


**MEMORANDUM**

June 6, 2019

TO: Planning, Housing, and Economic Development Committee

FROM: Linda McMillan, Senior Legislative Analyst 

SUBJECT: **Discussion: Tenant Advocacy Services**

PURPOSE: Overview discussion and recommendation regarding FY20 enhanced funding

***Expected to Attend:***

Tim Goetzinger, Acting Director, Department of Housing and Community Affairs (DHCA)  
Stephanie Killian, Chief, DHCA Housing Services  
Rosie McCray-Moody, Manager, Landlord-Tenant Services  
Maureen Harzinski, Tenant Advocate, DHCA Landlord-Tenant Services  
Matt Losak, Executive Director, Renters Alliance of Montgomery County  
Ana Martinez, Montgomery County Lead Organizer, and Franca Brilliant, Director of Development, CASA de Maryland  
Robert Goldman, Executive Director, Montgomery Housing Partnership (MHP)  
Tanushree Isaacman, Action in Montgomery (AIM)  
Shauna Sorrells, Director of Legislative and Public Affairs, Housing Opportunities Commission

**1. Background**

During budget worksessions, the PHED Committee and Council reviewed recommendations from the Executive regarding enhanced tenant advocacy services within DHCA by hiring a Tenant Advocate and increasing funding for tenant organizing and advocacy through a contract with the Renters Alliance. The Council approved the recommended funding, but asked questions about whether all the new contractual funding should be awarded to one organization and how different organizations assist tenants. The PHED Committee agreed to have a session before the start of the fiscal year to discuss tenant advocacy and potentially make recommendations on the process for awarding funds.

Council staff has invited several organizations, in addition to DHCA, for this panel discussion:

Two organizations: **Renters Alliance** and **CASA de Maryland** have contracts with DHCA to provide tenant advocacy and related services. Summaries of these contracts are provided in section 2 of this memo.

**Montgomery Housing Partnership** is both a landlord and has a contract with DHCA to support landlords and managers of small apartment buildings to improve housing conditions. MHP can discuss both how it helps to improve landlord-tenant relations under this contract and discuss how it works with tenants in its own apartment communities.

**Action in Montgomery (AIM)**'s website says AIM is a broad-based community power organization, rooted in Montgomery County's neighborhoods and congregations. AIM is non-partisan, multi-faith, multi-racial, and dedicated to making our county and state a better place to live and thrive. You'll find AIM working for change: door-to-door and in living rooms, in churches and classrooms, in front of the County Council and at the State House in Annapolis. AIM believes in the ability of people to take leadership and transform their communities. AIM is committed to training and developing neighborhood leaders so that they can change the economic and social structures that affect their lives. AIM believes in building for power: power that is reciprocal, that is tempered by our religious traditions and power that creates a table that includes more people in the dynamics of public life.

Councilmembers are familiar with AIMs assistance in supporting tenants from its work at Northwest Park Apartments in collaboration with St. Camillus Church and other community-based organizations.

**Housing Opportunities Commission (HOC)** is a significant landlord in Montgomery County. Its FY19 Approved Budget says that HOC owns 136 units of Public Housing and 7,631 units of other housing. HOC has tenants at all income levels, but its mission is to serve those at low incomes. It has housing for seniors and for families. Some buildings are managed by HOC and some by a separate property management entity. As a mission-driven organization, HOC can share with the Committee how it assists tenants, how tenants can organize, and how the HOC Resident Advisory Board operates and is represented on the Commission.

## **2. Summary Information on Contracts administered by DHCA**

The following is summary information prepared by Council staff on contracts DHCA administers with the Renters Alliance, Casa de Maryland, and Montgomery Housing Partnership.

