

# AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: January 15, 2020

Final Decision Date Deadline: January 15, 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> |   |

## 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 December 2019 Rent Program Monthly Report - Rent Program (Paige Roosa 620-6537).

AGENDA ITEM NO:

**F-3.**



MEMORANDUM

**TO:** Members of the Rent Board  
**FROM:** Paige Roosa, Deputy Director  
**DATE:** January 15, 2020  
**SUBJECT:** DECEMBER 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](mailto:rent@ci.richmond.ca.us) or by calling (510) 234-RENT (7368).

**December Agency Highlights**

***Rent Program staff members released the 2020 Community Workshop Calendar.***

The 2020 Community Workshop Calendar features a series of new and returning workshop topics to educate Tenants, Landlords, and other community members about the Richmond Rent Ordinance and related state laws. The first workshop will be held on Saturday, January 18, 2020, and will provide an overview of the statewide rent gouging and eviction protection law (AB 1482). All are invited to attend to learn more about this new policy. In addition to posting the calendar on the Rent Program website, the 2020 Workshop Calendar was disseminated through the Rent Program listserv and City Manager’s Weekly Report. Staff members are also working on distributing posters throughout the City at various community centers and organizations. The complete 2020 Community Workshop calendar is accessible at [www.richmondrent.org/workshops](http://www.richmondrent.org/workshops).

**2020**  
**RICHMOND RENT PROGRAM**  
**COMMUNITY WORKSHOPS**

City Council Chambers  
 440 Civic Center Plaza  
 Richmond, CA 94804  
 10:00 AM - 12:00 PM

WORKSHOP	DATE (Saturday)
Understanding the Statewide Anti-gouging and Eviction Protection Law (AB 1482) in Richmond	January 18
Rights and Responsibilities for Richmond Tenants	February 1
Rights and Responsibilities for Richmond Landlords and Property Managers	February 29
Navigating the Eviction Process in Richmond	March 28
Security Deposits – Rights and Responsibilities for Richmond Landlords and Tenants	April 18
Understanding the Richmond Rent Ordinance for Realtors	May 30
How to Raise Rents in Richmond	June 27
Rights and Responsibilities for Richmond Tenants	July 18
Navigating the Eviction Process in Richmond	August 29
How to File a Rent Decrease Petition	September 26
Handling Habitability Problems (Tenant Oriented)	October 17
Handling Habitability Problems (Landlord Oriented)	November 14

Space is limited - RSVP today:  
<https://rentprogram.eventbrite.com>  
[richmondrent.org/workshops](http://richmondrent.org/workshops)  
[rent@ci.richmond.ca.us](mailto:rent@ci.richmond.ca.us)

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

The December Community Workshop, tailored to Landlords, was attended by 23 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. Staff Attorney Palomar Sanchez led a comprehensive presentation about the implied warranty of habitability, how the Rent Ordinance intersects with related local and state laws, the Rent Adjustment Petition process, and helpful tips for addressing habitability issues. Executive Director Nicolas Traylor 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

<b>PUBLIC INFORMATION UNIT</b>	<i>Occurrences</i>
<b>Persons Assisted By Front Office Unit (without referral to an Analyst)</b>	<b>114</b>
<b>Total Consultations Provided by a Rent Program Services Analyst</b>	<b>201</b>
Calls Received ( <i>Phone Counseling Sessions</i> )	98
Walk-Ins ( <i>Includes Appointments</i> )	54
Emails Received	49
<b>Total Consultations Provided in a Language other than English</b>	<b>28</b>
Consultations Provided in Spanish	28
Legal Service Referral Forms Completed	5
Informal Mediations Conducted	1
Courtesy Compliance Letters Mailed	2
Community Workshop Attendees ( <i>12/14/19 – Handling Habitability Problems – Landlord Oriented</i> )	23
Tenants Assisted	62
Landlords Assisted	30
Property Managers Assisted	7
Prospective Purchasers of Rental Property Assisted	4
Attorneys Assisted	3

## ITEM F-3

PUBLIC INFORMATION UNIT (continued)	Occurrences
<b>Total Hard Copy Notices Processed</b>	<b>36</b>
Hard Copy Rent Increase Notices Processed	24
Hard Copy Termination of Tenancy Notices Processed	12

BILLING AND REGISTRATION UNIT	Occurrences
<b>Total Consultations with a Billing and Registration Unit Staff Member</b>	<b>107</b>
Phone Call Consultations	64
Walk-In Consultations	8
Email Consultations	35
Enrollment/Tenancy Registration Packets Mailed	37
Enrollment Forms Processed	22
Invoices Generated	322
Payments/Checks Processed	42
Compliance Actions ( <i>reviewing records, exemption statuses, owner addresses</i> )	19
Rental Units Discovered ( <i>not in database, but in existence</i> )	33
Property Information Updated	24
Payments Returned	3
Refunds Issued	2
Total Monthly Revenue Collected (12/01/19 – 12/31/19)	\$88,381
Total Revenue Collected in FY 2019-20 ( <i>through 12/31/19</i> )	\$2,355,203
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

LEGAL UNIT	Occurrences
Public Records Act Requests Received	4
Owner Move-In Termination Notices Reviewed	2
Ellis Act Termination Notices Reviewed	1

HEARINGS UNIT	Occurrences
<b>Total Consultations with Hearings Unit Coordinator</b>	<b>12</b>
Calls/Placed Received ( <i>Regarding Hearings and Petitions</i> )	6
Walk-Ins ( <i>Regarding Hearings and Petitions</i> )	2
Emails Sent/Received ( <i>Regarding Hearings and Petitions</i> )	4
<b>Total Landlord Petitions Received</b>	<b>1</b>
Landlord Petitions Based on Maintenance of Net Operating Income (MNOI) Received	1

## ITEM F-3

HEARINGS UNIT (continued)	Occurrences
<b>Total Tenant Petitions Received</b>	<b>7</b>
Tenant Petitions Based on Multiple Grounds Received	5
Tenant Petitions Based on Excess Rent or Failure to Return Security Deposit Received	1
Tenant Petitions for Failure to Pay Relocation Payment Received	1
<b>Total Number of Pending Petition Cases</b> ( <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> )	<b>18</b>
Pending Landlord Petitions (As of January 9, 2020)	9
Pending Tenant Petitions (As of January 9, 2020)	8
Pending “Other” Petitions (Initial Rent Determination) (As of January 9, 2020)	1
<b>Total Number of Cases Closed</b>	<b>1</b>
Cases Dismissed	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	0	2	-100%
Proof of Excess Rent Refund	0	3	-100%
Proof of Permanent Relocation Payment	1	3	-66.6%
Proof of Temporary Relocation Payment	1	0	N/A
Change in Terms of Tenancy Notices Filed	7	17	-58.8%
Rent Increase Notices Filed	138	315	-56.2%
Termination Notices Filed <sup>1</sup>	225	299	-24.7%
<i>Applicable Just Cause for Eviction – Nonpayment of Rent</i>	208	283	-26.5%
<i>Applicable Just Cause for Eviction – Breach of Lease</i>	4	5	-20%
<i>Applicable Just Cause for Eviction- Withdrawal from Rental Market</i>	5	0	N/A
<i>Applicable Just Cause for Eviction – Owner Move In</i>	5	3	66.6%
<i>Applicable Just Cause for Eviction – Nuisance</i>	3	7	-57.1%

<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 – Temporary Termination of Tenancy To Undertake Substantial Repairs</i>	0	1	-100%
<b>Total Online Form Submissions</b>	<b>596</b>	<b>639</b>	<b>-6.7%</b>