

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: February 20, 2019

Final Decision Date Deadline: February 20, 2019

STATEMENT OF THE ISSUE: The Monthly Activity Report is designed to provide members of the Rent Board and Richmond community with a summary of the Rent Program's activities for the month. Staff members find it timely to begin producing such reports on a monthly basis.

INDICATE APPROPRIATE BODY

- | | | | | |
|---|---|--|--|---|
| <input type="checkbox"/> City Council | <input type="checkbox"/> Redevelopment Agency | <input type="checkbox"/> Housing Authority | <input type="checkbox"/> Surplus Property Authority | <input type="checkbox"/> Joint Powers Financing Authority |
| <input type="checkbox"/> Finance Standing Committee | <input type="checkbox"/> Public Safety Public Services Standing Committee | <input type="checkbox"/> Local Reuse Authority | <input checked="" type="checkbox"/> Other: <u>Rent Board</u> | |

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|---|--|--|
| <input type="checkbox"/> Presentation/Proclamation/Commendation (3-Minute Time Limit) | | |
| <input type="checkbox"/> Public Hearing | <input type="checkbox"/> Regulation | <input checked="" type="checkbox"/> Other: <u>CONSENT CALENDAR</u> |
| <input type="checkbox"/> Contract/Agreement | <input type="checkbox"/> Rent Board As Whole | |
| <input type="checkbox"/> Grant Application/Acceptance | <input type="checkbox"/> Claims Filed Against City of Richmond | |
| <input type="checkbox"/> Resolution | <input type="checkbox"/> Video/PowerPoint Presentation (contact KCRT @ 620.6759) | |

RECOMMENDED ACTION: RECEIVE the December 2018 Rent Program Monthly Report - Rent Program (Paige Roosa 620-6537).

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MEMORANDUM

TO: Chair Gray and Members of the Rent Board
FROM: Paige Roosa, Deputy Director
DATE: January 16, 2019
SUBJECT: DECEMBER 2018 MONTHLY ACTIVITY REPORT

Introduction

The Monthly Activity Report is designed to provide members of the Rent Board and Richmond community with a summary of the Rent Program's activities for the month. It is anticipated that the format, content, and detail of this report will evolve over time. Feedback concerning this report may be submitted via email to rent@ci.richmond.ca.us or by calling (510) 234-RENT (7368).

December Department Highlights

Rent Program staff assembled and mailed over 2,900 tailored Property Enrollment and Tenancy Registration form packets and developed an internal strategy for efficient processing of the submitted information.

All Rent Program staff members assisted during the month of December on the comprehensive Property Enrollment and Tenancy Registration project. This large project required dedicated time from all staff on an assembly line to compile the packets. City of Richmond IT Department staff members have been and continue to be instrumental in the development of the online billing, Property Enrollment, and Tenancy Registration systems. Forms are expected to be completed by property owners and returned to the Rent Program no later than January 14, 2019, to provide staff members with ample time to process the submitted information and issue FY 2018-19 Rental Housing Fee invoices during the winter months (January - March).

The December Community Workshop, titled "Evictions 101 - Landlord Oriented," provided information and guidance to Landlords regarding Just Cause for Eviction requirements and the eviction process in the City of Richmond.

The December Community Workshop was attended by 23 community members, who gained insights and tips about the Just Cause for Eviction requirements in the City of Richmond, as well as the steps involved in the unlawful detainer (eviction) process. Rent Program Services Analyst Vickie Medina conducted a presentation of the applicability of the Just Cause for Eviction requirements, eviction noticing requirements, examples of the eviction process in Richmond, and tips and pitfalls in the eviction process. Following the presentation, community members were provided an opportunity to ask questions of staff. Presentation materials are accessible at <http://www.ci.richmond.ca.us/3541/Workshops>.

