

Item I-2: Rent Program Enrollment and Compliance

Regular Meeting of the Richmond Rent Board | October 18, 2017

Enrollment and Compliance: Purpose

- Provide the Rent Board and members of the public with an update on current enrollment and compliance efforts, based on the following metrics:
 1. *Number of Rental Units enrolled in the Rent Program*
 2. *Number of Courtesy Compliance, Warning, and Violation Letters mailed*
 3. *Number of Excess Rent and Unpaid Relocation Payment Complaints received*
 4. *Amount of excess rent refunded to overcharged tenants*
 5. *Qualitative review of inquiries*
- Solicit feedback from the Rent Board and members of the public

Enrollment and Compliance: Background

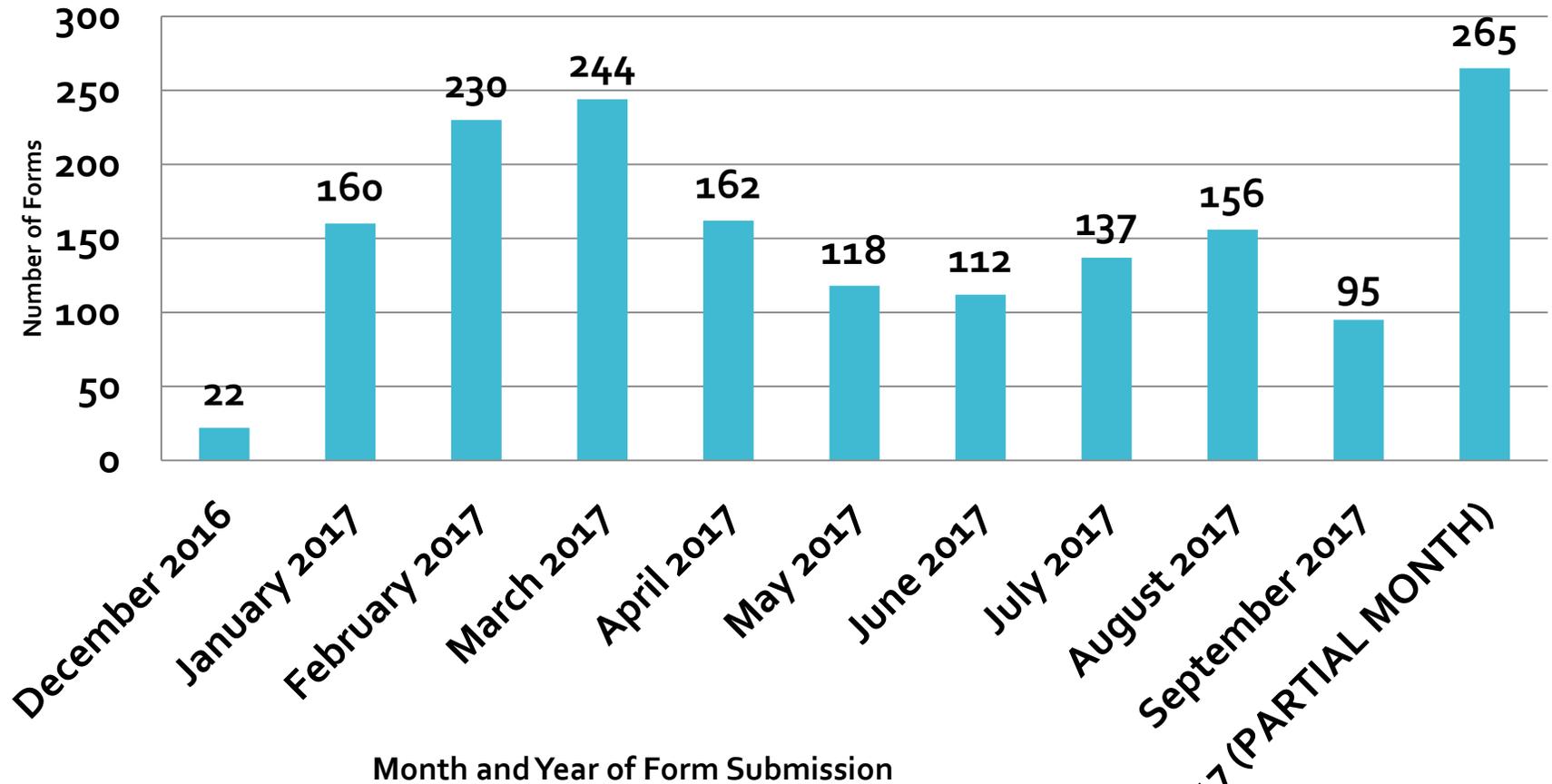
- The Fair Rent, Just Cause for Eviction, and Homeowner Protection Ordinance took effect on December 30, 2016, establishing a *Maximum Allowable Rent* for Controlled Rental Units and establishing *Just Cause for Eviction* requirements for most residential rental units.
- Pursuant to the City Manager's Interim Administrative Decision and Regulation 17-10, all Rental Units must be enrolled with the Rent Program.
- As of February 28, 2017, Landlords must file notices of rent increases, termination of tenancy, and change in terms of the tenancy notices with the Rent Board.

