

Attachment 1
Annual Element Progress Report (2014)

ANNUAL ELEMENT PROGRESS REPORT

Housing Element Implementation

(CCR Title 25 §6202)

Jurisdiction City of West Hollywood

Reporting Period 1/1/2014 - 12/31/2014

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

Housing Development Information							Housing with Financial Assistance and/or Deed Restrictions		Housing without Financial Assistance or Deed Restrictions		
1	2	3	4				5	5a	6	7	8
Project Identifier (may be APN No., project name or address)	Unit Category	Tenure R=Renter O=Owner	Affordability by Household Incomes				Total Units per Project	Est. # Infill Units*	Assistance Programs for Each Development	Deed Restricted Units	Note below the number of units determined to be affordable without financial or deed restrictions and attach an explanation how the jurisdiction determined the units were affordable. Refer to instructions.
			Very Low-Income	Low-Income	Moderate-Income	Above Moderate-Income			See Instructions	See Instructions	
8120 Santa Monica Boulevard	5+	R	0	2	2	16	20	20	none	Inc & DB	
7141 Santa Monica Boulevard	5+	R	0	16	17	133	166	166	none	Inc & DB	
(9) Total of Moderate and Above Moderate from Table A3			0	84		84	84				
(10) Total by income Table A/A3			18	19	233	270	270				
(11) Total Extremely Low-Income Units*											

* Note: These fields are voluntary

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

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

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

* Note: This field is voluntary

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

	1. Single Family	2. 2 - 4 Units	3. 5+ Units	4. Unit	Second	5. Mobile Homes	6. Total	7. Number of infill units*
No. of Units Permitted for Moderate	0	0	0	0		0	0	0
No. of Units Permitted for Above Moderate	10	3	71	0		0	84	84

* Note: This field is voluntary

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

Enter Calendar Year starting with the first year of the RHNA allocation period. See Example.												Total Units to Date (all years)	Total Remaining RHNA by Income Level
Income Level	RHNA Allocation by Income Level	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9			
Very Low	Deed Restricted	19										19	
	Non-deed restricted												
Low	Deed Restricted	12		18								18	-6
	Non-deed restricted												
Moderate	Deed Restricted	13		19								19	-6
	Non-deed restricted												
Above Moderate		33	25	233								258	-225
Total RHNA by COG. Enter allocation number:		77											
Total Units ▶ ▶ ▶			25	270								295	-218
Remaining Need for RHNA Period ▶ ▶ ▶ ▶ ▶													

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

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Table C**Program Implementation Status**

Program Description (By Housing Element Program Names)	Housing Programs Progress Report - Government Code Section 65583. Describe progress of all programs including local efforts to remove governmental constraints to the maintenance, improvement, and development of housing as identified in the housing element.		
Name of Program	Objective	Timeframe in H.E.	Status of Program Implementation
HE1 - Incentives for Rehabilitation	Design a multi-family housing rehabilitation program that incorporates technical assistance for landlords, seismic retrofitting, water and energy efficiency upgrades, weatherization, sustainability improvements, and universal design, and to address impacts for tenants-in-place during rehabilitation. Explore incentives, including possible financial assistance to encourage participation. Pursue financial resources to assist housing providers to upgrade the City's housing stock with green building improvements. Conduct a study to explore incentives for upgrading historic buildings. Identify properties with soft-story vulnerability and draft a programmatic response, including incentives to encourage retrofitting.	2013-2021	In 2014, the City's Community Development Department continued to work with a consultant team on the development of new incentives to help with the maintenance and rehabilitation of historic multi-family properties. The study focuses on the multifamily historic properties that fall under the rent stabilization ordinance. Presentation of policy recommendations for City Council consideration are planned for 2015. The incentives developed for the historic properties will be studied to evaluate if they can be expanded to apply to all housing in West Hollywood. The City also expanded the information available on its website regarding residential rehabilitation programs available to help owners of rental properties with upgrades and substantial repairs such as PACE programs and energy efficiency upgrade subsidies. In 2015, the City is going out to RFP for a rehabilitation incentives plan for apartment buildings and developing additional strategies to preserve and improve the rent controlled housing stock.

