

## MOTION

The Los Angeles Housing Department provides professional services to renters, and housing providers in the City of Los Angeles. These professional services include policies and programs for tenant protection, and cost-recovery programs for housing providers such as: Seismic Retrofit, Substantial Remodel, Capital Improvement, and Just and Reasonable Rent Adjustment programs. It is in the interest of tenants and property owners to maintain modern and efficient systems, saving money for renters and housing providers.

In the last 10 years, state and local laws such as AB 1482 (the Tenant Rights Act), have been strengthened to ensure tenants' rights, resulting in a much more stable housing stock for all Angelenos. At the same time, housing providers demonstrate instances where the system currently in use by the LAHD contains outdated procedures and are requesting a more timely and streamlined process which can be updated via Council instruction. Issues include ensuring that email receipts are generated when a transaction or requirement is met, clarifying city requirements from the start of any process, and other efficiencies should be prioritized once the Housing Department reports with recommendations to address them.

The Housing Department employs professional staff that review all requests, including those via the Cost Recovery program, in order to render decisions. As Council adds to the requirements for housing providers to ensure tenant protections and habitability standards, the amount of interactions between the City and housing providers has and will continue to increase. It is appropriate for Council to instruct the Housing Department to report back on upgrading the methods that the city uses to verify claims, provide approvals, and grant requests. Improving the City's system benefits everyone from renters to housing providers, so that residents stay housed and housing providers can stay in business. In the department's report, recommendations should be varied, such as allowing grace periods after deadlines have been passed, or allowing for re-application of a request post-deadline via a fee or some other method rather than starting from step one.

The LAHD should be directed to report back with recommendations to improve the Cost Recovery programs, so that Council can know what and how to implement improvements. The goal of this initiative is to improve existing systems within the Housing Department, in order to gain more compliance from housing providers and help ensure habitable conditions for tenants. Improving these elements both modernize and bring efficiency to these required systems used by housing providers, but felt by renters. The city should maximize tools such as AI which could improve efficiency, add transparency, and improve the City's turnaround-response time and overall process for all cases.

I THEREFORE MOVE that the Los Angeles Housing Department, report to Council in 90 days with recommendations to improve the administration of Cost Recovery programs, including but not limited to elements outlined in the body of this motion, and:

  
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- Adjustments to compliance requirements, such as the extension of current time limits required in ordinance by providing grace periods, and the implementation of stronger fee recovery components should an applicant surpass the required time limit requirements
- Modernization of city portals and communication methods, such as realtime application status, email confirmation after payments or required documentation submittals, and improved notification of requirements.
- A focus on the current Housing Department Case Management System, with recommendations on the use of technological advancements including AI and other tools in order to support staff efficiency and transparency

Presented By:



BOB BLUMENFIELD

Councilmember, 3rd District

Seconded By:



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