## **Renters Alliance** (\$70,000 per year)

### **Website and General Responsibilities:**

- Assist with hosting and maintaining a new website to include: links to renters' resources such as best practices, technical assistance, and information on establishing tenant association.
- Public information relevant for tenants.
- Report(s) by the Tenant Work Group and similar entities.
- Links to contact information for services, landlords, and management companies.
- Additional information as directed by the County.
- The website may be accessed through the contractor's website but must not be integrated into the contractor's website.
- Create and distribute brochures and other material of interest to renters and distribute through targeted events.
- Conduct formal and informal meetings, host renter information public events, address renter concerns and recruit tenant association members.
- Schedule and conduct outreach and host a workshop (at least 2 hours long) on tenants' rights targeting at least 50 renters.
- Provide translation services for materials as required/requested.

### **Tenant Association Organizing:**

- Focus on 8 to 12 multi-family rental properties
- Ascertain if there is a current tenant association and, if so, contact and offer technical assistance.
- If no association, conduct tenant outreach, schedule and host initial meeting, establish a process for maintaining written minutes, provide technical assistance.
- Arrange for and attend at least one meeting of representatives of all the properties tenant associations to foster awareness among organizations.
- Provide DHCA with semi-annual reports including status of each organization, impediments perceived by each organization, recommendations on how identified tenant concerns can be better addressed.

The Renters Alliance provides invoices and statements of work as required in the contract. These statements indicate that in addition to the tenant organizing efforts, they work with individual tenants, often in coordination or at the request of DHCA, and assist in the resolution of disputes. The Renters Alliance notes that some of the issues that tenants bring to them are defective renewal notices, alleged inaccurate utility billing, alleged retaliation for pursuit of tenants' rights, eviction prevention, water quality, and diminished use of property. They also note that they distribute information to other groups and organizations such as the Public Justice Center, Legal Aid, CASA, Committee for access to Justice, ACLU, Progressive Maryland, Shirat Hanefesh Synagogue, and Catholic Charities, and others. Some of the apartment communities where the Renters Alliance has worked or is currently working are:

Auden Place  
Charter House

Colespring Plaza  
Essex House  
Inigos Crossing  
Northwest Park  
The Argent  
The Barrington  
The Chateau  
The Enclave  
The Grand  
The Pearl  
The Perry  
The Point  
The Ripley  
The Sanctuary Apartments  
The Warwick

Attached at © 1-4 is a May 14, 2019 letter from William Roberts, Chair of the Board of Directors of the Renters Alliance. In part it discusses the \$218,000 increase (which will be discussed in section 3 of this memo) but it also provides an overview of the work of the Renters Alliance.

**CASA de Maryland, Inc.** (FY20 = \$250,000 non-competitive contract + \$15,000 CE Community Grant) FY19 Contract has contract amount of \$281,263.

**Legal:**

- Provide ongoing, extended free legal services through 24 walk-in clinics, at least 8 must be held in the “upcounty.” Make referrals to DHCA. Expected that at least 132 people will be served.
- Provide 4 legal rights trainings with a minimum of 20 participants each that cover topics such as housing code, breach of contract, security deposits, and other tenant issues.
- Publish and distribute at least 1000 language appropriate educational materials. Include information on referrals to DHCA and other tenant services.

**Community Outreach:**

- Conduct door-to-door outreach to a minimum of 80 different households per month to different regions of the County (Wheaton/Glenmont, Long Branch, Germantown/Aspen Hill, Rockville, unincorporated area of Gaithersburg.)
- Formalize tenant associations at four complexes/sites proposed by CASA and approved by DHCA. Association must have at least 10 members, with 2 designated as leaders. Sites suggested in the contract include University Landing, University Manor, Aspen Hill Apartments, and Villages of Gaithersburg.)
- Provide support, including at quarterly meetings. (At least 16 total meetings.)
- Quarterly Reports to DHCA must describe the status of the association at each property, building-wide concerns of each association and across all associations, goals identified by

each association, impediments perceived by each association and recommendations as to how concerns might be better met.

**Public Safety:**

- Hold quarterly meetings to bring tenants and business owners, faith leaders, nonprofits, school representatives together with County officials to discuss public safety, share crime data, and community-wide issues. Organize and implement a Community Fair in the “upcounty.” At minimum, 40 people are expected to attend each quarterly meeting.

