



**AGENDA AND NOTICE OF A MEETING**  
**Housing & Community Development Committee**  
**Tuesday, November 14, 2023**

**Lorraine H. Morton Civic Center, 2100 Ridge Avenue, Evanston, IL 60201 Room 2404**  
**7:00 PM**

Those wishing to make public comments may submit written comments or sign-up to provide in-person comment with the public comment form or by calling/texting 847-448-4311 by 5pm the day of the meeting.

The purpose of public comment is to enable members of the public to provide input on any topic on the agenda. The Committee may question the commenter, but a response is not required. The length of the public comment period will be **15 minutes**; the time allocated for each commenter is dependent on the number wishing to speak, but will not exceed **5 minutes per person**. The length of the public comment may be extended at the discretion of the Chairperson depending on the number of commenters and time needed to address the items on the agenda.

Public comment form: <https://forms.gle/juR6pAK1NMmWNQCJA>

To listen to the meeting, join the Zoom meeting online:

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

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**1. CALL TO ORDER/DECLARATION OF A QUORUM**

## 2. PUBLIC COMMENT

## 3. APPROVAL OF MEETING MINUTES

- A. **Approval of meeting minutes from October 17, 2023** 4 - 5  
**For Action**  
[Housing & Community Development Committee - Oct 17 2023 - Minutes - Pdf](#)

## 4. NEW BUSINESS/OLD BUSINESS

- A. **Approval of Renewal Contract for Landlord-Tenant Services with Metropolitan Tenants Organization and Lawyers' Committee for Better Housing for January 1, 2024 - December 31, 2024** 6 - 20  
**For Action**  
[Approval of Renewal Contract for Landlord-Tenant Services with Metropolitan Tenants Organization and Lawyers' Committee for Better Housing for January - Pdf](#)
- B. **Approval of Renewal Funding to Administer the Inclusionary Housing Waitlist** 21 - 27  
**For Action**  
[Approval of Renewal Funding to Administer the Inclusionary Housing Waitlist - Attachment - Pdf](#)
- C. **Discussion and Approval to Recommend City Affordable Housing Goals** 28 - 29  
**For Action**  
[City Council Goals - Affordable Housing - Attachment - Pdf](#)
- D. **2024 Action Plan: Needs and Priorities Discussion** 30  
**For Discussion**  
[Funding Allocations by ConPlan Goal est. actual for 2024 Action Plan](#)
- E. **Nomination of Vice Chair, Housing & Community Development Committee**  
**For Action**

## 5. STAFF UPDATES

- A. **Small/Medium Landlord Assistance Program Closeout Report** 31 - 34  
**For Action: Accept and Place on File**  
[Small/Medium Landlord Assistance Program Closeout Report - Attachment - Pdf](#)

## 6. ADJOURNMENT

*Agenda items and order are subject to change.*

*Questions can be sent to Marion Johnson, Housing & Grants Supervisor at [marionjohnson@cityofevanston.org](mailto:marionjohnson@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).*



**Housing & Community Development Committee**

**Tuesday, October 17, 2023 @ 7:00 PM**

Lorraine H. Morton Civic Center, 2100 Ridge Avenue, Evanston, IL 60201, Council Chambers

**COMMITTEE MEMBER  
PRESENT:**

Hugo Rodriguez, Committee Member, Loren Berlin, Committee Member, Joanne Zolomij, Committee Member, Devon Reid, Councilmember, Eleanor Revelle, Councilmember, Juan Geracaris, Councilmember, Chloe Thurston, Commission Member, and Kathy Feingold

**COMMITTEE MEMBER  
ABSENT:**

Bobby Burns, Councilmember

**STAFF PRESENT:**

**1. CALL TO ORDER/DECLARATION OF A QUORUM**

A. The meeting was called to order at 7:05pm by Chair Revelle.

**2. PUBLIC COMMENT**

A. [Mark Karlin](#) provided public comment on a Just Cause ordinance.

[Bev Paul](#) provided public comment on a Just Cause ordinance.

[Alan Goldberg](#) provided public comment on a Just Cause ordinance.

[Ilene Thomas](#) provided public comment on a Just Cause ordinance.

[Michael Thomas](#) provided public comment on a Just Cause ordinance.

[William Bridges](#) provided public comment on a Just Cause ordinance.

[Lisa Pildes](#) provided public comment on a Just Cause ordinance.

[Ann Jeanette](#) provided public comment on a Just Cause ordinance.

[Helen Cho](#) provided public comment on a Just Cause ordinance.

[Eric Paset](#) provided public comment on a Just Cause ordinance.

