

# AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: May 15, 2019

Final Decision Date Deadline: May 15, 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> |   |

## ITEM

- |   |  |  |  |
|---|--|--|--|
| <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 March 2019 Rent Program Monthly Report - Rent Program (Paige Roosa 620-6537).

AGENDA ITEM NO:

**F-3.**

## MEMORANDUM

**TO:** Chair Gray and Members of the Rent Board

**FROM:** Paige Roosa, Deputy Director

**DATE:** May 15, 2019

**SUBJECT:** MARCH 2019 MONTHLY ACTIVITY REPORT

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**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](mailto:rent@ci.richmond.ca.us) or by calling (510) 234-RENT (7368).

**March Department Highlights**

*Staff members mailed over 1,400 invoices and letters to property owners who have yet to submit Property Enrollment and Tenancy Registration Forms.*

Rental property information submitted by property owners through the comprehensive Property Enrollment and Tenancy Registration project allowed staff members to continue to generate accurate invoices for payment of the Fiscal Year 2018-19 Rental Housing Fee. For owners who have yet to submit the requisite forms, staff members conducted a mass mailing of invoices and an accompanying letter to inform owners that Property Enrollment and Tenancy Registration forms have yet to be received by the Rent Program office. In general, these letters were received positively, and resulted in a number of property owners contacting the Rent Program to achieve compliance with these new requirements. Staff members expect to receive a significant portion of outstanding revenue in the coming months.

*Senior staff members attended the annual Rent Board Consortium to exchange information and lessons learned with other jurisdictions in the state of California with rent control and just cause for eviction ordinances.*

The 2019 Rent Board Consortium was attended by staff representatives hailing from a record number of 12 rent-controlled jurisdictions in California. The day-long event presented ample opportunities for staff members to exchange ideas and experiences concerning outreach methods, billing strategies, and property databases. Staff members look forward to our continued participation and attendance at this annual event.



*The March Community Workshop, titled “Navigating the Eviction Process in Richmond (Tenant-Oriented)” centered on the Just Cause for Eviction and Unlawful Detainer (eviction) process in the City of Richmond.*

The March Community Workshop was attended by 13 community members, who received detailed information about the Just Cause for Eviction provisions of the Rent Ordinance, and the Unlawful Detainer process following the termination of a tenancy. Rent Program Services Analyst Vickie Medina conducted a presentation of the applicability of the Rent Ordinance on different types of rental properties, the eight Just Causes for Eviction in Richmond, termination of tenancy noticing requirements, the Unlawful Detainer process, and tips and pitfalls concerning eviction cases. 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**

<b>FRONT OFFICE UNIT</b>	<i>Occurrences</i>
<b>Persons Assisted By Front Office Unit (without referral to an Analyst)</b>	<b>279</b>
Declarations of Exemption Processed	13
Enrollment Forms Processed	206
Invoices Generated	132
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	12
Hard Copy Termination Notices Processed	15
Hard Copy Rent Increase Notices Processed	0

<b>PUBLIC INFORMATION UNIT</b>	<i>Occurrences</i>
<b>Total Consultations Provided by a Rent Program Services Analyst</b>	<b>471</b>
Calls Received ( <i>Phone Counseling Sessions</i> )	260
Walk-Ins ( <i>Includes Appointments</i> )	123
Emails Received	88
<b>Total Consultations Provided in a Language other than English</b>	<b>70</b>
Consultations Provided in Spanish	70
Consultations Provided in Cantonese	0
Legal Service Referral Forms Completed	7
Informal Mediations Conducted	6
Formal Mediations Held	0
Courtesy Compliance Letters Mailed	7
Invoices Generated	34

## ITEM F-3

<b>PUBLIC INFORMATION UNIT (continued)</b>	<i>Occurrences</i>
Community Workshop Attendees (3/30/19 - Navigating the Eviction Process in Richmond, Tenant-Oriented)	13
Tenants Assisted	96
Landlords Assisted	89
Property Managers Assisted	9
Realtors Assisted	0
Prospective Purchasers of Rental Property Assisted	4

<b>BILLING AND REGISTRATION UNIT</b>	<i>Occurrences</i>
<b>Total Consultations with a Billing and Registration Unit Staff Member</b>	<b>287</b>
Phone Call Consultations	233
Walk-In Consultations	7
Email Consultations	47
Enrollment/Tenancy Registration Packets Mailed	24
Enrollment Forms Processed	447
Tenancy Registration Forms Processed	0
Invoices Generated	3,623
Payments/Checks Processed	383
Compliance Actions ( <i>reviewing records, exemption statuses, owner addresses</i> )	255
Property Information Updated	218
Payments Returned	1
Refunds Issued	0
Total Monthly Revenue Collected (3/01/19 - 3/31/19)	\$204,070
Total Revenue Collected in FY 2018-19 ( <i>through 03/31/19</i> )	\$1,286,340
Total Revenue Collected in FY 2017-18 ( <i>07/01/17 - 06/30/18</i> )	\$1,878,330

<b>LEGAL UNIT</b>	<i>Occurrences</i>
Public Records Act Requests Received	3
Withdrawal from Rental Market (Ellis Act) Termination Notices Reviewed	2
Owner Move-In Termination Notices Reviewed	1
Temporary Termination for Substantial Repairs to Rental Unit Notices Reviewed	1

<b>HEARINGS UNIT</b>	<i>Occurrences</i>
<b>Total Landlord Petitions Received</b>	<b>1</b>
Petitions for Increased Number of Occupants Received	1

## ITEM F-3

HEARINGS UNIT (continued)	Occurrences
<b>Total Tenant Petitions Received</b>	<b>5</b>
Excess Rent or Failure to Return Security Deposit Petitions Received	2
Tenant Petitions Based on Multiple Grounds Received	1
<b>Total Other Petitions/Submissions Received</b>	<b>2</b>
Request to Expedite Hearing Process Submissions Received	1
Subpoenas Received	1
<b>Total Number of Cases Closed</b>	<b>4</b>
Decisions Ordered	0
Cases Settled	3
Petitions Withdrawn	1
Cases Appealed	0
<b>Total Number of Calls/Walk-Ins/Emails</b>	<b>49</b>
Calls/Placed Received ( <i>Regarding Hearings and Petitions</i> )	14
Walk-Ins ( <i>Regarding Hearings and Petitions</i> )	5
Emails Sent/Received ( <i>Regarding Hearings and Petitions</i> )	30

### 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	0	1	-100%
Change in Terms of Tenancy Notices Filed	17	14	21.4%
Rent Increase Notices Filed	101	80	26.3%
Termination Notices Filed <sup>1</sup>	326	489	-33.3%
<i>Applicable Just Cause for Eviction – Nonpayment of Rent</i>	310	479	-35.3%
<i>Applicable Just Cause for Eviction – Breach of Lease</i>	12	6	100%
<i>Applicable Just Cause for Eviction – Nuisance</i>	2	2	0%
<i>Applicable Just Cause for Eviction – Failure to Give Access</i>	2	1	100%

<sup>1</sup> 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.

**ITEM F-3**

<i>Type of Form</i>	<i>Monthly Submissions/ Notices Filed</i>	<i>Prior Month Total</i>	<i>% Change from Prior Month</i>
<i>Applicable Just Cause for Eviction – Temporarily Vacate in Order to Undertake Substantial Repairs</i>	1	1	0%
Agent Authorization	1	4	-75.0%
<b>Total Online Form Submissions/Notices Filed</b>	<b>445</b>	<b>588</b>	<b>-24.3%</b>