

PROGRAM MISSION

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

The **Housing Services Section** provides and coordinates direct service to tenants, landlords and prospective first time homebuyers in the County, and consolidates 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.
- **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 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 redevelopment, conversion or rehabilitation projects where residential tenants may be displaced. Staff provides technical assistance and monitors compliance with adopted relocation condominium conversion plans.
- The **Housing Services Outreach Team** provides 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 conduct common area inspections of multi-family residential properties and 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 Community Development Program, which is included in the section on Special Revenue Funds (Section L).

HOUSING SERVICES SECTION

PROGRAM FINANCIAL SUMMARY

	FY 2007 Actual	FY 2008 Revised	FY 2009 Proposed	% Change '08 to '09
Personnel	\$328,774	\$395,079	\$397,959	1%
Non-Personnel	-	-	-	-
Total Expenditures	328,774	395,079	397,959	1%
Total Revenues	-	-	-	-
Net Tax Support	\$328,774	\$395,079	\$397,959	1%
Permanent FTEs	5.0	5.0	5.0	
Temporary FTEs	-	-	-	
Total Authorized 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 ten percent increase in employer health insurance rates. In addition, one long-term County employee left the County and the position is now budgeted at a lower salary level.
- Non-personnel costs are included in the Housing Division Administration budget.

PERFORMANCE MEASURES

Critical Measures	FY 2004 Actual	FY 2005 Actual	FY 2006 Actual	FY 2007 Actual	FY 2008 Estimate	FY 2009 Estimate	FY 2009 Target
Households assisted in becoming home owners	67	53	73	42	40	40	50
Voluntary correction rate of property code violations in Neighborhood Strategy Areas	100%	100%	98%	100%	95%	95%	95%
Requests for housing information	3,069	5,423	5,245	4,787	6,000	6,000	6,000
Home ownership readiness assessments screened	592	655	513	399	500	500	500
Ongoing relocation and condo conversion plans monitored	11	14	11	9	10	10	10

Supporting Measures	FY 2004 Actual	FY 2005 Actual	FY 2006 Actual	FY 2007 Actual	FY 2008 Estimate	FY 2009 Estimate	FY 2009 Target
Housing issues resolved	95%	92%	94%	93%	95%	95%	95%
Number of adopted relocation plans that are part of a condominium conversion/ compliance rate	4/100%	8/100%	9/100%	4/100%	6/100%	6/100%	6/100%
Favorable rating by callers to the Housing Information Center	N/A	95%	96%	100%	95%	95%	100%
Favorable rating of workshops by tenants	N/A	95%	98%	100%	95%	95%	95%
Favorable rating of workshops by landlords	N/A	80%	90%	99%	98%	98%	98%
Home Ownership outreach events	55	59	56	42	50	50	50
Relocation projects provided information and technical assistance	6	14	9	7	10	10	10
Number of Housing Services' contracts monitored/ percent meeting performance measures	7/100%	4/100%	4/100%	5/100%	4/100%	4/100%	4/100%