



# County of Fairfax, Virginia

## MEMORANDUM

**DATE:** March 4, 2024

**TO:** Tenant-Landlord Commission

**FROM:** Rebecca L. Makely, Director  
Department of Cable and Consumer Services

**SUBJECT:** Tenant-Landlord Commission Meeting for March 11, 2024

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RLM

Please find attached the Tenant-Landlord Commission meeting package. The next scheduled meeting is **Monday, March 11, 2024, 7:30 p.m. in Conference Room 8** of the Government Center, 12000 Government Center Parkway, Fairfax, Virginia.

Please RSVP with your attendance to Susan Jones **by noon on Friday, March 8, 2024**, at [Susan.Jones@fairfaxcounty.gov](mailto:Susan.Jones@fairfaxcounty.gov) or 703-324-5877.

Enclosures

cc: Ellicia Seard-McCormick, Deputy County Executive

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  
March 11, 2024 AGENDA**

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

Minutes

- Approval of the draft February 12, 2024, meeting minutes

Report of the Director

Report of the Chairperson

Commission Matters

Old Business

New Business

- Tenant-Landlord 2024 Invitation List

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**

February 12, 2024

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

Attendance:

Commissioners: Chamberlain, Otonde

Remote:

Commissioners: Reid

Staff:

Rebecca Makely, Director  
Cable and Consumer Services  
Amanda Kastl, Director  
Consumer Services Division  
Susan C. Jones, Branch Manager  
Consumer Affairs Branch

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

Chairperson Chamberlain notified the Commission that Commissioner Reid requested to participate in the meeting remotely.

Commissioner Otonde made the motion to approve that Chairperson Chamberlain's decision to approve Commissioner Reid's request to participate from a remote location was in conformance with the Tenant-Landlord Commission's Remote Participation Policy. Chairperson Chamberlain seconded the motion. The motion was approved, 2-0-0.

Chairperson Chamberlain made the motion that Commissioner Reid's voice can be heard by all persons at the primary meeting location. Commissioner Otonde seconded the motion. The motion was approved, 2-0-0. Commissioner Reid participated remotely from Florida.

### **Minutes**

Commissioner Otonde moved to approve the January 8, 2023, minutes. Commissioner Reid seconded the motion. The minutes were approved, 2-0-1, with Commissioner Reid abstaining.

### **Report of the Director**

Director Makely introduced Amanda Kastl, Director, Consumer Services Division who joined the Department of Cable and Consumer Services on January 29, 2024.

Director Makely indicated staff was in the middle of the legislative session and that an update would be provided to the Commission.

Director Makely stated the County Executive will present the FY 2025 Draft Budget to the Board of Supervisors on February 20, 2024. Town meetings will be scheduled in magistral districts, and public hearings will be held in April. The final budget will be adopted in May 2024.

Susan Jones, Branch Manager, Consumer Affairs, provided a brief overview of the events scheduled to occur during National Consumer Protection Week.

### **Report of the Chairperson**

Chairperson Chamberlain had no matters to bring before the Commission.

### **Commission Matters**

Commissioner Otonde inquired whether her landlord could make tenants pay for valet trash service. Chairperson Chamberlain responded if the cost was disclosed at the time of the application or at the lease renewal that the landlord could charge that fee. Commissioner Otonde stated certain times were provided for everyone to put out the trash, which gives an unsightly appearance.

Commissioner Reid mentioned a bill in legislation that would prohibit local jurisdiction from developing property. Chairperson Chamberlain mentioned that bill was targeting Hampton Roads area.

### **Old Business**

There was no old business to bring before the Commission.

### **New Business**

**1. Tenant-Landlord 2024 Open Forum.** Chairperson Chamberlain spoke about inviting companies to the April 8, 2024, meeting for an open dialogue and to hear about fact finding market trends. Chairperson Chamberlain requested each Commissioner come up with 3 to 5 names for speakers. Chairperson Chamberlain asked staff to inquire about a larger conference room for the April meeting.