[Mary Rosinski](#) provided public comment on a Just Cause ordinance.

[Mary Deslouver](#) provided public comment on a Just Cause ordinance.

**3. APPROVAL OF MEETING MINUTES**

A. Approval of September 19, 2023 Meeting Minutes

Moved by Councilmember Reid  
Seconded by Feingold

**Item Approved**

**4. NEW BUSINESS/OLD BUSINESS**

A. One-Stop Shop Housing Retrofit ("Green Homes") Semi Annual Report

Bob Dean from Center for Neighborhood Technology provided an update on the "Green Homes" pilot program.

B. Discussion of Draft Amended Residential Landlord Tenant Ordinance, Including Just Cause for Eviction Provisions

Committee members heard a presentation from the North Shore Housing Providers on a Just Cause Ordinance, and then discussed the draft amended Residential Landlord Tenant Ordinance (RLTO). The committee agreed to organize a special meeting to facilitate further discussion on the RLTO and Just Cause provision. Staff will follow up with the Chair to select a meeting date.

Moved by Councilmember Reid  
Seconded by Councilmember Geracaris

**Item Approved**

C. Staff Updates

Reminders of rescheduled and additional Housing & Community Development Committee meetings in the coming weeks and months:

- 11/14/23--rescheduled from 11/21/23
- 12/5/23--additional special meeting
- 12/12/23--second Tuesday of the month due to holiday

**5. ADJOURNMENT**

A. The meeting was adjourned at 9:38pm.



## Memorandum

To: Members of Housing & Community Development Committee  
From: Ana Elizarraga, Housing & Economic Development Analyst  
CC: Sarah Flax, Community Development Director; Elizabeth Williams, Interim Housing & Grants Manager; 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, 2024 - December 31, 2024  
Date: November 14, 2023

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Recommended Action:

Staff recommends approval of a not to exceed \$70,000.00 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 \$1.3 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, 2023 through December 30, 2023 for a not-to-exceed amount of \$66,735 which included \$46,800 for basic services and an up to amount of \$20,000 for additional services to be billed as incurred. Between January 1, 2023 and November 1, 2023, MTO has handled 353 issues, averaging 35 per month. The heatmap (see attached) shows the distribution of the calls throughout the City of Evanston. MTO/LCBH workshops for landlords/property managers were tabled for Quarters 1 to 3 of 2024, or until updates to the Residential Landlord Tenant Ordinance are finalized to provide the most current ordinance information to tenants and landlords. Nonetheless, MTO has engaged in community events and webinars for the Off Campus Student population of renters in collaboration with Northwestern University. MTO also launched the MTO Texting Option in September of 2023 available for Evanston tenants and landlords cases and has resolved approximately 20 cases routed through the text feature. To date for 2023, the City has paid \$23,400 to MTO/LCBH for landlord-tenant services, with an upcoming 3rd and 4th quarter invoice of \$11,700, for a total of \$46,800. No funds outside of the basic scope of services have been expended so far, which has been a common pattern over the last several years.

MTO/LCBH submitted an application for renewal of its contract with the City for a not to exceed amount of \$70,000 covering a 12-month period, from January 1, 2024, to December 31, 2024, and is outlined below. The total contract of \$70,000 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 73 per month (see attached reporting). 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 2024, and January 2025). This amount has remained flat for the last two years. 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 offers a texting option for tenants and/or landlords who call outside of normal hotline operating hours.
- MTO offers 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 six (6) 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 \$23,200: would be billed to the City on a quarterly basis as incurred, but not to exceed \$23,200 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 \$18,000 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 \$66,735 in January 2023.

Attachments:

[MTO Application Evanston 2024](#)

[Exhibit A - Fee Schedule 2024](#)

[Exhibit B - MTO Evanston Heatmap 2023](#)



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

**November 7, 2023**

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

**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 Law Center 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 5 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 32-40 cases per month. MTO initiated a texting service for Evanston residents. The service is in its infancy stage, we are receiving 5 to 10 text messages per month. The texting option allows Evanston residents to get access to help outside of normal hours. MTO has also worked to organize tenants in three subsidized buildings. MTO has worked with the City of Evanston to provide virtual trainings in English and Spanish. We also hosted four workshops at Northwestern for students and landlords.**

**This year MTO plans to expand its services. MTO is ready to expand a self-help landlord and tenant website to Evanston residents. MTO planned to introduce the app at the end of the 2023 but delayed the project due to numerous proposed changes in Evanston's RLTO. Once the changes are finalized, MTO will proceed with its development.**

**MTO has also worked with Evanston to review the City's Landlord and Tenants Ordinance and to highlight differences between the Evanston law and the recently passed Cook County Ordinance. Since the State of Illinois lifted its Eviction Moratorium in 2021, evictions in Chicago have returned to pre-pandemic levels. 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 repairs. This year MTO received more calls from tenants about termination than we received from tenants about**

eviction notices for being behind in rent. In most jurisdictions, nonpayment evictions outnumber no-cause notices.

