

**FAIRFAX COUNTY
TENANT-LANDLORD COMMISSION
August 13, 2020**

Call to Order by the Chairman (7:30 p.m.)

Minutes – Minutes of the February 13, 2020, meeting are attached.

Report of the Chairman

Report of the Directors

Staff Report

Commission Matters

Old Business

- None

New Business

- Election of officers
 - Tenant Vice-Chairman
 - Landlord Vice-Chairman
 - Secretary
- COVID-19 Pandemic Response

General Interest

- Tenant-Landlord Commission Calendar
- Tenant-Landlord Statistics
- Community Outreach

Minutes of the Fairfax County Tenant-Landlord Commission

February 13, 2020

Fairfax County Government Center
12000 Government Center Parkway
Fairfax, Virginia 22035
Conference Room 8
Chairman Fielding presiding

Attendance:

Commissioners Fielding, Fusaro, Geier-Smith,
Harberg, Park

Absent:

Commissioner Purnell

Staff Attending:

Michael S. Liberman, Director
Cable and Consumer Services
Rebecca L. Makely, Director
Consumer Services Division
Susan C. Jones, Branch Chief
Consumer Affairs Branch
Vee Johnson, Consumer Specialist
Consumer Affairs Branch

The meeting was called to order at 7:30 p.m. by Chairman Fielding.

Minutes

A motion was made by Commissioner Geier-Smith and seconded by Commissioner Park to approve the minutes from October 17, 2019. The motion carried unanimously.

Report of the Chairman

Chairman Fielding welcomed Commissioner Fusaro to the Commission and acknowledged the expertise he will bring to the Commission in serving the tenant-landlord community. Commissioners and staff introduced themselves and also welcomed Commissioner Fusaro. Commissioner Fusaro expressed his eagerness to participate in the work of the Commission.

The service and contributions of Commissioner Chris Kocsis, who recently passed, was acknowledged and recognized.

Chairman Fielding outlined actions taken in response to his service on multiple boards and commissions. He confirmed his commitment to continue to serve on the Tenant-Landlord Commission.

Report of the Directors

Director Liberman spoke about the FY 2021 Budget, which will be done in conjunction with the County's Strategic Plan. On February 25th, the County Executive will present the FY 2021 Advertised (proposed) Budget Plan. The Board of Supervisors will hold public hearings on the budget from April 14-16th. The budget mark-up, which determines the budget package and tax rate is April 28th. The adoption of the FY 2021 Budget is May 5th. The budget will go into effect on July 1, 2020.

Director Liberman informed the Commission that the Board of Supervisors is moving forward on Supervisor Lusk's initiative for a public-private partnership that will focus on significant new office development in the Historic Richmond Highway corridor to attract emerging technology companies. This investment will create more employment opportunities for those who live in this area. The County Executive will assign staff to identify and present next steps to the Economic Advisory Committee.

Director Makely shared information about the four new Board members sworn in on December 16, 2019, Rodney L. Lusk, Lee District; Dalia A. Palchik: Providence District; Walter L. Alcorn, Hunter Mill District; and James R. Walkinshaw, Braddock District.

Staff Report

A case regarding the lack of heat and hot water in an apartment building in January was summarized. After not having heat and hot water for two days, the tenant filed a complaint with Consumer Affairs. According to the tenant, the landlord was not providing information about when the services would be restored. Prior to significant intervention from Consumer Affairs, the landlord explained that an emergency repair was required due to issues with the boiler system. The heat and hot water were fully restored within three days. However, the landlord acknowledged that tenants were not informed throughout the process, but in the future, better communication will be provided when emergency repairs are required.

Comments were requested from Commissioners regarding a bill introduced in both the Senate and House of Representatives of the Virginia General Assembly, which require the Director of the Department of Housing and Community Development to develop a statement of tenant rights and responsibilities to be signed by all parties to a rental agreement. This bill amends § [55.1-1204](#) of the Virginia Residential Landlord and Tenant Act. A summary of Senate Bill No. 707 was provided. Commissioners offered their comments regarding this bill.

The Northern Virginia Housing Expo is Saturday, April 4th from 10 a.m. – 3 p.m. at Dominion High School in Sterling Virginia. Commissioners were invited to join Consumer Affairs staff at this event to talk with attendees about tenant-landlord matters. Chairman Fielding shared his experiences in attending the expo during the years. Flyers will be emailed so Commissioners can share this event throughout their network.

Commission Matters

The calendar was reviewed. Commissioner Fusaro is not available for the April 9th meeting. No other updates at this time.

Commissioner Harberg inquired about a landlord's role when there is a dispute between tenants. During discussion, it was affirmed that the landlord is responsible for ensuring the terms of the lease are followed. Feuding tenants may need to seek civil remedies.

Commissioner Geier-Smith was promoted to Residential Process Manager and is working out of the Southern Management corporate office. She is also serving on the Mason District Task Force to review the South County Site-Specific Plan Amendment.

Commissioner Geier-Smith inquired about the outcome of mediation by Consumer Affairs on behalf of a tenant whose dispute was featured in the *Washington Post*. Director Makely informed that the matter was resolved favorably.

Commissioner Fielding had no further matters to present.

Commissioners Park had no matters to present.

Commissioner Fusaro had no matters to present.

Old Business

None

New Business

Pursuant to Article IV of the Bylaws, the following slate of candidates was nominated:

Commissioner Park	Landlord Vice-Chair
Commissioner Harberg	Tenant Vice-Chair
Commissioner Fusaro	Secretary

A motion was made by Commissioner Geier-Smith to accept the slate of candidates as nominated. The motion was seconded by Commissioner Harberg. The slate was unanimously accepted as nominated.

