



County of Fairfax, Virginia

MEMORANDUM

DATE: April 1, 2024

TO: Tenant-Landlord Commission

FROM: Rebecca L. Makely, Director ^{DS}
Department of Cable and Consumer Services *RLM*

SUBJECT: Tenant-Landlord Commission Meeting for April 8, 2024

Please find attached the Tenant-Landlord Commission meeting package. The next scheduled meeting is **Monday, April 8, 2024, 7:30 p.m. in Conference Room 4/5** of the Government Center, 12000 Government Center Parkway, Fairfax, Virginia.

Please RSVP with your attendance to Susan Jones **by noon on Friday, April 5, 2024**, at Susan.Jones@fairfaxcounty.gov or 703-324-5877.

Enclosures

cc: Amanda K. Kastl, Director, Consumer Services Division
Department of Cable and Consumer Services

Susan C. Jones, Branch Manager
Consumer Affairs Branch



**FAIRFAX COUNTY
TENANT-LANDLORD COMMISSION
April 8, 2024 AGENDA**

Call to Order by the Chairperson (7:30 PM)

Minutes

- Approval of the draft March 11, 2024, meeting minutes

Report of the Director

Report of the Chairperson

Commission Matters

Old Business

New Business

- Election of Officers

General Interest

- Tenant-Landlord Commission Calendar
- Tenant-Landlord Commission Membership
- Tenant-Landlord Statistics
- Community Outreach
- Consumer Resources

Minutes of the Fairfax County Tenant-Landlord Commission

March 11, 2024

7:30 p.m.
Government Center Conference Room 8
12000 Government Center Parkway
Fairfax, VA 22035
Chairperson Chamberlain, presiding

Attendance:

Commissioners: Chamberlain, Reid

Absent:

Commissioners: Otonde

Staff:

Amanda Kastl, Director
Consumer Services Division
Susan C. Jones, Branch Manager
Consumer Affairs Branch
Sharon Willis, Consumer Specialist I
Consumer Affairs Branch

The meeting was called to order at 7:30 p.m. by Chairperson Chamberlain.

Minutes

Chairperson Chamberlain moved to approve the amended minutes for February 12, 2024. Commissioner Reid second the motion. The minutes were approved unanimously, 2-0-0.

Report of the Director

Amanda Kastl, Division Director, Consumer Services Division spoke on National Consumer Protection Week (NCPW) and Fairfax County Consumer Affairs Day held on Thursday, March 7, 2024, with staff presentations on Consumer Affairs 101, Tenants and Landlords Matters, Medical Billing, Vehicle Purchase and Maintenance Concerns, and Scams and How to Protect Yourself. Fairfax County Consumer Affairs Day was attended by Chairperson Chamberlain, as well as other members of the Consumer Protection Commission, internal agencies, and external partners such as AARP, Legal Services of Northern Virginia, and the Virginia Department of Treasury Unclaimed Property Unit. The event provided a valuable opportunity for community engagement. Division Director Kastl recognized staff for their hard work and success during NCPW.

Division Director Kastl reported that Rebecca Makely, Director, Department of Cable and Consumer Services was unable to attend tonight's meeting due to her participation in a budget town meeting.

Susan Jones, Branch Manager, Consumer Affairs, provided an update on the upcoming Fair Housing Summit on April 25, 2024, with Consumer Affairs providing educational brochures and information to tenants and landlords.

Report of the Chairperson

Chairperson Chamberlain discussed qualifying criteria for properties he manages, credit scores, and renewal notices to tenants.

Commission Matters

Commissioner Reid mentioned a legislative proposal that would enable homeowners in the Hampton Roads area to permit standalone Affordable Dwelling Units (ADU) housing structures on their property.

Old Business

There was no old business to bring before the Commission.

