

Jurisdiction	West Hollywood	
Reporting Year	2020	(Jan. 1 - Dec. 31)

**ANNUAL ELEMENT PROGRESS REPORT
Housing Element Implementation**

(CCR Title 25 §6202)

Note: "+" indicates an optional field

Cells in grey contain auto-calculation formulas

Table A Housing Development Applications Submitted																			
Project Identifier					Unit Types		Date Application Submitted	Proposed Units - Affordability by Household Incomes							Total Approved Units by Project	Total Disapproved Units by Project	Streamlining	Notes	
1					2	3	4	5							6	7	8	9	10
Prior APN*	Current APN	Street Address	Project Name*	Local Jurisdiction Tracking ID*	Unit Category (SFA,SFD,2 to 4,5+,ADU,MH)	Tenure R=Renter O=Owner	Date Application Submitted (see instructions)	Very Low-Income Deed Restricted	Very Low-Income Non Deed Restricted	Low-Income Deed Restricted	Low-Income Non Deed Restricted	Moderate-Income Deed Restricted	Moderate-Income Non Deed Restricted	Above Moderate-Income	Total PROPOSED Units by Project	Total APPROVED Units by project	Total DISAPPROVED Units by Project	Was APPLICATION SUBMITTED Pursuant to GC 65913.4(b)? (SB 35 Streamlining)	Notes*
Summary Row: Start Data Entry Below								24	0	11	0	28	0	570	633	633	0	0	
	4340013012	9040 HARLAND AVE			ADU	R	6/17/2020							1	1	1	0	No	Issued 6/17/2020
	5530006019	7507 LEXINGTON AVE			SFD	O	6/30/2020							1	1	1	0	No	Issued 6/30/2020
	4336015023	8941 ASHCROFT AVE			ADU	R	7/8/2020							1	1	1	0	No	Issued 7/8/2020
	4340019025	9022 DICKS ST			ADU	R	2/3/2020							1	1	1	0	No	Finald 10/2/2020
	4336016004	8930 ASHCROFT AVE			ADU	R	2/12/2020							1	1	1	0	No	Issued 2/12/2020
	5531022022	1027 MARTEL AVE			ADU	R	11/8/2020							1	1	1	0	No	Finald 9/18/2020
	4336023023	9031 DORRINGTON AVE			ADU	R	8/26/2020							1	1	1	0	No	Issued 8/26/2020
	4336016003	8936 ASHCROFT AVE			ADU	R	9/15/2020							1	1	1	0	No	Issued 9/15/2020
	5530024019	933 SPAULDING AVE			SFA	O	2/26/2020							5	5	5	0	No	Issued 2/26/2020
	4340028006	1012 CORY AVE			5+	O	11/9/2020			1				5	6	6	0	No	Issued 11/9/2020
	4337020019	371 HUNTLEY DR			SFD	O	5/29/2020							1	1	1	0	No	Issued 5/29/2020
	4336001010	8716 BONNER DR			SFD	O	8/21/2020							1	1	1	0	No	Issued 8/21/2020
	5530023020	943 STANLEY AVE			5+	O	6/30/2020							5	5	5	0	No	Issued 6/30/2020
	5531007038	1227 FORMOSA AVE			5+	R	6/17/2020							5	5	5	0	No	Issued 6/17/2020
	5528016020	621 KINGS RD			2 to 4	R	1/29/2020							4	4	4	0	No	Issued 1/29/2020
	5531007042	1245 FORMOSA AVE			2 to 4	O	11/12/2020							4	4	4	0	No	Issued 11/12/2020
	5529019019	11 CRESCENT HEIGHTS BLVD			5+	R	2/4/2020			1				11	12	12	0	No	Issued 2/4/2020
	4337005177	854 WESTMOUNT DR			5+	R	11/19/2020							5	5	5	0	No	Issued 11/19/2020
	5554011011	1223 HAYWORTH AVE			SFA	O	12/10/2020			1				11	12	12	0	No	Issued 12/10/2020
	4337020031	321 HUNTLEY DR			SFD	O	9/1/2020							1	1	1	0	No	Issued 9/1/2020
	5530004030	1236 SPAULDING AVE			2 to 4	O	1/30/2020							3	3	3	0	No	Issued 1/30/2020
	4336019033	8850 ROSEWOOD AVE			SFD	O	2/11/2020							1	1	1	0	No	Issued 2/11/2020
	4337013023	824 HUNTLEY DR			SFD	O	12/9/2020							1	1	1	0	No	Issued 12/9/2020
	4336003007	8732 ASHCROFT AVE			SFD	O	11/30/2020							1	1	1	0	No	Approved 2/27/2020
	5554016027	1264 HARPER AVE			5+	R	10/21/2020							17	17	17	0	No	Issued 10/21/2020

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This table is auto-populated once you enter your jurisdiction name and current year data. Past year information comes from previous APRs.
 Please contact HCD if your data is different than the material supplied here