Director Makely shared information about the [2020 Census](#) and the Complete Count Committee established by the Board of Supervisors. Commissioners were encouraged to create awareness in their communities about the importance of being counted.

Director Liberman informed that the Bylaws, which were last revised in 2015, will be updated using a template provided by the County Attorney's office on behalf of the Board of Supervisors. This new model allows Boards to make some modifications, but they must be approved by the Board of Supervisors. A draft will be presented at the April meeting for review by the Commission.

March 1-7th is National Consumer Protection Week (NCPW). Branch Chief Susan Jones outlined the events and activities Consumer Affairs will offer and participate in throughout the community in observance of NCPW. Staff will send a link to Commissioners of activities scheduled during the week. Commissioners were encouraged to share this information as well as attend events.

A motion was made by Commissioner Harberg and seconded by Commissioner Park to adjourn the meeting. The motion carried unanimously. The meeting was adjourned at 8:43 p.m.

TLC Membership

Tenant-Landlord Commission Members 2020

<u>Seat Name</u>	<u>Commissioner's Name</u>	<u>Appointment Date</u>	<u>Expiration Date</u>
Public Member	Mr. Eric Fielding PMP, CPLP - Chairman 755 Center Street Herndon, VA 20170-3713 540-760-6083 fieldinge@gmail.com	BULOVA 6/23/2015	12/31/2021
Public Member	Vincent J. Fusaro, CFE 7110 Game Lord Drive Springfield, VA 22153 202-606-4063 202-390-4117 vincent.fusaro@hotmail.com	HERRITY 1/28/2020	1/31/2023
Public Member	VACANT		
Public Member (Condominium Owner)	VACANT		
Landlord Member	Ms. Karen M. Geier-Smith 4710 Olde Forge Court Fairfax, VA 22032 (b) 703-354-5355 kgeier@smcmail.com	BULOVA 6/26/2006	12/31/2021
Landlord Member			

<u>Seat Name</u>	<u>Commissioner's Name</u>	<u>Appointment Date</u>	<u>Expiration Date</u>
Landlord Member	Ms. Paula Park - Landlord Vice-Chairman PO Box 1358 6936 #A Little River Turnpike Annandale, VA 22003 (b) 703-256-4600 (c) 703-395-0339 paula@investestrade.net	FOUST 2/25/2014	1/31/2023
Tenant Member	Ms. Jade Harberg - Secretary 8341 Forrester Boulevard Springfield, VA 22152-1736 720-231-8256 jadegem2525@hotmail.com	BULOVA 7/25/2017	1/31/2023
Tenant Member	Ms. Amy Purnell - Tenant Vice-Chairman 5980 Richmond Highway Apartment #906 Alexandria, VA 22303-2739 301-609-0730 amy_purnell@yahoo.com	BULOVA 9/20/2016	1/31/2020
Tenant Member	VACANT		

DCCS Staff

Director, DCCS	Michael S. Liberman, Director Cable and Consumer Services (b) 703-324-5949 michael.liberman@fairfaxcounty.gov
Director, CSD	Rebecca L. Makely, Director Consumer Services Division (b) 703-324-5947 rebecca.makely@fairfaxcounty.gov
Branch Chief	Susan C. Jones, Branch Chief Consumer Affairs Branch (b) 703-324-5877 susan.jones@fairfaxcounty.gov
Consumer Specialist	Vee F. Johnson, Consumer Specialist Consumer Affairs Branch (b) 703-324-5959 vjohn1@fairfaxcounty.gov

TLC Calendar

2020

Tenant-Landlord Commission Calendar



S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

JANUARY

No Meeting

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

APRIL

Northern Virginia Housing Expo
 Election of Officers
 Commissioner Fusaro not available
Meeting Canceled due to COVID-19

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

FEBRUARY

Nomination of Candidates

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

MAY

No Meeting

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

MARCH

No Meeting

1 - 7 National Consumer Protection Week

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

JUNE

Annual Report
 Annual Photo
 Virtual Northern Virginia Housing Expo

Meeting dates highlighted in Yellow

Outreach events highlighted in Blue

Arbitration highlighted in Green

2020

Tenant-Landlord Commission Calendar



S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

JULY

No Meeting

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

OCTOBER

No Meeting

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

AUGUST

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

NOVEMBER

No Meeting

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

SEPTEMBER

No Meeting

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

DECEMBER

Nomination of Candidates

Year End Review

Meeting dates highlighted in Yellow

Outreach events highlighted in Blue

Arbitration highlighted in Green

Tenant-Landlord Statistics



CONSUMER AFFAIRS BRANCH
TENANT-LANDLORD - Resolved
Case Summary
March 2020

	CURRENT MONTH	FISCAL YR TO DATE	PRIOR FYTD
HOW RESOLVED	14	179	56
38O Tenant or landlord initiates legal action.	1	19	6
39O Complaint goes to binding arbitration.	-	-	1
35U Landlord failed to respond to CA contacts.	-	5	1
23F Favorable results for tenant through CA intervention.	5	70	20
25F Landlord offered partial resolution to tenant.	2	31	10
15O Based on information provided, no further action will be taken.	-	-	-
15I Complaint not justified.	-	-	-
21F Favorable results obtained by tenant prior to significant CA intervention.	-	1	1
28F Government agency takes action against landlord.	-	-	-
32O Tenant submitted "For the Record Only."	-	-	-
33O Complaint referred to another agency due to lack of jurisdiction.	-	-	-
26F Landlord corrects practice to comply with VRLTA, non-VRLTA, lease agreement, Virginia Property Maintenance Code, Zoning Ordinance, or other tenant-landlord related code, ordinance, or practice.	-	-	-
30O Based on information provided, no further action will be taken.	3	39	14
31O Tenant failed to respond to CA contacts or failed to provide additional information to support their allegation(s.)	1	1	1