**Outcomes:**

- Improve living conditions at complexes/sites. Measured by number of complexes/sites where a majority of surveyed tenants report improved living conditions.
- Increase tenant self-efficacy in advocating for improved housing conditions as measured by tenants who report improvements in survey. Self-efficacy includes increased competence and confidence in raising concerns and meetings independently with landlord/management.

CASA de Maryland also regularly reports to DHCA on the numbers of legal consultations provided to tenants and numbers of households reached through door-to-door outreach. Some the issues tenant request assistance with are housing conditions/maintenance, public safety, pest control, a/c units, water bills/water meters, lease concerns, tenants’ rights, and Montgomery County 311.

Some of the properties noted in their reports as receiving outreach and assistance with tenant associations include:

Aspen Hill  
Flower Branch  
Middlebrook Mobile Home  
Pine Ridge/Fox Hall  
The Villas  
University Landing  
University Manor  
Villages of Gaithersburg

Flyers from some of the community meetings held by CASA are attached at © 7-11.

**Montgomery Housing Partnership Apartment Assistance Program** (\$115,000 per year)

The MHP contract is focused on assisting landlords and property managers; however, as a part of this work, MHP works with tenants to build an improved landlord-tenant relationship. There are no outcomes specifically associated with tenant outreach or tenant organizing.

**Purpose:**

Increase the quality and availability of affordable rental housing by providing educational, technical and informational service to owners and managers of small apartment buildings.

**Requirements include:**

- A minimum of 5 training events on topics of interest to the targeted audience that may include complying with housing code enforcement, ensuring fire and life safety, addressing rodent and trash issues, conducting property needs assessments, and compliance with County and State leasing requirements.
- Assisting DHCA with the Rehabilitation Program for Small Rental Properties including development and distribution of promotional materials, providing information and answering questions from potential applicants and others. Conduct an informational seminar in partnership with DHCA.
- Provide technical assistance that includes verifying that the person seeking assistance (through a rehabilitation loan) is eligible, whether the property has received any other loan from Montgomery County, and developing a record of all assistance provided. Support peer-to-peer assistance, cooperative purchasing, shared management, and other collaboratives to address problems common to these types of properties.

**3. FY20 Expansion of Tenant Advocacy/Organizing**

The following is from the Council Staff report to Council for the May 7, 2019 worksession.

**Enhance funding for Renters Alliance to Provide Information and Services to Tenants \$218,000 and 0.0FTEs**

The Executive is recommending an increase of \$218,000 to the contract with the Renters Alliance in FY20. The Renters Alliance currently has a \$70,000 contract, making total funding to the organization \$288,000. The current scope of the contract includes tenant information services and workshops on tenant's rights. The current contract specifies that services are to be focused on 8 to 12 multi-family properties that are identified by DHCA to determine if they have tenant associations and to provide technical assistance on how to organize, how to conduct effective meetings, election of officers, and current relevant laws and processes. DHCA has said that much of the new services are similar but the scope is increased in the following key areas:

- Adding 30 rental properties (to total 38-42 properties):
  - Ascertain whether there is currently an existing tenant association. If not, provide certain TA
  - Attend several meetings of tenant associations, both existing and new, and provide attendance lists for these meetings.
  - Establish a public list of tenant associations with contact information so that groups can address common problems collaboratively.

- Arrange for, and attend, at least one meeting of representatives of all the properties tenant associations to foster an awareness among the tenant associations of the existence of the other tenant associations, and to encourage the sharing of common information and goals between the various tenant associations.
- Adding "problem property" task force project to 3-6 properties identified by DHCA/Renters Alliance
  - Defined as having substantial and chronic code and landlord/tenant violations and complaints to implement a "Focused Rental Housing Task Force" (FRHTH) that includes:
    - Residents
    - Landlord/Property staff
    - Code
    - OLTA
    - Renters Alliance/relevant advocates
    - Area Director

The purpose of the FRHTH will be to work in a collaborative manner with key stakeholders to identify apartment complex issues, create and track a remediation plan, educate property staff and residents on how to resolve issues and disputes, and encourage productive communications between all parties.