Enrollment and Compliance Metric #1: Enrolled Rental Units

- Roughly 33% of Rental Units in the City of Richmond are enrolled with the Rent Program:
 - 8,060 enrolled units as of 10/10/17
 - 24,797 estimated total rental units in the City (based on January 2017 county assessor data)
- Landlords (or their authorized agent) must enroll online: www.richmondrent.org/enroll
- Failure to enroll is an affirmative defense to an eviction.
- An inventory of enrolled Rental Units may be found in Attachment 2 of Item I-2.

Enrollment Form Submissions By Month

Number of Enrollment Forms Submitted to Rent Program by Month of Submission



Note: Forms have not been reviewed for accuracy. Form submission numbers may include duplicate forms submitted to correct an error.

Enrollment and Compliance Metric #2: Letters

If no
compliance...

- **Step 1: Courtesy Compliance Letter**
- *Approximately 187 mailed (as of 10/10/17)*

If no
compliance...

- **Step 2: Warning Letter**
- *Approximately 73 mailed (as of 10/10/17)*

If no
compliance...

- **Step 3: Violation Letter**
- *Approximately 19 mailed (as of 10/10/17)*

*Potential legal
action*

- **Step 4: Referral to Legal Counsel**
- *Approximately 14 referrals (as of 10/10/17)*

Enrollment and Compliance Metric #3: Complaints

- As of October 10, 2017, the Rent Program has received:
 - 41 Excess Rent Complaints
 - 6 Unpaid Permanent Relocation Payment Complaints
 - 2 Unpaid Temporary Relocation Payment Complaints
- Complaints have been referred to the mediator, whose contract was approved by the Rent Board at their meeting on August 23, 2017
- All complaint forms are available at www.richmondrent.org

Enrollment
and
Compliance
Metric #4:
Excess Rent
Refunded

- As of October 10, 2017, over \$88,000 in excess rent collected since December 30, 2016, has been refunded to tenants and proof filed with the Rent Program.
- 99 total Excess Rent Refund forms submitted as of October 10, 2017
- Average amount of refunded rent to an overcharged tenant: \$883.00

Enrollment and Compliance Metric #5: Qualitative Review of Inquiries

Frequent Questions/Issues (NOT an exhaustive list):

- Evicting a Tenant under Just Cause for Eviction requirements (Landlords)
- Responding to termination notices (Tenants)
- Tenants' and Landlord's rights in the case of property sale and transfer of ownership
- Dealing with habitability issues and repairs
- Landlords renting and tenants living in unpermitted dwelling units
- Assistance with Rent Program website and the notice filing process
- Tenant and Landlord rights in the case of subletting

Enrollment and Compliance: Next Steps

- Introductory letter was sent to all Landlords informing them of basic Rent Program requirements and providing information on the Residential Rental Housing Fee (Letter contained in Attachment 6) in late September, 2017.
- Development of Workshop Calendar
- Additional mailings
- Targeted outreach
 - Tenants and Landlords of subsidized housing
 - Property Managers
 - Realtors
 - Community groups