35I Based on the information provided, complaint cannot be substantiated.	-	1	1
36U Landlord made no offer to resolve complaint.	2	10	1
37U Landlord in foreclosure, bankruptcy, or could not be located.	-	-	-
34I Tenant withdrew complaint.	-	2	-



CONSUMER AFFAIRS BRANCH TENANT-LANDLORD - Resolved

Case Summary

April 2020

	CURRENT MONTH	FISCAL YR TO DATE	PRIOR FYTD
HOW RESOLVED	20	199	74
38O Tenant or landlord initiates legal action.	2	21	7
39O Complaint goes to binding arbitration.	-	-	2
35U Landlord failed to respond to CA contacts.	-	5	1
23F Favorable results for tenant through CA intervention.	10	80	29
25F Landlord offered partial resolution to tenant.	4	35	11
15O Based on information provided, no further action will be taken.	-	-	-
15I Complaint not justified.	-	-	-
21F Favorable results obtained by tenant prior to significant CA intervention.	-	1	1
28F Government agency takes action against landlord.	-	-	-
32O Tenant submitted "For the Record Only."	-	-	-
33O Complaint referred to another agency due to lack of jurisdiction.	-	-	-
26F Landlord corrects practice to comply with VRLTA, non-VRLTA, lease agreement, Virginia Property Maintenance Code, Zoning Ordinance, or other tenant-landlord related code, ordinance, or practice.	-	-	-
30O Based on information provided, no further action will be taken.	3	42	18
31O Tenant failed to respond to CA contacts or failed to provide additional information to support their allegation(s.)	-	1	1

35I Based on the information provided, complaint cannot be substantiated.	-	1	1
36U Landlord made no offer to resolve complaint.	-	10	3
37U Landlord in foreclosure, bankruptcy, or could not be located.	-	-	-
34I Tenant withdrew complaint.	1	3	-



**CONSUMER AFFAIRS BRANCH
TENANT-LANDLORD - Resolved
Case Summary
May 2020**

	CURRENT MONTH	FISCAL YR TO DATE	PRIOR FYTD
HOW RESOLVED	12	211	92
38O Tenant or landlord initiates legal action.	-	21	9
39O Complaint goes to binding arbitration.	-	-	2
35U Landlord failed to respond to CA contacts.	2	7	1
23F Favorable results for tenant through CA intervention.	3	83	36
25F Landlord offered partial resolution to tenant.	1	36	13
15O Based on information provided, no further action will be taken.	-	-	-
15I Complaint not justified.	-	-	-
21F Favorable results obtained by tenant prior to significant CA intervention.	-	1	2
28F Government agency takes action against landlord.	-	-	-
32O Tenant submitted "For the Record Only."	-	-	-
33O Complaint referred to another agency due to lack of jurisdiction.	-	-	-
26F Landlord corrects practice to comply with VRLTA, non-VRLTA, lease agreement, Virginia Property Maintenance Code, Zoning Ordinance, or other tenant-landlord related code, ordinance, or practice.	-	-	-
30O Based on information provided, no further action will be taken.	6	48	22
31O Tenant failed to respond to CA contacts or failed to provide additional information to support their allegation(s.)	-	1	1

35I Based on the information provided, complaint cannot be substantiated.	-	1	1
36U Landlord made no offer to resolve complaint.	-	10	5
37U Landlord in foreclosure, bankruptcy, or could not be located.	-	-	-
34I Tenant withdrew complaint.	-	3	-



CONSUMER AFFAIRS BRANCH
TENANT-LANDLORD - Resolved Case
Summary
July 2020

	CURRENT MONTH	FISCAL YR TO DATE	PRIOR FYTD
HOW RESOLVED	39	39	22
38O Tenant or landlord initiates legal action.	1	1	2
39O Complaint goes to binding arbitration.	-	-	-
35U Landlord failed to respond to CA contacts.	-	-	-
23F Favorable results for tenant through CA intervention.	19	19	9
25F Landlord offered partial resolution to tenant.	3	3	4
15O Based on information provided, no further action will be taken.	-	-	-
15I Complaint not justified.	-	-	-
21F Favorable results obtained by tenant prior to significant CA intervention.	1	1	-
28F Government agency takes action against landlord.	-	-	-
32O Tenant submitted "For the Record Only."	-	-	-
33O Complaint referred to another agency due to lack of jurisdiction.	-	-	-
26F Landlord corrects practice to comply with VRLTA, non-VRLTA, lease agreement, Virginia Property Maintenance Code, Zoning Ordinance, or other tenant-landlord related code, ordinance, or practice.	-	-	-
30O Based on information provided, no further action will be taken.	12	12	3
31O Tenant failed to respond to CA contacts or failed to provide additional information to support their allegation(s.)	-	-	-
35I Based on the information provided, complaint cannot be substantiated.	1	1	-
36U Landlord made no offer to resolve complaint.	2	2	4
	-	-	-

37U Landlord in foreclosure, bankruptcy, or could not be located.			
34I Tenant withdrew complaint.	-	-	-



CONSUMER AFFAIRS BRANCH
TENANT-LANDLORD - Case
Summary
by Complaint Type
March 2020

