



CITY OF BURLINGTON, VERMONT
CITY COUNCIL COMMUNITY DEVELOPMENT &
NEIGHBORHOOD REVITALIZATION COMMITTEE
c/o Community & Economic Development Office
City Hall, Room 32 • 149 Church Street • Burlington, VT 05401
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Councilor Brian Pine, Chair, Ward 3
Councilor Sarah Carpenter, Ward 4
Councilor Zoraya Hightower, Ward 1

Wednesday, June 24th, 2020
5:00 – 6:30 PM

You are invited to a Zoom webinar.
When: Jun 24, 2020 05:00 PM Eastern Time (US and Canada)

Please click the link below to join the webinar:
<https://us02web.zoom.us/j/81097657213>

Telephone: +1 929 205 6099
Webinar ID: 810 9765 7213

To participate in public forum please email Ian Jakus before or during the meeting: ljakus@BurlingtonVT.gov. Comments can also be made during the meeting by using the raise hand function or the chat function.

Draft Agenda

1. Review Agenda (5 minutes)
2. Public Forum (15 minutes)
3. Language Access Plan Update (20 Min)
4. Tenant Protections Discussion continued (30 min)
5. CDNR work plan continued (15 min)
6. Next Steps (5 min)

The programs and services of the City of Burlington are accessible to people with disabilities.
For accessibility information, call 865-7144. For questions about the meeting,
contact Ian Jakus at IJakus@burlingtonvt.gov

To: City Councilors

From: CEDO and Department of Permitting & Inspections

RE: Review of and recommendations regarding renter protections

Executive Summary

There is little doubt that Burlington needs more affordable housing and homes for households of all incomes. Increasing rents and chronically low vacancy rates put low- and moderate-income residents and tenants at a particular disadvantage. Much work has been done to advance the 2015 *Housing Action Plan (HAP)*, including efforts to protect tenants' rights, prevent displacement, and ensure fair housing. In April 2019, Mayor Miro Weinberger announced an effort to bring focus, urgency, and resolution to remaining unfinished business from the Plan. Coming out of that announcement, the City hosted two public meetings that it called the "Housing Summit" parts one and two in order to ask for public input on and, later, share initial proposals for five areas of housing policy reform.

During public discussions related to the Housing Summits and related proposals, members of the public made a strong call to action to address the housing difficulties experienced by Burlington renters. In response to these concerns, Mayor Weinberger directed CEDO and the Department of Permitting & Inspections to undertake a review of existing tenant protections in Burlington and Vermont, examine best practices from other communities and states, and identify where the City can improve its policies to better support tenants. This memo contains staff research on these topics in order to facilitate further discussion, as well as seven recommendations.

Vermont is among the best states for tenant protections, and Burlington's ordinances go beyond state requirements.

Federal, state, and local laws together create the landscape of tenant protections, and often cities have more robust protections in place than are required by the states. Vermont offers some of the most thorough tenant protection laws in the nation, which provides a strong foundation for laws that regulate the landlord and tenant relationship here in Burlington. This year, historic tenant protection reform efforts have passed in New York, Oregon, and California in direct response to a growing housing crisis in those states. It is noteworthy that many of the provisions contained in those bills already exist here in Burlington.

Local housing ordinances in Burlington further increase protections for tenants from what is required by the state, first and foremost by requiring landlords to register rentals and undergo inspection to receive a Certificate of Compliance (COC). Furthermore, the Code Enforcement team investigates tenant complaints about violations of the minimum housing standards. Burlington has additional ordinances specific to other aspects of tenant rights, including those relating to: retaliatory evictions, additional eviction notice, security and pet deposits, housing discrimination, tenant relocation, and condo conversion. The Housing Board of Review (HBR), a citizen board, hears appeals regarding security deposit and minimum housing code disputes.

There are opportunities to further strengthen the City's tenant protections.

While Burlington has a strong renter protection landscape, there are opportunities to further expand these efforts, and to evaluate the work of progressive cities and states for their applicability to

Burlington. As such, this report evaluates current practices in Burlington, compares them to best practices from around the country, and identifies seven recommendations for the City to explore further: Improving the accessibility of code enforcement data; Strengthening the City's minimum housing standards; Assessing the capacity of existing tenant advocacy resources to meet demand in Burlington and requiring distribution of educational materials to landlords and tenants; Considering an expanded role for Burlington's Housing Board of Review; Reviewing 'just cause' eviction standards and considering tenant assistance for 'no cause' evictions; Tracking data on evictions and Housing Board of Review decisions; and Evaluating existing tenant support resources and assessing the need for an eviction support fund.

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Overview of Existing Tenant Protections

Federal, state, and local laws together create the landscape of tenant protections, and often cities have more robust protections in place than are required by the states. Vermont offers some of the most thorough tenant protection laws in the nation, which provide a strong foundation for laws that regulate the landlord and tenant relationship here in Burlington. The infographic at right gives a general sense of how Vermont compares to Arkansas, which is the lowest ranked state for basic renter protection metrics. This does not tell the whole story, however, as cities generally have stronger protections than states, and indeed, Burlington's own ordinances are stronger than the state of Vermont's.

This year, historic tenant protection reform efforts have passed in New York, Oregon, and California in direct response to a growing housing crisis in those states. It is noteworthy that many of the provisions contained in those bills already exist here in Burlington. The recent reforms in these states means that state law is catching up to the tenant protections offered in some of the leading U.S. cities.

Burlington ordinances specific to tenant rights include those relating to: retaliatory evictions, additional eviction notice, security and pet deposits, housing discrimination, tenant relocation, and condo conversion.¹ The Housing Board of Review (HBR), a citizen board, hears appeals regarding security deposit and minimum housing code disputes. Rental housing in Burlington must undergo inspection to receive a Certificate of Compliance (COC), and the code enforcement team investigates tenant



Best and worst states' renter protections- rentcafe.com

¹ Burlington Code of Ordinances Ch. 18 Housing, Sections: 29 & 29(a) (retaliation & eviction) ,28 (relocation) ,120 (deposits) , Article IV (discrimination), Article V (condo conversion), 35-43 (HBR)

complaints about violations of these minimum housing standards within 7 days.² The following is a summary of Vermont and Burlington ordinances regarding tenant protections.

Existing Vermont & Burlington Tenant Protections		
	Vermont	Burlington
Security Deposit Maximum	<i>None</i>	<i>1 months' rent (1/2 month pet deposit)</i>
Deadlines for returning security deposits	<i>Postmarked within 14 days</i>	
Rent increase notices	<i>Min. 60 days</i>	<i>3 rental periods</i>
Repair and deduct policies	<i>May deduct up to 1/2 rent amount</i>	
Withholding rent policies	<i>For failure to provide essential services</i>	
Landlord Access (non-emergency)	<i>48 hours</i>	
Tenant termination notice	<i>None</i>	<i>2 rental periods</i>
Eviction notice	<i>Requires notice for just cause³/no cause⁴ with written lease</i>	<i>Requires notice without written lease⁵</i>
Abandoned tenant property	<i>60 days from notice to retrieve</i>	
Application fees	<i>Prohibited</i>	
Retaliatory Conduct	<i>Prohibited</i>	<i>Retaliatory eviction protections</i>

For a more detailed explanation of landlord and tenant law in Vermont and Burlington, CVOEO and VT Apartment Owners Association produced a comprehensive guide for landlords and tenants called "[Finding Common ground: The Definitive Guide to Renting in Vermont.](#)"

Background on Evictions in Vermont

This section draws from the 2019 report by Vermont Legal Aid, "[Eviction in Vermont: A Closer Look,](#)" which examined data on evictions in Vermont (Appendix E). The report identified that reforms to the eviction process can provide additional protections for renters, but noted that the problem with evictions is ultimately rooted in the lack of affordable housing supply and low wages. When a household is "cost-burdened"—defined as spending more than 30% of their income on rent—that household is always on the brink of eviction. In Burlington, roughly 60% of renter-occupied households are cost burdened, with 33% spending more than 50% of their income on rent.⁶ For these households, a single shock to income, or a temporary or unexpected expense, can lead to a missed payment and potential eviction filing.