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<p>HE2 - Multi-Family Rehabilitation and Acquisition/Rehabilitation</p>	<p>Identify apartment complexes in need of rehabilitation and support non-profits in acquisition and rehabilitation on an ongoing basis. Use survey tools to scan and analyze block-by-block areas of need of various improvements within the City by 2015. Educate the public (both tenants and landlords) through brochures, City newsletters, and City website, social media, and other innovative communication tools, etc., regarding the rights and responsibilities of maintaining housing quality standards. Annually explore funding availability from State and Federal sources for acquisition and rehabilitation activities, such as HOME funds, Multifamily Housing Program (MHP) funds, and Low Income Housing Tax Credits (LIHTC) as an ongoing collaboration with affordable housing providers. Promote the incorporation of universal design features in residential rehabilitation, particularly in City-assisted projects as part of the regular permitting processes.</p>	<p>2013-2021</p>	<p>In 2014, the City continued to provide education and outreach to the public regarding the rights and responsibilities of maintaining housing quality standards, including bi-annual newsletters to all tenants and landlords in rent stabilized properties, information on the City's website, general inquiries in person and over the phone (over 10,000 inquiries in 2014), the Rent Stabilization Annual Report, and informational mailings to all new tenants and landlords of rent stabilized buildings. The City continued to explore funding availability from State and Federal sources for acquisition and rehabilitation activities.</p>
<p>HE3 - Home Secure Program</p>	<p>Continue to advertise the availability of this program on the City's website and provide brochures at public counters on an ongoing basis. Continue to conduct community outreach and make referrals through social services and rent stabilization constituent contacts to enroll aging and at-risk populations in the Jewish Family Services case management program.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2014, the City continued to offer the services of the Home Secure Program to lower income residents in the City. The services included free home security devices and home protection measures, including door locks, grab bars, peep holes, and smoke detectors. The program is advertised through case management services with Jewish Family Services and through referrals by the City's Social Services Division.</p>

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<p>HE4 - Mills Act Contracts and Historic Preservation</p>	<p>Conduct outreach regarding the Mills Act to owners of historic properties annually. Continue to advertise the availability of this program through brochures at public counters. Complete study on historic preservation rehabilitation incentives in 2014 and develop a framework for a program to address historic properties.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2014, the City continued to offer Mills Act contracts to eligible property owners. The City typically receives several inquiries each year. The program is advertised on the City's website and at public counters.</p>
<p>HE5 - Code Compliance</p>	<p>Continue to implement the Code Compliance program to ensure routine property maintenance and eliminate substandard building conditions. In 2014, explore the feasibility of establishing a Rental Housing Inspection program that focuses on physical/structural conditions. (This program will work hand-in-hand with the City's efforts to facilitate multi-family rehabilitation described later.) Explore opportunities for incentivizing upgrades to current standards (see Program 2). In 2014, explore Franchise Tax Board Substandard Housing program for prohibiting certain income tax deductions for landlords who are delinquent in addressing Health and Safety Code violations. By 2015, review the existing program to evaluate its effectiveness and impact on neighborhood conditions to determine if the program needs to be modified or continued.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2014, the Code Compliance Division continued to implement the code compliance program. Code compliance officers respond to constituent needs on a daily basis, including habitability issues, lack of maintenance, and other items. The City continues to expand outreach to constituents regarding the code compliance program. The City used WeHoDirect, a system that provides the user 24/7 access to City Hall by texting, emailing, or tweeting any Code Compliance issues that need to be addressed. This system has ensured that the concern is addressed, even outside of regular City Hall business hours. Requests are automatically routed to the appropriate staff. The Code Compliance Division will continue to evaluate the effectiveness of this new system.</p>