Summary of Activities

I. Department Unit Activities

FRONT OFFICE UNIT	<i>Occurrences</i>
Persons Assisted By Front Office Unit (without referral to an Analyst)	229
Declarations of Exemption Processed	27
Enrollment Forms Entered into Database	9
Invoices Generated	3
Termination of Tenancy Informational Letters mailed to Property Owners and Tenants in receipt of a Notice of Termination of Tenancy filed with the Rent Program	17
Hard Copy Termination Notices Processed	5
Hard Copy Rent Increase Notices Processed	14

PUBLIC INFORMATION UNIT	<i>Occurrences</i>
Total Consultations Provided by a Rent Program Services Analyst	723
Calls Received (Phone Counseling Sessions)	281
Walk-Ins (Includes Appointments)	251
Emails Received	191
Total Consultations Provided in a Language other than English	71
Consultations Provided in Spanish	67
Consultations Provided in Cantonese	5
Legal Service Referral Forms Completed	4
Informal Mediations Conducted	10
Formal Mediations Held	2
Courtesy Compliance Letters Mailed	6
Invoices Generated	17
Community Workshop Attendees (12/8/18 Evictions 101 - Landlord Oriented)	23
Tenants Assisted	52
Landlords Assisted	62
Property Managers Assisted	9

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BILLING AND REGISTRATION UNIT/COMPLIANCE UNIT	<i>Occurrences</i>
Enrollment/Tenancy Registration Packets Mailed	2,919
Enrollment Forms Processed	11
Tenancy Registration Forms Processed	0
Invoices Generated	650
Payments/Checks Processed	30
Property Information Updated	10
Payments Returned	0
Refunds Issued	0
Phone Call Consultations	79
Walk-In Consultations	6
Email Consultations	31
Total Revenue Collected Between 12/01/18 - 12/31/18	\$71,758
FY 17/18 Revenue Collected between 12/01/18 - 12/31/18	\$11,602
Total FY 17/18 Revenue Collected (through 1/2/19)	\$2,076,096
Monthly FY 18/19 Revenue Collected between 12/1/18 - 12/31/18	\$60,156
Total FY 18/19 Revenue Collected (through 1/2/19)	\$553,449
Compliance Actions (Reviewing records, exemption status, owner addresses, etc.)	410

LEGAL UNIT	<i>Occurrences</i>
Public Records Act Requests Received	2
Ellis Termination Notices Reviewed	1
Owner Move-In Eviction Notices Reviewed	3

HEARINGS UNIT	<i>Occurrences</i>
Total Landlord Petitions Received	3
Maintenance of Net Operating Income Petitions Received	3
Total Tenant Petitions Received	3
Excess Rent or Failure to Return Security Deposit Petitions Received	2
Decrease in Space or Services, Deterioration, Habitability Petitions Received	1
Total Number of Cases Closed	7
Decisions Ordered	3
Cases Settled	2
Cases Appealed	1
Petitions Withdrawn	1

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HEARINGS UNIT (continued)	Occurrences
Total Number of Calls/Walk-Ins/Emails	36
Calls/Placed Received (Regarding Hearings and Petitions)	10
Walk-Ins (Regarding Hearings and Petitions)	4
Emails Sent/Received (Regarding Hearings and Petitions)	22

II. Online Notices Filed with the Rent Program

<i>Type of Form</i>	<i>Monthly Submissions/ Notices Filed</i>	<i>Prior Month Total</i>	<i>% Change from Prior Month</i>
Proof of Excess Rent Refund	10	11	-9.1%
Change in Terms of Tenancy Notices Filed	5	14	-64.3%
Rent Increase Notices Filed	156	81	92.6%
Termination Notices Filed ¹	433	489	-11.5%
<i>Applicable Just Cause for Eviction – Nonpayment of Rent</i>	422	459	-8.1%
<i>Applicable Just Cause for Eviction – Breach of Lease</i>	7	23	-69.6%
<i>Applicable Just Cause for Eviction – Nuisance</i>	0	3	-100%
<i>Applicable Just Cause for Eviction – Owner Move-In</i>	2	3	-33.3%
<i>Applicable Just Cause for Eviction – Withdrawal from the Rental Market</i>	2	1	100%
Agent Authorization	1	3	-66.6%
Proof of Permanent Relocation Payment Form	2	0	N/A
Total Online Form Submissions/Notices Filed	607	598	1.5%

¹ Note: Termination Notices filed with the Rent Program does not indicate the number of Unlawful Detainer (eviction) lawsuits filed in court. In some cases, the Tenant may cure the issue for the notice (e.g. Tenant pays the rent that is due) and the eviction process is not initiated.