CITY OF RICHMOND RENT PROGRAM



September 15, 2017

Owner Name
Owner Address 1
Owner Address 2

**COURTESY NOTIFICATION LETTER REGARDING THE RICHMOND FAIR
RENT, JUST CAUSE FOR EVICTION, AND HOMEOWNER PROTECTION
ORDINANCE**

Dear City of Richmond Community Member:

You are receiving this letter because Contra Costa County Assessor data indicates you may own a residential rental unit(s) in the City of Richmond. This letter is designed to provide an overview of the Richmond Rent Program and direct landlords to resources to assist with compliance with the Fair Rent, Just Cause for Eviction, and Homeowner Protection Ordinance.

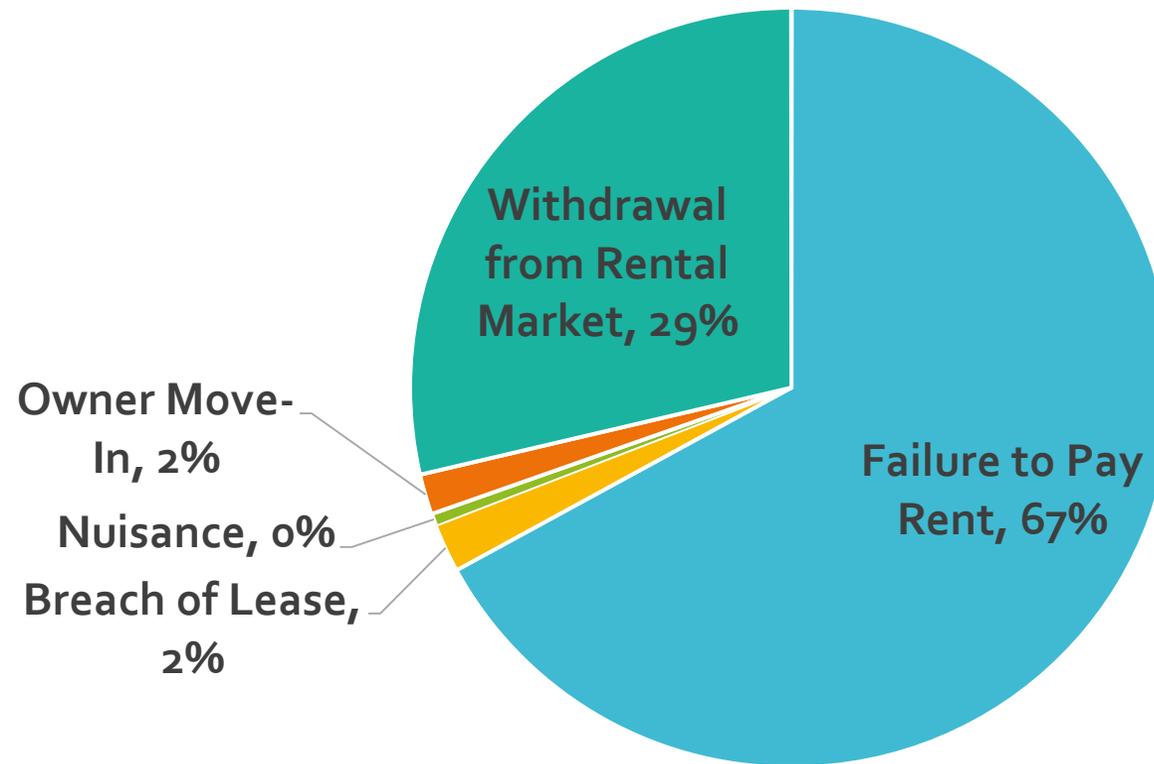
Enrollment and Compliance: Recommended Action

- **RECEIVE** a presentation from Rent Program staff members regarding enrollment and other compliance efforts related to the requirements of the Fair Rent, Just Cause for Eviction, and Homeowner Protection Ordinance.

Enrollment and Compliance: Termination Notices Filed with the Rent Program

Reported Causes for Termination of Tenancy in Notices Filed with the Rent Program

As of: September 18, 2017



n = 817 notices filed with the Rent Program