² Where there is a violation, the order may require the violations to be corrected within sixty (60) days or less or require that the premises be vacated and secured until the dwelling or dwelling unit meets the standards (18-25)

³ Just Cause termination notice: Nonpayment of rent & criminal activity (14 days) Breach of rental agreement & Sale of property (30 days)

⁴ No Cause termination notice (written lease) - 30 (if weekly), 60 or 120 days depending on length of tenancy

⁵ No Cause termination notice (no lease) - 21 (if weekly), 60, or 90 days depending on length of tenancy

⁶ <https://www.housingdata.org/profile/rental-housing-costs/rent-cost-burden>

Eviction in Vermont is primarily a result of alleged nonpayment of rent. The Vermont Legal Aid report found that around 1,700 eviction cases are filed in Vermont every year, and in 70% of the cases studied, unpaid rent was the only issue raised (as opposed to violating the lease, foreclosure, or evicting “without cause”). Evictions were filed against 1 out of every 44 of renting households in Vermont in 2016 (a 2.25% eviction filing rate), with 75% of those cases resulting in an eviction. The national eviction filing rate varies between 6 and 7 percent.⁷ This would indicate that Vermont is not facing a disproportionate amount of evictions relative to the nation; however, more research is needed to understand eviction rates in Burlington. Data is not currently available on any public or private database – records are only available at the county courts where files must be requested and reviewed individually.

Vermont’s Eviction Process

An eviction in Vermont begins with a Notice of Termination, which is a letter from the property owner to the tenant, explaining that the tenancy is being terminated, why, and the date of termination based on the required notice. In Vermont, tenants may be evicted due to falling behind on rent; breaking the terms of their lease; engaging in criminal, drug, or violent activity; or simply for “no cause” at all. If the tenant hasn’t moved by the termination date, the landlord must sue the tenant in court to remove them from the unit. If this occurs, it is customary to take at least two months from the start of the eviction process until a judge’s order is obtained, and the process can often take much longer. A tenant is not “evicted” until the entire court process is completed, a judge issues an order, and the order is delivered to the tenant. The Vermont Legal Aid report found that a program to intervene in the early stages of the process could potentially resolve 70% of evictions before they start, preventing the costs from escalating throughout the legal process.⁸

Review of Recent Reforms and Best Practices

In 2019, historic tenant protection reform efforts have passed in [New York](#), [Oregon](#), and [California](#) in direct response to a growing housing crisis in those states. Recent tenant protection reforms nationally have focused on changing the rules around the eviction process by establishing stricter ‘just cause’ eviction provisions and reforms to the eviction legal process. ‘Just Cause’ eviction protections typically establish notice periods and stipulate the allowable reasons for eviction. Another common element is that they also include regulations on the eviction process, such as regulating security deposits or protecting against retaliatory evictions. Much of those protections already exist in Burlington.

There are instances where these new reforms go further than Burlington’s protections. Eviction protection laws, known as ‘just cause’ laws, are more restrictive in California and Oregon, and New York’s reforms include changes to the eviction adjudication process. New York is also reforming the long-standing rent control provisions applied in New York City, while Oregon’s and California’s legislation both contain an annual cap on rent increases intended to stop very large increases in rent. This section will explore these common protections and recent reforms more fully.

⁷ <https://evictionlab.org/national-estimates/> (or see Appendix E)

⁸ Vermont Legal Aid [“Eviction in Vermont: A Closer Look”](#)

Standards for ‘Just Cause’ Eviction Laws

Historically cities have had ‘just cause’ protections only for apartments subject to rent control, while recent efforts are offering those protections more widely. Establishing ‘just cause’ eviction standards, or, allowable grounds for evictions, varies in its implementation. This is compared to ‘no cause’ evictions, in which no reason for eviction is stated or required. In Vermont, a ‘no cause’ eviction is permitted, but requires more advanced notice to a tenant than a ‘just cause’ eviction.

California and Oregon have adopted prohibitions against ‘no cause’ evictions after one year of tenancy. California applies this prohibition to all leases, whereas Oregon covers only month-to-month leases. In both cases, owner-occupied homes and duplexes (including Accessory Dwelling Units) are exempt from the prohibition.

Relocation Assistance

California and Oregon distinguish ‘no fault just cause’ scenarios that constitute allowable reasons for eviction after one year when ‘no cause’ eviction is prohibited, i.e. substantial rehabilitation of the unit or sale of the property for owner-occupied use. In these cases, where the tenant is not at fault, the property owner must provide one month’s rent to the tenant, or waive the last month’s rent. Oregon exempts property owners managing four or fewer units from this payment.

In the case of Oregon, the prohibition on ‘no cause’ eviction is for month-to-month tenancies after one year of occupancy, and does not apply to fixed-term tenancies, such as a one-year lease. Oregon requires a fixed-term tenancy to convert to a month-to-month lease upon its expiration, unless a new fixed-term is agreed upon. However, Portland, Ore., requires that a property owner that declines to renew or replace an expiring rental agreement with ‘no cause’ be subject to a more substantial relocation assistance payment than those declining to renew with ‘just cause’.⁹

Prohibitions on Retaliatory Conduct and Retaliatory Evictions

Consistent with national best practices, Vermont prohibits retaliatory conduct by a property owner that changes the terms of a rental agreement or brings or threatens to bring an action against a tenant who has made a formal complaint, complained to the property owner about a violation, or has organized or

CALIFORNIA JUST CAUSE EVICTION REASONS SUMMARY

Reasons for ‘Just Cause’ Eviction:

- *Nonpayment of rent*
- *A breach of lease terms*
- *Nuisance violations*
- *Damaging the property*
- *Refusing to renew lease*
- *Criminal activity*
- *Subletting in violation of lease*
- *Refusing owner entry*
- *Illegal use of property*
- *Failure to vacate*

‘No Fault Just Cause’ Reasons:

(Requires 1 month rent relocation payment)

- *Occupancy by owner or immediate family if included in lease*
- *Withdrawal from rental market*
- *Legal order to vacate*
- *Intent to demolish or to substantially remodel*

⁹ (“Relocation Assistance”) in the amount that follows: \$2,900 for a studio or single room occupancy (“SRO”) Dwelling Unit, \$3,300 for a one-bedroom Dwelling Unit, \$4,200 for a two-bedroom Dwelling Unit and \$4,500 for a three-bedroom or larger Dwelling Unit.

become a member of a tenant union.¹⁰ Burlington additionally prohibits retaliatory evictions,¹¹ in order to deter a property owner from issuing a notice to vacate to a tenant who has made a complaint to the Code Enforcement division or as part of a public statement to any governmental body. This is achieved by presuming that any notice to vacate issued within 90 days of the tenant's complaint or statement is presumed to be in violation of this section, with the burden of proof being on the property owner to establish otherwise.