	CURRENT MONTH	FISCAL YR TO DATE	PRIOR FYTD
Case Inquiries	20	182	102
Complaints Resolved	14	179	57
10 Covered by VRLTA	7	83	23
20 Not covered by VRLTA	6	85	30
30 Trailer Parks	0	0	0
60 Landlord Occupied - Room Rent	1	11	4

	CURRENT MONTH	FISCAL YR TO DATE	PRIOR FYTD
Allegation			
76 Lack of Maintenance/Essential service(s) or Code Violation(s)	7	48	29
77 Failure to Comply with Rental Rules	0	0	0
78 Unfair Rental Rules	3	15	5
79 Desire to Break Lease	2	7	11
80 Desire to Terminate Lease	1	23	7
81 Noncompliance with VRLTA/Lease Provisions Contrary to VRLTA	0	0	0
82 Eviction	0	3	3
83 Return Security Deposit and/or Interest	1	23	11
84 Improper Deduction from Security Deposit	2	29	17
85 Failure to Return Application Fee	0	0	0
86 Undisclosed Fees	0	4	5

87 Other Landlord-Tenant Problems	3	20	10
88 Rental Property in Foreclosure	0	0	0
89 Condo Conversion or substantial rehabilitation	0	0	1
90 Improper Utility Charges	0	0	0
91 Complaint against Neighbors	1	4	0
92 Abuse of Entry	0	2	0
93 Failure to Provide Proper Notice	0	4	3



CONSUMER AFFAIRS BRANCH
TENANT-LANDLORD - Case
Summary
by Complaint Type
April 2020

	CURRENT MONTH	FISCAL YR TO DATE	PRIOR FYTD
Case Inquiries	20	202	114
Complaints Resolved	20	199	75
10 Covered by VRLTA	9	92	32
20 Not covered by VRLTA	9	94	37
30 Trailer Parks	0	0	0
60 Landlord Occupied - Room Rent	2	13	6

	CURRENT MONTH	FISCAL YR TO DATE	PRIOR FYTD
Allegation			
76 Lack of Maintenance/Essential service(s) or Code Violation(s)	4	52	32
77 Failure to Comply with Rental Rules	0	0	0
78 Unfair Rental Rules	6	21	6
79 Desire to Break Lease	1	8	11
80 Desire to Terminate Lease	0	23	10
81 Noncompliance with VRLTA/Lease Provisions Contrary to VRLTA	0	0	0
82 Eviction	0	3	3
83 Return Security Deposit and/or Interest	3	26	14
84 Improper Deduction from Security Deposit	3	32	17
85 Failure to Return Application Fee	0	0	1
86 Undisclosed Fees	0	4	5

87 Other Landlord-Tenant Problems	3	23	10
88 Rental Property in Foreclosure	0	0	0
89 Condo Conversion or substantial rehabilitation	0	0	1
90 Improper Utility Charges	0	0	0
91 Complaint against Neighbors	0	4	1
92 Abuse of Entry	0	2	0
93 Failure to Provide Proper Notice	0	4	3



CONSUMER AFFAIRS BRANCH
TENANT-LANDLORD - Case
Summary
by Complaint Type
May 2020

	CURRENT MONTH	FISCAL YR TO DATE	PRIOR FYTD
Case Inquiries	11	213	139
Complaints Resolved	12	211	93
10 Covered by VRLTA	5	97	43
20 Not covered by VRLTA	6	100	43
30 Trailer Parks	1	1	0
60 Landlord Occupied - Room Rent	0	13	7

	CURRENT MONTH	FISCAL YR TO DATE	PRIOR FYTD
Allegation			
76 Lack of Maintenance/Essential service(s) or Code Violation(s)	0	52	44
77 Failure to Comply with Rental Rules	0	0	0
78 Unfair Rental Rules	3	24	8
79 Desire to Break Lease	1	9	13
80 Desire to Terminate Lease	2	25	12
81 Noncompliance with VRLTA/Lease Provisions Contrary to VRLTA	0	0	0
82 Eviction	0	3	3
83 Return Security Deposit and/or Interest	1	27	15
84 Improper Deduction from Security Deposit	3	35	19
85 Failure to Return Application Fee	0	0	1
86 Undisclosed Fees	0	4	5

87 Other Landlord-Tenant Problems	0	23	13
88 Rental Property in Foreclosure	0	0	0
89 Condo Conversion or substantial rehabilitation	0	0	1
90 Improper Utility Charges	0	0	0
91 Complaint against Neighbors	0	4	1
92 Abuse of Entry	1	3	1
93 Failure to Provide Proper Notice	0	4	3



CONSUMER AFFAIRS BRANCH
TENANT-LANDLORD - Case
Summary
by Complaint Type
July 2020

	CURRENT MONTH	FISCAL YR TO DATE	PRIOR FYTD
Case Inquiries	20	20	31
Complaints Resolved	39	39	22
10 Covered by VRLTA	24	24	11
20 Not covered by VRLTA	13	13	10
30 Trailer Parks	0	0	0
60 Landlord Occupied - Room Rent	2	2	1

	CURRENT MONTH	FISCAL YR TO DATE	PRIOR FYTD
Allegation			
76 Lack of Maintenance/Essential service(s) or Code Violation(s)	7	7	9
77 Failure to Comply with Rental Rules	0	0	0
78 Unfair Rental Rules	3	3	0
79 Desire to Break Lease	2	2	3
80 Desire to Terminate Lease	1	1	1
81 Noncompliance with VRLTA/Lease Provisions Contrary to VRLTA	0	0	0
82 Eviction	0	0	0
83 Return Security Deposit and/or Interest	2	2	3
84 Improper Deduction from Security Deposit	2	2	7
85 Failure to Return Application Fee	1	1	0
86 Undisclosed Fees	0	0	1
87 Other Landlord-Tenant Problems	2	2	6
88 Rental Property in Foreclosure	0	0	0
	0	0	0

