

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: November 18, 2020

Final Decision Date Deadline: November 18, 2020

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 October 2020 Rent Program Monthly Report - Rent Program (Paige Roosa 620-6537).

AGENDA ITEM NO:

F-2.



MEMORANDUM

TO: Executive Director Traylor and Members of the Rent Board

FROM: Paige Roosa, Deputy Director

DATE: November 18, 2020

SUBJECT: OCTOBER 2020 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).

October Agency Highlights

All Rent Program staff members continue to carry out the bulk of job functions remotely, which presents us with both challenges and opportunities. The content below highlights our activities for the month.

Public Information Unit staff provided over 680 counseling sessions, referred 26 families to legal service providers, and mailed 50 courtesy compliance letters primarily in response to inquiries from community members concerning the Tenant, Homeowner, and Small Landlord Relief and Stabilization Act of 2020 (AB 3088).

October was a particularly busy month for Public Information Unit staff members. In October alone, housing counselors Palomar Sanchez and Magaly Chavez conducted 683 counseling sessions, an increase of over 130 percent compared to October 2019. The increased demand for counseling was due in large part to The Tenant, Homeowner, and Small Landlord Relief and Stabilization Act of 2020 (AB 3088), signed into law on August 31, 2020. In part, AB 3088 protects tenants who

are unable to pay rent due to financial impacts caused by Covid-19, if certain requirements are met. In addition to counseling members of the public, Public Information Unit staff members made important updates to our [Coronavirus and Rentals: What Richmond Tenants and Landlord Need to Know fact sheet](#), mailed courtesy compliance letters to landlords, continued outreach on social media, and scheduled a webinar on AB 3088 for community members in November. The Public Information Unit team certainly deserves recognition for continuing to meet the demands of the community despite there being two vacant counseling positions. Management staff are working with the City's Human Resources Department to fill these vacancies in the coming months.

NEW!

The Tenant, Homeowner, and Small Landlord Relief and Stabilization Act of 2020

AB 3088

Protects qualifying tenants from eviction for non-payment of rent until February 2021.

Access more information, forms, and notices on our website: www.richmondrent.org

Questions? Contact the Richmond Rent Program
(510) 234-RENT (7368) | rent@ci.richmond.ca.us

440 Civic Center Plaza, Richmond, CA 94804-1630

Telephone: 510-234-RENT (7368) Fax: (510) 307-8149 www.richmondrent.org

The Richmond City Council approved an allocation of \$100,000 in City of Richmond CARES Act funding to support the Rent Assistance Program, an initiative of the Richmond Rapid Response Fund (R3F). At their meeting on October 20, 2020, Richmond City Councilmembers approved an item allocating \$100,000 of the City’s Coronavirus Relief Act Funds to the Richmond Rapid Response Fund’s Rent Assistance Program. This allocation represents the first major contribution specifically for the Rent Assistance Program. With this funding, and in partnership with SparkPoint Contra Costa, RCF Connects, Richmond Neighborhood Housing Services, and CHDC, approximately 20 Richmond families financially impacted by Covid-19 will receive a grant of up to \$5,000 to cover past due rent. Funds will be paid directly to the landlord no later than December 31, 2020. For more information about Rent Assistance resources available to Richmond households, please visit <http://www.ci.richmond.ca.us/4024/Rent-Assistance-Resources>.

Public Information Unit staff members hosted a community workshop webinar for Richmond Tenants. The October Community Workshop, titled “Handling Habitability Problems (Tenant-Oriented)” was hosted via Zoom Webinar to comply with State and local mandates prohibiting social gatherings. Rent Program Staff Attorney and Public Information Unit Supervisor Palomar Sanchez conducted a workshop for Tenants covering topics such as housing inspections, relocation payment assistance, Rent Adjustment Petitions, how to document habitability concerns, and helpful tips for managing habitability issues. A total of 12 participants joined the webinar. Following the presentation, attendees were provided an opportunity to ask questions of staff using the Zoom Webinar “Q&A” feature. We look forward to continuing to host workshops utilizing videoconferencing technology for future Community Workshops. Presentation materials, including a recording of the presentation, are accessible at <http://www.ci.richmond.ca.us/3541/Workshops>.



Rent Program Staff Attorney and Public Information Unit Supervisor Palomar Sanchez conducted a workshop for Tenants covering topics such as housing inspections, relocation payment assistance, Rent Adjustment Petitions, how to document habitability concerns, and helpful tips for managing habitability issues. A total of 12 participants joined the webinar. Following the presentation, attendees were provided an opportunity to ask questions of staff using the Zoom Webinar “Q&A” feature. We look forward to continuing to host workshops utilizing videoconferencing technology for future Community Workshops. Presentation materials, including a recording of the presentation, are accessible at <http://www.ci.richmond.ca.us/3541/Workshops>.

Public Information Unit staff members launched a series of social media efforts in October to educate the community about the Intersection of California Civil Codes with the Richmond Rent Ordinance. As part of their ongoing efforts to engage members of the public through our social media accounts, Rent Program Services Analyst Magaly Chavez and Administrative Aide Monica Bejarano developed an eight part series detailing the parameters of a variety of California Civil Codes and identifying how they intersect with the Richmond Rent Ordinance. The posts sought to guide community members in understanding their rights and responsibilities under State law and the Rent Ordinance. By the end of the month, we had gained 20 more followers on Instagram and 5 more likes on our Facebook page.