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](mailto:johnb@tenants-rights.org).

Sincerely,

A handwritten signature in black ink, appearing to read "John Zullo". The signature is written in a cursive style with a prominent loop at the end.

## **Landlord-Tenants Submission City of Evanston, Illinois**

### **The Qualifications and Experience of Organizations:**

MTO has been serving residents of Evanston for the past 5.5 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 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, 96 tenants called regarding lease questions, 92 about evictions (47 were about no cause evictions), and 89 about repairs, 45 about moving in or out, 34 about harassment or discrimination and 17 had large rent increases.

MTO's Eviction Prevention Program provides tenants who are at risk of eviction with services and referrals. In the first 10 months of calendar year 2023, MTO interviewed more than 675 renters who were at risk of eviction and accepted 250 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 successfully able to defend the tenants. We helped almost 75 tenants negotiate and work out deals with their landlord thus avoiding eviction all together. In total, we helped 200 tenants avoid eviction. Most of those tenants were able to stay in their home. MTO assisted 24 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, 56% are African American, 22% 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 2020, 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 Law Center 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.

*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 Law Center 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 Law Center 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 provide a text messaging service for Evanston callers who call outside of normal help line hours. MTO will respond to texts within the day.

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 is developing 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](http://www.tenants-rights.org).

**Additional Services:**

MTO will organize and provide at least six 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, 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, text, 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 when needed. 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	\$46,800.00
Additional Services	\$23,200.00
Total M/W/EBE Participation	\$0.00
<b>Total Project Cost:</b>	<b>\$70,000.00</b>

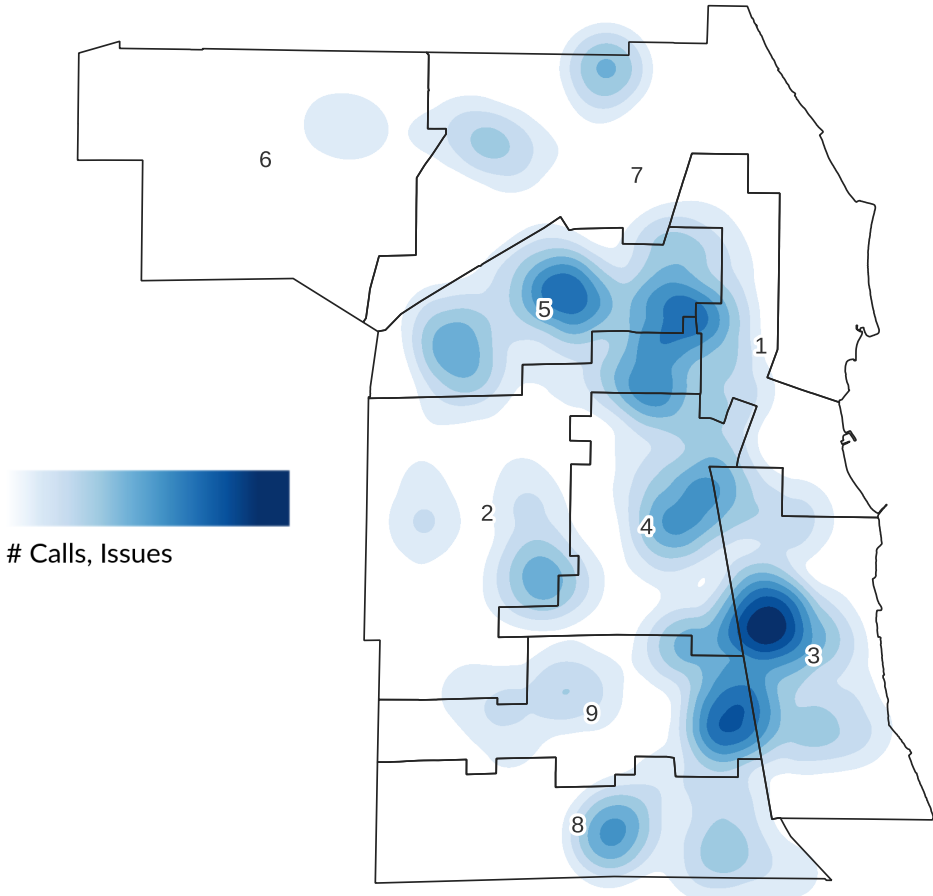
Fee Detail – Basic Scope of Services				
Task 1: Responding to Landlord-Tenant Inquiries				
Assigned Staff	Firm Name	Avg. Hourly Rate	Project Hours	Proposed Cost
Hotline Coordinator	MTO	\$32.50	286	\$21,270.00
Bilingual Counselor	MTO	\$25.00	200	
Eviction Prevention specialist	MTO	\$31.00	225	
Supervisor	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
<b>Total Proposed Cost - Task 1</b>				<b>\$41,735.00</b>
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
<b>Total Proposed Cost - Task 2</b>				<b>\$5,065.00</b>
<b>TOTAL Basic Scope of Services</b>				<b>\$ 46,800.00</b>