Limits on Security Deposits and Deposit Withholdings

Burlington has a very comprehensive security deposit ordinance¹² that is consistent with best practices elsewhere. New York's state-wide reform is only just now limiting a security deposit to one-month's rent as Burlington does. Among other security deposit regulations, Burlington's ordinance also limits pet deposits to a half-month of rent. Vermont requires a property owner to return a security deposit within 14 days from when the tenant vacates or provide a notice of intent to withhold the deposit. In Burlington, the property owner must include a notice to the tenant of their right to object to a withholding by requesting a hearing before the City's Housing Board of Review.

Rental Registration, Minimum Housing Standards, and Licensing

The City of Burlington has robust rental registration and minimum housing standards that require property owners to register a rental unit and undergo regular inspections in order to receive a Certificate of Compliance. Tenants may file a complaint for any violations of the minimum housing standards, and the City's Department of Permitting and Inspections (DPI) will investigate the complaint. Property owners may appeal any findings upheld by the City's investigation to the Housing Board of Review.

In line with best practices, DPI began implementing a tiered Certificate of Compliance system in 2012. The initial round of inspections under this new system was completed last year, with all rental properties in the city now having a rating relating to a 1 through 5 year Certificate of Compliance re inspection timeline. This has the benefit of making inspections more efficient, enabling the City to target its inspection resources at those properties that consistently have violations, and incentivizing property owners to meet and exceed the minimum housing standards. The rating also allows for tenants seeking housing to see how a property fared in its past inspections, indicated by its CoC rating.

Some communities are considering a licensing system, which takes rental registration a step further. By issuing a license, the municipality has the power to revoke a property owner's ability to conduct business within the municipality. Under the City's current system, property owners can accumulate multiple violations for a specific property. While the City can take them to court for redress, it is specific to a single building or unit, they cannot suspend or revoke their ability to do business in the city generally.

¹⁰ 9 V.S.A. § 4465

¹¹ Burlington Code of Ordinances Ch. 18 - 29

¹² Burlington Code of Ordinances Ch. 18 - 120

There is limited research or cases available where a licensing process has been implemented, but the idea is emerging as a topic of consideration around the country.¹³ While licensing may have the effect of prohibiting property owners who are chronic offenders of local housing ordinances, it can also have the effect of removing units from the housing stock temporarily or for longer periods of time.

Rent Control

There are both benefits and costs to rent control, which are the subject of much debate; this report does not attempt to determine the merits of the policy, nor is it a comprehensive literature review of the research on the topic. While rent control policies are appealing due to the scale of their impact, they have not proven to be a panacea. Due to some well-documented, negative, long-term impacts of rent control on housing affordability, it is a strategy that should only be utilized after, or at least in conjunction with, other policy tools that more broadly address housing production and preservation.

The following is a brief review of recent reforms that include a form of rent control, as well information about Burlington's housing market.

National Context

There is a long history of rent control in cities around the country. Many policies faced a strong backlash that resulted in the rolling back and outlawing of rent control. Despite this trend, the issue has continued to be debated and widely-researched, and it is having a resurgence in the national dialogue due to a growing affordable housing crisis in U.S. cities.

Rent control can take many forms, from setting a limit on how much can be charged for rent, to limiting the year-over-year increases in rent, or even limiting the frequency of when rent can be increased. These are often paired with restrictions on evictions as discussed in previous sections. The recent bills in California and Oregon are aimed at preventing egregious rent increases, while the recent New York City law is focused on preserving the remaining rent-controlled

"WHILE A RENT CAP COULD HELP TO LIMIT STEEP RENT HIKES, GUARDING AGAINST EXCESSIVE RENT INCREASES ALONE IS NOT ENOUGH TO ADDRESS CALIFORNIA'S HOUSING CRISIS...A BROADER SET OF POLICIES THAT TARGET PRODUCTION AND PRESERVATION—FROM STREAMLINING THE PERMITTING AND APPROVAL PROCESS FOR NEW CONSTRUCTION TO CURBING CONSTRUCTION COSTS TO IMPROVING AND EXPANDING FINANCING MECHANISMS—ARE ALSO CRITICAL TO ENSURE THAT THE CRISIS DOESN'T CONTINUE TO WORSEN."

[Curbing Runaway Rents: Assessing the Impact of a Rent Cap in California](#)

COMPONENTS OF RENT CONTROL

- 'JUST CAUSE' EVICTION LAWS: *restrictions on evictions*
- RENT CAP: *cap on rent increases within the duration of a tenancy*
- VACANCY CONTROL: *Rent cap beyond the duration of a tenancy*

¹³ <https://www.sfexaminer.com/opinion/time-for-landlord-licensing-in-san-francisco/>

units in the City through vacancy control (which extends the rent cap a unit is subjected to even after a tenant moves out).

- **California** prohibits a property owner from increasing the gross rental rate for a dwelling or unit more than 5% plus the percentage change in the cost of living, or 10% max.
- **Oregon** limits residential rent increases within any 12-month period to no more than 7% above average change in cost of living.
- **Neither California nor Oregon** has strict vacancy control, so rent can be reset after a tenant leaves. (Oregon has vacancy control in the case of a 'no cause' eviction that takes place within the first year of tenancy).

New research on past rent control efforts has been undertaken as these new measures are being considered. Generally, these studies have shown that rent control helps current tenants stay in place in the short term, reducing the many negative effects of displacement for people with low incomes.¹⁴ However, the long term effects of past rent control efforts, such as Cambridge, Mass., and San Francisco, Calif., have often been the opposite of what is intended—a depressing effect on housing production, reduced incentive to invest in existing housing, and higher-income tenants continuing to occupy rent-controlled units which makes them unavailable to lower-income tenants.¹⁵

Burlington

When considering the merits of rent control in the Burlington context, it is important to consider a few key characteristics about Burlington's housing market. While Burlington has struggled with a chronically low housing vacancy rate, and rising costs of housing, recent data indicate that Burlington is not experiencing a rate of rent increase as acute as other major cities that have enacted emergency rent caps.

Allen, Brooks & Minor, a local real estate advisory and appraisal firm, conducts a yearly survey and analysis of the real estate market. The most recent report determined that the average rent inflation, or annual percent change in rent, for Chittenden County had decreased in the last four years from an annual rate of 2.9% to

2.1%. At the same time, the general rate of inflation rose from 2.4% to 2.5%. The report's authors noted that this data suggests "that landlords have been unable to increase rents in conjunction with rising operating expenses." While we don't have fine-grain data on rent increases in Burlington, the City did commission a vacancy study to evaluate vacancy trends in Burlington separate from the County.

Vacancy is not a proxy for affordability, but it does influence the rate of rent increase. The housing vacancy rate has long hovered around 1% until the last five years when it has ranged between 1.1% and 2.8%. The Burlington study found "a general upward trend in vacancy between 2012 and 2017" that is



BETWEEN 2015 AND 2017, "VACANCY RATES WERE PERSISTENTLY HIGHER THAN THE LONG TERM AVERAGE, WHICH LIMITED LANDLORD'S ABILITY TO INCREASE RENTS, AND IS REFLECTED IN A DECLINE IN ANNUAL RENT APPRECIATION OVER THE SAME TIME FRAME".

