

HAVE YOU JOINED THE RENT CAFÉ PORTAL?

Sign up now for 24/7 access to:

Submit income and family composition changes

Complete your annual re-examination

View tenant and owner forms

For help signing up, or questions regarding your Rent Café Portal account, e-mail

RentCafePortal@lacda.org.

If you have already signed up, remember to check your e-mail frequently to ensure you don't miss any notifications from the Los Angeles County Development Authority (LACDA).

Click [here](#) to access the Rent Café Portal.

HOW TO AVOID RENTAL SCAMS

Finding a new place to live can be stressful, but it may be dangerous to choose a place too quickly. Taking extra time to screen a rental can help you avoid getting swindled. Below are some ways to avoid rental scams:

1. **Always request a tour.** Don't rent a home without seeing it. Schedule a time to tour the rental to make sure it exists and confirm it matches the advertisement.
2. **Skip listings that look suspicious.** Scroll past spam listings and be skeptical of listings that are priced below the market for the area based on size and upgrades.
3. **Ask to speak to the property owner.** People posing as a representative of the owner could rent out a home without their permission. Ask to meet the property owner at the rental location.
4. **Don't send money.** Avoid sending money by wire even if the property owner offers an elaborate story as to why they can't meet in person. If you are making a cross-country move, consider holding off on the home hunt until you arrive.





211LA SERVICES

211LA provides information and referrals to services that meet an individual or family's needs through a 24-hour 2-1-1 call line, or through their website chat.

The following list is just a few of the services 211LA can assist you with:

- COVID-19 information and support ;
- Information and referrals on food benefit program and groceries/food pantry services;
- Information on mental health services like advocacy and patients' rights; and
- Information on senior services like healthcare, food needs, and transportation services.

For more information, please call 2-1-1 or visit their website at <https://211la.org/>.

TENANT WORKSHOP

Workshops are designed to provide participant families and owners an opportunity to learn about Section 8 Housing Choice Voucher Program requirements that may affect rental assistance.

February Lunch & Learn

Join the LACDA and learn how to navigate the Rent Café Portal. The workshop will be conducted in English and Spanish.

Thursday, February 16, 2023
11:00 A.M. - 12:00 P.M.

Register in advance for this Zoom meeting at:
Zoom Link: bit.ly/3CYftiH

After registering, you will receive a confirmation e-mail containing information about how to join the meeting.

Phone: (626) 586-1654 E-mail: HCVWorkshops@lacda.org





Unwanted Calls and Text Messages

Here's how they work:



You pick up the phone and hear a recorded message — a robocall — or a live person selling something. Maybe it's not who your caller ID said it was. Or you get an unexpected text message saying you won a prize, have a package waiting, or must contact your bank.

Recorded sales calls are illegal unless you give a business written permission to robocall you. If your number is on the Do Not Call Registry, you're not supposed to get any recorded or live sales calls. But scammers ignore the rules about when and how they can call you.

Scammers use technology to make any name or number show up on your caller ID: the IRS, a business you know, or even your own number. You can't trust caller ID because phone numbers can be faked. Scammers send text messages to trick you into clicking links and giving personal information.

Here's what to do:

- 1. Hang up on unwanted calls and ignore unexpected texts.** Don't press any numbers or click on links. Blocking services might reduce unwanted calls and texts. Ask your phone carrier about call and message blocking. Read expert reviews about your options. Learn more at [ftc.gov/calls](https://www.ftc.gov/calls).
- 2. Pass this information on to a friend.** You may know what to do about unwanted calls and texts, but you probably know someone who doesn't.



Want to know more?
Sign up for Consumer Alerts
at ftc.gov/ConsumerAlerts.

The logo features the text "...PassItON" in a white, cursive-style font on a dark teal speech bubble background. The bubble is partially overlapping a larger, lighter teal circle.

...PassItON

Please Report Scams

If you get scam calls, illegal robocalls, or unwanted text messages, please report them to the Federal Trade Commission.

- Go online: **ReportFraud.ftc.gov**
- Call the FTC at 1-877-FTC-HELP (1-877-382-4357) or TTY 1-866-653-4261.

Your report can help protect other people. By reporting fraud, you can help the FTC's investigators identify the scammers and stop them before they can get someone's hard-earned money. It really makes a difference.