<b>Task 3: Mediation Services (2.C.)</b>				
Assigned Staff	Firm Name	Avg. Hourly Rate	Project Hours	Proposed Cost
Mediator		\$50.00	actual	actual
<b>Task 5: Tenant Organizing (2.D.)</b>				
Assigned Staff	Firm Name	Avg. Hourly Rate	Project Hours	Proposed Cost
MTO staff plus supervision	MTO	\$45.00	actual	actual
<b>Task 6: Legal Representation (2.E.)</b>				
Assigned Staff	Firm Name	Avg. Hourly Rate	Project Hours	Proposed Cost
Jonathon Raffensperger	Lawyers Committee for Better Housing	\$200	actual	actual
<b>Task 7: Customer Facing Web Application (2.F.)</b>				
Assigned Staff	Firm Name	Avg. Hourly Rate	Project Hours	Proposed Cost
MTO Staff	MTO	\$75	actual	Up to \$18,000
<b>Total Additional Services (Tasks 3-7)</b>				<b>\$23,200.00</b>

# Metropolitan Tenants Organization

## Evanston Calls

Jan-Oct 2023



# Calls, Issues



## Memorandum

To: Members of Housing & Community Development Committee  
From: Marion Johnson, Housing & Grants Supervisor  
CC: Elizabeth Williams, Interim Housing & Grants Manager  
Subject: Approval of Renewal Funding to Administer the Inclusionary Housing Waitlist  
Date: November 14, 2023

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Recommended Action:

Staff recommends approval of \$70,000 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, 2024 through December, 31, 2024.

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 \$1.3 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 \$70,000 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 \$50,000. Three major components are impacting the funding amount requested:

- The increase in the number of units to service from 72 to 93 units and the associated increased waitlist size
- The addition of compliance reviews for buildings with affordable units that pre-date the IHO
- Actual dollars spent in 2023 went over the contracted amount by 15% (\$57,733)

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.
- Continue to update policy and procedures as needed

CPAH plans to administer or oversee 21 new inclusionary housing units coming online in 2024, 72 existing units, and 15 units that pre-date the IHO inclusionary housing units and are being brought into compliance. As well as the growing waitlist comprising over 800 households as of November 2023.

The City would enter into a 12-month contract for IHO waitlist services with CPAH, from January 1 through December 31, 2024. The City would make four payments in the amount of \$17,500 in April, July, October 2024, and January 2025. 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 2024.

The attached 2023 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 \$50,000.

Attachments:

[CPAH EV IHO Proposal 2024 10-31-23](#)

[City of Evanston Waitlist and IHO Information \(CPAH\) - 07 2023](#)



November 2, 2023

Sarah Flax  
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, 2023. This letter is a proposal to renew that agreement for 2024.

It is our understanding that for the term of this agreement, the City would like assistance with (i) maintaining and managing the IHO wait list; (ii) identifying qualified applicants for approximately 21 new inclusionary rental housing units that will be coming online in 2024; (iii) bringing into compliance an additional 15 units that pre-dated the IHO or were a result of condo deconversion; and (iv) overseeing the 72 existing inclusionary housing units. These include units that came on-line since the IHO took effect as well as units that may have pre-dated the IHO that were recently brought into compliance. All 72 units will require either re-leasing at turnover or annual income re-certification. We also understand that we may need to qualify buyers for one potential "for sale" unit.

The wait list and application process include both pre-applications and full applications. Pre-applications are submitted for the purpose of a household being placed on the wait list. Full applications are sent out to households on the wait list when a unit is available for which that household could be eligible. Full applications require the submission of supporting documentation (pay stubs, taxes, bank statements, etc.)