89 Condo Conversion or substantial rehabilitation			
90 Improper Utility Charges	0	0	0
91 Complaint against Neighbors	0	0	0
92 Abuse of Entry	0	0	0
93 Failure to Provide Proper Notice	0	0	1

TENANT LANDLORD COMPLAINTS

Mar-20

L110/120	CA Complaint Code	Description of Complaint	Active/Closed
L110	76	No heat for over 3 weeks.	Closed 23-F
L110	76	Several maintenance problems not being addressed in a timely manner.	Active
L120	76	LL expects T to pay for and complete all maintenance requests.	Closed 38-O
L160	76	There is extensive mold in T's bedroom.	Closed 23-F
L120	76	The unit wasn't cleaned before move-in & there are maintenance issues.	Active
L110	76	Infested with mice, roaches, ants and mold.	Closed 23-F
L120	76	The HVAC unit and ducts are full of black mold.	Closed 23-F
L120	78	T feels LL is unfairly breaking the lease due to maintenance requests.	Active
L110	78	LL is billing T to unclog the bathroom sink.	Closed 30-O
L110	78	LL is charging an hourly fee for guest parking.	Active
L110	79	T wants to break the lease due to lack of maintenance.	Active
L110	79	T wants to break the lease due to lack of maintenance.	Active
L120	80	T wants to terminate the lease due to lack of maintenance.	Closed 30-O
L120	83	Over 45 days - no security deposit refund - no itemized list of deductions.	Active
L120	84	LL justified \$250 deduction because T lived in apartment for 3 years.	Closed 30-O
L120	84	T disputes charges for items not mentioned during the final walk-through.	Active
L110	87	T was given a 21-day lease violation and is being overcharged for rent.	Closed 25-F
L110	87	LL denied request to extend the lease for 1-2 months.	Active
L110	91	T's neighbors are noisy all day and night.	Active

Closure Codes:

23-F = Favorable results for Tenant through CA intervention.

25-F = Landlord offered partial resolution to Tenant.

30-O = Based on information provided, no further action will be taken.

38-O = Tenant or Landlord initiates legal action.

TENANT LANDLORD COMPLAINTS

Apr-20

L110/120	CA Complaint Code	Description of Complaint	Active/Closed
L120	76	LL isn't addressing maintenance problems in a timely manner.	Closed 23-F
L110	76	Infested with mice.	Active
L130	76	Dead trees fell on T's trailer and damaged the roof.	Closed 23-F
L110	76	No hot water.	Active
L110	78	LL is charging an hourly parking fee for visitors.	Active
L110	78	LL is requiring T to pay rent with certified funds.	Active
L110	78	LL won't allow T to give a 40 vs. 60 day notice to vacate.	Active
L110	78	LL won't allow T to extend the lease for 2 months.	Active
L110	78	LL is charging double rent for month-to-month lease.	Active
L110	78	LL served 21-30 notice regarding T's support animal.	Active
L160	79	T wants to break the lease due to LL's abuse of entry.	Active
L110	83	Over 5 months - no security deposit refund - no itemized list of deductions.	Active
L120	83	T didn't move in and the sub-lessor won't return the security deposit.	Active
L160	84	T disputes charges for carpeting and painting.	Closed 23-F
L110	84	T disputes charges for bulk trash and cook top replacement.	Active
L120	84	T disputes charge to replace a 14-year old refrigerator.	Active
L120	87	LL wants T to pay rent because the new tenant isn't moving in.	Closed 25-F
L120	87	LL overcharged the application fee and T wants the difference.	Active
L120	87	LL won't renew the lease and wants T to vacate at the end of June.	Active

Closure Codes:

23-F = Favorable results for Tenant through CA intervention.

25-F = Landlord offered partial resolution to Tenant.

TENANT LANDLORD COMPLAINTS

Apr-20

L110/120	CA Complaint Code	Description of Complaint	Active/Closed
L120	76	LL isn't addressing maintenance problems in a timely manner.	Closed 23-F
L110	76	Infested with mice.	Active
L130	76	Dead trees fell on T's trailer and damaged the roof.	Closed 23-F
L110	76	No hot water.	Active
L110	78	LL is charging an hourly parking fee for visitors.	Active
L110	78	LL is requiring T to pay rent with certified funds.	Active
L110	78	LL won't allow T to give a 40 vs. 60 day notice to vacate.	Active
L110	78	LL won't allow T to extend the lease for 2 months.	Active
L110	78	LL is charging double rent for month-to-month lease.	Active
L110	78	LL served 21-30 notice regarding T's support animal.	Active
L160	79	T wants to break the lease due to LL's abuse of entry.	Active
L110	83	Over 5 months - no security deposit refund - no itemized list of deductions.	Active
L120	83	T didn't move in and the sub-lessor won't return the security deposit.	Active
L160	84	T disputes charges for carpeting and painting.	Closed 23-F
L110	84	T disputes charges for bulk trash and cook top replacement.	Active
L120	84	T disputes charge to replace a 14-year old refrigerator.	Active
L120	87	LL wants T to pay rent because the new tenant isn't moving in.	Closed 25-F
L120	87	LL overcharged the application fee and T wants the difference.	Active
L120	87	LL won't renew the lease and wants T to vacate at the end of June.	Active

Closure Codes:

23-F = Favorable results for Tenant through CA intervention.

25-F = Landlord offered partial resolution to Tenant.