Summary of ActivitiesI. Department Unit Activities

PUBLIC INFORMATION UNIT	<i>Current Month Occurrences</i>	<i>Prior Year Occurrences (October 2019)</i>	<i>% Change from Prior Year (October 2019)</i>
Persons Assisted By Front Office Unit (without referral to an Analyst)	123	115	6.9%
Total Consultations Provided by a Rent Program Services Analyst	683	293	133.1%
Calls Received (Phone Counseling Sessions)	249		
Emails Received	434		
Walk-Ins (includes appointments)	0		
Total Consultations Provided in a Language other than English	217	52	317.3%
Consultations Provided in Spanish	217		
Consultations Provided in Cantonese	0		
Legal Service Referral Forms Completed	26	12	116.7%
Courtesy Compliance Letters Mailed	50	6	733.3%
Community Workshop Webinar Attendees (10/17/2020) Handling Habitability Problems (Tenant-Oriented)	12	27	-55.6%
Total Hard Copy Notices Processed	15	88	-83.0%
Hard Copy Rent Increase Notices Processed	6	84	-92.9%
Hard Copy Termination of Tenancy Notices Processed	9	4	125.0%

BILLING AND REGISTRATION UNIT	<i>Current Month Occurrences</i>	<i>Prior Year Occurrences (October 2019)</i>	<i>% Change from Prior Year (October 2019)</i>
Total Consultations with a Billing and Registration Unit Staff Member	69	132	-47.7%
Phone Call Consultations	41		
Email Consultations	28		
Enrollment/Tenancy Registration Packets Mailed	21	123	-82.9%
Enrollment Forms Processed	5	51	-90.2%
Invoices Generated	55	204	-73.0%
Payments/Checks Processed	142	874	-83.8%
Payments Returned	5	0	100.0%

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BILLING AND REGISTRATION UNIT (continued)	<i>Current Month Occurrences</i>	<i>Prior Year Occurrences (October 2019)</i>	<i>% Change from Prior Year (October 2019)</i>
Compliance Actions <i>(reviewing records, exemption statuses, owner addresses)</i>	15	48	-68.8%
Administrative Determinations of Applicability Issued	2	N/A	N/A
Rental Units Discovered <i>(not in database, but in existence)</i>	1	13	-92.3%
Property Information Updated	13	93	-86.0%
Total Monthly Revenue Collected <i>(10/01/2020 - 10/31/2020)</i>	\$234,277	\$1,079,364	-78.3%
Total Revenue Collected in FY 2020-21 <i>(through 10/31/2020)</i>	\$2,092,787	\$1,935,092	8.1%

LEGAL UNIT	<i>Current Month Occurrences</i>	<i>Prior Year Occurrences (October 2019)</i>	<i>% Change from Prior Year (October 2019)</i>
Public Records Act Requests Received	4	6	-33.3%
Owner Move-In Termination Notices Reviewed	2	2	0.0%

HEARINGS UNIT	<i>Current Month Occurrence s</i>	<i>Prior Year Occurrences (October 2019)</i>	<i>% Change from Prior Year (October 2019)</i>
Total Consultations with Hearings Unit Coordinator	51	45	13.3%
Calls/Placed Received <i>(Regarding Hearings and Petitions)</i>	17		
Emails Sent/Received <i>(Regarding Hearings and Petitions)</i>	34		
Total Landlord Petitions Received	2	2	0.0%
Landlord Petitions Based on Maintenance of Net Operating Income (MNOI) Received	1		
Requests for Administrative Determination of Exempt Status Received	1		
Total Tenant Petitions Received	0	2	-100.0%
Total "Other" Petitions Received	3	0	N/A
Requests for a Continuance of the Hearing Process Received	3		

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HEARINGS UNIT (continued)	<i>Current Month Occurrences</i>	<i>Prior Year Occurrences (October 2019)</i>	<i>% Change from Prior Year (October 2019)</i>
Total Number of Pending Petition Cases (<i>“Pending Petition Cases” are defined as those awaiting an objection response, a decision is pending, a decision has been issued with an appeal deadline approaching, or where an upcoming hearing has been scheduled</i>)	14	8	75.0%
Pending Tenant Petitions (<i>As of November 9, 2020</i>)	10		
Pending Landlord Petitions (<i>As of November 9, 2020</i>)	4		
Total Number of Cases Closed	3	3	0.0%
Cases Settled	1		
Decisions Ordered	1		
Cases Dismissed	1		

II. Online Notices Filed with the Rent Program

<i>Type of Form</i>	<i>Monthly Submissions/ Notices Filed</i>	<i>Prior Year Total (October 2019)</i>	<i>% Change from Prior Year (October 2019)</i>
Agent Authorization	0	0	N/A
Proof of Excess Rent Refund	0	4	-100%
Proof of Permanent Relocation Payment	0	2	-100%
Proof of Temporary Relocation Payment	0	0	N/A
Change in Terms of Tenancy Notices Filed	39	12	225.0%
Rent Increase Notices Filed	46	241	-80.91%
Termination Notices Filed ¹	128	233	-45.06%
<i>Applicable Just Cause for Eviction – Nonpayment of Rent</i>	111	223	-50.22%
<i>Applicable Just Cause for Eviction – Breach of Lease</i>	8	4	100%
<i>Applicable Just Cause for Eviction- Nuisance/ Failure to Give Access</i>	0	0	N/A
<i>Applicable Just Cause for Eviction – Owner Move In</i>	3	3	N/A
<i>Applicable Just Cause for Eviction- Nuisance</i>	6	2	200%

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.

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<i>Type of Form (continued)</i>	<i>Monthly Submissions/ Notices Filed</i>	<i>Prior Year Total (October 2019)</i>	<i>% Change from Prior Year (October 2019)</i>
<i>Applicable Just Cause for Eviction- Temporary Termination of Tenancy To Undertake Substantial Repairs</i>	0	1	-100%
Total Online Form Submissions	213	492	-56.71%