**2. TLC Composition Code Change.** Chairperson Chamberlain stated the TLC Composition Code will be discussed at the May 13, 2024, meeting.

**3. Nomination of Officers.** Chairperson Chamberlain opened the floor for nominations on Vice Chairperson-Tenant and Chairperson. Commissioner Reid nominated Robert Chamberlain for Chairperson. No nominations for Vice Chairperson-Tenant.

Slate of Candidates: Robert Chamberlain-Chairperson

Chairperson Chamberlain made a motion to approve the slate as proposed. The motion passed, 2-0-1 with Chairperson Chamberlain abstaining.

A motion was made by Commissioner Otonde to adjourn the meeting. Commissioner Reid seconded the motion. The motion passed unanimously, 3-0-0. The meeting was adjourned at 8:24 p.m.

# TLC Calendar

## **Tenant-Landlord Commission**

2024 Planning Calendar

March 11, 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
  - Tenant-Landlord 2024 Open Forum
- May 13
  - TLC Composition Code Change
  - Elections of Officers
- June 10
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- July 15
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- August 12
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- September 9
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- 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 6/23/2020	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 5/18/2021	1/31/2026
Tenant Member	VACANT		

## Department of Cable and Consumer Services

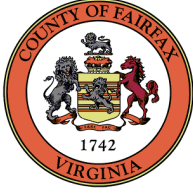
**Rebecca L. Makely, Director**  
Cable and Consumer Services  
703-324-5947  
[rebecca.makely@fairfaxcounty.gov](mailto:rebecca.makely@fairfaxcounty.gov)

**Amanda K. Kastl, Director**  
Consumer Services Division  
703-324-2639  
[amanda.kastl@fairfaxcounty.gov](mailto:amanda.kastl@fairfaxcounty.gov)

**Susan C. Jones, Branch Manager**  
Consumer Affairs  
703-324-5877  
[susan.jones@fairfaxcounty.gov](mailto:susan.jones@fairfaxcounty.gov)



# TLC Statistics



**CONSUMER AFFAIRS BRANCH**  
**Tenant-Landlord Summary**  
**2/1/2024 Through 2/29/2024**

	<b>Current Month</b>	<b>Fiscal YR to Date</b>
Complaints Resolved	32	219

<b>Complaint Allegations</b>	<b>Current Month</b>	<b>Fiscal YR to Date</b>
Alleged unauthorized service or other activity	1	1
Alleged lack of Maintenance/Essential service(s) or Code Violation(s)	12	84
Alleged Failure to Comply with the Lease Agreement	1	9
Alleged Unfair Rental Rules	3	10
Alleged desire to Terminate Lease	4	23
Alleged Unlawful Eviction	2	7
Alleged Security Deposit Dispute	5	37
Failure to Return Rental Application Fee	0	5
Other Landlord-Tenant Problems	1	11
Alleged Improper Charges or Fees	3	24
Alleged Abuse of Entry	0	5
Alleged Failure to Provide Proper Notice	0	3