Specific responsibilities and deliverables for 2024 will include:

- Manage the City of Evanston's wait list for inclusionary housing units.
- Respond to inquiries from potential applicants and manage the pre-application process for potential tenants and homebuyers.
- Conduct marketing and outreach to the wait list for available units. This may include additional digital marketing efforts in certain cases.

[www.cpahousing.org](http://www.cpahousing.org)  
phone 847.263.7478  
fax 847.796.8060

- Conduct program screening and eligibility determination for the 21 “new” inclusionary units, including processing full applications that require supporting documentation.
- Conduct either annual income re-certification or re-leasing for the 72 existing units.
- Help communicate program requirements to developers and property managers as well as best practices for successful implementation. These are ongoing discussions.
- Conduct an annual wait list update. (There are currently over 800 households on the wait list; that number will decrease after the annual wait list update which will be completed in November.)
- Assist developers and City officials in marketing the inclusionary housing program and units. In addition to marketing units that are available in 2024, some marketing will begin in 2024 for units that will be available in 2025.
- Work with applicants to help them be successful in applying for housing. Provide housing counseling and referral services, as requested.
- Assist City officials with questions related to the inclusionary housing program.
- Continue to update Evanston’s inclusionary housing policy and procedures documents as needed.

We expect to help administer or oversee a total of 108 units in 2024:

- 72 existing units;
- 21 “new” units;
- 15 existing units that pre-dated the IHO that are being brought into compliance in 2024.

Based on the numbers above, we expect an increase in the number of hours that will be dedicated to helping to administer Evanston’s Inclusionary Housing program and wait list. Based on our actual costs in 2023 (\$57,733) and the anticipated significant increase in work volume for 2024, we request \$70,000 to provide the above referenced services for the period January 1, 2024 through December 31, 2024. CPAH will only invoice for actual staff time spent providing the services outlined above as well as a smaller pro-rated share of overhead expenses incurred (travel, meeting, marketing, etc.) per our indirect cost allocation policy.

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,

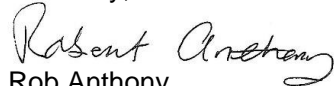
the Village of Northbrook, and others. CPAH is recognized both regionally and nationally for being a leader at the forefront of affordable housing – including by the Urban Land Institute, Lincoln Institute of Land Policy, and the National Housing Conference. We are categorized by the Illinois Housing Development Authority as a BIPOC-led organization because 57% of Director-level positions and above are BIPOC and 66% of Senior staff are Black.

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, Millie Centurion, 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 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](mailto:ranthony@cpahousing.org) or 847-263-7478 ext 22) or Amy Kaufman ([akaufman@cpahousing.org](mailto:akaufman@cpahousing.org) or 847-263-7478 ext 20) with any questions.

Sincerely,



Rob Anthony  
President

Date	7/1/2023	CITY OF EVANSTON WAITLIST AND IHO UNITS REPORT
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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	38	28	18	14	10	10	160	56
31-50%	159	115	96	55	22	8	2	457	104
51-60%	40	31	12	4	3	1	0	91	36
61-80%	44	27	10	1	3	0	1	86	30
81-100%	21	15	2	4	0	0	0	42	5
<b>Totals</b>	<b>306</b>	<b>226</b>	<b>148</b>	<b>82</b>	<b>42</b>	<b>19</b>	<b>13</b>	<b>836</b>	<b>231</b>
<b>Number of HH added to list since last report</b>				<b>1/1/23</b>	<b>157</b>				

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%	5.02%	4.55%	3.35%	2.15%	1.67%	1.20%	1.20%	19.14%
31-50%	19.02%	13.76%	11.48%	6.58%	2.63%	0.96%	0.24%	54.67%
51-60%	4.78%	3.71%	1.44%	0.48%	0.36%	0.12%	0.00%	10.89%
61-80%	5.26%	3.23%	1.20%	0.12%	0.36%	0.00%	0.12%	10.29%
81-100%	2.51%	1.79%	0.24%	0.48%	0.00%	0.00%	0.00%	5.02%
<b>Totals</b>	<b>36.60%</b>	<b>27.03%</b>	<b>17.70%</b>	<b>9.81%</b>	<b>5.02%</b>	<b>2.27%</b>	<b>1.56%</b>	<b>100.00%</b>

**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%	2	1	2	0	0	0	5
51-60%	6	14	20	2	0	0	42
61-80%	6	3	0	1	0	0	10
81-100%	0	2	0	0	0	0	2
<b>Totals</b>	<b>14</b>	<b>20</b>	<b>22</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>59</b>

