fallen behind in rent since March 1.

Our Hotline Counselor, Javier Ruiz, is fully English/Spanish bilingual and has been working in service agencies in Chicago for several years.

LCBH staffing includes:

Mark Swartz, Executive Director –Mark has advocated on behalf of Chicago's renters for over a decade. In 2008 he launched LCBH's Tenants in Foreclosure Intervention Project (TFIP) where he developed an early warning system to alert community-based organizers about recent foreclosure filings and sales and released annual data and policy reports on the impact of foreclosure on renters. Under Mark's supervision, LCBH drafted the original version of the ordinance that eventually passed in 2013 known as the Keep Chicago Renting Ordinance that created additional protections for Chicago renters living through foreclosure. Mark's focus is on renters' rights, tenants in foreclosure law, and access to justice issues in eviction court, and he has given numerous presentations to bar associations, law schools, and regional conferences. Mark graduated cum laude from the University of Wisconsin Law School.

Aileen Flanagan, Supervisory Attorney – Aileen, a graduate of Loyola University Law School, was admitted to practice in May of 2009, and has been with LCBH since 2012. She manages LCBH's Tenants in Foreclosure Helpline and facilitates training for housing counselors and tenant advocates. Aileen is one of the founding supervisors of Cook County's Early Resolution Program.

Jonathon Raffensperger, Supervisory Attorney – Jon represents tenants in eviction court, as well as in other litigation and non-litigation matters that relate to housing conditions and landlord-tenant issues. He is a graduate of Dartmouth College and the University of Chicago Law School and was admitted to practice in November 2010. Prior to joining LCBH, Jon was a litigation associate in private practice.

Fees

Please see attached sheet

Contract

MTO wishes to negotiate an exception to the insurance requirement of \$5,000,000. See Insurance section in Scope of Service.

M/W/EBE

This is not applicable to MTO as the agency is a nonprofit and has no ownership. MTO's Board would qualify as 60% of MTO's board are people of color and 60% are women.

Project Proposal

The Metropolitan Tenants Organization (MTO) proposes to partner with the Lawyers' Committee for Better Housing (LCBH) to provide Evanston tenants with comprehensive services that will stabilize and improve the living conditions of Evanston renters. MTO and LCBH have been providing tenants with services for well over 30 years. MTO and LCBH have worked together as partners on many projects in the past and present. This partnership will elevate Evanston tenant services to new standards. MTO will be the lead partner in the collaboration.

As a result of the COVID pandemic, Cook County Courts in coordination with the Chicago Bar Foundation have instituted the Cook County Legal Aid for Housing and Debt. The Lawyers Committee for Better Housing is playing a lead role in the program. The program helps tenants to apply for emergency rental assistance and negotiate agreements with their landlords. It also provides limited legal assistance. LCBH will be able to provide Evanston tenants with additional legal representation if it is needed.

Scope of Services:

Basic:

MTO will operate a free of charge help line for City of Evanston renters and property owners. The helpline will be open from 1 to 5 daily and will answer calls on a first come, first served basis. MTO has the capacity to handle more than 38 cases every month. Callers will receive information that relate to creating a better understanding of and compliance with Evanston's Residential Landlord and Tenants Ordinance.

For callers who do not call during helpline hours, they can leave a message and MTO will return all calls within 48 hours. MTO will make two attempts to return the call. MTO will pilot a text messaging service for Evanston callers who call outside of normal help line hours. MTO will respond to texts within the day.

For aldermanic offices dealing with an emergency housing situation, MTO will provide a direct line that will cut the line and prioritize emergency calls.

MTO currently serves residents via on-line questions. Tenants and property owners can submit questions through MTO's website and received answers to questions within 24 hours. MTO develop and an app just for Evanston residents that will provide answers to basic questions and create letters for tenants to send to their property owner.

Besides verbal information, callers who request it receive packets of information, which can include sample letters, summaries of the law and other housing referrals. MTO sends these information packets via mail or email. MTO often provides additional assistance to tenants and landlords which include help in writing letters, documenting housing problems, strategies on how to resolve issues through negotiations, and referrals to other resources, to assist with health issues, homeless prevention funding, and other resources, depending on the need. The Hotline is a first line of defense in efforts to prevent homelessness and maintain Evanston's affordable rental housing.

