

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: December 18, 2019

Final Decision Date Deadline: December 18, 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 November 2019 Rent Program Monthly Report - Rent Program (Paige Roosa 620-6537).

AGENDA ITEM NO:

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MEMORANDUM

TO: Members of the Rent Board

FROM: Paige Roosa, Deputy Director

DATE: December 18, 2019

SUBJECT: NOVEMBER 2019 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).

November Agency Highlights

Rent Program staff members published and presented the Rent Program Fiscal Year 2018-19 Annual Report to both the Rent Board and City Council.

The Rent Ordinance requires that the Rent Board report annually to the City Council on the status of Rental Housing covered by the Ordinance. In accordance with this requirement, on Tuesday, November 26, 2019, Executive Director Nicolas Traylor presented our findings to the City Council in the form of an informational video. In addition to reporting on the number of units covered by the Rent Ordinance and the number and types of rent increases and termination of tenancy notices filed with the Board, the Fiscal Year 2018-19 Annual Report contained a profile of Richmond landlords, data on the types of age of Richmond's rental housing stock, and a portfolio of governmentally-subsidized rental housing units in the City. The full report is accessible at <http://www.ci.richmond.ca.us/DocumentCenter/View/51652/2018-19-Annual-Report> and the video is accessible on the web as well at <https://www.youtube.com/watch?v=GWf4z3tUXug&feature=youtu.be>.



Senior staff members participated in a strategic planning retreat to determine programmatic goals for the upcoming 2020-21 fiscal year.

With planning for the 2020-21 fiscal year budget fast approaching, senior staff felt it necessary to align on programmatic goals for the Rent Program agency as a whole, as well as those for each individual unit. To that end, senior staff in the Management, Legal, Hearings, Billing and Registration and Public Information Units convened on a Saturday at the Rent Program office to discuss and deliberate the strengths and challenges of each unit and the Rent Program agency

as a whole, and ultimately determine realistic, actionable goals for the upcoming fiscal year. These programmatic goals will inform the budget recommendations brought before the Board in the new year.

The November Community Workshop, titled “Handling Habitability Issues (Tenant-Oriented)” provided important information about local and state laws governing housing inspections and Landlord/Tenant responsibilities as they relate to rectifying habitability problems.

The November Community Workshop, tailored to Tenants, was attended by 12 community members who received a wealth of information about the Rent Ordinance, housing inspection options, the Relocation Ordinance, Rent Board petitions, and related California Civil Codes.



Rent Program Services Analyst Vickie Medina facilitated a conversation about the implied warranty of habitability, how the Rent Ordinance intersects with related local and state laws, and helpful tips for addressing habitability issues. Executive Director Nicolas Traylor and Staff Attorney Palomar Sanchez provided support to staff and community participants. Following the presentation, attendees 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

PUBLIC INFORMATION UNIT	Occurrences
Persons Assisted By Front Office Unit (without referral to an Analyst)	71
Total Consultations Provided by a Rent Program Services Analyst	225
Calls Received (Phone Counseling Sessions)	112
Walk-Ins (Includes Appointments)	78
Emails Received	65
Total Consultations Provided in a Language other than English	30
Consultations Provided in Spanish	30
Legal Service Referral Forms Completed	10
Informal Mediations Conducted	1
Courtesy Compliance Letters Mailed	7
Invoices Generated	120
Community Workshop Attendees (11/23/19 – Handling Habitability Problems – Tenant Oriented)	12
Tenants Assisted	44
Landlords Assisted	34

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PUBLIC INFORMATION UNIT (continued)	<i>Occurrences</i>
Prospective Purchasers of Rental Property Assisted	5
Property Managers Assisted	2
Realtors Assisted	1
Total Hard Copy Notices Processed	165
Hard Copy Rent Increase Notices Processed	110
Hard Copy Termination of Tenancy Notices Processed	53
Hard Copy Change in Terms of Tenancy Notices Processed	2

BILLING AND REGISTRATION UNIT	<i>Occurrences</i>
Total Consultations with a Billing and Registration Unit Staff Member	55
Phone Call Consultations	22
Walk-In Consultations	3
Email Consultations	30
Enrollment/Tenancy Registration Packets Mailed	46
Enrollment Forms Processed	32
Declarations of Exemption Processed	5
Invoices Generated	226
Payments/Checks Processed	96
Compliance Actions (<i>reviewing records, exemption statuses, owner addresses</i>)	23
Rental Units Discovered (<i>not in database, but in existence</i>)	10
Property Information Updated	70
Payments Returned	1
Refunds Issued	2
Total Monthly Revenue Collected (<i>11/01/19 - 11/30/19</i>)	\$331,619
Total Revenue Collected in FY 2019-20 (<i>through 11/30/19</i>)	\$2,266,710
Total Revenue Collected in FY 2018-19 (<i>through 06/30/19</i>)	\$2,191,880
Total Revenue Collected in FY 2017-18 (<i>07/01/17 - 06/30/18</i>)	\$1,878,330
Accounts Referred to Collections	18

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

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HEARINGS UNIT	<i>Occurrences</i>
Total Consultations with Hearings Unit Coordinator	30
Calls/Placed Received (<i>Regarding Hearings and Petitions</i>)	10
Walk-Ins (<i>Regarding Hearings and Petitions</i>)	5
Emails Sent/Received (<i>Regarding Hearings and Petitions</i>)	15
Total Landlord Petitions Received	0
Total Tenant Petitions Received	4
Tenant Petitions Based on a Reduction in Space, Services, or Habitability Received	2
Tenant Petitions Based on Multiple Grounds Received	1
Tenant Petitions for Rent Withholding Received	1
Total Other Petitions Received	1
Requests to Expedite the Hearing Process Received	1
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>)	10
Pending Landlord Petition Cases	1
Pending Tenant Petition Cases	9
Total Number of Cases Closed	9
Cases Settled	5
Petitions Withdrawn	4
Appeals Filed	1

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>
Agent Authorization	2	0	N/A
Proof of Excess Rent Refund	3	4	-25%
Proof of Permanent Relocation Payment	3	2	50%
Change in Terms of Tenancy Notices Filed	17	12	41.7%
Rent Increase Notices Filed	315	241	30.7%
Termination Notices Filed ¹	299	233	28.3%
<i>Applicable Just Cause for Eviction – Nonpayment of Rent</i>	283	223	26.9%

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</i>	<i>Monthly Submissions/ Notices Filed</i>	<i>Prior Month Total</i>	<i>% Change from Prior Month</i>
<i>Applicable Just Cause for Eviction – Breach of Lease</i>	5	4	25%
<i>Applicable Just Cause for Eviction – Owner Move In</i>	3	3	0%
<i>Applicable Just Cause for Eviction - Nuisance</i>	7	2	250%
<i>Applicable Just Cause for Eviction – Temporary Termination of Tenancy To Undertake Substantial Repairs</i>	1	1	0%
Total Online Form Submissions	639	492	29.9%