**FEDERAL TRADE
COMMISSION**

ftc.gov/PassItOn



Llamadas y mensajes de texto no deseados

Funcionan de la siguiente manera:



Atiendes el teléfono y escuchas un mensaje grabado — una llamada automática pregrabada o robocall — o la voz de una persona en directo que está vendiendo algo. Tal vez no sea quién dijo que era tu identificador de llamadas. O recibes un mensaje de texto inesperado que dice que ganaste un premio, que tienes un paquete esperando o que debes comunicarte con tu banco.

Las llamadas de ventas grabadas son ilegales a menos que tú le des permiso por escrito a una empresa para recibir llamadas automáticas pregrabadas o robocalls. Si tu número está en el Registro No Llame, se supone que no debes recibir llamadas de ventas grabadas o en vivo. Pero los estafadores ignoran las reglas que establecen cuándo y por qué pueden llamarte.

Los estafadores utilizan tecnología para hacer que cualquier nombre o número aparezca en tu identificador de llamadas: el IRS, una empresa que conoces o incluso tu propio número. No puedes confiar en el identificador de llamadas porque los números de teléfono pueden falsificarse. Los estafadores también envían mensajes de texto para que hagas clic en enlaces y entregues información personal.

Esto es lo que tienes que hacer:

- 1. Cuelga las llamadas no deseadas e ignora los mensajes de texto inesperados.** No presiones ningún número ni hagas clic en los enlaces. Servicios de bloqueo pueden reducir las llamadas y los mensajes de texto no deseados. Pregúntale a tu proveedor telefónico sobre el bloqueo de llamadas y mensajes. Lee las opiniones de expertos sobre tus opciones. Aprende más en ftc.gov/llamadas.
- 2. Pásale esta información a un amigo.** Es posible que tú ya sabes qué es lo que tienes que hacer con las llamadas y textos indeseados, pero probablemente conoces a alguien que no lo sabe.



¿Quieres saber más? Suscríbete en ftc.gov/AlertasDeConsumidor para recibir alertas para consumidores.

¡Pásalo!

Por favor, reporta las estafas

Si recibes llamadas fraudulentas, llamadas automáticas pregrabadas ilegales o mensajes de texto no deseados, repórtalos a la Comisión Federal de Comercio (FTC).

- En línea: **ReporteFraude.ftc.gov**
- Llama a la FTC al 1-877-FTC-HELP (1-877-382-4357) o al 1-866-653-4261 para usuarios de TTY.

Tu reporte puede ayudar a proteger a otras personas. Al reportar el fraude, puedes ayudar a los investigadores de la FTC a identificar a los estafadores y frenar sus fraudes antes de que le roben el dinero a otra persona. Esto realmente hace una diferencia.



COMISIÓN FEDERAL
DE COMERCIO

ftc.gov/pasalo



LOS ANGELES COUNTY
**CONSUMER &
BUSINESS AFFAIRS**

BRIAN J. STIGER
Director

500 W. Temple Street, Room B-96
Los Angeles, CA 90012

(800) 593-8222 inside Los Angeles County
(213) 974-1452 outside Los Angeles County

Website: dcba.lacounty.gov

Follow us for the latest news & tips!

Facebook | [LACountyDCBA](#)

Instagram | [LACountyDCBA](#)

Twitter

Consumers | [LACountyDCBA](#)

Small Business | [LACoSmallBiz](#)

Español | [LACoConsumidor](#)



County of Los Angeles
Board of Supervisors

Hilda L. Solis, First District
Mark Ridley-Thomas, Second District
Sheila Kuehl, Third District
Janice Hahn, Fourth District
Kathryn Barger, Fifth District

Last Updated 3.1.17



- Wage Enforcement
- Consumer Counseling
- Complaint Investigations
- Small Claims Court Assistance
- Mediation
- Foreclosure Prevention Assistance
- Small Business Assistance
- Consumer Education and Outreach
- Financial Empowerment

Serving Los Angeles County consumers and
businesses since 1976.



OUR MISSION

To promote a fair and vibrant marketplace, we serve consumers, businesses, and communities through education, advocacy, and complaint resolution.



LOS ANGELES COUNTY
**CONSUMER &
BUSINESS AFFAIRS**

Identity Theft

FACTS FOR CONSUMERS



IDENTITY THEFT

Your identity is stolen when someone uses your name, Social Security number, or other personal information to get credit, goods, services or real property without your knowledge or consent.

