

HOUSING SERVICES SECTION

PROGRAM MISSION

To help meet Arlington's housing needs by ensuring community awareness and use of the County programs and services regarding rental housing, home ownership and housing quality.

The **Housing Services Section** provides and coordinates direct service to tenants, landlords and prospective first time homebuyers in the County, and consolidates all housing information, referral, and counseling activities in one unit. The Section provides the following specific services:

- The **Housing Information Center** provides a “one-stop shop” for information and referrals regarding The Tenant-Landlord Program and Opportunities for First-Time Home Buyers program.
- **The Tenant-Landlord Program** provides information and referrals regarding tenant-landlord rights and responsibilities, County rent assistance programs and available committed affordable units. Staff provides advice and referrals to assist residents with learning about opportunities for first-time home buyers, maintaining current housing or finding affordable housing. Staff provides dispute resolution services, conducts the annual rent and vacancy survey, updates the Arlington Apartment Guide, Tenant-Landlord Handbook and supports the Tenant-Landlord Commission.
- The **Home Ownership Program** develops strategies to increase home ownership opportunities and fosters first-time home ownership by providing a broad range of information and guidance on homeownership. Staff markets the County's Live Near Your Work Program, seeks partnerships with the mortgage lenders, real estate professionals and institutions such as Virginia Housing Development Authority (VHDA) and Freddie Mac. Staff monitors the administration of the Moderate Income Purchase Assistance Program, facilitates outreach activities such as the Home Ownership Fair and workshops for residents affected by redevelopment and conversion to condominium.
- **Relocation Services** ensures that developers/landlords comply with the federal Uniform Relocation Act, the state Condominium Act or the County Board's Tenant Relocation Guidelines during any re-development, conversion or rehabilitation projects where residential tenants may be displaced. Staff provides technical assistance and monitors adopted relocation condominium conversion plans for compliance.
- The **Housing Services Outreach Team** provides additional services for four neighborhoods: Buckingham, Columbia Heights West, Nauck and Pike Village Center. The team also provides services for multi-family rental complexes with Committed Affordable Units and rental complexes with a majority of low and moderate income households. Staff undertakes common area inspections of multi-family residential properties and a systematic assessment of neighborhood environmental conditions. Staff conduct tenant education workshops, provide technical assistance and referrals to property owners, and counsel residents seeking to meet their housing needs. This program is funded through the CDBG Program, which is included in the section on Special Revenue Funds (Section N).

**HOUSING SERVICES SECTION**

**PROGRAM FINANCIAL SUMMARY**

	FY 2005 Actual	FY 2006 Revised	FY 2007 Proposed	% Change '07 to '08
Personnel	\$346,599	\$372,338	\$391,282	5%
Non-Personnel	-	-	-	-
<b>Total Expenditures</b>	<b>346,599</b>	<b>372,338</b>	<b>391,282</b>	<b>5%</b>
Fees	-	-	-	-
Grants	-	-	-	-
<b>Total Revenues</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Net Tax Support</b>	<b>\$346,599</b>	<b>\$372,338</b>	<b>\$391,282</b>	<b>5%</b>
Authorized FTEs	5.0	5.0	5.0	
Funded FTEs	5.0	5.0	5.0	

**SIGNIFICANT BUDGET HIGHLIGHTS**

- ↑ Personnel expenditures include normal salary increases, an increase in employer retirement contributions to maintain full funding of the retirement fund, and a 15 percent increase in employer health insurance rates.
- Non-personnel costs are included the Housing Division budget.

**PERFORMANCE MEASURES**

Critical Measures	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2006 Actual	FY 2007 Estimate	FY 2008 Estimate	FY 2008 Goal
Requests for housing information	6,035	3,069	5,423	5,245	6,000	6,000	6,000
Home ownership readiness assessments screened	351	592	655	513	500	500	500
Households assisted in becoming home owners	48	67	53	73	75	75	75
Voluntary correction [rate] of property code violations in NSA's	96%	100%	100%	98%	100%	95%	100%
Ongoing relocation and condo conversion plans monitored	14	11	14	11	10	10	10
Supporting Measures	FY 2003 Actual	FY 2004 Actual	FY 2005 Actual	FY 2006 Actual	FY 2007 Estimate	FY 2008 Estimate	FY 2008 Goal
Compliance rate for adopted relocation plans and relocation plans that are part of a condominium conversion	100%	100%	100%	100%	100%	100%	100%
Favorable rating by callers to the Housing Information Center	N/A	N/A	95%	96%	95%	95%	100%
Favorable rating of workshops by tenants	N/A	N/A	95%	98%	90%	90%	100%
Favorable rating of workshops by landlords	N/A	N/A	80%	90%	95%	95%	100%
Number of adopted relocation plans that are part of a condominium conversion	7	4	8	9	6	6	6
Housing issues resolved	93%	95%	92%	94%	95%	95%	95%
Home Ownership outreach events	56	55	59	56	50	50	50
Relocation projects provided information and technical assistance	9	6	14	9	10	10	10

