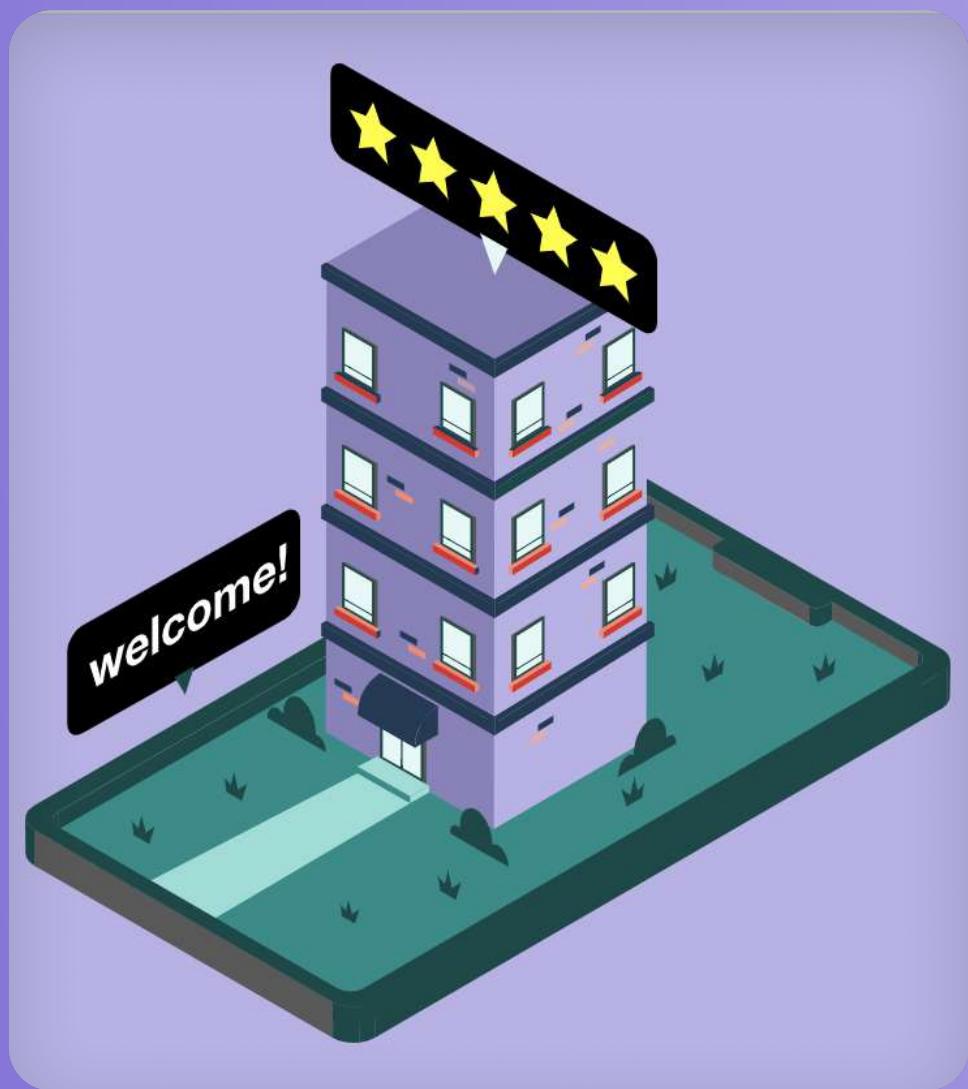


A2J

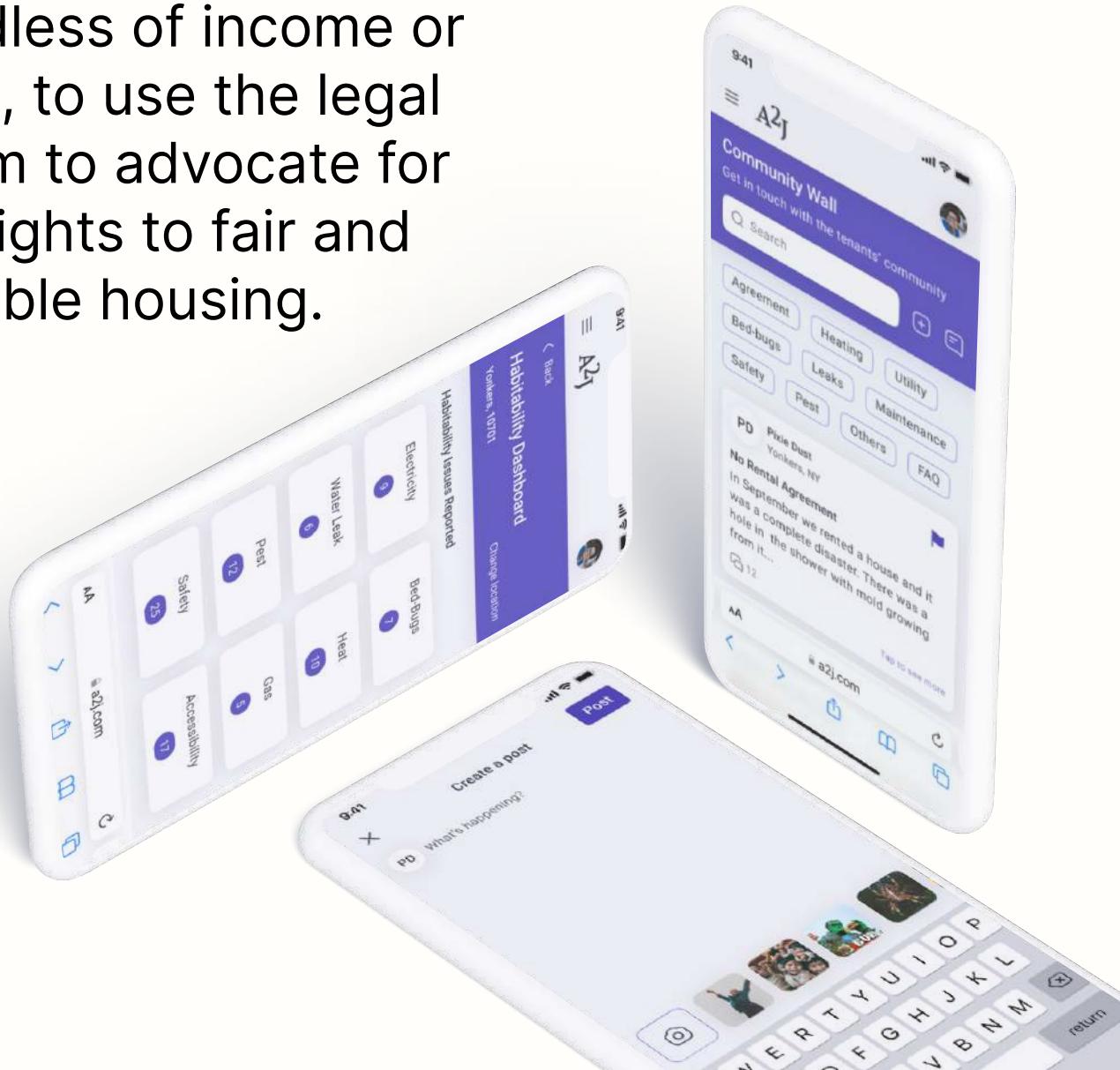
Access To Justice



Product Manual

Our goal is to address the power imbalance between tenants and landlords in Westchester County.

The Access to Justice team created a website using human centered design thinking to improve the ability of any person, regardless of income or status, to use the legal system to advocate for their rights to fair and habitable housing.





Key Features



www.a2j.com

Resources

The resources we provide include important links and information about housing issues & tenants' rights under the Warrant of Habitability that can be tailored to the user's needs according to their area.



Community Wall

Our community wall & messaging features allow tenants to connect with others who may have helpful advice and resources to share.