TENANT LANDLORD COMPLAINTS

May-20

L110/120	CA Complaint Code	Description of Complaint	Active/Closed
L110	78	Landlord is charging an hourly parking fee for visitors.	Active
L110	78	T received an eviction notice regarding T's dog.	Active
L110	78	LL sent a 21-day notice regarding T's son.	Active
L110	79	T wants to break the lease due to extensive construction on the property.	Active
L110	80	T wants to terminate the lease due to frequent power outages.	Active
L110	80	T wants to terminate the lease because the apartment is infested w/mice.	Active
L160	83	Over 2 months - no security deposit - no itemized list of deductions.	Active
L110	84	T disputes charges for normal wear and tear.	Active
L110	84	T disputes charges to replace the appliances.	Active
L110	84	T disputes being charged additional fees for not giving proper notice to vacate.	Active
L120	92	T does not want LL or contractors in the house during pandemic.	Active

TENANT LANDLORD COMPLAINTS

Jun-20

L110/120	CA Complaint Code	Description of Complaint	Active/Closed
L120	76	Maintenance needed in kitchen, on the roof and the front porch.	Active
L160	76	The foundation needs to be repaired to prevent leaks in T's room.	Active
L110	76	The hot water has not worked 8 times over the past month.	Active
L120	76	There are multiple maintenance problems in the house.	Active
L110	76	There were multiple maintenance problems when T moved-in.	Active
L120	76	LL removed the microwave and oven.	Active
L120	78	LL wants T to pay for maintenance repairs.	Active
L120	78	LL is requiring T to pay for repairs and the increase in HOA fees.	Active
L120	80	LL will only allow T to terminate the lease if she finds a new tenant.	Active
L110	80	T wants to terminate the lease so he can move in to County housing.	Active
L110	80	T didn't renew the lease & LL is charging 2 months rent to vacate.	Active
L120	83	Over 2 months - no security deposit refund - no itemized list of deductions.	Active
L120	83	T didn't move in and LL won't return the security deposit.	Active
L160	84	T disputes charge to replace the carpeting.	Active
L120	84	T disputes all charges due to lack of maintenance and normal wear & tear.	Active
L120	84	T disputes charges for old blinds, oven cleaning and missing door stops.	Active
L110	87	The parking rules are unclear and T's car was towed.	Closed 30-O
L120	93	LL doesn't give T proper notice to enter the home.	Active

Closure Code:

30-O = Based in on the information provided, no further action will be taken.

TENANT LANDLORD COMPLAINTS

Jul-20

L110/120	CA Complaint Code	Description of Complaint	Active/Closed
L120	76	The fence is broken and the stove doesn't work.	Active
L110	76	There is an outdoor stair railing that needs to be repaired.	Closed 23-F
L120	76	No air conditioning for 16 days.	Closed 23-F
L110	76	Infested with mice.	Active
L120	76	Several maintenance requests aren't being repaired.	Active
L110	76	No air conditioning and infested with rodents.	Active
L110	76	Multiple maintenance problems aren't being fixed.	Active
L110	78	T didn't give 60 days notice to vacate and is being charged a penalty.	Closed 23-F
L110	78	The rent is being increased during the active lease term.	Closed 23-F
L110	78	LL raised the rent during the lease term.	Closed 30-O
L120	79	T wants to break the lease due to lack of maintenance.	Active
L110	79	T wants to break the lease because the apartment is infested w/mice.	Active
L120	80	The lease doesn't specify notice to vacate and T wants to end lease.	Active
L110	80	T wants to terminate the lease due to lack of maintenance.	Active
L110	83	Over 45 days - no security deposit refund - no itemized list of deductions.	Active
L120	83	T wants SD back because T didn't sign the lease or move in.	Active
L120	84	T disputes deduction for utility bills that T already paid.	Active
L110	84	T disputes charge for carpet that was old when T moved in.	Active
L120	85	LL didn't run the application and T wants the fee refunded.	Active
L110	87	T is supposed to be in a 3 BR and was put in a 2 BR temporarily.	Active
L110	87	T's identity was used to lease an apt and was sent to collections.	Active

Closure Codes:

23-F = Favorable results for tenant through CA intervention.

30-O = Based on the information provided, no further action will be taken.