**Existing units: in the process of being rented/upcoming in 2023 (income is certified)**

	Studio	1 BR	2 BR	3 BR	4BR	5BR+	Total
0-30%	0	0	0	0	0	0	0
31-50%	0	0	0	0	0	0	0
51-60%	1	2	0	0	0	0	2
61-80%	2	5	2	0	0	0	0
81-100%	0	1	0	0	0	0	3
<b>Totals</b>	<b>3</b>	<b>8</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13</b>

<b>Existing TOTAL</b>	<b>17</b>	<b>28</b>	<b>24</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>72</b>
% of total units	23.61%	38.89%	33.33%	4.17%	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%
<b>Total</b>	<b>7</b>	<b>19</b>	<b>6</b>	<b>2</b>	<b>34</b>	

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
100 Chicago	7	0	2	2	3
2035 Dodge	1	1	0	0	0
2030 Greenwood	3	0	1	2	0

**IHO existing units by building**

	50%	60%	80%	100%	120%	Total units	Renewed	Turn over	Type	Floating?
2030 Greenwood		2				2			New constr.	No
2211 Maple		2				2			Existing constr.	No
1555 Ridge		3				3			New constr.	Yes
100 Chicago			5			5			New constr.	No
1500 Sherman (Albion)	3	6	6			15	N/A	N/A	New constr.	Yes
1727 Oak (Avidor)	4	13				17	N/A	N/A	New constr.	Yes
828 Noyes	2	2				4	4	0	New constr.	No
1822 Lyons			1			1	N/A	N/A	Rehab/Conv	No
<b>Total</b>	<b>9</b>	<b>21</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>49</b>	<b>4</b>	<b>0</b>		

**Affordable Units by building**

	50%	60%	80%	100%	120%	Total units	Renewed	Turn over	Type	Floating?
1620 Central				2		2	2	1	New constr.	No
1930 Ridge			10			10			New constr.	No
1571 Maple		1				1	1	0	New constr.	No
1717 Ridge					9	9			New constr.	No
1815 Ridge (Trulee)			2			2			New constr.	No
<b>Total</b>	<b>0</b>	<b>1</b>	<b>12</b>	<b>0</b>	<b>9</b>	<b>24</b>	<b>1</b>	<b>0</b>		

**New upcoming units in the pipeline: 2023 and later**

Income Level	Approved
0-50%	0
51-60%	31
61-80%	0
81-120%	0
<b>Totals</b>	<b>31</b>

**Outreach Activities/Meetings**

Outreach efforts completed: Emails are sent to all applicants on the waitlist, along with flyers sent out by the marketing department. Units are also placed on CPAH Website.



## Memorandum

To: Members of Housing & Community Development Committee  
From: Uri Pachter, Senior Housing Planner  
Subject: Discussion and Approval to Recommend City Affordable Housing Goals  
Date: November 14, 2023

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Recommended Action:

Staff recommends approval by the Housing and Community Development Committee (HCDC) to recommend City Affordable Housing Goals.

CARP:

Building Efficiency, Vulnerable Populations

Committee Action:

For Action

Summary:

On Saturday, October 7, 2023, City Council held a dedicated session to discuss City Goal Planning regarding Affordable Housing, Climate, Economic Development, Finance, Public Health and Public Safety. In advance of this meeting, the Community Development Department submitted the Affordable Housing Goals, listed below, for City Council's consideration.

City Council ultimately referred the Affordable Housing, Economic Development, Finance, and Public Health Goals to their relevant boards, commissions, and committees. Therefore the Affordable Housing Goals were referred to HCDC for consideration and recommendation. On December 11, 2023, City Council intends to discuss and approve all City Goals so action is required at this meeting.

The Community Development Department proposes the following six Affordable Housing Goals:

- Ensure 50 units of affordable housing are in the development pipeline by 2025
- Beginning in 2024, increase Naturally Occurring Affordable Housing (NOAH) annual rehabs to 20 units (currently nine) and rehab 25+ units from January 2024 - May 2025
- Include equitable zoning concepts in the City's Comprehensive Plan and Zoning Ordinance by 2025

- Create a strategy to develop City-owned vacant and/or underutilized properties into affordable housing by 2025
- Amend the Inclusionary Housing Ordinance increasing the inclusionary requirement in 2024
- Complete a strategic housing plan in 2024