Allen, Brooks & Minor Report, December 2018

¹⁴ https://www.policylink.org/sites/default/files/OurHomesOurFuture_Web_08-02-19.pdf

¹⁵ <https://www.brookings.edu/research/what-does-economic-evidence-tell-us-about-the-effects-of-rent-control/>

the result of considerable growth in Chittenden County and Burlington. In fact, this report found that the average vacancy rate between 2006-2011 has doubled to 1.5% from 2012-2018. While this number is still far too low, it indicates the early successes that efforts to address availability and affordability of housing have had, and underscores the need for more housing supply for the indefinite future to maintain the trend.¹⁶

Additionally, Burlington has a substantial number of housing units that are permanently affordable. This means that rents are tied to the area median income, and are adjusted for the size and income of a household occupying the unit. Further, Champlain Housing Trust, Cathedral Square Corporation, and Burlington Housing Authority, which utilize income-based affordability standards for rents, alone control approximately 22% of all of the rental housing in the city. In addition, the City's inclusionary zoning ordinance continues to ensure that 15% - 25% of the units in market-rate housing development projects above a certain size are permanently affordable. Finally, while Burlington does not currently limit the amount of annual rent increase, it does require 90-days advance written notice to a tenant before an increase in rent can occur.

Recommendations

The following recommendations are informed by the research summarized on the specific topics in this report, as well as initial ideas put forth and conversations with various tenant & property owner stakeholder groups and other City reports. This report is intended to be a starting point for a further discussion with the community that will be conducted by the Community Development and Neighborhood Revitalization Committee, in order to consider tenant protection measures, determine priorities, and refer any recommended policy changes to the appropriate bodies.

Improve accessibility of code enforcement data, including properties' CoC ratings and complaint history

DPI (i.e., the Code Enforcement Office) worked for several years inspecting and rating properties under the City's new COC ratings system, an effort that was completed in 2018. All properties have now been given a rating from 1 to 5, which reflects the number of years for which the CoC is valid. A CoC is based on the level of deficiencies found, with the lowest rated properties requiring a 1 year re-inspection timeline, and the best requiring re-inspection only every 5 years.

While this system is considered to be a valuable tool for renters to better understand a property's history of compliance with the minimum housing code requirements, the method for making this information available should be improved. CoC ratings, as well as a history of housing code complaints, are available in the City's property database, but they are not easy to discern as they are scattered amongst the permit history. In the short term, this data should be made available in a format that is easier to obtain to improve its usefulness to current and prospective tenants of a property. This could include a search function or report on the City's website, or other methods identified (such as an app). In addition to making this data easier to access, information about how to obtain a full inspection report should be made more transparent as well. Currently, inspection reports are available upon request by property address, and are not posted online.

¹⁶ Allen, Brooks, and Minor, "Apartment Market Vacancy Study for the City of Burlington," July 25 2019

Strengthen the City's minimum housing standards

This review is underway as part of the work happening to implement recommendations from [The Neighborhood Project](#) as part of Action Item #1:

Clarify, simplify, and communicate the City's existing quality of life tools; and review "fair warning" policies

Create a city team to review Burlington's Minimum Housing Standards Ordinance and make recommendations for strengthening same. Review standards for the issuance of certificates and permits and terms of inspection on the 1-5 scale.

Assess capacity of existing tenant advocacy resources to meet demand in Burlington; require distribution of educational materials to landlords and tenants

While Vermont and Burlington have a robust set of tenant protections and a local minimum housing code, it is a complicated system for many people to navigate. Numerous stakeholders have expressed that making resources available for tenants that clearly outline their rights is a high priority. The City should create a landing page for tenants' rights resources, including code enforcement data.

There are great examples of these resources that already exist, such as the CVOEO and VT Apartment Owners Association's booklet *Finding Common Ground: The Definitive Guide to Renting in Vermont*. The City should consider how to make this or another similar resource more widely available. For example, Seattle has a law requiring distribution of tenant education materials to inform tenants of their rights (See Appendix D). Portland, Me., also requires landlords to provide materials regarding tenants' rights.¹⁷

An additional recommendation by DPI staff is to provide information on the retaliatory eviction rules to a tenant when a complaint is filed and/or resolved. This would explain the presumption of guilt for a property owner if an eviction notice is issued within the 90 days following the filing of a complaint.

Consider an expanded role for Burlington's Housing Board of Review

The Burlington Housing Board of Review (HBR) hears disputes regarding security deposits and appeals of minimum housing orders for rental properties in Burlington. The HBR also hears requests for variances from the minimum housing code. While there is not regular data available on the HBR workload or the outcome of decisions, some data was gathered from the HBR for the purpose of this report. Data on the number and type of cases heard by the HBR from 2015-2019 demonstrates that the board is providing a critical role in processing security deposit claims, as well as in some code-related appeals.

The role of the HBR as described in the Municipal Code is broad: "to hear and rule on requests for hearings".¹⁸ As such, the role of the HBR should be considered to determine if additional aspects of tenant/landlord law reviewed in this report could be handled by this board.

¹⁷ <https://www.portlandmaine.gov/DocumentCenter/View/15192/Rental-Housing-Rights-Document>

¹⁸ Burlington Code of Ordinances Ch. 18-42

Year	Sec. Deposit Cases	Min. Hsng. Code Cases	Total Cases
2019 (as of 9/1)	25	0	25
2018	32	1	33
2017	35	4	39
2016	31	9	40
2015	34	6	40

Review ‘just cause’ eviction standards and consider tenant assistance for ‘no cause’ evictions

Currently Vermont and Burlington allow ‘no cause’ evictions but require advanced notice based on how long the tenant has occupied the property. California and Oregon have prohibited ‘no cause’ evictions after one year of tenancy, which requires stipulating a more robust set of definitions for ‘just cause’ eviction reasons, including ‘no fault’ reasons where a tenant relocation assistance payment is required.

Burlington currently requires an owner to cover relocation costs in the event that a tenant is displaced due to an enforcement action, or the suspension or revocation of a Certificate of Compliance.¹⁹ The City could require a tenant relocation assistance payment of one month’s rent (or a waiver one month’s rent) in cases of ‘no cause’ eviction after one year of occupancy by the tenant. The City may consider an exemption for small landlords from this payment as Oregon and California do. The feasibility of making this type of change, and if and how it would affect state law, need to be further researched and discussed.

Track data on evictions, Housing Review Board decisions

VT Legal Aid’s *Eviction in Vermont* report notes that there is no comprehensive eviction data available in the State of Vermont. This is also true of Chittenden County and Burlington. Moving forward, the City should determine the feasibility of tracking eviction data for Burlington, including the reason, the filing rate, the eviction rate, and the costs associated. Further, the City should work with the Housing Board of Review to collect data on its ongoing caseload, relative to the number of cases, the outcome of its decisions, and data on any additional or new types of hearings before the board. This data should be used to inform additional educational materials needed, discuss further changes to laws, or develop other programs for tenant protections.

Evaluate existing tenant support resources, and assess need for eviction support fund

Along with understanding the extent of evictions in the city, a needs assessment in collaboration with tenant support organizations should be conducted to evaluate existing resources for eviction support, and to identify what additional resources may be necessary to help prevent evictions.

¹⁹ Burlington Code of Ordinances Ch. 18-28

APPENDICES

A. New York State Housing Stability and Tenant Protection act of 2019 (S6458)

Effective Date: June 14 2019

- Creates transformational protections for all residential tenants throughout the state.
- Bans the use of so-called "tenant blacklists" which protects tenants who enforce their rights.
- Limits security deposits to one month's rent and provides required procedures to ensure the landlord promptly returns the security deposit.
- Includes a wide variety of protections for tenants during the eviction process, including strengthening protections against retaliatory evictions.
- Creates the crime of unlawful eviction, where a landlord illegally locks out or uses force to evict a tenant, as a Class A Misdemeanor and also punishable by a civil penalty of between \$1,000 and \$10,000 per violation.
- Requires landlords to provide notice to tenants if they intend to increase the rent more than five percent or do not intend to renew the tenants' lease.
- Provides tenants more time in eviction proceedings to get a lawyer, fix violations of the lease, or pay rent owed.
- Expands the ability of the court to stay an eviction for up to one year if the tenant cannot find a similar suitable dwelling in the same neighborhood after due and reasonable efforts or the eviction would cause extreme hardship.