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<p>HE6 - Rent Stabilization Ordinance</p>	<p>Continue to maintain a Rent Stabilization program, and work towards alleviating the effects of State mandated vacancy decontrol through legislative action and local incentives to maintain affordable rents. In 2014, explore the issues of aging in place for elderly and disabled persons and find solutions such as a legislative change to allow for unit swapping as an exemption under Costa-Hawkins. By 2015, conduct a review of the Net Operating Income (NOI) mechanism to determine its effectiveness. Continue to conduct workshops to educate landlords and tenants on matters related to the Rent Stabilization Ordinance, including topics such as property maintenance, registration, mediation, and evictions.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2014, the City continued to administer the rent stabilization program. City staff worked with the City's legislative advocate to monitor legislation that would impact the City's rent stabilization program. Staff traveled to Sacramento to lobby for a unit swapping program that would allow seniors to age in place in the West Hollywood community, as well as lobby for legislation to amend the Ellis Act. The City meets bi-annually with other cities in the State that have rent stabilization programs. Also in 2014, the City held its second Building Blocks Education Series. This series of educational seminars was started in 2013 as a way of informing property managers, owners, landlords, and tenants about the Rent Stabilization Ordinance. Seminars included topics such as "Tenants 101" (in English and Russian), "Pets 101", "Emergency Preparedness for Apartment Buildings", and "Evictions and Relocations: A Primer". Participants completed feedback forms which will help shape topics and improvements for next year's series. In 2014, the City began to develop an Aging in Place Strategic Plan. The Strategic Plan will take a multidisciplinary approach to aging in place through the lens of West Hollywood, where many seniors are long-term renters in rent stabilized units. It is anticipated that the Strategic Plan will be presented to City Council in mid-2015.</p>
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<p>HE7 - Housing Choice Vouchers (Section 8)</p>	<p>Continue to encourage local landlords to accept rental vouchers on a daily or as-needed basis and continue programmatic response through Rent Stabilization Ordinance and social services agencies for landlords terminating Section 8. Include information in semi-annual mailings to property owners outlining the benefits of the Housing Choice Voucher program. Undertake proactive measures to ensure the continued availability and usefulness of Housing Choice Vouchers for extremely low and very low income West Hollywood residents. Specifically, work with the Los Angeles County Housing Authority to maintain and increase the payment standards for vouchers to reflect the actual cost of renting in Los Angeles County.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2014, the City worked with the Housing Authority of the County of Los Angeles (HACoLA) for the Section 8 Housing Choice Vouchers Program. In order to ensure the continued availability, usefulness, and efficiency of the Section 8 program to West Hollywood residents the City transferred administration of its vouchers to the County of Los Angeles in 2011, effective July 1, 2012. Before the transfer, the West Hollywood Section 8 voucher holders had a higher payment standard. In July 2014, the West Hollywood payment standard was reduced to match the Los Angeles County rate. This brought about a rent increase of over \$100 for the 800 Section 8 voucher holders in West Hollywood over the next two years. The City took several actions to help mitigate this change such as increasing lobbying efforts at the County and State level, expanding community outreach to vulnerable tenants in need of social services, exploring incentives to encourage landlords to keep Section 8 tenants in place, and partnering with social services agencies to provide case management and legal advice. The City's application for an Exception Area Payment Standard was denied by HUD; however the City Council passed an urgency ordinance to halt rent increases above the Annual General Adjustment that applies to rent stabilized units in the City (currently 1.25%). The City continues to work closely with HACoLA so that impacts to tenants are minimized and provisions in the City's rent stabilization ordinance, including limits on increases in rent, and the City's eviction protections are applied.</p>
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<p>HE8 - Preservation of Publicly Assisted Housing</p>	<p>Semi-annually monitor the at-risk projects by continuing to maintain close contact with the property owners regarding their long-term plan for the projects. Coordinate with the County and HUD to conduct meetings to educate the public regarding “at-risk” housing. For the three projects that require short-term renewal of subsidy contracts, communicate to the public regarding the limited potential for and required process of conversion and available tenant protection and assistance. Should the property owners be interested in selling the properties, provide financial and technical assistance to the West Hollywood Community Housing Corporation or other non-profit organizations interested in purchasing and/or managing the units at risk. The City will consider the feasibility of introducing a legislative item in 2013 supporting a permanent funding source for the development, rehabilitation and preservation of affordable units. Pursue State and Federal Funding: Assist non-profit organizations in pursuing State and federal funds for the preservation of at-risk units.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2014, the City continued to monitor at-risk units by maintaining close contact with the property owners regarding their long-term plans for the projects. The City conducts annual tenant education regarding at-risk units by answering one-on-one questions from tenants as they arise. In the event a property owner of one of the at-risk buildings is interested in selling, the City would provide financial and technical assistance to West Hollywood Community Housing Corporation and other non-profits interested in purchasing the units, including pursuing State and Federal funds to help preserve the units as affordable. In 2014, the City continued to advocate for increased state funding for affordable housing development, acquisition, and rehabilitation.</p>
<p>HE9 - Condominium Conversion Ordinance</p>	<p>Continue to enforce the Condominium Conversion Ordinance. Monitor conversion activities annually to ensure the ordinance continues to work effectively in the protection of the City’s rental housing stock and tenant rights.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2014, the City continued to enforce the Condominium Conversion Ordinance, including coordination with the Community Development Department to monitor conversion activities. In the event of a conversion the Rent Stabilization and Housing Division counsels tenants at risk, to help them understand their options, and works with the property owner for compliance with the inclusionary housing requirements of the City's Ordinance.</p>

