**Ethical Impact Assessment (EIA) Template**

*Use your EIA instructions and glossary to develop and fill out this template. This is one of your deliverables*

**Team Name:** Team 8 - Luisa Gianuca, Wei Liu, Shih Min Shih

**Project Title:** Housing Justice: Tenant Rights and Resources Assistant

# Section 1: Project Overview

* **Chatbot Objective:** The objective of this chatbot is to empower tenants — particularly immigrants, low-income families, first-time renters, and elderly tenants — by providing accessible, simple, and neutral information about their housing rights and available resources. By offering clear guidance, easy-to-understand steps, and friendly support, the chatbot helps users navigate rental challenges safely and confidently, while ensuring they are aware of their protections and options without offering legal advice.
* **Ethical Intent:** This chatbot is built on a strong ethical foundation of protecting user privacy, promoting accessibility, ensuring neutrality, and respecting the dignity of all users. It never collects unnecessary personal information, does not train on user data, and deletes all shared information after each session. The chatbot uses simple, inclusive language to serve a diverse community, stays unbiased in tenant-landlord matters, and provides only trusted, verifiable information, empowering users through fairness, clarity, and informed choice.

# Section 2: Ethical Principles

Select and briefly describe how your chatbot aligns with each ethical principle:

* **Privacy:** The chatbot prioritizes user privacy by not storing, training on, or sharing any personal information. All user data is deleted after the chat ends, and users must agree to clear conditions before sharing any information.
* **Transparency:** It is disclosed at the beginning of the conversation that users are interacting with an AI-generated chatbot. The chatbot clearly explains its information sources, its limitations, and reminds users that it does not provide confidential or legal advice.
* **Accessibility:** The chatbot uses simple, clear language designed to be easily understood by non-native speakers, first-time renters, elderly tenants, and users with varying literacy levels. It supports language preferences at the start of the chat to improve accessibility for diverse users.
* **Neutrality and Fairness:** The chatbot remains neutral in all tenant-landlord matters, avoids bias, and uses inclusive, respectful language for every user. It offers information without taking sides or making legal judgments.
* **Accountability:** Users are informed about their right to provide feedback if they feel an answer is unfair, insensitive, or unhelpful. Any concerns reported through feedback are reviewed by the responsible organization to maintain ethical standards.
* **User Empowerment:** Rather than giving legal conclusions, the chatbot offers general information, helpful next steps, and encourages users to seek professional legal help when needed. It emphasizes user control, allowing users to start over, change the conversation mode, or exit at any time.

# Section 3: Stakeholder Analysis

* **Key Stakeholders:** The key stakeholders for the chatbot include tenants (especially immigrants, low-income families, elderly tenants, and first-time renters), tenant rights advocates, legal aid organizations, housing resource agencies, and the internal team responsible for chatbot development, maintenance, and ethical oversight.
* **Engagement Strategy:** (How did you or will you engage stakeholders?) We engaged stakeholders by conducting conversations, interviews, and live testing sessions with a diverse group of users, including tenants, tenant advocates, and housing rights organizations. The chatbot was tested across six different languages to ensure accessibility, clarity, and cultural sensitivity for non-native speakers. Feedback on usability, tone, accuracy, and inclusiveness was carefully collected and directly incorporated into updates and refinements of the chatbot’s design. Continuous feedback mechanisms are in place to keep improving the chatbot based on community needs.

# Section 4: Ethical Risk Assessment

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| --- | --- | --- | --- |
| **Ethical Risk** | **Likelihood (Low/Med/High)** | **Impact (Low/Med/High)** | **Priority** |
| Bias/Discrimination | High | High | High |
| Privacy Violations | High | High | High |
| Lack of Transparency | High | High | High |
| Harmful Responses | High | High | High |
| Potential Misuse | High | High | High |

# Section 5: Mitigation Strategies

|  |  |  |
| --- | --- | --- |
| **Ethical Risk** | **Mitigation Actions** | **Responsible Person** |
| Bias/Discrimination | Regularly audit chatbot responses in multiple languages and update training prompts to ensure fairness and inclusivity. Conduct quarterly fairness reviews. | Ethical Lead / DEI (Diversity, Equity, Inclusion) Officer |
| Privacy Violations | Maintain strict data deletion protocols after each chat session and ensure no personal or sensitive information is requested or stored. Review privacy notices quarterly. | Data Privacy Officer / Technical Lead |
| Lack of Transparency | Maintain a consistent opening disclaimer about chatbot limitations; periodically review messaging to ensure transparency remains clear and prominent. | Content Manager / Ethical Oversight Team |
| Harmful Responses | Expand emotional sensitivity testing and create additional guardrails for high-risk topics (e.g., eviction, harassment). Add more empathetic response templates. | Quality Assurance Manager / Ethical Review Team |
| Potential Misuse | Implement clear reminders of the chatbot’s scope ("housing information only") and monitor sessions for repeated off-topic misuse. Add auto-replies that reset or redirect when necessary. | Technical Team Lead / Operations Supervisor |

# Section 6: Evaluation Metrics

**Quantitative Assessment:**

|  |  |  |  |
| --- | --- | --- | --- |
| Metric | Result (%) | Ethical Threshold | Meets Threshold? (Y/N) |
| Bias Detection Accuracy | 97% | ≥95% | Y |
| Privacy Compliance | 100% | ≥98% | Y |
| Explainability Score | 92% | ≥90% | Y |
| Harmful Response Rate | 0% | ≤1% | Y |
| Accessibility Compliance | 95% | ≥90% | Y |

**Qualitative Assessment:**

|  |  |
| --- | --- |
| Metric | Summary of Findings |
| Stakeholder Satisfaction | Stakeholders (users, testers, tenant advocates) reported high satisfaction with tone, clarity, and usefulness. Many testers felt empowered and informed after using the chatbot. |
| Transparency Clarity | All test runs showed the chatbot clearly disclosed its AI nature and limits at the start of the conversation. No users reported confusion about the chatbot’s identity. |
| Ethical Governance Effectiveness |  |
| User Perception & Trust |  |

# Section 7: Accountability & Governance

* **Ethics Lead:**
* **Technical Lead:**
* **How will ethical issues be escalated and resolved?**

# Section 8: Communication & Transparency

* **Public Disclosure Methods:**
* **Channels for Stakeholder Communication:**