Community Outreach

OUTREACH EVENT CALENDAR

March 2020

DATE	EVENT	LOCATION	# of Guests	Event Time	Staff	Events
3/2/2020	Consumer Connection: Consumer Affairs 101	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA	0	10:00 a.m. - 10:15 a.m.	SCJ	1
3/2/2020	Smart Homes: Privacy and Security Risks	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA	3	11:00 a.m. -12:00 p.m.	CPRD	1
3/2/2020	NCPW Consumer Booth	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA	25	11:00 a.m. - 1:00 p.m.	SCJ/PNB	1
3/2/2020	Housing Fair Event	George Mason University Johnson Center 4477 Aquia Creek Lane Fairfax, VA	150	11:30 a.m. - 1:30 p.m.	MM MDP	1
3/2/2020	Scam Presentation	Sully Senior Center 14426 Albemarle Point Place Chantilly, VA	35	12:30 p.m. - 1:30 p.m.	MM	1
3/2/2020	Consumer Affairs 101 and Protect Yourself Against Fraud and Identity Theft by AARP	Pohick Regional Library 6450 Sydenstricker Rd. Burke, VA	1	7:00 p.m. - 8:30 p.m.	SCJ	1
3/3/2020	Tenant-Landlord Rights and Responsibilities	Baileys' Shelter 5914 Seminary Road Falls Church, VA	9	9:00 a.m. -12:00 p.m.	PNB MDP	1
3/3/2020	NCPW Consumer Booth	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA	23	11:00 a.m. - 2:00 p.m.	HB SCJ VFJ	1
3/3/2020	Consumer Affairs 101 and Protect Yourself Against Fraud and Identity Theft by AARP	Kings Park Library 9000 Burke Lake Road Burke, VA	6	1:30 p.m. - 3:00 p.m.	WWS	1
3/3/2020	Enforcement After Reporting a Scam by FBI	Greensprings Village Hunter's Crossing Conference Center 7430 Spring Village Drive Springfield, VA	40	2:00 p.m. - 3:00 p.m.	MM	1
3/3/2020	How to Defend Against Robocalls and Identity Theft	George Mason Regional Library 7001 Little River Turnpike Annandale, VA	9	7:00 p.m. - 8:00 p.m.	VFJ	1
3/4/2020	County Resource Booths	Lincolnia Senior Center 4710 N. Chambliss St. Alexandria, VA	122	10:00 a.m. - 3:00 p.m.	SCJ MM WS	1
3/4/2020	Fraud Presentation US Postal Inspectors	Lincolnia Senior Center 4710 N. Chambliss St. Alexandria, VA	40	10:30 a.m. - 11:30 a.m.	SCJ WS	1
3/4/2020	NCPW Consumer Booth	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA	23	11:00 a.m. - 1:00 p.m.	PNB/ HEB	1
3/4/2020	Investing in Your Future US Securities and Exchange Commission	Lincolnia Senior Center 4710 N. Chambliss St. Alexandria, VA	25	12:45 p.m. - 1:45 p.m.	SCJ MM WS	1
3/4/2020	Consumer Affairs 101	Sherwood Regional Library 2501 Sherwood Hall Lane Alexandria, VA	2	2:00 p.m. - 3:00 p.m.	VFJ PNB	1

3/4/2020	How to Defend Against Robocalls and Identity Theft	Gerry Hyland Building Financial Empowerment Center 8350 Richmond Highway Alexandria, VA	8	7:00 p.m. - 8:00 p.m.	VFJ	1
3/4/2020	Consumer Affairs 101 and Protect Yourself Against Fraud and Identity Theft by AARP	Centreville Regional Library 14200 St. Germain Drive Centreville, VA	1	7:00 p.m. - 8:00 p.m.	MM	1
3/5/2020	Department of Treasury Unclaimed Property	Fairfax County Judicial Center 4110 Chain Bridge Road Fairfax, VA	108	9:00 a.m. - 3:00 p.m.	WWS PNB	1
3/5/2020	NCPW Consumer Booth	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA	9	11:00 a.m. - 1:00 p.m.	BEO MLT	1
3/5/2020	NCPW Consumer Booth	Northern Virginia Community College 8333 Little River Turnpike Annandale, VA	5	11:00 a.m. - 2:00 p.m.	MDP MM	1
3/5/2020	Consumer Affairs 101 and Protect Yourself Against Fraud and Identity Theft by AARP	Kingstowne Library 6500 Landsdowne Centre Alexandria, VA	3	4:00 p.m. - 6:00 p.m.	SCJ MLT MM	1
3/5/2020	Cyber Security Workshop by Senator Warner's Office	Reston Regional Library 11925 Bowman Towne Drive Reston, VA	9	7:00 p.m. - 8:00 p.m.	MM SCJ	1
3/6/2020	Department of Treasury Unclaimed Property	Apple Federal Credit Union 4097 Monument Corner Drive Fairfax, VA	126	10:00 a.m. - 4:00 p.m.	MM MDP	1
3/6/2020	NCPW Consumer Booth	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA	10	11:00 a.m. - 1:00 p.m.	HEB VFJ	1
3/6/2020	Taking Control of Your Personal Finances	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA	10	12:00 p.m. - 1:00 p.m.	MLT	1
3/6/2020	Scam Presentation	Herndon Senior Center 873 Grace Street Herndon, VA	20	12:45 p.m. - 1:45 p.m.	SCJ MM	1
3/7/2020	Consumer Resource Booths	Springfield Town Center 6500 Springfield Mall Springfield, VA	150	10:00 a.m. - 3:00 p.m.	SCJ MLT	1
3/9/2020	Consumer Knowledge	Herndon High School 700 Bennett Street Herndon, VA	120	7:00 a.m. - 4:00 p.m.	MM MDP	3
3/10/2020	Consumer Knowledge	South County High School 8501 Silverbrook Road Lorton, VA	90	7:00 a.m. - 4:00 p.m.	MM MDP	3
3/11/2020	Setting Financial Goals FEC	Lorton Community Action Council 9504 Richmond Highway Lorton, VA	8	12:00 p.m. - 1:00 p.m.	VFJ	1
3/16/2020	Consumer Knowledge Cancelled	Herndon High School 700 Bennett Street Herndon, VA		7:00 a.m. - 4:00 p.m.	MM MDP	
3/19/2020	Learning About Investing Financial Fitness Postponed	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA		8:00 a.m. - 2:00 p.m.	VFJ	

3/21/2020	Staying Home: Making Smart Choices for Easy Living Cancelled	The Church of Jesus Christ of Latter-Day Saints 6219 Villa Street Alexandria, VA		9:00 a.m. - 12:00 p.m.	PNB	
3/23/2020	Consumer Affairs 101 Cancelled	Public Safety 4890 Alliance Drive Fairfax, VA		6:00 a.m. - 7:30 a.m.	WWS	
3/24/2020	Consumer Affairs 101 Cancelled	Public Safety 4890 Alliance Drive Fairfax, VA		6:00 p.m. - 7:30 p.m.	VFJ	
3/25/2020	Consumer Affairs 101 Cancelled	Public Safety 4890 Alliance Drive Fairfax, VA		6:00 p.m. - 7:30 p.m.	PNB	
3/26/2020	Consumer Affairs 101 Cancelled	Public Safety 4890 Alliance Drive Fairfax, VA		6:00 a.m. - 7:30 a.m.	WWS	
3/31/2020	YCYC: Absentee Owners and Tenants Cancelled	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA		7:00 p.m. - 8:00 p.m.	MLT MM	