Callers facing eviction receive follow-up calls to check on the status of their cases, updates on the status of their case such as whether pro-bono attorneys accepted their case. As stated above tenants will received additional services such as letter writing or negotiating with the landlord.

MTO has extensive relationships with legal service providers as well as attorneys throughout the region. As a part of the contract MTO will make referrals to the best available free legal assistance provider. MTO is aware that for market rate tenants there are few resources, which is why we are proposing that as a part of this contract, LCBH will provide direct legal services to low-income renters. By providing this service MTO and LCBH can make sure that low-income residents will get the support they will need to avoid dislocation. The MTO-LCBH Partnership will streamline legal referrals and reduce displacement, by making sure that renters have the tools and resources to avoid eviction and stay in their homes. MTO will act as a liaison between tenants and attorneys and work with renters to avoid eviction and unwanted displacement. The MTO-LCBH collaboration will decrease intake redundancy, create a smooth handoff of eviction cases, improve data collection, and, in the end, increase tenant stability. Increased stability will have positive effects on both the families and their communities, including effects on education, health, and employment.

MTO will work with the City of Evanston to maintain current Landlord and Tenant information on the City of Evanston's website and MTO's website. MTO is currently investigating whether it is feasible to modify MTO's web app for Chicago to create a web app for Evanston that will contain downloadable and editable letter templates for rent reduction notices, 14-day termination notices, essential service notices, etc. Should it not be possible to change the web app, MTO will post all letters and information on its website, www.tenants-rights.org.

Additional Services:

MTO will organize and provide at least four trainings for Evanston tenants and/or small landlords. MTO plans to provide these trainings on-line. The trainings will provide an overview of Evanston's Residential Landlord and Tenants Ordinance as well as a questions and answers period to go over individual concerns. MTO will provide all participants with sample letters and other written materials. As a part of this agreement, MTO will organize at least one workshop for property managers and landlords. MTO will work with the City's Property Standards Division to conduct outreach to landlords, particularly small landlords and those with a history or poor performance. MTO will work with Taft West, of Chicago Community Loan Fund, to facilitate the training.

MTO, at no cost to the City of Evanston, takes part in roundtables of service provider networks, Evanston's Continuum of Care, and meetings with City of Evanston officials.

On an as needed basis, MTO will provide mediation services for landlords and tenants. MTO's Executive Director is a professional mediator and can handle complex in-person disputes. MTO staff are able to work with tenants to communicate with landlords to develop win-win agreements. MTO will also conduct informal mediations/negotiations over the phone.

When there are building-wide repair or other problems, working with a tenants' association is often the most effective and efficient means of resolving disputes. In those cases, MTO's field organizer will help residents form tenant associations, and provide the training and support needed to help resolve the issue(s) threatening the preservation of the building, while also working to keep it affordable. While a highly successful means of resolving tenant issues, it does require a time and energy commitment on the part of tenants, which is not for all tenants. MTO and LCBH are available to consult with the City of Evanston regarding emerging landlord and tenant issues and help to develop a proactive response that may require programmatic or legislative fixes.

Finally, LCBH's staff attorneys will provide high-quality legal representation to tenants facing housing instability. These services will include eviction defense for low-income renters as well as litigation services to combat retaliation and illegal lockouts. LCBH has extensive experience in this area. In 2018, LCBH provided legal services to 806 client families, serving 1,233 people total. LCBH's services secure positive outcomes, including financial benefits, dismissals, additional time to move, and sealed records.

Without an attorney, renters in eviction court are at a huge disadvantage. In 2017, there were approximately 29,965 eviction filings in Cook County, with many more renters being "informally evicted" by a coercive landlord, poor conditions, or lockouts. LCBH data show that without an attorney, the likelihood that an eviction order will be entered against a tenant is about 62%; with an attorney, it's about 45%. In other words, by having an attorney, tenants decreased their odds of getting an eviction order by about 25%. The benefits of having an attorney are even greater when the tenant is represented by a civil legal aid provider, a non-profit organization that offers free legal help with non-criminal legal issues. 50% of cases where tenants were represented by private attorneys resulted in eviction orders. Legal aid representation resulted in eviction orders only 22% of the time, less than half the rate of their private attorney counterparts.