- Adding two regional tenant rights / tenant advocacy events

**The Council appropriated the \$218,000 to DHCA for FY20 but questioned whether a non-competitive award to one organization was appropriate for this new funding. The PHED Committee agreed that they would hold a follow-up session to understand better how different organizations participate in tenant advocacy and to see if a method that would seek proposals from organizations might be used.**

**Since the Council session, Council staff has been informed that a part of the reason for the Executive's recommendation to award the \$218,000 to the Renters Alliance is its work with the upcoming Census and coordination with State grant funds the Renters Alliance has received to do this work.**

Information on the Census is referenced in the May 14 letter (© 3). In addition, the Renters Alliance has sent a summary of the work that will be done under the Executive's recommendations for expanded funding (© 5-6).

The Committee should discuss this additional information with DHCA and understand how this will be integrated into the scope of service for any County contract.

## **Possible Methods for Awarding FY20 Enhanced Funding**

At the May 7 Council session there was conversation about how the \$218,000 in additional funds might be awarded.

- The Executive recommends a non-competitive award to the Renters Alliance as the organization best positioned to expand tenant advocacy and organizing assistance and coordinate these efforts with outreach for the upcoming Census. The Executive/CAO would recommend the Council authorize a non-competitive award by resolution. This is the method used for the contracts with CASA and MHP.
- A request for proposal process could be used. At the May 7 session it was noted that an RFP process generally takes at least six to nine months and the Executive believes this is too long a delay in moving forward with expanding services. (An RFP is the competitive method used when the value of the procurement is expected to be \$100,000 or more. An abbreviated formal solicitation, which can reduce the time, can be used if the value including extensions is \$200,000 or less.) If an RFP is used, there is no Council action required.
- DHCA could seek approval for a non-competitive award through the Contract Review Committee. If the Contract Review Committee approves the justification from the department there is no Council action required.
- The model that was used for awarding legal services funds in FY19 could be used. In this process, the department issues a solicitation for responses to a scope of services. The solicitation would specify that the funds could be awarded to one or more organizations. The response period can be limited as deemed appropriate. The Executive branch convenes a staff committee to review proposals and make a recommendation to the Executive/CAO. The CAO sends a recommendation for a non-competitive award(s) to the Council for approval. In the case of legal services, the CAO recommended funds be non-competitively awarded to three organizations. The Council amended Section G of the Operating Budget Resolution to authorize these awards.





May 14, 2019

Montgomery County Council  
100 Maryland Avenue  
Rockville, Maryland 20850

Dear Members of the Council:

Thank you for the opportunity to write to you regarding nonprofit grants for Fiscal Year 2020. On behalf of the Renters Alliance and the thousands of renters who we work for every day, we would like to thank you for acknowledging in your budget discussions the critical importance of supporting the need for renter outreach, education, tenant organizing, and advocacy. We have worked for more than a decade - since the Tenant Work Group report recommended our founding - to make awareness of tenant issues a priority in the Montgomery County. We would like to address specific concerns raised by council members to assure you that the Renters Alliance's work and contracts with the county have been and will continue to be transparent and a highly productive value for our community.

### **Funding Efficiency**

During the Council's budget discussions, it was suggested that the \$218,000 funding request by the Executive to support the Renters Alliance's work might be more efficiently used if divided amongst several nonprofits.

We ask the Council to recognize that no other nonprofit's mission in Montgomery County is exclusively dedicated to renter outreach, education, organizing, and advocacy. The Renters Alliance was specifically established to fill that void. Where a few nonprofits have helped some renter communities to seek county and state services and legal support, none have focused specifically on reaching out to renters thru education, organization, and advocacy.

Since the Renters Alliance won its first competitive award with the county, it has extended its outreach efforts to more than 30 apartment complexes. We have coordinated and concentrated the efforts of volunteers, other partner nonprofits, community civic groups and religious organizations to work with tenants and to strengthen their own.