Record Keeping

Poor organization and upkeep of records is a consistent issue for tenants and advocates alike, which is why we've incorporated a record keeping function into our platform.



Analytics

Access habitability reports that display the issues that have been recorded by other users within a given area. These issues are categorized by their type, location, and frequency.





Resources

Select your Language

English

Español

Language Preference

Select your preferred language to gain access to resources on home page.



Our Housing Glossary



Know your rights as a tenant

Housing Glossary

The Housing glossary is a collection of terms regarding habitability and housing that are useful to know.

Know Your Rights

The “Know Your Rights” functions and features are designed to provide the general public crucial information about their rights as tenants.



Seek help with habitability issues in your area

Seek Assistance

Users are provided with access to outside resources that can assist them with habitability issues.

Tenant's Right Guide

Users are encouraged to learn about their rights under the Warranty of Habitability.

Residential Tenants' Rights Guide

Renter's Rights and Protections Under New York State Law

Resources

Record
Keeping

Community
Wall

Analytics



Full vs Limited Access

Sign Up to keep track of your records and other important documents!

Sign Up



👤 Sign Up

Visitors of the website are encouraged to sign up so that they can interact with the rest of the user base and have access to the other advanced functions.

-  Home
-  A2J Community Wall
-  My Records
-  My Reports History
-  Account

 [Important Links](#)

Hello, Emma!

Welcome to A2J!

Electricity

Heat

Accessibility

Bed-Bugs

Mold

Safety

Leaks

Pests

Gas

☰ Full Features

Once a user signs up, they have access to all of the app's features and can move between them using the navigation bar.

↗ Quick Links

Easy access to the most popular subjects and resources in the community is provided to make navigating through topics easier.

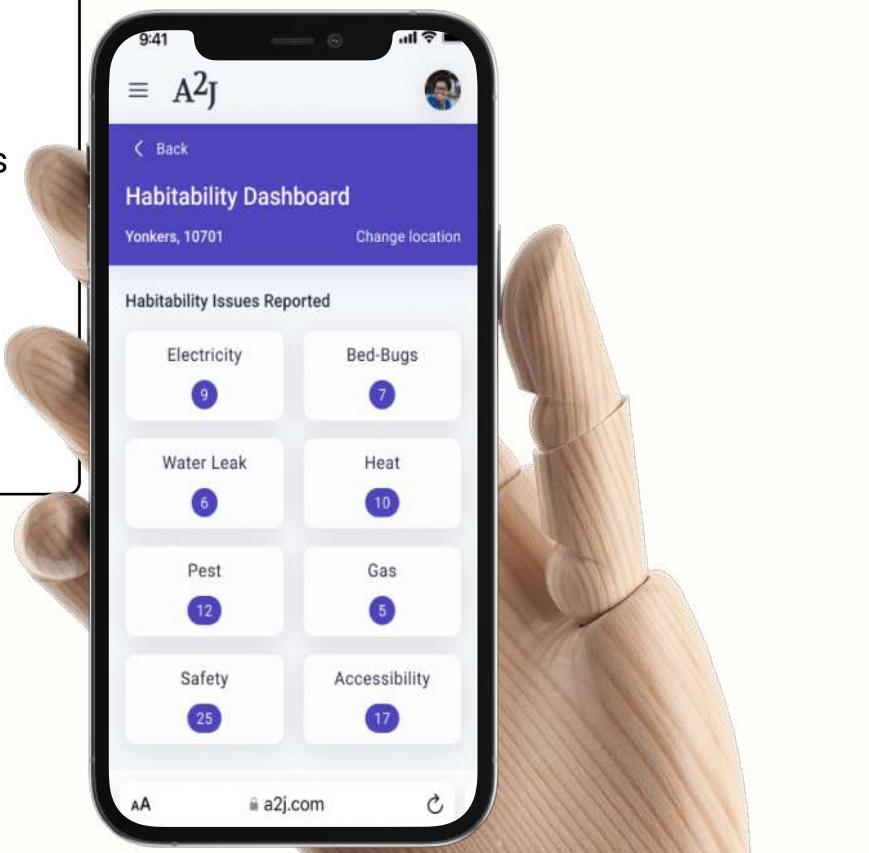


Analytics

Habitability Report

When the “search by location” function is used, the additional resource of being able to view habitability reports is available.