New Business

- 1. Tenant-Landlord 2024 Open Forum.** Chairperson Chamberlain spoke about the rescheduled Tenant-Landlord Commission meeting, which is scheduled to take place on May 9, 2024. Chairperson Chamberlain stated that this meeting would serve as an open dialogue among members and others interest parties to discuss market trends and to share perspectives on tenant-landlord matters. Chairperson Chamberlain mentioned inviting Ryan McLaughlin from Northern Virginia Realtors, a representative from Southern Management Companies, Board of Supervisors Offices, and an Affordable Housing and Advisory Council member. At Chairperson Chamberlain's request, Division Director Kastl will certain requested contact information. Commissioner Reid mentioned extending the invitation to Virginia Apartment and Management Association.
- 2. TLC Composition Code Change.** Chairperson Chamberlain stated the TLC Composition Code will be discussed at the June 10, 2024, meeting.
- 3. Elections of Officers.** Chairperson Chamberlain announced elections of officers will be held at the April 8, 2024, meeting.
- 4. Miscellaneous.** Chairperson Chamberlain inquired about Virginia Freedom of Information Act (VFOIA) concerns as it relates to sending emails to Fairfax County email accounts. Division Director Kastl provided a response. Chairperson Chamberlain asked about legislative updates as it related to short-term rentals (Senate Bill 544). Division Director Kastl provided a brief update on the bill stating that it was approved in the senate and house and subject to the Governor's approval.

Commissioner Reid made the motion to adjourn the meeting. Chairperson Chamberlain seconded the motion. The motion passed unanimously, 2-0-0. The meeting adjourned at 8:31 p.m.

TLC Calendar

Tenant-Landlord Commission

2024 Planning Calendar

April 8, 2024

- January 8
 - Nomination of Officers
 - 2024 Items of Interest
- February 12
 - Northern Virginia Rent Subsidy Offered by Employers Discussion
 - Nomination of Officers
 - 2024 Items of Interest
- March 11
 - Tenant-Landlord 2024 Invitation List
- April 8
 - Elections of Officers
- May 9
 - Tenant-Landlord 2024 Open Forum
- June 10
 - TLC Composition Code Change
- July 15
 - FY 2024 Annual Report Review
- August 12
 -
- September 9
 -
- October 7
 -
- November 14
 -
- December 12
 -

TLC Membership

Tenant-Landlord Commission Members

<u>Seat Name</u>	<u>Commissioner's Name</u>	<u>Appointment Date</u>	<u>Expiration Date</u>
Public Member	Robert H. Chamberlain - Chairperson	GROSS 1/24/2023	1/31/2026
Public Member	VACANT		
Public Member	VACANT		
Public Member (Condominium Owner)	VACANT		
Landlord Member	VACANT		
Landlord Member	VACANT		
Landlord Member	VACANT		
Tenant Member	Kenneth D. Reid	HERRITY 12/6/2022	1/31/2024
Tenant Member	Otiya Otonde – Vice Chairperson - Tenant	MCKAY 10/24/2023	1/31/2026
Tenant Member	VACANT		

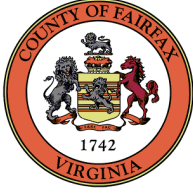
Department of Cable and Consumer Services

Rebecca L. Makely, Director
Cable and Consumer Services
703-324-5947
rebecca.makely@fairfaxcounty.gov

Amanda K. Kastl, Director
Consumer Services Division
703-324-2639
amanda.kastl@fairfaxcounty.gov

Susan C. Jones, Branch Manager
Consumer Affairs
703-324-5877
susan.jones@fairfaxcounty.gov

TLC Statistics



CONSUMER AFFAIRS BRANCH
Tenant-Landlord Summary
3/1/2024 Through 3/31/2024

	Current Month	Fiscal YR to Date
Complaints Resolved	24	245

Complaint Allegations	Current Month	Fiscal YR to Date
Alleged lack of Maintenance/Essential service(s) or Code Violation(s)	8	91
Alleged Failure to Comply with the Lease Agreement	0	9
Alleged Unfair Rental Rules	2	12
Alleged desire to Terminate Lease	4	28
Alleged Unlawful Eviction	0	7
Alleged Security Deposit Dispute	8	46
Failure to Return Rental Application Fee	0	6
Other Landlord-Tenant Problems	1	12
Alleged Improper Charges or Fees	1	26
Alleged Abuse of Entry	0	5
Alleged Failure to Provide Proper Notice	0	3