An illustration of the collaborative work that we take great pride in can be found in our efforts in the Northwest Park apartments. Working with Saint Camillus Church leadership, the Renters Alliance performed the principle work to coordinate and leverage the community efforts of Action in Montgomery (AIM) with the Department of Housing and Community Affairs (DHCA). During more than 20 collaborative meetings, we worked to boost participation of key groups including CASA, AIM, Kay Management, DHCA, Saint Camillus lay leadership and clergy, County Council members and the County Executive. Renters Alliance efforts helped DHCA to focus on Northwest Park's majority immigrant residents to ensure that a 100% inspection process would improve building quality without threatening community stability. We provided the residents with "how to prepare for a code inspection" documents and hosted community meetings to spread this important information. In response to Kay Management's insistence that they only meet with residents one at a time, we drafted correspondence and worked with DHCA leadership to compel Kay to meet with residents as a group.

Our work resulted in productive meetings with tenants, collaboration partners, and Kay. Thus, we were able to achieve tangible improvements for tenants including agreements to fix and replace windows, mitigate mold growth, and replace broken and aging laundry facilities.

We wholeheartedly support community work and continued funding of our allied nonprofits - particularly as they increasingly engage youth and immigrant populations. **But we fervently believe that dividing this modest funding request created specifically to strengthen renters' rights and advance renter outreach, education, organizing, and advocacy - work we have performed well - would seriously dilute the impact and outcomes the county requires as it seeks to improve rental housing quality and stability.**

The Renters Alliance has worked tirelessly with limited resources since its establishment in 2010. Winning competitively its first contract in 2016, we provided our services in 8-12 properties a year, as well as supporting community education events, for key individuals and groups on issues related to rental housing quality, affordability, and stability. The additional funding will support a substantial and necessary increase in our capacity not only to expand our efforts, but also to meet increasing demand for our services. Combined with our existing contract, we will increase work to more than 40 properties annually and hire full-time staff knowledgeable in multi-cultural outreach, county services and landlord/tenant law.

We have also proposed creating a task force approach to three to six problem properties that include renters, property staff and landlords, DHCA and Renters Alliance staff. This approach will help to ensure focused, concentrated efforts in building improvements, ongoing maintenance and landlord/tenant relationships.

The Renters Alliance track record and experience in developing these solutions leverages county funding for maximum impact and outcomes.

### **Transparency and Fiscal Accountability**

We agree with the Council that effective use of public funds requires accountability to government oversight and public scrutiny. The Renters Alliance regularly reports to DHCA on

contract work progress with each invoice as well a quarterly, mid-year and final reports substantiating work against contract requirements. The Renters Alliance has received annual confirmation that our contract work for the county has been completed satisfactorily, consistently providing value for the dollar.

Given our record for consistent delivery of high service standards, we hoped that the Council would support the Executive's request for a noncompetitive grant allowing us to continue strategic planning, extend apartment community targeting supported by new hire staff hiring. Should the Council determine that funding be provided competitively, we are confident in our competitive qualifications. We would, however, urge the Council to support funding as-is, since dividing the funds dilutes impact and reduces outcomes.

### **Cultural Competence**

The Renters Alliance works in apartment communities across the economic, geographic, and racial/ethnic spectrum including all Montgomery County ethnic demographics. We have deep experience working with persons with disabilities, with senior citizens, and with poor and disadvantaged tenants.

Our board of directors includes people of diverse backgrounds - Hispanic, African-American, white, disabled, seniors, millennials, veterans and LGBTQ members with language skills including Spanish, French, German and Sesotho. Our work requires multi-cultural outreach since most apartment communities in the county are wonderfully diverse. We specifically target communities with high Spanish and African immigrant populations to fill a specific, critical need in those communities. With Council support for expanded capacity, we aim to significantly increase our presence in these areas.