<https://nyassembly.gov/Press/files/20190611a.php> (summary)

<https://www.nysenate.gov/legislation/bills/2019/s6458> (Legislation)

[https://www.rebny.com/content/rebny/en/newsroom/in-the-news/2019/Housing Stability Tenant Protection Act 2019.html/](https://www.rebny.com/content/rebny/en/newsroom/in-the-news/2019/Housing%20Stability%20Tenant%20Protection%20Act%202019.html/)

B. Oregon State Tenant Protections Legislation Summary (SB 608)

Effective Date: February 28 2019

WHAT THE MEASURE DOES: Prohibits termination of month-to-month tenancies without cause after one year of occupancy. Requires the conversion of fixed-term tenancies to month-to-month after a year of occupancy, unless a new fixed term is agreed on, or the landlord has warned the tenant contemporaneously in writing of three separate violations of agreement within the preceding 12 months, as specified, and provided 90 days written notice. Exempts owner-occupied tenancies (no more than two dwellings, in the same building or on the same property as a landlord's primary residence). Allows landlords to terminate tenancies in order to demolish or repurpose the dwelling within a reasonable time; to renovate or repair premises that are or will be unsafe or unfit for occupancy within a reasonable time; or to occupy the premises as a primary residence for self or immediate family when no comparable unit is available at the same location at the same time; or when the landlord has notified the tenant within 120 days of accepting a buyer's offer to purchase the dwelling as a primary residence. Requires notice to specify reason, date, and supporting facts. Requires landlord to pay tenant one month's rent for such terminations unless there are four or fewer dwelling units. Provides tenant defense against action for possession and three months' rent plus actual damages for violations when tenant brings action within one year. Limits residential rent increases within any 12-month period to no more than seven percent above average change in consumer price index, as defined, except when the dwelling has been certified for occupancy less than 15 years, or when rent is reduced pursuant to a government assistance or subsidy program. Provides for actual damages plus three months' rent for violations. Directs the Department of Administrative Services to publish maximum annual rent increase and maintain other information for the public online. Declares emergency, effective on passage

Landlords may evict tenants for a variety of reasons, including for nonpayment of rent and other violations of rental agreements. Oregon law also generally allows both landlords and tenants to terminate month-to-month tenancies without cause, with 30 days' notice (although some localities, like Portland, have different notice requirements).

Fixed-term tenancies can also be terminated without cause by either landlords or tenants at any time during the tenancy with 30 days' notice prior to the end of the term, or with 60 days' notice after the end of the term.

Current law prohibits rent increases in the first year of a month-to-month tenancy and requires 90 days' notice of same. There are no other restrictions on the number or amount of rent increases that may be imposed on a month-to-month tenancy.

Senate Bill 608 prohibits evictions without cause after the first year of occupancy and adds the following circumstances to the existing list of reasons that a landlord may evict for-cause:

- When the premises are sold to a buyer as a primary residence;
- When the premises will be occupied by the landlord or an immediate family member;
- or when the premises are being renovated, or demolished, or removed from residential use. If a landlord uses one of the new reasons to evict, they must provide 90 days' notice and one

month's rent to assist the tenant with relocation (except two-unit or less, owner-occupied properties, and landlords with four or fewer dwelling units).

Senate Bill 608 also provides for fixed-term tenancies to convert to month-to-month unless the parties agree to a new term or a tenant has received at least three written, contemporaneous warnings about violations in the preceding 12 months.

Finally, Senate Bill 608 limits rent increases to no more than seven percent plus the average change in the consumer price index, no more than once in any 12-month period, unless: the premises are considered new construction, or the landlord is resetting rent for a new tenant after a compliant tenant vacated voluntarily, or the rent is subsidized

<https://olis.leg.state.or.us/liz/2019R1/Measures/Overview/SB608>

C. California Tenant Protection Act of 2019 (AB 1482)

Effective Date: October 8, 2019

The Legislature finds and declares that the unique circumstances of the current housing crisis require a statewide response to address rent gouging by establishing statewide limitations on gross rental rate increases.

This bill would, with certain exceptions, prohibit an owner, as defined, of residential real property from terminating a tenancy without just cause, as defined, which the bill would require to be stated in the written notice to terminate tenancy when the tenant has continuously and lawfully occupied the residential real property for 12 months, except as provided. The bill would require, for certain just cause terminations that are curable, that the owner give a notice of violation and an opportunity to cure the violation prior to issuing the notice of termination. The bill, if the violation is not cured within the time period set forth in the notice, would authorize a 3-day notice to quit without an opportunity to cure to be served to terminate the tenancy. The bill would require, for no-fault just cause terminations, as specified, that the owner, at the owner's option, either assist certain tenants to relocate, regardless of the tenant's income, by providing a direct payment of one month's rent to the tenant, as specified, or waive in writing the payment of rent for the final month of the tenancy, prior to the rent becoming due. The bill would require the actual amount of relocation assistance or rent waiver provided to a tenant that fails to vacate after the expiration of the notice to terminate the tenancy to be recoverable as damages in an action to recover possession. The bill would provide that if the owner does not provide relocation assistance, the notice of termination is void.

Prohibit an owner of residential real property from, over the course of any 12-month period, increasing the gross rental rate for a dwelling or unit more than 5% plus the percentage change in the cost of living, as defined, or 10%, whichever is lower, of the lowest gross rental rate charged for the immediately preceding 12 months, subject to specified conditions. The bill would prohibit an owner of a unit of residential real property from increasing the gross rental rate for the unit in more than 2 increments over a 12-month period, after the tenant remains in occupancy of the unit over a 12-month period. The bill would exempt certain properties from these provisions. The bill would require the Legislative Analyst's Office to submit a report, on or before January 1, 2030, to the Legislature regarding the effectiveness of these provisions. The bill would provide that these provisions apply to all rent increases occurring on or after March 15, 2019. The bill would provide that in the event that an owner increased the rent by more than the amount specified above between March 15, 2019, and January 1, 2020, the applicable rent on January 1, 2020, shall be the rent as of March 15, 2019, plus the maximum permissible increase, and the owner shall not be liable to the tenant for any corresponding rent overpayment. The bill would authorize an owner who increased the rent by less than the amount specified above between March 15, 2019, and January 1, 2020, to increase the rent twice within 12 months of March 15, 2019, but not by more than the amount specified above. The bill would void any waiver of the rights under these provisions.

The Legislature finds and declares that the unique circumstances of the current housing crisis require a statewide response to address rent gouging by establishing statewide limitations on gross rental rate increases. https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill_id=201920200AB1482

D. Seattle Summary of Landlord and Tenant Rights Requirement

A landlord must distribute a summary of state landlord tenant law and City of Seattle rental housing codes describing the rights, obligations, and remedies of landlords and tenants under these laws. This requirement can be met by distributing the current version of the Seattle Department of Construction and Inspections Publication Information for Tenants. This document must be given to each prospective tenant, to a tenant at the time a rental agreement is offered, and when a rental agreement is renewed. Month-to month tenants must receive the most current version of this document at least once a year. When a rental agreement is renewed, Information for Tenants maybe be distributed electronically. The current version of Information for Tenants can be accessed at:

https://www.seattle.gov/dpd/cs/groups/pan/@pan/documents/web_informational/dpdd016420.pdf

If a landlord fails to distribute the summary in accordance with these requirements, a tenant may terminate the rental agreement by written notice. In addition, the tenant may recover, in a civil action against the landlord, actual damages, attorney fees, and a penalty of up to \$500. If a court determines that the landlord deliberately failed to comply with this requirement, the penalty may be up to \$1,000.