These reports are generated using information reported within the app by other tenants to show which specific issues have been recorded in a given area.



Resources

Analytics

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Keeping

Community
Wall



Location-Specific Resources & Analytics

Access Location-Specific Information

Yonkers, NY, 10701

Cancel

Search by Location

Users are able to specify what information they want to see according to their location by inputting their city, state, or zip code into the search bar.

Resources available for 10701



Important contacts for 10701



Visit our Dashboard for
Yonkers, 10701



Documents

Rights

Checklists

Habitability

Eviction

Safety

Location-Based Resources

Resources can be tailored according to the user's city or zip code. These location-based resources include a list of important contact information beneficial to renters in that area.

Important Links for 10701



City Council Members



Yonkers' Mayor



Emergency Rental Assistance



Building Department

Important Links by Location

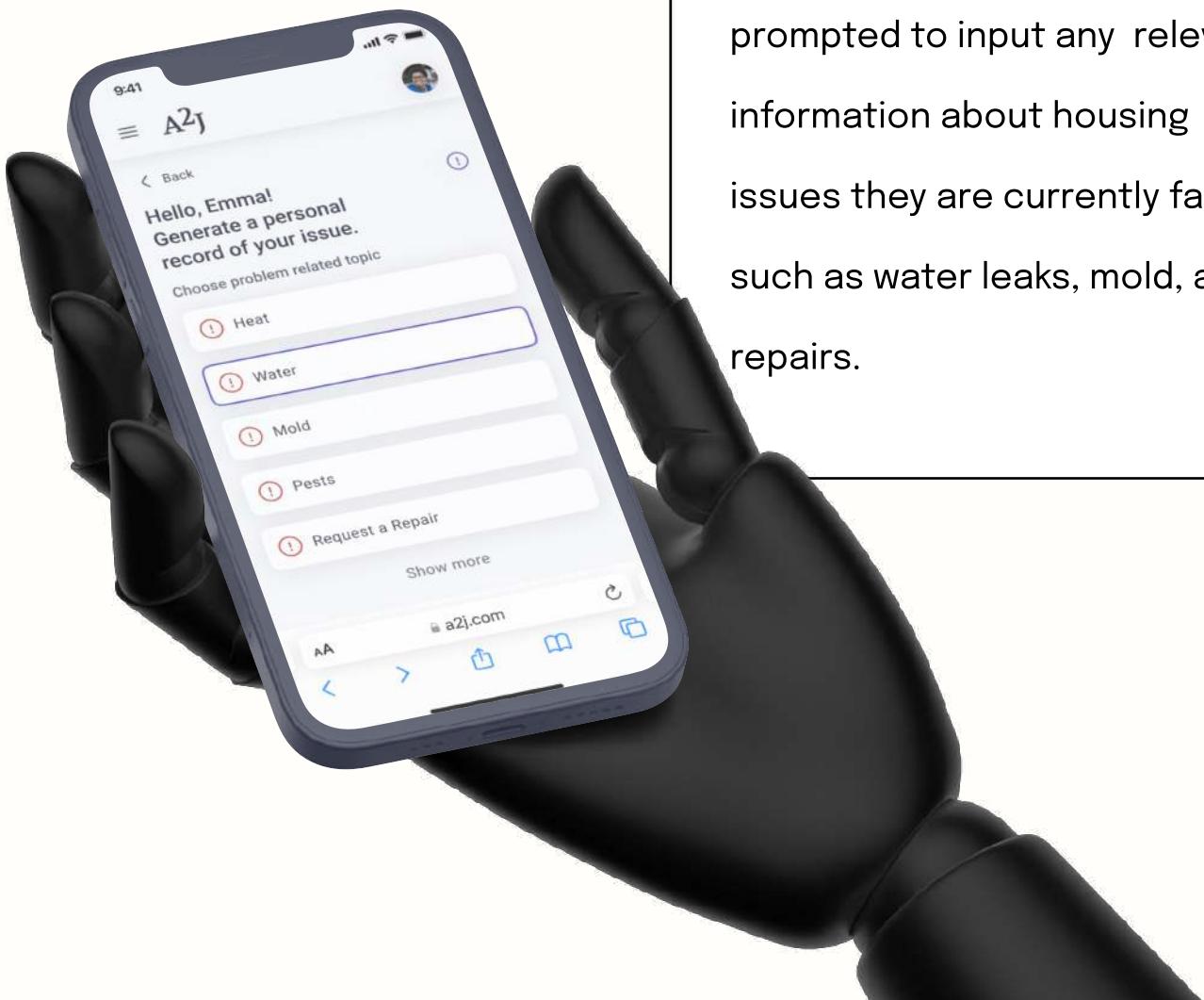
When users search according to their area, they're provided with relevant links that might assist them in their search.



