

EXHIBIT "A"

SCOPE OF SERVICES

Fair Housing Napa Valley (FHNV) agrees to provide the following services to the City of Calistoga (CITY) for a lump sum fee of \$3,480.00 during the 2011-2012 Fiscal Year that began on July 1, 2011 and ends on June 30, 2012.

1. **FAIR HOUSING PROGRAM SERVICES**

FHNV will provide the following general services in both English and Spanish languages:

- A. Disseminate information regarding housing discrimination, under State and Federal law.
- B. Give advice on tenant-landlord issues and assist in the resolution of conflicts in contractual relationships.
- C. Refer complaints/violations to the Department of Fair Employment and Housing and the Department of Housing and Urban Development.
- D. Offer training services for City staff and officials. This includes providing advice and guidance on housing related issues as needed throughout this contract period.

FHNV make its services known and available through community outreach, education and distribution of information, counseling, advocacy and enforcement of both Federal and State anti-discrimination laws. Specific outreach efforts to be employed include working in partnership with the Calistoga Family Resource Center to provide local workshops, including attendance at community events and city council meetings. FHNV will work with the City of Calistoga to be available when needed to schedule additional workshops based on identified issues and updates in housing regulations.

2. **GENERAL HOUSING COUNSELING SERVICES – TENANT/LANDLORD MEDIATION**

FHNV will provide the following counseling services in both English and Spanish languages:

- A. Respond to all inquiries for general housing counseling from tenants and landlords within the incorporated areas of the City of Calistoga regarding their rights and responsibilities, including but not limited to the following areas: security deposit refunds, termination of tenancy, evictions, habitability, repairs, abandonment, nuisances and other general housing complaints. FHNV staff will be deployed to the field to investigate and assist families and landlords with best practices to aid in dispute resolution. All resources available within Napa County will be utilized to further assist Calistoga residents. FHNV has a direct relationship with many providers within the county and will ensure residents are aware of their options to address their immediate needs.

- B. **Maintain written records of inquiries and shall submit to the CITY a quarterly report summarizing the number and type of inquiries as well as demographic information about the persons served by FHNV. All records will be made available to CITY representatives for review upon request.**