

# Status Report: 2023



## Rent Review

Affordable Rent & Service Charges

City of Albany

### Outreach Methods:

- Posters at City Facilities
- Flyers Available at City Facilities
- Flyers & Postcards Mailed
- City Website
- City ENews
- Senior Center Newsletter
- Recreation & Community Services Activity Guide
- Albany CARES
- Other City Department Referrals

### Rent Review - Initial Engagement - Conducted by Albany CARES

Landlords	21
Tenants	43
Others	2
Totals	66

Methods of Engagement: In Person - Email - Telephone

### Rent Review - Engagement Management - Referrals to ECHO

Referred to ECHO <b>49</b> (13 Landlords and 36 Tenants)		Resolved by Albany CARES <b>17</b> (5 Landlords, 10 Tenants, 2 Others)	
Landlord / Tenant Counseling <b>27</b> ↓	Rent Review <b>22</b> ↓	Landlord / Tenant Counseling <b>7</b> ↓	Rent Review <b>10</b> ↓
<b>4</b> Landlords <b>23</b> Tenants	<b>9</b> Landlords <b>13</b> Tenants ↓	<b>2</b> Landlords <b>5</b> Tenants	<b>3</b> Landlords <b>5</b> Tenants <b>2</b> Others
Conciliation: <b>4</b> Mediation: <b>2</b>			