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HE10 - Residential Referral List	Continue to make available and update weekly the residential referral list of rental units. Expand the referral list to include accessibility as part of the listed amenities to assist persons with disabilities in identifying suitable units. Continue to encourage landlords to participate in this program to expand access to information by prospective tenants.	2013-2021 (ongoing)	In 2014, the City continued to update the residential referral list weekly and make it available to the public at City Hall and on the City's website. In 2014, the City continued to encourage landlords to participate in the program through a targeted mailing to landlords that included the rental listing form. The City continued ongoing access to potential tenants by including information about the referral list in the City's housing newsletters and mailings, and on the City's website. The City also began to advertise the availability of the Residential Referral List through social media.
HE11 - Mixed Use and Transit-Oriented Development	Amend the Zoning Code to implement the Transit Overlay Zone, providing incentives to facilitate transit-oriented mixed use development at specific locations. Assist interested developers in site identification and as appropriate, support developers in funding applications.	2013-2021 (ongoing)	In 2014, the Community Development Department regularly worked with property developers interested in developing mixed-use and transit-oriented development in the City. The City assists these developers with understanding the process necessary to obtain entitlements for their projects, including the density bonuses offered by the City along major corridors. The Community Development Department has secured grant funding to assist with implementation of the Transit Overlay Zones and related incentives; zone text amendments to enact these provisions are expected to be presented to the Council for consideration in early 2016.

