



Austin Tenants Council – Client Examples

Repair Mediation

Teegan and Megan sought repair mediation via ATC, after working with their landlord for over 6 months on the own and getting no relief from an extreme roach and rodent problem. The exterior of their home was deteriorating, and both the property handyman and the pest control tech repeatedly failed to respond or show up for the necessary service.

ATC staff were able to get some temporary relief via pest control, as well as a commitment to patch, seal, and repair the exterior issues. Ultimately, Teegan and Megan decided they needed to move out because of the severity and duration of the issues. ATC staff was able to negotiate an amicable early lease termination without any penalty or obligation to the rest of the lease.

Repair Mediation

Fernando and his family had lived in the same rental unit for 6 years at the time he sought ATC help. The issues in his housing were making it uninhabitable, including significant electrical issues, no heat, no hot water in the shower, plumbing leaks, and mold. Although Fernando and his family speak Spanish, the landlord speaks English and the repair request documentation needed to be completed in English.

ATC staff requested all the repairs needed by Francisco's family. The landlord stated they he's not sure why Fernando had reached out to ATC, because "he knows the process for work orders." The landlord also stated that they've "already put \$700" into the property. ATC staff continued advocating for the tenant's right to repairs, and within about two weeks of Fernando reaching out to ATC, every repair he requested had been completed.

guaranteed by Austin's housing code, such as locking windows and an exhaust fan. At the time of his visit, the apartment complex was paying for him to stay in a hotel while they repair a collapsed ceiling. David came to ATC for advice on how to terminate his lease early without penalties. ATC staff advised David on how to request repairs on the remaining code violations, assuming the ceiling was adequately repaired. We gave guidance on how to terminate a lease due to failure to repair, as well as discussing the potential consequences of leaving before the lease is over.

Repair Mediation

Tierney and Molly sought a repair mediation via ATC, after working with their landlord for over 6 months on their own and getting no relief from an extreme roach and rodent problem. The exterior of their home was deteriorating, and both the property handyman and the pest control technician repeatedly failed to respond or keep previously scheduled appointments for the necessary pest control service. ATC staff were able to get some temporary relief via pest control, as well as a commitment to patch, seal, and repair the exterior issues. Ultimately, Tierney and Molly decided that they needed to move out because of the severity and duration of the issues. ATC staff was able to negotiate an amicable early lease termination without any penalty or obligation to the rest of the lease.