Record Keeping

Generate a Personal Record

When users click on the “Draft a Personal Record” tab within the resources section, they are prompted to input any relevant information about housing issues they are currently facing such as water leaks, mold, and repairs.

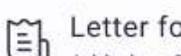


[Resources](#)[Analytics](#)[Record Keeping](#)[Community Wall](#)

Letter Creation

Letter Drafts

Here is a log of all the letters you drafted.



Letter for Water Leak

Added on 2021-10-23 at 12:30 P.M.

⋮



Letter for Insufficient Heat

Added on 2021-10-20 at 10:30 P.M.

⋮



Letter for Bed-Bugs

Added on 2021-09-27 at 9:15 P.M.

⋮

Create a new draft letter

Letters

Once the “Draft a Personal Record” form is filled in, the user is able to generate a record in the form of a letter. Users can see when each letter is drafted so that they have a clear timeline of their documentation of an issue.

Sharing Feature

Users can export their letters or share them directly from the app to get help from advocates in the community. They also have the option to delete documents from their drafts.

Share



Download



Delete



[Resources](#)[Analytics](#)[Record Keeping](#)[Community Wall](#)

Communications

Communications

Here you can leave short notes related to your calls.



Call with the landlord

Added on 2021-10-23 at 12:30 P.M.



Conversation with management

Added on 2021-10-20 at 10:30 P.M.



[Create a new note](#)

New Communication

Who were you talking to?

Name/position

Call notes

Leave a note about call here

When was the call made?

mm / dd / yyyy



[Save](#)



Communication Records

This feature allows tenants to keep records of oral and written communications with individuals involved in the management of the property they are renting. Once the form is filled in, the user is able generate a record in the form of letter that can be shared with advocates within the app or exported so that they can follow up on any spoken exchanges and obtain a written record of their communication.

[Resources](#)[Analytics](#)[Record Keeping](#)[Community Wall](#)

Documents Checklist

Documents

Documents list Select

- Lease Agreement ✓
- Lease Renewal Paperwork ✓
- Rental Inspection Report ↑
- Pre-Move In Property Images ↑
- Property Manager Contact ↑
- Security Deposit Receipt ↑

[Show all](#)

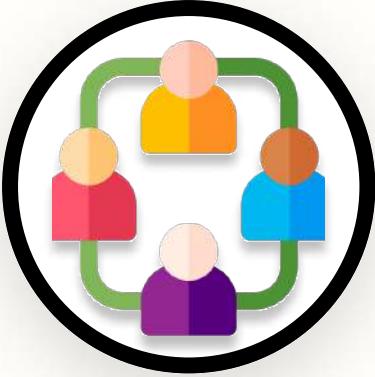
Documents

The documents tab provides the user a checklist of important documents that tenants should keep safe. This list includes their lease agreement, rental inspection report, property manager information, and more. Documents that have been uploaded will have a green checkmark next to them.