**CENSUS Note: The Renters Alliance has received a \$100,000 grant from the state of Maryland for our planned work supporting accurate counting during the 2020 Census. The grant specifically supports our work in rental housing to remedy historic undercounts. The most undercounted communities are those with large populations of Black and Hispanic residents. Increasing our capacity expeditiously amplifies the impact of this grant to support a complete count.**

### **Geographic Representation**

The Renters Alliance provides education and organizing services at properties designated by DHCA under contract. Since the first Request for Proposal (RFP) in 2016, the Renters Alliance covers 8-12 properties annually, meeting with additional properties by request. We also return to properties for follow-up depending on our capacity. The Renters Alliance has provided services to more than 30 properties located in Gaithersburg, Silver Spring, Bethesda, North Bethesda Wheaton, Long Branch, Rockville, White Oak, North Silver Spring, Takoma Park and Kensington since its first contract. Were call-back services included, that figure would exceed 50 with some properties being revisited 3-10 times. The Charter House senior community is a good example. With a well-organized tenants council, Charter House receives regular visits and

support from Renters Alliance staff, board, and volunteers to assist renters with faulty plumbing, inoperative elevators, facility security, lease disputes, eviction prevention and other at the chronically troubled property.

The Renters Alliance strongly supports providing renter outreach, education, organizing, and advocacy services to every rental apartment community in the county. We are limited only staff capacity to provide these services in all locations. We are eager to expand our outreach working with Council Members to develop those targets in collaboration with DHCA.

### **Conclusion**

The Renters Alliance was founded to establish “an organized voice” for renters where none had existed before. Work on behalf of the county’s renters in the past was disparate and intermittent with only singular outcomes for some tenants without lasting impact. Dedicating and integrating resources for renters through the Renters Alliance was seen then as a necessary policy response to a growing population of renters—23% in 2007, increasing to nearly 40% today. Decaying housing quality, negligence and abuse by some landlords or property management, and increasing threats to rental housing stability present the county with increasing social and economic costs. Now, more than ever, county renters deserve a dedicated, mission-focused advocate.

We again thank the Council for its acknowledgement of these critical public policy issues and for the financial support necessary to address them. We also appreciate the opportunity to discuss the issues raised during the Council's budget discussions and we hope you will take the information shared herein under serious consideration as you make your decisions about funding in this area. We look forward to our continued partnership with the county and we thank you for your consideration.

Sincerely,

William Roberts, Esq.  
Chair, Board of Directors



TO: Planning, Housing and Economic Development Committee  
FROM: Matt Losak, Montgomery County Renters Alliance  
SUBJECT: Census grant overview and relation to county contract  
DATE: June 5, 2019

In recognition that renters in high-density multifamily housing are among the lowest counted in the Census; and recognizing that our region's renter population has grown from 23% in 2007 to nearly 40% today, the state of Maryland granted the Renters Alliance \$100,000 to help reverse the low count. As the first and only regional organization dedicated exclusively to renter outreach, education, organizing and advocacy, we are confident that our knowledge and experience combined with our network of allies, volunteers make us uniquely qualified to provide Census outreach to these low-count communities. We plan to do so with our existing capacity. However, we also have an expectation that county support for our work would grow to meet the increased demands for our services, and with that increased support, we would be in a stronger position to increase the Census grants' impact and outcomes.

Our commitments to the Census grant include targeting apartment communities and organizing renter events, advertising, information tables at community activities and developing materials specifically to urge renters to participate in the Census count. Materials will be developed in English and Spanish and possibly other languages as needed. We are also committed to target 2-3 apartment complexes each month starting in September with the expectation that we will have the capacity to perform this work, however, with full county funding, we anticipate significantly increasing the number of apartment complexes and other activities. Currently, for perspective, there are 455 apartment complexes in Montgomery County with more than six units, and 233 with less than six.

While we are confident that the grant will be utilized satisfactorily under any circumstances we envisioned that the grant will be most effective in conjunction with the expanded capacity and outreach provided for our work in the current budget. The budget proposed by the County Executive provides for hiring of three full-time staff, marketing materials and an increase in properties from 8-12, under the current \$70,000 competitively won contract (March 2019-March 2020), to an additional 30-40 properties as well as more community events and marketing.

