Item I-2: Rent Program Enrollment and Compliance

Regular Meeting of the Richmond Rent Board | October 18, 2017
• Provide the Rent Board and members of the public with an update on current enrollment and compliance efforts, based on the following metrics:
  1. *Number of Rental Units enrolled in the Rent Program*
  2. *Number of Courtesy Compliance, Warning, and Violation Letters mailed*
  3. *Number of Excess Rent and Unpaid Relocation Payment Complaints received*
  4. *Amount of excess rent refunded to overcharged tenants*
  5. *Qualitative review of inquiries*

• Solicit feedback from the Rent Board and members of the public
The Fair Rent, Just Cause for Eviction, and Homeowner Protection Ordinance took effect on December 30, 2016, establishing a Maximum Allowable Rent for Controlled Rental Units and establishing Just Cause for Eviction requirements for most residential rental units.

Pursuant to the City Manager’s Interim Administrative Decision and Regulation 17-10, all Rental Units must be enrolled with the Rent Program.

As of February 28, 2017, Landlords must file notices of rent increases, termination of tenancy, and change in terms of the tenancy notices with the Rent Board.
Enrollment and Compliance Metric #1: Enrolled Rental Units

- Roughly 33% of Rental Units in the City of Richmond are enrolled with the Rent Program:
  - 8,060 enrolled units as of 10/10/17
  - 24,797 estimated total rental units in the City (based on January 2017 county assessor data)

- Landlords (or their authorized agent) must enroll online: [www.richmondrent.org/enroll](http://www.richmondrent.org/enroll)

- Failure to enroll is an affirmative defense to an eviction.

- An inventory of enrolled Rental Units may be found in Attachment 2 of Item I-2.
Enrollment Form Submissions By Month

Number of Enrollment Forms Submitted to Rent Program by Month of Submission

- December 2016: 22
- January 2017: 160
- February 2017: 230
- March 2017: 244
- April 2017: 162
- May 2017: 118
- June 2017: 112
- July 2017: 137
- August 2017: 156
- September 2017: 95
- October 2017 (PARTIAL MONTH): 265

Month and Year of Form Submission

Note: Forms have not been reviewed for accuracy. Form submission numbers may include duplicate forms submitted to correct an error.

www.richmondrent.org | ITEM I-2
Enrollment and Compliance Metric #2: Letters

If no compliance...

- **Step 1: Courtesy Compliance Letter**
  - Approximately 187 mailed (as of 10/10/17)

If no compliance...

- **Step 2: Warning Letter**
  - Approximately 73 mailed (as of 10/10/17)

If no compliance...

- **Step 3: Violation Letter**
  - Approximately 19 mailed (as of 10/10/17)

Potential legal action...

- **Step 4: Referral to Legal Counsel**
  - Approximately 14 referrals (as of 10/10/17)
Enrollment and Compliance Metric #3: Complaints

- As of October 10, 2017, the Rent Program has received:
  - 41 Excess Rent Complaints
  - 6 Unpaid Permanent Relocation Payment Complaints
  - 2 Unpaid Temporary Relocation Payment Complaints

- Complaints have been referred to the mediator, whose contract was approved by the Rent Board at their meeting on August 23, 2017

- All complaint forms are available at [www.richmondrent.org](http://www.richmondrent.org)
Enrollment and Compliance Metric #4: Excess Rent Refunded

• As of October 10, 2017, over $88,000 in excess rent collected since December 30, 2016, has been refunded to tenants and proof filed with the Rent Program.

• 99 total Excess Rent Refund forms submitted as of October 10, 2017

• Average amount of refunded rent to an overcharged tenant: $883.00
Enrollment and Compliance Metric #5: Qualitative Review of Inquiries

Frequent Questions/Issues (NOT an exhaustive list):

- Evicting a Tenant under Just Cause for Eviction requirements (Landlords)
- Responding to termination notices (Tenants)
- Tenants’ and Landlord’s rights in the case of property sale and transfer of ownership
- Dealing with habitability issues and repairs
- Landlords renting and tenants living in unpermitted dwelling units
- Assistance with Rent Program website and the notice filing process
- Tenant and Landlord rights in the case of subletting
Enrollment and Compliance: Next Steps

- Introductory letter was sent to all Landlords informing them of basic Rent Program requirements and providing information on the Residential Rental Housing Fee (Letter contained in Attachment 6) in late September, 2017.
- Development of Workshop Calendar
- Additional mailings
- Targeted outreach
  - Tenants and Landlords of subsidized housing
  - Property Managers
  - Realtors
  - Community groups
• RECEIVE a presentation from Rent Program staff members regarding enrollment and other compliance efforts related to the requirements of the Fair Rent, Just Cause for Eviction, and Homeowner Protection Ordinance.
Reported Causes for Termination of Tenancy in Notices Filed with the Rent Program

As of: September 18, 2017

- Failure to Pay Rent, 67%
- Withdrawal from Rental Market, 29%
- Owner Move-In, 2%
- Nuisance, 0%
- Breach of Lease, 2%

n = 817 notices filed with the Rent Program