	<b>Current Month</b>	<b>Fiscal YR to Date</b>
<b>Case Inquiries</b>	108	1158

# Community Outreach

## Outreach Event Calendar March 2024

DATE	EVENT	LOCATION	# of Guests	Event Time	Staff
3/4/2024	<b>NCPW Consumer Booth</b>	Sully Community Center 12809 Wall Road Herndon, VA 20171		9:30 a.m. - 1:30 p.m.	PNB AB
3/5/2024	<b>NCPW Consumer Booth</b>	Gerry Hyland Government Center 8350 Richmond Highway Alexandria, VA 22312		12:00 p.m. - 4:00 p.m.	MDP CH
3/6/2024	<b>NCPW Consumer 101 Medical Billing Your Smart TV and Privacy</b>	Lincolnia Senior Center 4710 N. Chambliss Street Alexandria, VA 22312		12:30 p.m. - 2:00 p.m.	SCJ CH
3/6/2024	<b>NCPW Consumer Booth</b>	Lincolnia Senior Center 4710 N. Chambliss Street Alexandria, VA 22312		10:30 a.m. - 2:30 p.m.	MDP SCJ
3/7/2024	<b>NCPW Consumer Affairs Day Welcome/Consumer Affairs 101</b>	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA 22035 Live on Channel 16		9:00 a.m. - 9:30 a.m.	AK SCJ
3/7/2024	<b>NCPW Consumer Affairs Day Tenant-Landlord Leases</b>	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA 22035 Live on Channel 16		9:30 a.m. - 10:00 a.m.	SW
3/7/2024	<b>NCPW Consumer Affairs Day Tenant-Landlord-Maintenance</b>	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA 22035 Live on Channel 16		10:00 a.m. - 10:30 a.m.	MDP
3/7/2024	<b>NCPW Consumer Affairs Day Medical Billing</b>	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA 22035 Live on Channel 16		10:30 a.m. - 11:00 a.m.	CH
3/7/2024	<b>NCPW Consumer Affairs Day Vehicle Purchase and Maintenance Issues</b>	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA 22035 Live on Channel 16		11:00 a.m. - 11:30 a.m.	AB
3/7/2024	<b>NCPW Consumer Affairs Day Scams</b>	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA 22035 Live on Channel 16		11:30 a.m. - 12:00 p.m.	PNB
3/7/2024	<b>NPCW Consumer Affairs Day Consumer Booth</b>	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA 22035		8:30 a.m. - 12:30 p.m.	CS
3/8/2024	<b>Scam Slam Consumer Booth</b>	Greenspring 7430 Sping Village Drive Springfield, VA 22150		11:00 a.m. - 2:00 p.m.	SCJ SW
3/11/2024	<b>Consumer Knowledge</b>	Edison High School 5801 Franonia Road Alexandria, VA		1:30 p.m. - 3:00 p.m.	MDP
3/12/2024	<b>Consumer Knowledge</b>	Edison High School 5801 Franonia Road Alexandria, VA		8:30 a.m. - 10:30 a.m.	MDP
3/14/2024	<b>Tenant-Landlord Presentation</b>	George Mason University 4400 University Drive Fairfax, VA		2:00 p.m. - 3:00 p.m.	MDP
3/23/2024	<b>Northern Virginia Housing Expo Consumer Booth</b>	Charles Colgan High School 13833 Dumfries Road Manassas, VA 20112		10:00 a.m. - 3:00 p.m.	CH SW

## **Outreach Event Calendar April 2024**

<b>DATE</b>	<b>EVENT</b>	<b>LOCATION</b>	<b># of Guests</b>	<b>Event Time</b>	<b>Staff</b>
4/16/2024	<b>Consumer Affairs 101 Virtual</b>	Vitrual Center for Active Adults 4400 Legato Road, Suite 1100 Fairfax, VA		10:00 a.m. - 11:00 a.m.	SCJ
4/18/2024	<b>Tenant-Landlord Presentation</b>	George Mason University 4400 University Drive Fairfax, VA		2:00 p.m. - 3:00 p.m.	SW
4/19/2024	<b>Scam Jam</b>	Fairfax County Government Center 12000 Government Center Pkwy Fairfax, VA		9:00 a.m. - 12:00 p.m.	SCJ
4/25/2024	<b>Fair Housing Summitt</b>	Fairfax County Board Auditorium 12000 Government Center Pkwy Fairfax, VA		9:00 a.m. - 3:00 p.m.	SW MDP

# 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: Romance Scam/National Consumer Protection Week  
(February 26, 2024)***

<https://fb.watch/qxBEXthjGV/>

## **Information Items**

**More Fairfax cash slated for affordable-housing effort in Tysons ([more](#))**

**Supervisors approve loan for affordable-housing project on Route 7 ([more](#))**

**Fairfax County sees rising eviction rates as pandemic-era funding dwindles ([more](#))**