Allocations by ConPlan Goal	2023 Alloc. on Actual		2024 Alloc. on Est. (proposed)	
	Est. Amount	Est. % of Grants	Est. Amount	Est. % of Grants
<b>Affordable Housing Goal</b>				
CDBG	\$ 485,956	28%	\$ 500,000	30%
Housing Rehab Admin	\$ -		\$ -	
Housing Rehab RL	\$ 85,956		\$ 143,000	
Code Enforcement	\$ 400,000		\$ 357,000	
HOME	\$ 169,354	45%	\$ 147,500	45%
ESG	N.A.		N.A.	
<b>Affordable Housing Totals</b>	<b>\$ 655,310</b>	<b>29%</b>	<b>\$ 647,500</b>	<b>30%</b>
<b>Homelessness Goal</b>				
CDBG	\$ -	0%	\$ -	0%
HOME	\$ 169,354	45%	\$ 147,500	45%
ESG	\$ 138,821	93%	\$ 134,125	93%
<b>Homelessness Goal Totals</b>	<b>\$ 308,175</b>	<b>14%</b>	<b>\$ 281,625</b>	<b>13%</b>
<b>Livable Communities Goal</b>				
CDBG	\$ 654,076	38%	\$ 600,450	35%
Alley Paving	\$ 460,000		\$ 500,000	
Sidewalk Gap Infill	\$ 120,000		\$ 100,450	
Sidewalk Improvement	\$ 74,076			
Parks/Other Improvements			\$ -	
Unallocated/Non-Profit Facilities				
HOME	N.A.		N.A.	
ESG	N.A.		N.A.	
<b>Livable Communities Totals</b>	<b>\$ 654,076</b>	<b>29%</b>	<b>\$ 600,450</b>	<b>28%</b>
<b>Public Services Goal</b>				
CDBG	\$ 259,117		\$ 253,950	15%
HOME	N.A.		N.A.	
ESG	N.A.		N.A.	
<b>Public Services Totals</b>	<b>\$ 259,117</b>	<b>12%</b>	<b>\$ 253,950</b>	<b>12%</b>
<b>Economic Development Goal</b>				
CDBG	\$ -	0%	\$ -	0%
HOME	N.A.		N.A.	
ESG	N.A.		N.A.	
<b>Economic Development Goal Totals</b>	<b>\$ -</b>	<b>0%</b>	<b>\$ -</b>	<b>0%</b>
<b>Administration Goal</b>				
CDBG	\$ 328,298	19.0%	\$ 338,600	20.0%
HOME	\$ 34,060	9.1%	\$ 30,000	9.2%
ESG	\$ 11,179	7.5%	\$ 10,875	7.5%
<b>Administration Goals Totals</b>	<b>\$ 373,537</b>	<b>17%</b>	<b>\$ 379,475</b>	<b>18%</b>
<b>Grants Total</b>				
CDBG (EN+PI) TOTAL	\$ 1,727,448	76.8%	\$ 1,693,000	
HOME (EN+PI) TOTAL	\$ 372,768	16.6%	\$ 325,000	
ESG TOTAL	\$ 149,054	6.6%	\$ 145,000	
<b>ALL GRANTS (EN+PI) TOTAL</b>	<b>\$ 2,249,270</b>		<b>\$ 2,163,000</b>	



## Memorandum

To: Honorable Mayor and Members of the City Council  
CC: Members of the Housing and Community Development Committee  
From: Ana Elizarraga, Housing & Economic Development Analyst  
CC: Marion Johnson, Housing & Grants Supervisor; Elizabeth Williams, Interim Housing & Grants Manager; Sarah Flax, Community Development Director  
Subject: Small/Medium Landlord Assistance Program Closeout Report  
Date: November 14, 2023

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Recommended Action:

Staff recommends the Housing & Community Development Committee review and place on file the Small/Medium Landlord Assistance Program Closeout Report.

Funding Source:

American Rescue Plan Act, 170.99.1700.5525: \$500,000

CARP:

Vulnerable Populations

Council Action:

For Action: Accept and Place on File

Summary:

In February 2023, the Small/Medium Landlord Financial Assistance program was approved by City Council to provide financial assistance to small and medium Evanston landlords who own 35 rental units or less. The Small/Medium Landlord Assistance Program was launched to address the economic challenges faced by small and medium landlords during the pandemic. Staff recognized the importance of these landlords in maintaining affordable housing options in Evanston and aimed to provide them with financial support. Participants were eligible landlords in specific Evanston census tracts with high need, based on the Urban Institute's Emergency Rental Assistance Priority Index. Properties needed to be registered with the City of Evanston and free of major code violations. Landlords could apply to receive financial assistance of up to 75% of net income loss from eligible rental properties, with

income loss calculated by comparing 2021 and 2019 net income reported on their business tax returns. The maximum assistance per Landlord was set at \$15,000. Funding in the amount of \$500,000 in American Rescue Plan Act (ARPA) funds was approved by City Council for this program to fund eligible landlords in the 3 census tracts (8092, 8102, 8103.01). An expansion to include 5 additional census tracts (8095, 8096, 8097, 8101, and 8103.02) was approved by City Council at the August 28, 2023 meeting.