The impact of eviction has lasting consequences. This is true even for those who paid their rent in a timely manner, but were evicted without cause, or where an eviction suit was merely filed and was either dismissed or adjudicated in favor of the tenant. And since many landlords and housing authorities refuse to take on persons with evictions on their record, families are often forced to relocate to neighborhoods with higher levels of poverty and violent crime, or accept lower quality units.

LCBH attorneys will provide consultation to make sure letters written by tenants to landlords regarding rent reductions, eviction notices, essential services and other issues are consistent with the provisions of Evanston's Landlord Tenant Ordinance. When such letters are not effective at resolving a dispute, LCBH will assess the appropriateness of providing more in-depth legal services.

Scope of Services:

MTO will accept referrals by phone and email from City's 311 system. MTO will also accept referrals from City's website and from all other Evanston sources including governmental and nonprofit entities. MTO will provide onsite counseling in Evanston at a City of Evanston library/meeting space. We will acknowledge all calls with 2 business days and resolve all simple requests within 5 days.

Reporting:

MTO will work with the City of Evanston on a reporting format. Reports are turned in on a monthly basis. MTO can change or update reporting per request of City of Evanston

Tracking and reporting are done primarily through dBase software and Microsoft Excel. MTO has developed mapping capabilities for the City of Chicago. We expect to be able to develop the same for Evanston. The exception to our monthly reporting cycle involves our Tenants Rights Hotline, for which a weekly recap report is a regular Agenda item at our All-Staff Meeting every Friday morning. This schedule recognizes the critical nature of the Hotline to our overall program, and focuses on Hotline staffing (both staff and volunteer), number of calls, and any anomalies in the types of calls (MTO's Hotline calls have historically served as an early warning system on the state of the rental housing market in Evanston).

Additionally, the Hotline/Volunteer Supervisor and the Executive Director/Assistant Director meet no less than monthly to discuss benchmarks and any needed adjustments.

Pricing

Please see attached sheet.

Insurance:

MTO wishes to negotiate the comprehensive general liability requirement discussed in the RFP. MTO believes it creates a hardship to effectively and efficiently perform the services required. Currently, MTO maintains a 1,000,000 combined single limit for each occurrence and can designate the City as Additional Insured. It would cost an additional \$4,000 to increase that to \$5,000,000. It would add unnecessary additional costs to the project, which MTO would have to take on. We already have absorbed some of the costs of the project. We ask for a waiver from this exceedingly high amount of insurance. No other governmental agency including the City of Chicago requires such a large policy.

Exhibit A - Fee Schedule

Fee Summary	
Base Scope of Work	\$41,735.00
Additional Services	\$25,000.00
Total M/W/EBE Participation	\$0.00
Total Project Cost:	\$66,735.00

Fee Detail – Basic Scope of Services				
Task 1: Responding to Landlord-Tenant Inquiries				
Assigned Staff	Firm Name	Avg. Hourly Rate	Project Hours	Proposed Cost
Hotline Coordinator	MTO	\$32.50	286	\$21,270.00
Bilingual Counselor	MTO	\$25.00	200	
Eviction Prevention specialist	MTO	\$31.00	225	
Supervisor	MTO	\$45.00	140	\$6,300.00
Total Reimbursable Expenses (e.g. printing, travel, supplies, etc)				\$4,165.00
Lawyers Committee for Better Housing Retainer				\$10,000.00
Total Proposed Cost - Task 1				\$41,735.00
Task 2: Landlord/ Tenant/Property Manager Trainings				
Assigned Staff	Firm Name	Avg. Hourly Rate	Project Hours	Proposed Cost
Eviction and Counselor	MTO	\$28.00	120	\$3,360.00
Supervisor	MTO	\$45.00	29	\$1,305.00
Total Reimbursable Expenses (e.g. printing, travel, supplies, etc)				\$400.00
Total Proposed Cost - Task 2				\$5,065.00
TOTAL Basic Scope of Services				\$ 46,800.00