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<p>HE12 - Inclusionary Housing Ordinance</p>	<p>Continue to implement the Inclusionary Housing Ordinance. Continue to monitor market conditions and development trends to ensure that the Ordinance works effectively to provide affordable housing in the community but does not unduly constrain housing development in general. If constraints are identified, the City will make necessary improvements to the ordinance to enhance its effectiveness in facilitating the development of housing for all income groups. Continue to prioritize inclusionary housing units for tenants displaced due to Ellis Act and consider developing a programmatic approach within the Inclusionary Housing Ordinance to assist persons with disabilities (including persons with developmental disabilities) and those aging in place. Consider revising the Inclusionary Housing Ordinance to specifically identify the very low income households.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2014, the City continued to implement the Inclusionary Housing Ordinance. Two new buildings were completed in 2014 that contained 75 inclusionary units. The buildings received Low Income Housing Tax Credits. The City worked with the property owners to hold a lottery and lease the inclusionary units to qualified very-low income households. In 2014, the City continued to work with tenants displaced due to the provisions in the Ellis Act. Once the Ellis process begins for a unit, the City's Rent Stabilization and Housing Division works with the tenant to help them understand their options, including relocation counseling assistance. If the tenant qualifies for affordable housing they are placed on the City's inclusionary housing waiting list and given top priority. In 2014, the City amended the Inclusionary Housing Ordinance in order to address recent case law. The amendments change the ordinance to allow apartment projects that do not receive a density bonus to pay an affordable housing impact fee rather than provide inclusionary units. The City also hired a consultant to perform a residential nexus study. The nexus study is the legal support for the establishment of the affordable housing impact fee, the amount of which will be determined in 2015.</p>
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<p>HE13 - Affordable Housing Development through Partnerships with Non-Profits</p>	<p>Continue to support WHCHC and other non-profit organizations in the development of affordable and special needs housing through the provision of financial and regulatory incentives. Devise incentives for the development of housing for extremely low and low income households including persons with disabilities, for example, explore the feasibility of fee incentives.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2014, the City's Rent Stabilization and Housing Division continued to work with two non-profits, West Hollywood Community Housing Corporation (WHCHC) and Affordable Living for the Aging (ALA), on the development of two affordable housing projects. The first project was Courtyard at La Brea, which opened to tenants in January 2014. The project includes 32 units targeted to low and very-low income households, with some of the units targeted to youth and people with disabilities. The second project, the Janet L. Witkin Center, was developed by ALA with funding from the City, County, State, and private sector partners. The project includes 16 units targeted to low and very-low income seniors, with some of the units set-aside for extremely-low income seniors who are at-risk of homelessness and seniors with disabilities. The building was opened to tenants in November 2014.</p>
<p>HE14 - Workforce Housing, Family Housing, and Ownership Housing Opportunities</p>	<p>Explore creative housing types such as accessory dwelling units, co-op housing, micro units, and other flexible housing types to increase opportunities for affordable homeownership.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2014, the City continued to implement the Inclusionary Housing Ordinance which allows for the creation of moderate-income units as workforce housing. The City continued to work with several nonprofit housing developers, including WHCHC, ALA, and Los Angeles Housing Partnership to develop housing for very-low and low-income households. The City anticipates ownership inclusionary housing units to become available in the next few years. The City made resources available online for first-time homebuyers. Completion of a housing types study to evaluate the suitability of alternative housing types in West Hollywood is part of the 2015-2016 Long Range and Mobility Planning Division's work plan.</p>

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<p>HE15 - Commercial Development Impact Fee</p>	<p>Continue to implement the Commercial Impact Fee program. Monitor market conditions and development trends regularly to ensure that the Commercial Impact Fee works effectively to provide affordable housing in the community but does not unduly constrain development in general. In 2014, issue a Request for Proposals to study the Commercial Impact Fees, and adjust if necessary.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2014, the City continued to implement the Commercial Impact Fee Program. The current commercial impact fee is based on a study that was performed in 1989. In 2014, the City hired a consultant to perform an updated non-residential jobs-housing nexus study to demonstrate the relationship between the construction of new commercial development and the impact fee required to meet the additional affordable housing needs created. The final result of the study were presented to the Planning Commission in 2014 and to City Council in early 2015. The results of this study support an adjustment to the Commercial Impact Fee that is expected to be made in 2015.</p>
<p>HE16 - Green Building</p>	<p>Continue to implement the Green Building program that offers incentives and flexibility for compliance, and update as needed. Continue to fund and operate the Green Building Resource Center. Promote green building standards in the City's affordable housing stock by providing financial assistance for improvements.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2014, the City's Community Development Department continued to implement the Green Building Program, offering incentives and flexibility for compliance. Also in 2014, the City's Rent Stabilization and Housing Division continued to promote green building standards in the City's affordable housing stock by working with developers of new affordable housing projects to implement green building standards, including the Courtyard at La Brea Project and the Janet Witkin Center. The Courtyard at La Brea includes sustainable features such as solar-powered hot water and electricity; storm water infiltration planters; built in conformance with Build It Green's GreenPoint Multifamily Rated Program. The Janet Witkin Center is a LEED Platinum building with environmentally sustainable features incorporated into the building's design.</p>