[Share](#)[Download](#)[Delete](#)

Sharing Feature

Users can export their letters or share them directly from the app to get help from advocates in the community. They also have the option to delete documents from their drafts.



Community Wall

Forum Discussions

The community wall allows each user to post their concerns and tag them by category in order to encourage conversation and get help from advocates and other tenants.



Resources

Analytics

Record
Keeping

Community
Wall



Messaging

Community Wall Members

Search community wall members here

Search Members

NJ Fatal Destiny 

NJ Fatal Destiny 

NJ Fatal Destiny 

NJ Fatal Destiny 

NJ Fatal Destiny 

Show more

Private Messaging

Tenants and advocates have the ability to find and connect with each other on a more private level in order to talk about issues that they might not feel comfortable discussing in a public forum.

PD Pixie Dust
Yonkers, NY 

Hey, I just saw your post.
Apartment looks awesome.
How is the community?

The community is friendly!

Resources

Analytics

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Keeping

Community
Wall



User Safety

Disclaimer!

Welcome to our Westchester Renters Community Wall. Posts should not include specific rental street address or other identifying information on the Community Wall. Please read our Community Rules here. The information provided on this website does not, and is not intended to, constitute legal advice; instead, all information, content, and materials available on this site are for general informational purposes only. Information on this website may not constitute the most up-to-date legal or other information. The information on this site does not constitute and is not intended to be legal advice.

Back

Continue

Disclaimer

Upon signing up, users are encouraged to refrain from posting any information on the community wall that could be used to identify them. They are also reminded of the capacity in which information is given and of the community rules.

Report

Block user

Report/Block

Tenants and Advocates alike are able to report or block users for sending messages that violate community guidelines.

Thanks for letting us know
We will check if this posting
violates our rules

Moderation

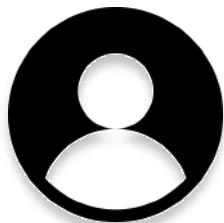
Any posts that are reported will be checked by moderators to verify that they violate the established rules and guidelines.

Resources

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Community
Wall



Tenant View

Who Are you ?

Tenant

Advocate

Roles

Tenants and Advocates have differing views of the community wall and roles in facilitating discussions. It is for this reason that they must specify their roles when signing up.

Join Westchester County
Tenants Community Wall

365 Members

Continue as pixie_dust

Anonymity

Before users can write on the community wall, you are assigned an anonymous username. This username is intended to keep each user's information private and protect their privacy. This ensures that in the event landlords decided to use this app and look through the community wall, they would be unable to determine tenants' identities.

Resources

Analytics

Record
Keeping

Community
Wall



Advocate Verification

A2J

Back

Verification

Verify yourself to join Community Wall

Full Name
Your full name

Email
Your Email

Next

AA a2j.com C

< > ↗ ↘ ↗ ↘

A2J

Back

Firm Affiliation

Firm Name
Firm name

Address
Your Email

Zip Code
12345

State
NY ▾

Phone number
Firm phone number

Next

AA a2j.com C

< > ↗ ↘ ↗ ↘

A2J

Back

Bar Affiliation

Name of Court
Name of Court

Bar Number
Bar Number

Submit

AA a2j.com C

< > ↗ ↘ ↗ ↘

❓ Verification Process

Advocates are required to provide their affiliations and identifying information in order to verify their identity and complete the sign up process.

Resources

Analytics

Record
Keeping

Community
Wall



Advocate View

Verified

Thank you for completing
verification process



Community Wall

Get in touch with the tenants' community

Q Search + -

Agreement Heating Utility

Bed-bugs Leaks Maintenance

Safety Pest Others FAQ

PD Pixie Dust
Yonkers, NY

No Rental Agreement

In September we rented a house and it was a complete disaster. There was a hole in the shower with mold growing from it...