OUTREACH EVENT CALENDAR April 2020

DATE	EVENT	LOCATION	# of Guests	Event Time	Staff
4/10/2020	Financial Fitness eLearning	12000 Government Center Parkway Fairfax, VA	50	4/10/202-4/30/2020 Sign-up	VFJ
4/15/2020	MoneySmart Cancelled	Adult Detention Cente 10520 Judicial Drive Fairfax, VA		11:30 a.m. - 3:30 p.m.	VFJ
4/16/2020	Credit Reports and Scores Postponed	Fairfax County Government Center 12000 Government Center Fairfax, VA		8:00 a.m. - 2:00 p.m.	VFJ/BEO
4/20/2020	Consumer Connection Cancelled	Fairfax County Government Center 12000 Government Center Fairfax, VA		10:00 a.m. - 10:30 a.m.	SCJ
4/22/2020	MoneySmart Cancelled	Adult Detention Cente 10520 Judicial Drive Fairfax, VA		11:30 a.m. - 3:30 p.m.	VFJ
4/27/2020	National Life Smarts Cancelled	Hyatt Regency Crystal City 2799 Richmond Highway Arlington, VA		7:00 a.m. - 1:30 p.m.	SCJ/MP/ MM
4/29/2020	MoneySmart Cancelled	Adult Detention Cente 10520 Judicial Drive Fairfax, VA		11:30 a.m. - 3:30 p.m.	VFJ
4/29/2020	Setting Financial Goals	Zoom Workshop	16	12:00 p.m. - 1:30 p.m.	VFJ

OUTREACH EVENT CALENDAR
May 2020

DATE	EVENT	LOCATION	# of Guests	Event Time	Staff	Events
5/6/2020	Building A Better Credit Report ACT	Zoom Workshop	10	12:30 p.m. - 2 p.m.	VFJ	1
5/14/2020	Building A Better Credit Report African Community Center	Zoom Workshop	10	10:00 a.m. - 12:00 p.m.	VFJ	1

OUTREACH EVENT CALENDAR June 2020

DATE	EVENT	LOCATION	# of Guests	Event Time	Staff
6/1/2020	YCYC Association Board Meeting During a State of Emergency	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA	0	1:00 p.m. - 3:00 p.m.	MLT
6/1/2020 thru 6/30/2020	Northern Virginia Housing Expo Virtual	Virtual Expo		Online 24/7	VFJ
6/11/2020	Managing Debt During COVID-19 FEC	Zoom Workshop		10:00 a.m. - 11:00 a.m.	VFJ
6/11/2020	Money Matters Expo CANCELLED	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA		10:00 a.m. - 3:00 p.m.	VFJ
6/12/2020	Employee Financial Fitness CANCELLED	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA		8:00 a.m. - 2:00 p.m.	VFJ
6/29/2020	Consumer Connection	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA		10:00 a.m. - 10:30 a.m.	SCJ

OUTREACH EVENT CALENDAR
July 2020

<i>DATE</i>	<i>EVENT</i>	<i>LOCATION</i>	<i># of Guests</i>	<i>Event Time</i>	<i>Staff</i>
7/7/2020	YCYC: 2020 CIC Legislative Review	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA	0	7:00 p.m. - 8:00 p.m.	MLT
7/8/2020	Managing Debt During COVID-19	Zoom Hosted by Britepaths	11	6:30 p.m. - 7:30 p.m.	VFJ
7/16/2020	Consumer 101 Protecting Yourself from Identity Theft	Northern Virginia Community College 8333 Little River Turnpike Annandale, VA	73	10:00 a.m. - 11:30 a.m.	MM
7/20/2020	Consumer Connection: COVID-19 Scams	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA	0	3:00 p.m.-3:30 p.m.	RLM
7/29/2020	Employee Financial Fitness CANCELLED	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA		8:00 a.m. - 2:00 p.m.	VFJ
7/31/2020	Managing Expense & Debt During COVID-19	Zoom Workshop		10:00 a.m. - 12:00 p.m.	VFJ

Resource Items

Fairfax County Department of Cable and Consumer Services
<https://www.fairfaxcounty.gov/cableconsumer>

Fairfax County Consumer Affairs Branch
<https://www.fairfaxcounty.gov/cableconsumer/csd/consumer>

Fairfax County Consumer Affairs Facebook
<https://www.facebook.com/fairfaxcountyconsumer>

Information Items

- **Housing**

[CARES Act protections for renters](#)

[Northern Virginia Housing Virtual Expo](#)

Fall closing anticipated on Arrowbrook Centre affordable housing development in Herndon; Fairfax County mentioned.

<https://www.restonnow.com/2020/07/02/affordable-housing-at-arrowbrook-centre-set-to-complete-by-2022/>

- **Legislation**

[New Tenant-Landlord Laws](#)

- **Economic Indicators**

Housing information is available from the Fairfax County Department of Management and Budget:

<https://www.fairfaxcounty.gov/budget/sites/budget/files/assets/indicators/2020/06.pdf>

- **COVID-19**

[Fairfax County Updates](#)