Table B													
Regional Housing Needs Allocation Progress													
Permitted Units Issued by Affordability													
		1	2									3	4
Income Level		RHNA Allocation by Income Level	2013	2014	2015	2016	2017	2018	2019	2020	2021	Total Units to Date (all years)	Total Remaining RHNA by Income Level
Very Low	Deed Restricted	19			40	27		14		2		83	
	Non-Deed Restricted												
Low	Deed Restricted	12		18	40	13	15	1		8		95	
	Non-Deed Restricted							15		6		68	
Moderate	Deed Restricted	13		19		20	8						
	Non-Deed Restricted												
Above Moderate		33	25	233	384	589	161	202	9	92		1695	
Total RHNA		77											
Total Units			25	270	464	649	184	232	9	108		1941	

Note: units serving extremely low-income households are included in the very low-income permitted units totals
 Cells in grey contain auto-calculation formulas

ANNUAL ELEMENT PROGRESS REPORT

Housing Element Implementation

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Table D

Program Implementation Status pursuant to GC Section 65583

Housing Programs Progress Report

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.

1	2	3	4
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 2020, the City continued to expand its seismic retrofit program, notifying all owners of soft-story buildings to provide a report indicating if the building required retrofitting and completing any work identified in five years. In 2018 mandatory ordinances became effective requiring soft story, unreinforced concrete, and pre-Northridge steel moment frame buildings to be evaluated by a structural engineer and if retrofitting was needed - that the work will need to be completed in 5 years for soft story, 20 years for concrete or steel buildings. The City also developed incentives to encourage maintenance and rehabilitation of historic rent-stabilized apartment buildings, and worked on a possible low interest loan fund to assist in rehabilitating aging rent stabilized apartment buildings. In 2018, the City also established a Tenant Habitability Plan requirement for seismic projects to minimize construction impact to in-place tenants during retrofitting. In 2018, the City expanded the number of authorized PACE programs in West Hollywood to a total of seven and enhanced the information available on its website for residential rehabilitation programs including PACE programs and energy efficiency upgrade subsidies. The City also reached out to representatives of PACE as a first step toward increasing program outreach and awareness in West Hollywood.

<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 2020, 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), 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.</p>
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<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 2020, the City continued to offer the Home Secure Program to lower-income seniors and disabled residents. This included free home security devices and home protection measures, including door locks, grab bars, peep holes, and smoke detectors. The program was advertised through case management with Jewish Family Services, AIDS Project Los Angeles (APLA), Westside Center for Independent Living (WCIL), and through referrals by the City's Social Services Division.</p>
<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 2020, 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 2020, the Code Compliance Division continued to implement the code compliance program. Code compliance officers responded to needs on a daily basis, including habitability issues, lack of maintenance, and other items. The City continues to expand outreach on the code compliance program. The City uses WeHoDirect, a system that provides the user 24/7 access to City Hall by texting, emailing, or tweeting any Code Compliance issues. The notification system has ensured calls are handled timely, even outside of regular City Hall hours. The Code Compliance Division will continue to evaluate the effectiveness of this system.</p>
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HE6 - Rent Stabilization Ordinance	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.	2013-2021 (ongoing)	In 2020, 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. The City meets twice a year with other rent stabilized jurisdictions in the State. In 2020, the City held its 6th annual Building Blocks Education Series. The educational seminars were initiated in 2013 as a way of informing property managers, owners, landlords, and tenants about Rent Stabilization requirements. The City offers two seminar series, one targeted at tenants, and the other at landlords. In 2020, the City continued to implement the Aging in Place Strategic Plan. The Strategic Plan uses a multidisciplinary approach to aging in place through the lens of West Hollywood, where many seniors are long-term renters in rent stabilized units.
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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 2020, Rent Stabilization and Housing Division staff continued to work with LACDA to support and retain households with Housing Choice Vouchers in West Hollywood. The City is seeing an overall loss of voucher holders though due to increasing housing costs and fair market rents. The County Housing Authority reviews requests made of voucher payment exemptions when voucher holding households receive a rent increase they cannot afford, and the City support households in filing those requests through the City's partnership with Jewish Family Service, which is the third party agency contracted to operate the City's comprehensive services center. Additionally in 2020, the City continued to develop a pilot affordable Accessory Dwelling Unit (ADU) program, which in exchange for assistance building the rental unit, would require a homeowner to rent to a voucher holder for a certain number of years - thereby expanding opportunities for voucher holders in the city while creating equity in housing for households of modest means.</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 2020, the City continued to monitor at-risk units by maintaining close contact with the property owners regarding long-term plans. 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 affordability. In 2020, the City continued to advocate for state funding for affordable housing development, acquisition, and rehabilitation.</p>
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<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 2020, the City continued enforcing its Condominium Conversion Ordinance. In the event of a conversion the Rent Stabilization and Housing Division would support tenants at risk, to help them understand options.</p>
<p>HE10 - Residential Referral List</p>	<p>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.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2020 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 2020, 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 continued to advertise the availability of the Residential Referral List through social media.</p>
<p>HE11 - Mixed Use and Transit-Oriented Development</p>	<p>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.</p>	<p>2013-2021 (ongoing)</p>	<p>In 2020, the Community Development Department regularly worked with property developers interested in developing mixed-use and transit-oriented development. Staff helps with understanding the City's entitlement and development process.</p>