Budgeted funds would also enable the Renters Alliance to upgrade information materials in multi-languages and target 3-6 troubled properties for a team approach to problem solved that includes property management, residents, DHCA and Renters Alliance staff.

We anticipated the availability of the county funds by July 1<sup>st</sup>. If the funds are not available at that time, our timetable will be adjusted accordingly.

### **July**

- Develop targeting plan for 20 low-income, predominantly minority/immigrant population apartment complexes
- Hire staff, recruit volunteers
- Develop Census specific renter outreach materials
- Implement overall administration including budget considerations
- Coordinate plans with allied organizations, state, county and Census complete count committees and authorities

### **August**

- Implement activities logistics including:
- Planned literature drop
- Meeting logistics and scheduling
- Marketing and advertising
- Develop website resources page for Census information to be included in all electronic outreach
- Print Census outreach materials

### **September-June**

- Launch activities that will roll through the year
- Achieve outreach goals 2-5 properties each month
- Conduct follow up as needed
- Work in coordination with allied organizations to produce outreach synergy



# COMMUNITY MEETING

## ASPEN HILL



### Agenda

- Tenant's Rights and 311
- Problems in the apartments
- Safety in the area
- Community information and CASA Services

**WEDNESDAY**  
**JANUARY, 23, 2019**  
**7:00PM – 8:30PM**

**CENTRO Wheaton**  
**11425 GRANDVIEW AV**  
**Silver Spring, MD 20906**

**For more info: call**  
**Claudia Sacramento**  
**(202) 352- 3462**





# Tenants Association Meeting

## Villages of Gaithersburg



The Tenants Association of the Villages of Gaithersburg invites the community to the tenant meeting to discuss:

### **Tenant Rights & Resident Manager Meet and Greet**

For more information please contact your President or community organizer.

**Courtney (Tenants President)**

Tel: (240) 543-5242

**Alex (Community Organizer)**

Tel: (240) 543-5242

[avazquez@wearecasa.org](mailto:avazquez@wearecasa.org)

**Thursday  
February 21st, 2019  
7PM – 8:30 PM**

**Leasing Office**

**25 School Dr, Gaithersburg,  
MD 20878**





# Community Meeting In Your Neighborhood



UNIVERSITY LANDING  
Tenant Committee invites  
you to their Tenant  
Meeting to discuss:

\*Apartments Maintenance

\*Security in the  
Neighborhood

\* Parking lot Problems

\* **CASA** Services.

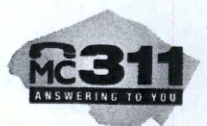
\*Community Information

\*Next Steps

For more information,  
**Eliseo Magos**  
Tel: (240) 705-6865

**THURSDAY**  
**February 28, 2018**  
**7:00 PM -- 8:30 PM**

**COMMUNITY CENTER**  
**1009 MERRIMAC DR**  
**SILVER SPRING MD 20903**





# COMMUNITY MEETING

## ASPEN HILL



### Agenda

- Tenant's Rights and 311
- Problems in the apartments
- Safety in the area
- Community information and CASA Services

**WEDNESDAY**  
**MARCH, 6, 2019**  
**7:00PM – 8:30PM**

**CENTRO Wheaton**  
**11425 GRANDVIEW AV**  
**Silver Spring, MD 20906**

**For more info: call**  
**Claudia Sacramento**  
**(202) 352- 3462**





# Community Meeting



CASA invites the community to a Community meeting to discuss:

- Tenants' Rights
- Water Bills
- Water Meters
- Language Barrier
- Miscellaneous Charges on Lease
- Rent Control

**Thursday**  
**January 24, 2019**  
**7PM – 8:30 PM**

**For more information,  
please contact your  
community organizer.**

**Gaithersburg High School  
Cafeteria**

**101 Education Blvd,  
Gaithersburg, MD 20877**

**Alex**

**Tel: (240) 543-5242**

**[avazquez@wearecasa.org](mailto:avazquez@wearecasa.org)**