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<p>HE17 - Potential Sites for RHNA</p>	<p>Ensure that adequate capacity exists to accommodate the City's RHNA of 77 housing units. Encourage mixed-use development at key nodes along commercial boulevards. Annually monitor the City's progress toward meeting the RHNA, including an analysis of any RHNA shortfalls, and evaluate the land availability to meet the remaining RHNA.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2014, the City continued to provide information to developers upon request about sites where higher density residential and mixed-use development is appropriate. The City continues to encourage mixed-use development in commercial zones and particularly in the Mixed-Use Incentive Overlay in certain areas along commercial boulevards. The City maintains an inventory of potential sites where higher density residential and mixed-use developments are appropriate. The City continues to annually monitor its progress towards meeting the RHNA. At this time, the City is on target to meet its RHNA requirement. In 2014, the City approved several projects which are expected to bring an additional 30 low and moderate income units in the next three to seven years.</p>
<p>HE18 - Zoning Ordinance</p>	<p>Beginning in 2014, conduct a study to explore the suitability of various housing types such as micro units, co-op housing, accessory dwelling units, and other flexible housing types, or tools such as parcel subdivision, to meet the housing needs of the underserved groups, such as seniors aging in place and moderate income households.</p>	<p>2013-2021 (ongoing)</p>	<p>The Community Development Department anticipates incorporating this study in the Department work plan starting in fiscal year 2015-2016.</p>

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<p>HE19 - Streamlined Processing</p>	<p>Continue to work on improving the streamlined processing procedures and by 2015 develop a handbook to guide developers through the City processes and requirements. Continue to offer pre-application conference with project applicants to identify issues and concerns prior to application submittal.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2014, the City's Community Development Department continued to work on creating new procedures, including updates and clarifications to application forms. The City implemented a new permitting software in 2014 that will help to streamline the permitting process for applicants. The new software is an advanced web-based permitting system that includes automated permitting, inspection management, project tracking, and visibility of project and permit status updates. In 2014, the Department regularly met with project applicants in pre-application conferences to identify issues and concerns prior to application submittal. In 2015, the Building and Safety Division plans to implement a new tiered system of building permit turnaround times, to bring more efficiency to the permitting process.</p>
<p>HE20 - Fee Waivers for Affordable Housing</p>	<p>Continue to waive art, park, and transportation fees for residential projects with 25 percent or more affordable units. Continue to waive all City-imposed plan check and other fees for nonprofit-sponsored projects are 100 percent affordable. Review the City's various planning and development fees, as was done in 2006 and 2010, to ensure they are reasonable and do not unduly constrain housing development.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2014, the City continued to waive City fees for affordable housing projects.</p>

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<p>HE21 - Fair Housing Program</p>	<p>Continue to provide fair housing information to the public regularly as needed via the public counters, message boards, City website, and neighborhood watch, and in response to telephone inquiries. Continue to provide referral to the Housing Rights Center, State Fair Employment and Housing, HUD Fair Housing and Equal Opportunity division, and other legal services as appropriate. By the end of 2014, have specific City staff liaison appointed to coordinate with various stakeholders including the Western Center for Independent Living and other housing organizations at least semi-annually to provide updated education and outreach on fair housing issues.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2014, the City continued to provide fair housing information to the public on the City's website and at City Hall via public counters and message boards. The City also responded to all inquiries and questions from the public regarding fair housing. In 2014, the City also continued to provide referrals to the Housing Rights Center, State Fair Employment and Housing Department, HUD Fair Housing and Equal Opportunity Division, and other legal services as requested by members of the public. In 2014, the City also coordinated with various associations and organizations in the area to provide education and outreach on fair housing issues through annual presentations at various meetings of Apartment Association Greater Los Angeles and Realtor Associations.</p>
<p>HE22 - Tenant/Landlord Mediation</p>	<p>Continue to offer the mediation program and promote the program through information on City website, program brochures at public counters, social media, and other innovative communication tools.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2014, the Legal Services Division Mediator spoke with approximately 1,015 constituents and resolved 462 conflicts through a combination of telephone conciliations and face-to-face mediations. The City also continues to provide information on the City's website and program brochures at public counters.</p>