### **Outreach and Marketing**

Staff undertook various outreach activities to raise awareness about the program. The program was advertised extensively via the City of Evanston website content, City social media outlets, flyers, mailed letters, and several E-Newsletters sent out to over 3,500 landlords registered with the City at various points during the program. Additionally, staff held two (2) virtual and one (1) in-person presentations to landlords informing them of the program and its guidelines; and held a total of fifteen (15) dedicated office hours during the launch week of the program - May 1 through May 5 - for landlords needing assistance in completing their applications. Ineligible applicants from the initial launch were also contacted once the program was expanded to additional census tracts.

### **Outcome and Impact**

In total, between May and October, Staff received thirty (30) applications of which fifteen (15) were approved, four (4) at the full amount of \$15,000.00. Approved landlords received crucial financial support, helping them navigate the economic challenges posed by the pandemic. Denied applications did not meet one or more of the requirements for eligibility, such as units not being in eligible census tracts (4), no rental income loss incurred during 2021 (10), and/or units not located in the City of Evanston or owning more than 35 units (1). \$118,659.75 - 23.73% of the \$500,000 allocated to the program - was disbursed and offset rental income losses. The average assistance amount is \$7,910.65.

Small Landlord Assistance Program by The Numbers	
Total Eligible Amount :	\$118,659.75
Average Funding Amount:	\$7,910.65
Submitted Applications:	30
Approvals:	15
Full Amount Approvals:	4
Denials:	15

The original eligible census tracts yielded the majority of applicants. Census tract 8092, had nine (9) approved applicants; followed by 8102, with four (4) approved applicants. Only three (3) applications were received after the program expansion, resulting in two (2) approved applicants. With the program closing out, the remaining \$375,988.25 in ARPA funds will be made available for other City programs to be funded.

Legislative History:

The Small/Medium Landlord Assistance Program was approved by the City Council on February 27, 2023. An expansion to include 5 additional census tracts (8095, 8096, 8097, 8101, and 8103.02) was approved by City Council at the August 28, 2023 meeting.

Attachments:

[SmallMedium Landlord Financial Assistance - Program Closeout Report](#)

**Program/Project Closure Report**

Project Name: Small/Medium Landlord Assistance Program

Project Leader: Ana Elizarraga, Housing & Economic Development Analyst

Reporting Period: May 1, 2023 - October 31, 2023

1) Reason for closure

Staff expected at least seventy (70) submitted applications, but the response has been limited. Staff received thirty (30) applications, of which fifteen (15) were approved, and four (4) full amount approvals. It is in the best interest of all stakeholders to close the Small/Medium Landlord Financial Assistance program, as continuing the program in its current state would not effectively achieve its intended objectives.

2) Project Final Position

a. Number of small business served:

Census Tract Number							
8092	8095	8096	8097	8101	8102	8103.01	8103.02
9	0	0	1	0	4	0	1

b. Total Financial Assistance  
c. Total Number of Beneficiaries

# of Units per Beneficiary							
1	2	4	5	6	9	15	Totals
\$19,111.00	\$18,392.25	\$22,198.00	\$15,000.00	\$26,624.25	\$4,357.00	\$12,977.25	\$118,659.75
3	3	4	1	2	1	1	15

	Program		
	Goals	Actual	Rate
Total Financial Assistance	\$500,000.00	\$118,659.75	23.73%
Number of Beneficiaries	70	15	21.43%

3) Start Date: May 1, 2023

Completion Date: 10/31/2023

4) Please list any outreach effort to promote the program in the community.

The program was advertised extensively via the City of Evanston website content, City social media outlets, flyers, physical letters and E-Newsletters sent out to over 3,500 landlords registered with the City. Additionally, staff held two (3) virtual and one (1) in-person presentations to landlords informing them of the program and its guidelines and held a total of fifteen (15) office hours during the launch week of the program - May 1 through May 5 - for landlords needing assistance in completing their applications. The Housing and Economic Development Analyst was also available to applicants via email and telephone to answer questions directly from applicants and through the Evanston 311 portal.

  
Signature of Authorized Representative

11/7/23  
Date