	Current Month	Fiscal YR to Date
Case Inquiries	111	1269

Community Outreach

Outreach Event Calendar April 2024

DATE	EVENT	LOCATION	# of Guests	Event Time	Staff
4/16/2024	Consumer Affairs 101 Virtual	Vitrual Center for Active Adults 4400 Legato Road, Suite 1100 Fairfax, VA		10:00 a.m. - 11:00 a.m.	SCJ
4/18/2024	Tenant-Landlord Presentation	George Mason University 4400 University Drive Fairfax, VA		2:00 p.m. - 3:00 p.m.	SW
4/19/2024	Scam Jam	Fairfax County Government Center 12000 Government Center Pkwy Fairfax, VA Live on Channel 16		9:00 a.m. - 12:00 p.m.	SCJ
4/23/2024	Consumer Connection Human Rights & Equity Programs	Fairfax County Consumer Affairs Facebook		11:00 a.m. - 11:12 a.m.	SCJ
4/25/2024	Fair Housing Summitt	Fairfax County Board Auditorium 12000 Government Center Pkwy Fairfax, VA Live on Channel 16		9:00 a.m. - 3:00 p.m.	SW MDP
4/30/2024	Tenant Rights and Responsibilities	Tururo Anglican Church 10520 Main Street Fairfax, VA		12:15 p.m. - 1:15 p.m.	SW

Outreach Event Calendar May 2024

DATE	EVENT	LOCATION	# of Guests	Event Time	Staff
5/4/2024	Culmore Community Day	Woodrow Wilson Library 6101 Knollwood Drive Falls Church, VA		10:00 a.m. - 1:00 p.m.	SCJ
5/10/2024	Tenant-Landlord Presentation	Continuum of Care 12000 Government Center Fairfax, VA		9:00 a.m. - 12:00 p.m.	MDP
5/10/2024	55+ Wellness and Safety Expo	Vienna Community Center 120 Cherry Street SE Vienna, VA		11:00 a.m. - 2:00 p.m.	SCJ
5/13/2024	Consumer Connection Pool Inspections	Fairfax County Consumer Affairs Facebook		11:00 a.m. - 11:15 a.m.	SCJ

Consumer Resources

Resource Items

Fairfax County Department of Cable and Consumer Services

<https://www.fairfaxcounty.gov/cableconsumer>

Fairfax County Consumer Affairs

<https://www.fairfaxcounty.gov/cableconsumer/csd/consumer>

Fairfax County Consumer Affairs Facebook

<https://www.facebook.com/fairfaxcountyconsumer/>

Consumer Connection: Fairfax County Consumer Affairs Day for National Consumer Protection Week (March 7, 2024)

[Consumer Affairs Day 2024 - Full Event](#)

[Consumer Affairs Day 2024 - Welcome / Consumer 101 | Cable and Consumer Services \(fairfaxcounty.gov\)](#)

[Consumer Affairs Day 2024 - Tenants and Landlords: Understanding Lease Agreements | Cable and Consumer Services \(fairfaxcounty.gov\)](#)

[Consumer Affairs Day 2024 - Tenants and Landlords: Dealing with Maintenance Issues | Cable and Consumer Services \(fairfaxcounty.gov\)](#)

[Consumer Affairs Day 2024 - Medical Billing | Cable and Consumer Services \(fairfaxcounty.gov\)](#)

[Consumer Affairs Day 2024 - Vehicle Purchase and Maintenance Issues | Cable and Consumer Services \(fairfaxcounty.gov\)](#)

[Consumer Affairs Day 2024 - Scams | Cable and Consumer Services \(fairfaxcounty.gov\)](#)

Information Items

Senior housing now complete near GMU helping county's affordable housing goal ([more](#))

Questions About Tenant Background Checks? New Guidance Can Help ([more](#))

How to spot hard-to-spot rental scams ([more](#))

HHS Eviction Prevention and Intervention Rental Assistance Update ([more](#))