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<p>HE23 - Tenant Eviction Protection Program</p>	<p>Continue to prevent unlawful eviction and fund legal aid organizations that provide tenant education and representation regarding landlord/tenant disputes. Renew contracts with mediation service providers annually. Annually review current laws and recommend any needed modifications to ensure protection of tenants to the maximum extent legally possible. Continue to monitor and investigate allegations of tenant harassment.</p>	<p>2013-2021 (ongoing)</p>	<p>The City's Rent Stabilization Ordinance creates eviction control and limits the grounds on which a tenant may be evicted. In 2014, the City's Rent Stabilization and Housing Division continued to work with tenants and landlords to prevent unlawful evictions by funding legal aid organizations that provide tenant education and representation regarding landlord/tenant disputes. Additionally, through social services funding, the City was able to fund an emergency rental assistance loan program for low-income tenants. The purpose of the program is to have the tenant work with a case manager when there is a financial hardship in order to avoid nonpayment of rent. Throughout each year the City reviews current laws and recommends modifications to ensure protection of tenants. The City actively advocates, with assistance from its legislative advocate, for changes to State laws that negatively impact the City's tenants, such as the Costa-Hawkins and Ellis Acts, as well as the addition of new state laws that would improve tenant protections. In 2014, the City worked closely with legal aid organizations to protect tenants from being unlawfully evicted in cases of a Section 8 termination.</p>
<p>HE24 - Services for Special Needs Populations</p>	<p>Continue to provide financial support to non-profit services providers that help meet the supportive services needs of West Hollywood's diverse community, especially those with extremely low incomes. Annually update the social services directory, and make it available to residents at public counters and on City website. In 2014, coordinate with Bet Tzedek, or another legal services agency, and other service providers to develop an educational seminar for tenants and landlords regarding reasonable accommodations.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2014, the City continued to provide financial support to various non-profit service providers in the City. The City provided emergency shelter vouchers to a number of households in need of temporary housing. The City continues to annually update its social services directory; it is available at the City's public counters and on the City's website. As part of the 2014 Building Blocks Educational Series, the City developed a seminar regarding Reasonable Accommodation for Disabled Tenants to help residents understand what a reasonable accommodation request is, who is qualified, and what is the landlord's responsibility.</p>

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

Jurisdiction City of West Hollywood

Reporting Period 1/1/2014 - 12/31/2014

HE25 - Enhanced Management Program	Continue to coordinate with WHCHC to continue the Enhanced Management Program at all current and future housing projects. Encourage other nonprofit housing providers to follow the WHCHC model.	2013-2021 (ongoing)	In 2014, WHCHC continued to implement the Enhanced Management Program at all of their current housing projects, which include 365 units in 14 buildings in West Hollywood. The program provides a resident services coordinator at each WHCHC development, who interacts with all residents and monitors their need for social services.
HE26 - Community Engagement	Design and initiate a community engagement program in 2014.	2013-2021 (ongoing)	In 2014, the City expanded its community outreach efforts related to housing in order to continually assess the community's housing needs and keep the public informed of upcoming affordable housing developments and opportunities. As a part of the community engagement, Rent Stabilization and Housing staff, with the Social Services Division, held a joint study session of the Disabilities Advisory Board and the Senior Advisory Board to discuss housing-related issues. Staff will continue to attend these and other Advisory Boards and Commissions, as needed. Additionally, staff used EngageWeHo.org to collect information on the community's housing needs and priorities. The EngageWeho conversation was advertised through the City's website and social media including Facebook and Twitter.