E. “Eviction in Vermont: A Closer Look” Report by VT Legal Aid Executive Summary

In Vermont, approximately 1,700 eviction cases are filed every year. The number one cause of eviction is falling behind on rent. In most cases, families lose their housing, leading to increased rates of homelessness, unemployment, mental and physical illness, and financial and housing instability.

On January 16, 2019, Vermont Legal Aid released a report, [Eviction in Vermont: A Closer Look](#), examining the problem and calling for policy solutions to reduce evictions and the deepening poverty caused by them.

This report marks the most comprehensive attempt to date to study evictions in Vermont. Its key findings are as follows:

1. One in 44 (2.25%) renting households had an eviction filed against them in 2016.
2. In 70% of the cases, unpaid rent was the *only* issue (as opposed to violating the lease or evicting “without cause”).
3. In cases where unpaid rent caused the eviction, the median amount of rent due was \$2,000.
4. In three-quarters of the cases, the plaintiff (landlord) had a lawyer, and the defendant (tenant) did not.
5. Three-quarters of households that had an eviction filed against them were evicted.

In the report, the voices of tenants explain how eviction is a kind of accelerant for poverty: it comes out of poverty, and it creates even more. Research has shown that even a year after eviction, parents and children are more likely to suffer from depression, stress, and negative health outcomes than their non-evicted peers. Eviction can significantly damage a tenant’s subsequent employment, housing and credit prospects.

For landlords, evictions reflect a loss in rental income, lost time in court, and a financial cost for court and attorney fees. Evictions also cost Vermont taxpayers resources through additional burden on the court system and, when an eviction leads to homelessness, through funds needed for emergency housing and shelters. Taking a more proactive approach to prevent evictions would save money for landlords and taxpayers.

The report recommends the following policy changes to address this issue:

1. When a tenant falls behind on rent, provide adequate financial supports to help tenants who can maintain the tenancy long-term come current and avoid eviction. We estimate that an annual amount of \$800,000 strategically invested in back rent support could cut Vermont’s eviction rate by over 50%.
2. Once a case is filed, increase legal representation of defendants in eviction cases or make it easier for defendants to capably represent themselves.
3. Expand and develop programs to help tenants manage their rental payments.
4. Reduce the number of tenants who fall behind on rent by addressing the broader housing affordability crisis.

Proposed Tenant Protections

submitted to the Community Development and Neighborhood Revitalization Committee

by Burlington Tenants Union

February 2020

Thank you for inviting members of the Burlington Tenants Union to advise this committee on improving tenant rights and protections. 60% of Burlington residents are tenants. Burlington has one of the highest rates of housing insecurity in the US, with over 4,000 households paying far above 30% of their income for rent. For far too long tenants and our concerns have been ignored by the Burlington government, while rents have increased and the quality of rental housing has declined. It is time to give the voices of marginalized residents a central place in these discussions.

Over the past year tenants have been meeting, sharing common problems, and working to be heard. The demands below come from our discussions and meetings, including many NPA meetings, and the first Burlington Tenant Summit. Tenants agree that our problems and concerns have not been addressed by city officials. We look forward to working with you on these issues.

(This is by no means a complete list of issues and concerns of the Burlington Tenants Union, simply those matters that are significant, and appropriate for the CDNR to work on at this time.)

THE BTU sees five areas that will provide immediate and significant relief to the housing crisis:

1. Increasing the Power and Scope of the Housing Board of Review
2. A Code Enforcement Department That Works for Tenants
3. Enacting Rent Control
4. Enacting Just Cause Evictions
5. Safe Parking, Safe Camping

The BTU also has four demands that are specific and limited in scope but address serious flaws in tenant protections:

- A) Ban the Box
- B) Increase the penalty on all improperly withheld security deposits
- C) Expand the retaliatory eviction ‘clock’
- D) Publicize the database of landlords, Certificate of Compliance, rental registration, and code violations

1. Housing Board of Review

The Housing Board of Review has the broad power under its charter to become the main tenant resource body within the Burlington government. Its present focus on security deposit complaints for tenants and code exemptions for owners needs to be expanded. It is time for the HBR to live up to its potential as written in the city charter.

Our Demand: HBR needs to be restructured and its responsibilities expanded in these ways:

1. HBR members must reflect the makeup of Burlington itself, i.e. the make up of this board should be: 3 Tenants, 1 Homeowner, 1 Landlord. The three tenants should represent different Burlington incomes: 1 low-income tenant, 1 non-profit housing tenant, and one median or above income tenant.
2. HBR must become the city agency responsible for tenant and landlord education. This includes a website with all available tenant/landlord resources. The San Francisco Rent Board website shows what the HBR could be- www.sfrb.org
3. HBR must work with Community Action, Vermont Tenants, and Vermont Legal Aid to increase and consolidate information on tenant resources and rights. The HBR must be committed to providing legal resources to all tenants to balance the resources of landlords.
4. HBR must be actively publicized as *the* place where tenants can appeal when the Department of Permitting and Inspections has not resolved building code issues.
5. HBR must enforce rulings and increase penalties made by both HBR and by Code Enforcement over landlords who refuse to repair their properties.

2. Code Enforcement

A major impetus for the founding of the Burlington Tenants Union was repeated tenant stories of uninhabitable apartments and lax enforcement of building codes. Code Enforcement routinely works for the landlord's benefit, not for the tenant's rights. Common examples of this are:

1. Not providing tenants with information on the process of code enforcement and on their rights during the process, nor submitting reported violations in a timely manner.
2. Not citing or fining landlords for not repairing code violations.
3. Not providing tenants with copies of all investigated reports, orders for repairs, and inspectors notes.
4. No or minimal penalties for unrepaired code violations. At present, a landlord can expect at most \$75 fine for the most egregious violations.

Our Demand: The focus and practice of Code Enforcement must be changed so that it is on the side of tenants, not landlords. It must enforce the Code of Ordinances as they are written and reverse its practices with respect to the four issues above.

3. Rent Control

60% of Burlington residents are tenants that pay far too much of their incomes to their landlords. In Burlington over 3,000 households are severely rent-burdened (paying more than 50% of their income), while another 2,000 households are rent burdened (paying 30-50% of their income). 80% of these households are incredibly low-income, making less than half of the Area Median Income. The only way to keep tenants from paying most of their income to landlords is by limiting the amount that landlords can charge. On top of this, only 25% of these households have access to a Section 8 Voucher even though their income qualifies them to receive one, while even for these households it has become increasingly harder for them to find apartments that qualify under Section 8 rental cost requirements. These households are unable to cover healthcare costs, buy healthy foods, have time to participate in our community, and spend quality time with

their children. Rent control is a part of healthy communities, and an extension of a strong democracy.

We call on the City Council to accept the moral imperative that housing is a human right, and that rent control is one tool to make that right a reality. Throughout the U.S., rent control has been adopted in response to the housing crisis. Rent control has a proven track record of protecting the most vulnerable residents from rising rent prices related to gentrification and property speculation. Despite repeated claims that market-rate rent is the only solution, the past decades show that this approach only leads to increasing housing insecurity and costs. In San Francisco, while median rents increased by \$800 in the past decade, rent-controlled units increased at most \$200, keeping low-income families and seniors in their communities.