Get your free credit report

Check for identity theft by reviewing your credit report at least once a year. You can get a free credit report every 12 months by calling (877) 322-8228 or online at www.annualcreditreport.com.

Prevent identity theft

- Review your bank and credit card statements every month. Look for charges and withdrawals you did not make.
- Review your credit report for accounts you did not open and for account balances that are suspiciously high.
- Only carry the credit and identification cards you need. Make copies of the cards you carry and keep them in a safe place. If you lose your wallet, you will have the information you need to report them as lost or stolen.
- Shred documents you don't want before you throw them away.
- Use strong passwords and don't share them.
- Do not respond to email messages or telephone calls asking for personal and financial information.

- Protect your computer with security software, including anti-virus, anti-spyware and firewall protection. Set up software to update automatically.
- Don't use unsecured Wi-Fi hotspots to make payments or pay bills.
- Reduce unwanted credit card offers by registering for the Opt Out Prescreen service at optoutprescreen.com or call (888) 567-8688.

Common warning signs of identity theft

- Your credit card statement has charges you did not make.
- You get bills for accounts you never opened.
- You are denied credit for no obvious reason.
- Money is missing from your bank account.
- Collection agencies are calling you to collect debt you did not incur.

Resolve identity theft problems

1. Immediately report the theft to your creditor.
2. Call DCBA for help in dealing with creditors or credit reporting companies
3. Get a free copy of your credit report. Note accounts you did not open and account balances that are suspiciously high.

4. Contact the three major credit reporting companies. Ask them to place a "Fraud Alert" on your report. This alerts businesses to verify your identity before issuing credit and stops thieves from opening new accounts in your name for 90 days.

Equifax: (800) 525-6285

Experian: (888) 397-3742

TransUnion: (800) 916-8800

5. For a more permanent solution, freeze your credit to stop new accounts from being opened in your name. See our Security Freezes brochure for more information.
6. File a complaint with the Federal Trade Commission. You can do this online at: www.ftc.gov or by phone at 877-ID-THEFT or (877) 438-4338.
7. File an "Identity Theft Police Report" at your local police station. Give them a copy of your FTC report and any statements or proof you have. Keep a copy of the police report.
8. Contact companies that have reported accounts you did not open or charges you didn't make. Send them a copy of your police report and a certified letter disputing the fraudulent charges. Sample letters and an "ID Theft Affidavit" are available at dcba.lacounty.gov.

FOR MORE INFORMATION



(800) 593-8222



dcba.lacounty.gov



THE METROLINK LOW-INCOME FARE DISCOUNT PROGRAM

Our new low-income fare discount program offers a 50% discount on ANY Metrolink ticket or pass for riders with a valid California Electronic Benefit Transfer (EBT) card.

- Tickets are only available for purchase from Metrolink ticket machines.
- Metrolink tickets allow for free transfers on participating transit agency services in Los Angeles, Orange, Riverside, San Bernardino, and Ventura counties.
- Funds will not be deducted from the EBT card. The EBT card only validates that you qualify for the discount and an alternative form of payment is needed to complete a ticket purchase.
- Metrolink's new low-income fare program is available now.
- This pilot program is set to expire on August 31, 2023, or once funds are exhausted.

METROLINK



Scan for more info or
visit [metrolinktrains.com](https://www.metrolinktrains.com)



PROGRAMA DE DESCUENTOS EN LAS TARIFAS PARA PERSONAS DE BAJOS INGRESOS

Nuestro nuevo programa de descuento de tarifas para personas de bajos ingresos ofrece un 50% de descuento en CUALQUIER boleto o pase de Metrolink para los pasajeros con una tarjeta válida de Transferencia Electrónica de Beneficios (EBT) de California.

- Los boletos sólo se pueden comprar en las máquinas expendedoras de Metrolink.
- Los boletos de Metrolink permiten hacer transbordos gratuitos en los servicios de las agencias de transporte participantes en los condados de Los Angeles, Orange, Riverside, San Bernardino y Ventura.
- El saldo no se descontará de la tarjeta EBT. La tarjeta EBT sólo valida que tienes derecho al descuento y se necesita una forma de pago alternativa para completar la compra del boleto.
- El nuevo programa de tarifas para personas con bajos ingresos de Metrolink ya está disponible.
- Este programa piloto concluye el 31 de agosto de 2023, o cuando se acaben los fondos.

METROLINK



Escanee para obtener
más información o visite
metrolinktrains.com