Task 3: Mediation Services (2.C.)				
Assigned Staff	Firm Name	Avg. Hourly Rate	Project Hours	Proposed Cost
Mediator		\$50.00	actual	
<i>Total Reimbursable Expenses (e.g. printing, travel, supplies, etc)</i>				
Total Proposed Cost – Task 4				
Task 5: Tenant Organizing (2.D.)				
Assigned Staff	Firm Name	Avg. Hourly Rate	Project Hours	Proposed Cost
MTO staff plus supervision	MTO	\$35.00		
<i>Total Reimbursable Expenses (e.g. printing, travel, supplies, etc)</i>				
Total Proposed Cost - Task 5				
Task 6: Legal Representation (2.E.)				
Assigned Staff	Firm Name	Avg. Hourly Rate	Project Hours	Proposed Cost
Jonathon Raffensperger	Lawyers Committee for Better Housing	\$200	actual	
Task 7: Customer Facing Web Functions (2.F.)				
Assigned Staff	Firm Name	Avg. Hourly Rate	Project Hours	Proposed Cost
MTO Staff	MTO	\$75	actual	Up to \$20,000
Total Proposed Cost				\$25,000

Date 7/1/2022 CITY OF EVANSTON TENANT-LANDLORD SERVICES REPORT

Category	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.	Total	% of total
Maintenance	0	5	6	5	5	0	5	9	4	7			46	14.74%
Eviction	20	9	7	5	7	4	5	4	5	3			69	22.12%
Notices	0	0	3	0	1	3	2	2	0	1			12	3.85%
Disturbance	1	4	2	1	1	5	0	4	0	0			18	5.77%
Security Deposits	0	2	1	0	2	1	1	0	2	4			13	4.17%
Lease	8	13	17	7	6	10	8	9	3	7			88	28.21%
Early Termination	5	0	6	9	7	2	3	7	3	1			43	13.78%
Pests	1	0	1	0	2	0	0	0	0	1			5	1.60%
Utilities	3	0	2	4	1	1	0	4	1	1			17	5.45%
Subleases	0	0	0	0	0	1	0	0	0	0			1	0.32%
Foreclosure Eviction	0	0	0	0	0	0	0	0	0	0			0	0.00%
Lock Out	0	0	0	0	0	0	0	0	0	0			0	0.00%
Total	38	33	45	31	32	27	24	39	18	25	0	0	312	

Quarterly total	116			90			63			81		
Monthly Averages	39			30			27			8		

	2019	2020	2021	2022
Mediation cases			1	
Trainings	3	3	2	1

		% of total
Landlord initiated	18	5.77%
Tenant initiated	294	94.23%

Summary:

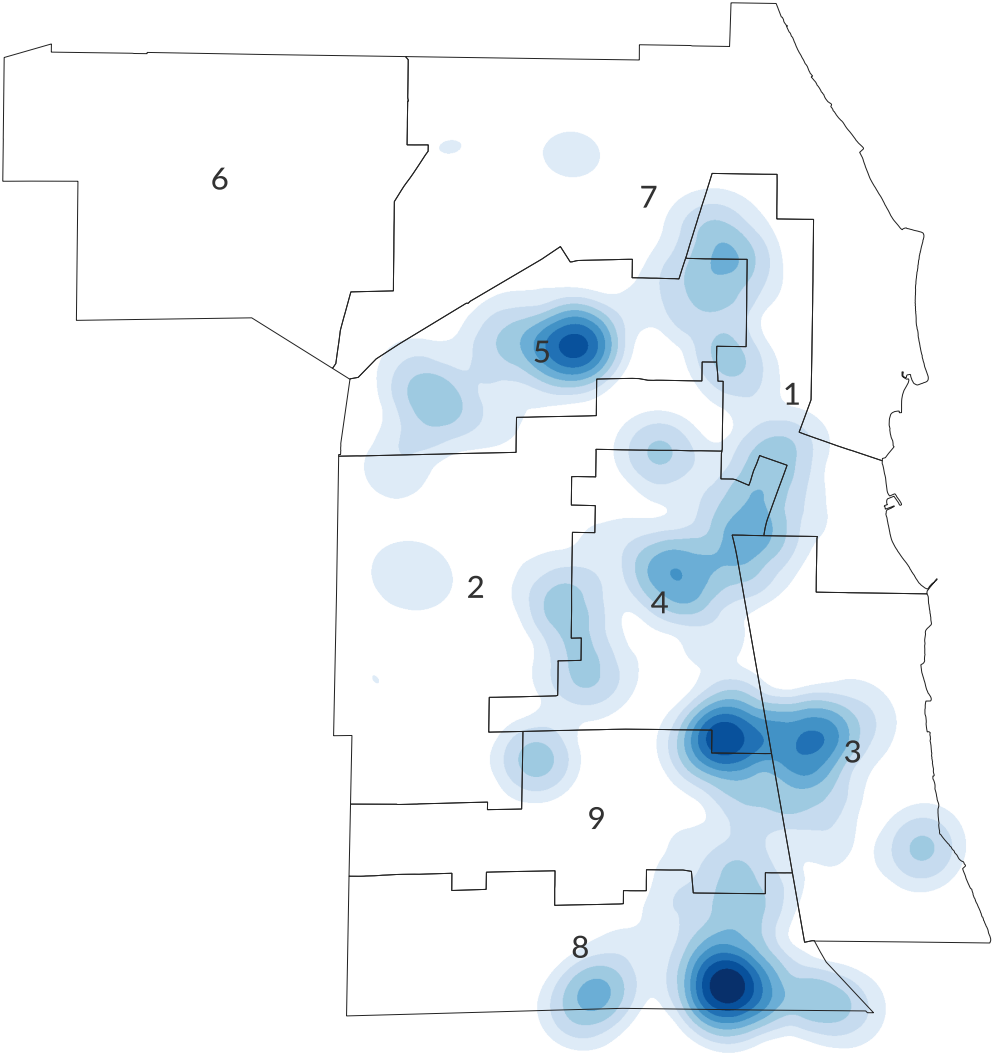
Inquiries volume is slightly lower than 2020/2021 (-8%) but higher than 2019 (+19%). The top reasons for calls are: Leases #1, Evictions #2, Maintenance #3. This top 3 tends to be stable over the last few years. Maintenance calls dropped compared to LY. Leases questions included rent increases and lease renewals rules. The large majority of calls (94%) is still from tenants.

MTO Calls and Issues

Jan-Oct 2022



Calls, Issues



2023 Planning: Needs & Priorities Discussion



Consolidated Plan Priorities

- **Affordable Housing & Homelessness :**
 - Access to rental housing
 - Maintain & improve rental/owner occupied housing
 - Homeownership assistance for moderate income households facing high cost of housing
- **Create Livable Communities:**
 - Improve public infrastructure/facilities and non-profit facilities to revitalize neighborhoods and improve service delivery
- **Public Services** *addressed and prioritized by the Social Services Committee (SSC)*
- **Economic Development:**
 - Maintain & improve economic activity within low-moderate income areas
 - Provide economic opportunities to low-moderate income residents through workforce development/job training



2023 Action Plan Considerations

- CDBG Entitlement amount estimated conservatively (\$1,650,000) but 2022 Program Income is much higher (NPS2 funds transfer) this year
- Higher Program Income = Public Services funding (15% of grant +. PI) remains stable
- CDBG-CV continues to be used to respond to and prevent COVID-19.
Activities funded: addressing homeless/food needs, health/mental health services, housing assistance

Additional Considerations

- **Liveable Communities: Non profit facilities improvement**
 - Applications for \$250,000 of CDBG already allocated for non-profit facilities improvements, will open in 2023.
 - New IL [“Human Services Capital Investment”](#) grant program for non-profit human services providers capital improvements. Awards will range from \$50,000 to \$250,000.
- **Liveable Communities: Public Facilities/Infrastructures**
 - 2023 alley project selected (\$460,000) by HCDC
 - Additional funding to be allocated for other projects (≈\$220K+)
- **Affordable Housing:**
 - Rehab needs for Rental vs. Ownership?
 - New units - gap funding for HODC 44-unit LIHTC project in January (HOME, AHF, TIF)