An important city and community value is to protect low-income families and seniors from the negative health impacts of high rent and/or displacement, so the City Council should have no problem supporting rent control. Rent control is a way to ensure that landlords cannot gouge vulnerable residents and take advantage of ‘hot’ housing markets at the expense of long-term residents.

Our Demand: Enact Rent Control immediately as both a humane and necessary first step in bringing about housing as a human right.

4. Just Cause Evictions

An integral part of rent control is to provide Just Cause Evictions. They provide tenants and their home-owning neighbors stability and continuity while improving community and neighborhood relations. Just Cause Evictions ensure that tenants are

given the right to stay in their home as long as they are paying rent and following their rental contract. Landlord rights are well protected under Just Cause Evictions.

Burlington must enact Just Cause Eviction ordinances so that tenants are an integral part of neighborhoods and treated as citizens with a right to continuity in their homes and communities. Just Cause Evictions have been enacted on a local level throughout the country. A Princeton study of Just Cause Evictions in four municipalities showed that the rate of eviction filings and evictions decreased significantly.

Our Demand: Enact Just Cause Evictions to increase housing and community stability, and to reduce the manipulation of the rental market by 'churning.'

5. Safe Parking, Safe Camping

We recognize that the housing continuum includes camping, living out of a car, and sleeping in other locations not meant for human habitation. We believe that everyone without hard-wall housing deserves to live within city limits safely. The city must provide sanitation and trash removal for these residents, and allow for people to sleep in public spaces free of harassment from city officials.

Our Demand: Make the entire city a safe place for unsheltered people to live. The city must provide information about where people can camp and park safely, provide publicly reviewed training to city staff on maintaining safe interactions with those sleeping outdoors, provide trash removal to campers, and 24-hour sanitation access.

Four demands that are specific and limited in scope but address serious flaws in tenant protections

A: “Ban the Box”

Too many vulnerable residents are discriminated against before they even fill out a rental application. As other states and cities begin to recognize how rental applications are used to discriminate against our most vulnerable residents, we call on the City Council to ‘ban the box’ and make it illegal for landlords to have the following on their rental applications:

1. Asking for a criminal history of the prospective tenant
2. Asking for arrest history of the prospective tenant
3. Asking for a background check
4. Asking for a credit score
5. Asking for more than two years’ worth of eviction history

At a time when many formerly incarcerated residents are stuck living in prisons because of the lack of available rental housing, and when many landlords use the above history checks to discriminate against those looking for a second chance, now is the time to remove these barriers.

Our Demand: Ban the Box on rental applications regarding criminal history, arrest history, background checks, credit checks, and prior eviction history.

B: Increase the penalty on all improperly withheld security deposits

The present system encourages landlords to take people's deposit money without a penalty in most cases. Landlords are responsible for knowing their legal obligations and should not be excused for ignorance nor encouraged to try their luck at avoiding the existing 2-times penalties. Improperly held deposits must be returned at 3 times the original amount in all cases.

Our Demand: Landlords are responsible for knowing applicable laws and fulfilling their obligations under Burlington and Vermont laws. Violations need to have significant default penalties (3x) to discourage theft of deposits.

C: Tie Retaliatory Eviction Clock to Complaint Resolution

Currently, retaliatory evictions are illegal within 90 days after filing a complaint with Code Enforcement. Resolution of complaints can take months. The ban on retaliatory evictions should start on the date of complaint and end no sooner than 90 days after the resolution of a complaint.

Our Demand: Tenants need security when they have housing problems; any eviction initiated from the date of the complaint until 90 days AFTER the resolution of a complaint will be considered retaliatory and will be actively prosecuted.

D: Accessible database of Landlords, Certificate of Compliance, Rental Registration, and Code Violations

The Mayor promised that the list of landlords' rental and Code Enforcement violation histories would be publicized, but this has not happened. The tenants of Burlington are calling for the transparency they were promised.

Our Demand: Publish the city's promised database and promote it on the City's home page. Have the upcoming CEDO Open Data platform include this information in an easily accessible form.

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[draft updated 6/3/2020]

SECTION 1: POLICY DIRECTIVE

A. General Statement

1. The City of Burlington strives to be a vibrant, diverse, and livable community that fosters innovation, enriches the lives of all residents, and embraces intentional community engagement.
2. The City of Burlington (“the City”) recognizes that English Language Learners (ELL), people with hearing and visual impairments, and/or those with limited English proficiency encounter barriers to accessing City services and programs, understanding and exercising rights, and complying with civic responsibilities.
3. The purpose of this policy is to ensure that the City provides timely and meaningful access to City information, programs and services. The City of Burlington will inform members of the public that these language assistance services are available free of charge, subject to certain budget constraints.

B. Policy

1. It is the policy of the City of Burlington to provide language assistance as may be needed to ensure Meaningful Access to City services and programs, prioritizing translation and interpretation resources for emergency and essential services.
2. For other services, Departments will ensure that persons seeking information and services are able to communicate effectively with City staff and understand their rights, which services are available to them and how best to receive them; however, this goal must be balanced with other budget and programmatic priorities.
3. In support of this policy, the City is developing an implementation guide, to be finalized following first the ratification of this policy document and second the completion of a Citywide language access needs assessment. This document will help the City prioritize and optimize resource allocation choices.

C. Definitions:

Auxiliary aids and services: Includes (1) qualified interpreters on-site or through remote interpreting (VRI) services as defined in 28 C.F.R. § 36.104, note-takers, computer-aided transcription services, written materials, exchange of written notes, telephone handset amplifiers, assistive listening devices, telecommunications devices for people who are deaf (TDD's), videotext displays, or other effective methods of making aurally delivered materials available to individuals with hearing

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impairments; (2) qualified readers, taped texts, audio recordings, large print materials, or other effective methods of making visually delivered materials available to individuals with visual impairments; (3) acquisition or modification of equipment or devices; and (4) other similar services and actions.

Language Assistance Services (LAS): Services made available by the City including but are not limited to; 1) oral language services, including interpretation in non-English languages provided in person or remotely by a qualified interpreter for an individual with limited English proficiency; and 2) written translation, performed by a qualified translator, or written content in paper or electronic form into languages other than the English. These service offerings may be constrained by cost.

Limited English Proficient (LEP): Individuals who do not speak English as their Primary Language and who have a limited ability to read, write, speak, or understand English. *See*, 68 FR 47311-02. This definition includes individuals with sensory impairments (SI), who are Deaf or hard of hearing and communicate using American Sign Language (ASL), have speech impairments, or who are blind or have visual impairments. LEP individuals may be competent in English for certain types of communication (e.g., speaking or understanding), but still be require language assistance for other purposes (e.g., reading or writing).

Meaningful Access: Language assistance that results in accurate, timely, and effective communication at no cost to the individual with limited English proficiency. For individuals needing language assistance, “meaningful access” denotes access that is not significantly restricted, delayed, or inferior as compared to programs or activities provided to English proficient individuals.

Interpretation: The act of listening to a communication in one language (source language) and orally, or through auxiliary aids, converting it to another language (target language) while retaining the same meaning.

Primary Language: An individual’s primary language is the language in which an individual most effectively communicates.

Professional Interpreter: A person who is qualified and trained to perform interpretation services, and who is under contract or employed by the City of Burlington for the purpose of providing such services. The interpreter provides services based on knowledge and comprehension of spoken messages that are then re-expressed accurately and objectively in another language.