<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 2020, the City continued to implement the Inclusionary Housing Ordinance, which requires a percentages of units to be set aside for low income and moderate income households in new residential buildings. In certain instances, a developer can pay a fee in-lieu of providing the units. The City has completed a nexus study for both the residential and the commercial affordable housing impact fees, and adjusted the fees based on the Builder's Cost Index/Construction Costs Index. In 2019, the City reviewed the affordable housing in-lieu fee calculation and adjusted it fee to align with the cost of building an affordable unit published annual by the California Tax Credit Allocation Committee.</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 2019 twelve affordable housing units (two very low, four low, six moderate) were created through the City's affordable housing requirements for new development which were gifted to a non-profit to own and operate. The twelve units will provide needed housing in an area of West Hollywood that currently has few affordable housing opportunities. The twelve units also represent full recapture of the naturally occurring affordable housing that existing on the project site prior to demolition.</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>The 2017-18 RSH Budget included a study of housing options to increase opportunities for home ownership. A study evaluating alternative housing types in West Hollywood is part of the Long Range and Mobility Planning Division's work plan. In March 2019 four recommended pilot programs will be presented to Council. Currently, the City's Inclusionary Ordinance provides a certain percentage of workforce housing through its moderate income housing requirement. In early 2020, four draft pilot programs developed on the March, 2019, study were presented to the City Council for consideration.</p>
<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 2020, the City continued to implement the Commercial Impact Fee Program.</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 2020, the City's Community Development Department continued to implement the Green Building Program, offering incentives and flexibility for compliance. Also, the City's Rent Stabilization and Housing Division continued to promote green building standards in the City's affordable housing stock, working with developers of new affordable housing projects to implement green building standards.</p>
<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 2020, the City continued providing information to developers upon request about sites where residential and mixed-use development is appropriate. The City continued to encourage mixed-use development in commercial zones and particularly in the Mixed-Use Incentive Overlay in certain areas along commercial boulevards. The City has met its RHNA and continues to encourage housing development to address housing needs for all community members. Data available through HUD's CHAS portal indicates 31% of the community earns very-low incomes, 14% earns low income, which demonstrates the ongoing need for affordable housing in the community.</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>In 2018, a study of various pilot programs to encourage greater affordability in the local housing market was conducted. Establishing specific affordability requirements for co-living and microunits were among the programs analyzed. The pilot program study was completed in 2019 and is scheduled for review by the City Council in late spring 2021. In addition to the pilot programs, the Community Development Department is currently analyzing co-living and microunits in relation to the City's zoning code.</p>

<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 2020, the City's Community Development Department continued to work on creating new procedures, including updates and clarifications to application forms. The Department also regularly met with project applicants in pre-application conferences to identify issues and concerns prior to application submittal. In 2019, the Community Development Department developed several streamlined permit processes in compliance with state law and intended to reduce processing time for certain project types.</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>The City continues to waive all hard-cost fees on a project basis for non-profit affordable housing projects.</p>

<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 2020, 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. 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. The City 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 LA/Beverly Hills Realtor Association.</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 2020, the Legal Services Division Mediator spoke with approximately 1,020 residents and resolved around 425 conflicts through a combination of telephone conciliations and face-to-face mediation. The City continues to provide information about mediation services on the City's website and program brochures at public counters.</p>

<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 provides eviction protections by limiting the reasons why a tenant can be evicted. In 2019, the City explored a possible right to counsel program that would guarantee tenants facing eviction legal representation. In June 2020, the City Council expanded Bet Tzedek's scope of services to provide full-scope representation to all tenants facing potential eviction. The City also funded 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 non-payment of rent, which is a valid reason for a landlord to evict. 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. The City also worked closely with legal aid organizations to protect Section 8 tenants from being unlawfully evicted through contract cancelations.</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 2020, 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, available at the City's public counters and on the City's website. As part of the Building Blocks Educational Series, the City provides information on reasonable accommodations to help residents understand what a reasonable accommodation request is, who is qualified, and the landlord's responsibility.</p>

Jurisdiction	West Hollywood	
Reporting Year	2020	(Jan. 1 - Dec. 31)

Building Permits Issued by Affordability Summary		
Income Level		Current Year
Very Low	Deed Restricted	2
	Non-Deed Restricted	0
Low	Deed Restricted	8
	Non-Deed Restricted	0
Moderate	Deed Restricted	6
	Non-Deed Restricted	0
Above Moderate		92
Total Units		108

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

Housing Applications Summary	
Total Housing Applications Submitted:	77
Number of Proposed Units in All Applications Received:	633
Total Housing Units Approved:	633
Total Housing Units Disapproved:	0

Use of SB 35 Streamlining Provisions	
Number of Applications for Streamlining	0
Number of Streamlining Applications Approved	0
Total Developments Approved with Streamlining	0
Total Units Constructed with Streamlining	0

Units Constructed - SB 35 Streamlining Permits			
Income	Rental	Ownership	Total
Very Low	0	0	0
Low	0	0	0
Moderate	0	0	0
Above Moderate	0	0	0
Total	0	0	0

Cells in grey contain auto-calculation formulas