12 Tap to see more

SJ **Sia Johnson**

Hi Neena, I'm sorry to hear you're in this situation. It's always good to have a written signed agreement to back up any verbal agreements when it comes to renting. Does your lease include a section about how many days notice you needed to give?

Write your reply

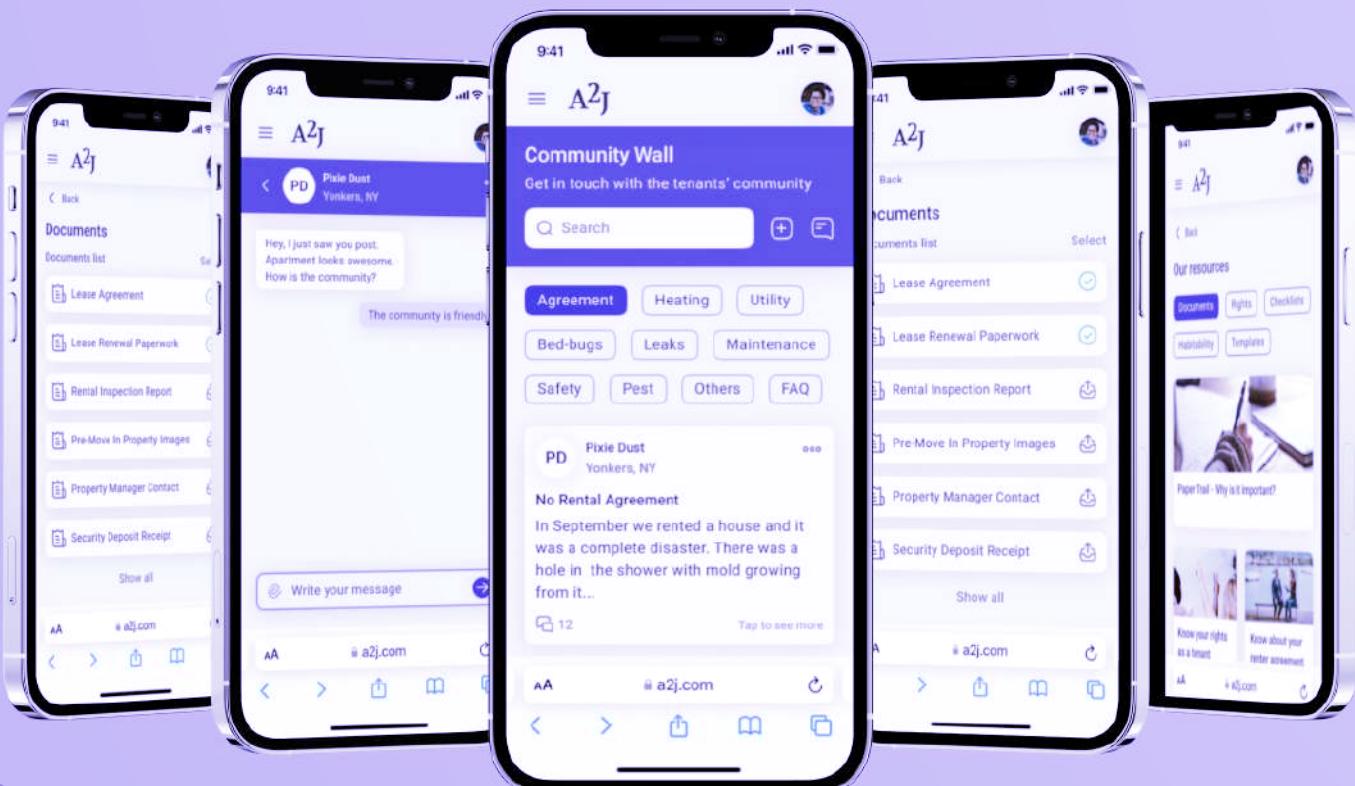
Flag Posts

Advocates have the added ability to flag posts so that they are added to the "Frequently Asked Questions" section.

Public Identifiers

Tenants can easily distinguish advocates from tenants based on being shown their real names accompanied by verified check marks.

A2J



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