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Professional Translator: A person who is qualified and trained to perform translation services, and who is under contract or employed by the City of Burlington for the purpose of providing such services. The translator provides services based on knowledge and comprehension of written communications that are then re-expressed accurately and objectively in another language.

Translation: The replacement of written text from one language (source language) into an equivalent written text in another language (target language).

Vital documents: Paper or electronic written material that contains information that is critical for accessing a Department's program, services or activities, or is required by law. Whether or not a document is vital may depend on the importance of the program, information, or service involved, and the consequence to the individual with limited English proficiency if the information is not provided accurately or in a timely manner.

Video Remote Interpretation (VRI): an interpreting service that uses video conferencing technology over dedicated lines or wireless technology offering high-speed connection and delivering high-quality video imaging. Whether the use of an in-person interpreter, as opposed to VRI interpretation will depend on the nature, length and complexity of the communication involved and the context in which the communication is taking place.

SECTION 2: PROCEDURES AND STANDARDS

A. Interpretation and Translation Services

The type of language assistance necessary to provide meaningful access will vary depending on the type of communication staff is having with the individual in need of translation or interpretation services (e.g. phone, in person or written communication) and in some circumstances more than one method may work. For example, for essential services, a professional interpreter, or for vital documents, a professional translator, may be required, while in a more routine interaction, an individual familiar with the language may be able to provide effective and sufficient communication.

Regardless of how the language assistance is provided, the City recognizes the importance of providing such Professional Interpretation and Translation services in a timely manner and in an appropriate place, subject to priorities and budget constraints.

1. Language Identification Tools: In order to be able to provide language assistance, the City needs to identify who needs what type of assistance. All individuals (regardless of race or national origin) will be asked "what language do you speak" or

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“would you like an interpreter” if it appears that there is a language barrier to services. The use of language identification tools such as I Speak Cards will invite people with limited English proficiency to identify their preferred language to communicate in.

2. In-person Interpretation Services: The City will maintain contracts for interpretative services that will be accessible to all Departments to provide in-person or video remote interpretive (VRI) or other interpretive services.
3. Written Translation Services: The City will maintain a contract to provide high quality professional translation of vital documents, but also of brochures, application forms and other needed written materials.

B. Responsibilities:

The overall responsibility for providing Meaningful Access to services to individuals with limited English proficiency rests primarily with each City Department. To ensure a more consistent and comprehensive approach, the CEDO Director, in consultation with the Director of Racial Equity, Inclusion and Belonging (REIB Director), will oversee implementation of this policy and will designate a Language Access Service (LAS) Coordinator to be a resource for City staff to contact with questions and issues related to the implementation and execution of the LAP. The REIB Director should be consulted on questions rising to a policy level.

1. The Language Access Service Coordinator will oversee Citywide contracts related to interpretation and translation services.
2. The Coordinator will oversee the completion of a Citywide needs assessment and development of an implementation plan.
3. The Coordinator will also, in collaboration with the REIB Director, CEDO, HR and the City Attorney's Office, coordinate and disseminate LAP information.
4. Each City Department will identify one (1) or more person(s) to be the main resource for language access issues and the initial point of contact and reference for front-line staff. This LAS representative from each department will serve on a citywide language assistance committee, which will meet as needed.
5. The LAS Coordinator will continue to work with the community, including service providers, to maximize resources and expand language assistance across all City Departments.
6. The City will support efforts to provide electronic information in languages other than English to the extent practicable. When developing public-facing websites and applications, the City will consider the potential impact to Limited English Proficient populations and ensure that language-specific content is available as appropriate, relevant to essential services, and financially feasible.

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7. Each Department, in collaboration with the City Attorney's Office and to the extent appropriate, will determine whether contractors, grantees, and sub-grantees receiving City funds from that Department are providing services that are difficult to access for persons with Limited English Proficiency and if so will take steps to work with the contractor and future contracting documents that will help secure meaningful access to such services.
8. Each Department will develop practices for staff awareness or training outlining how the Department provides for language assistance and how to access those resources.
9. The City and all Departments will prominently display and maintain uniform signs in all lobbies or entrances to their offices, that tell members of the community (in languages frequently encountered) of their ability to seek and receive language assistance.
10. As part of the implementation plan, each Department will develop and implement a procedure that follows the Language Assistance Services (LAS) Guide (described in the following section) and protocol of the City for notifying individuals of their rights to complain about meaningful access to their services.
11. The Innovation & Technology Department will develop clear web accessibility standards and guidelines for City websites based on the Federal Access Board's Section 508 Guidelines as part of the LAS implementation effort.

C. Interpretation and Translation Needs Assessment:

Each department will have varying levels of interaction with residents and stakeholders who have limited English proficiency. The LAS Guide will detail the need for translation services and implementation procedures for providing services that adhere to the standards outlined in this policy. In the creation, implementation and monitoring of this policy, the City will maintain and update every three years the LAS Guide to be used by staff. As part of the LAS Guide, the City will strive to conduct a needs assessment every three years in order to:

1. Determine the frequency and nature of requests for language assistance services;
2. Solicit feedback directly from a diverse subset of individuals with limited English proficiency about their unmet needs within and outside of the City;
3. Assess the current nature of departmental responses in requests for language assistance services; and
4. Determine the proper allocation of materials and resources to these departments.

Translation and interpretation for emergency and essential services will be prioritized.

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[draft updated 6/3/2020]

D. Community Outreach and Notification of Language Assistance Services:

1. CEDO will identify the primary sources through which individuals with LEP are referred to City services, and culturally-based organizations that serve individuals with LEP in our community. In collaboration with the Diversity, Equity, & Inclusion Director, CEDO will work to develop collaborative relationships with these organizations to ensure more seamless access to services, accountability to our own language access policies, and greater access to individuals with LEP.
2. The City's goal is to have information on language access available in each City Department reception, front desk areas, and in areas accessible to the public.
3. Subject to cost constraints, staff will also be provided with language identification tools such as 'I-Speak Cards' that are laminated business-sized cards that say in both English and the principal languages for an interpreter.

E. Training Staff:

1. Consistent with public outreach, the City will follow an internal protocol as outlined in the LAS Guide to ensure all City staff are aware of language access services.
2. The City will distribute this LAP Policy and LAS Guide to all necessary staff and will have a current electronic copy available so staff will be aware of language assistance policies and procedures. All staff providing technical assistance, managing programs, providing training, or receiving in-bound calls will receive a formal language access training hosted jointly by CEDO, the REIB Director, and/or HR.
3. Relevant portions of the LAP Policy and LAS Guide and reference and materials will be incorporated into the City's Personnel Policies and made available to all staff via the city's intranet site.
4. In order to establish meaningful access to information and services for individuals with limited English proficiency, within one year of the adoption of this policy, the City will provide training in regard to this policy and the appropriate responses when working with a person who may require language assistance services, to management staff and all staff who have regular interaction with the public. Training will ensure that staff members are effectively able to work in person and/or by telephone to provide other information required to access City programs and services.
5. After their initial training, these staff members, and others deemed appropriate, will receive a refresher training in language access every three years.
6. LEP training will be included in new hire training for all staff hired following the implementation date of this plan.

City of Burlington Language Access Policy

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[draft updated 6/3/2020]

F. Monitoring Plan:

This policy should be reviewed on an annual and ongoing basis. The City will conduct an evaluation to collect data and make adjustments as part of determining the overall effectiveness of language access services and the LAP, reviewing the progress of stated goals, and identifying new goals or strategies for better serving individuals with limited English proficiency. The City will update the needs assessment every three years.