

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: September 19, 2018

Final Decision Date Deadline: September 19, 2018

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. With a now fully-staffed department, 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 August 2018 Rent Program Monthly Report - Rent Program (Paige Roosa 620-6537).

AGENDA ITEM NO:

G-3.



M E M O R A N D U M

TO: Chair Gray and Members of the Rent Board

FROM: Paige Roosa, Deputy Director

DATE: September 19, 2018

SUBJECT: AUGUST 2018 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. With a now fully-staffed department, staff members find it timely to begin producing such reports on a monthly basis. It is anticipated 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).

August Department Highlights

In August, the Rent Program experienced less demand for Counseling Sessions and increased payment of the Rental Housing Fee, compared to prior months.

The volume of activity in the Rent Program Department was varied during the month of August compared to prior months. While counseling and community engagement statistics reveal a 30.9% decrease in the number of consultations compared to the prior month, the amount of Rental Housing Fee revenue collected in August was 43.4% greater than that collected in July.

The counseling stations are installed!

August was the first full month of Rent Program operations where community members could meet with a staff member in a counseling station. In addition to utilizing space more efficiently (three counseling stations replaced two cubicles), the new configuration allows for greater privacy and easier maneuverability for visitors and staff.

As of August 31, 2018, approximately 73% of Rental Housing Fee revenue has been collected from a total of 13,659 Rental Units.

Compliance with payment of the Rental Housing Fee increased 4.5 percent between the months of July and August, to a total collection rate of 72.5% (equates to 13,659 Rental Units). Staff members are continuing their efforts to collect the remaining 27.5% of outstanding payments, equal to \$770,286.61.

Staff members are focused on the launch of Enrollment and Rent Registration.

Staff members worked diligently during the month of August to prepare for the launch of Enrollment and Tenancy Registration this fall. The collection of this information will support the second billing cycle of the Rental Housing Fee, which is anticipated to begin this fall, concurrent with implementation of the Enrollment and Tenancy Registration processes.

The August Habitability Issues Community Workshop informed Tenants and Landlords of how to address habitability issues in their Rental Units.

The August Community Workshop concerning Habitability Issues (Tenant-Oriented) was attended by 19 Richmond Tenants and Landlords. Staff members received a great deal of positive feedback from participants on the contents included in the presentation, the question and answer period, and the resources provided. Staff members are in the process of finalizing the 2019 Community Workshop calendar to ensure the Rent Program can continue to educate the community in this manner.

Staff members attended the Point Richmond Neighborhood Council Meeting to educate attendees on the requirements of the Rent Ordinance and services provided by the Rent Program.

On August 29, 2018, Executive Director Nicolas Traylor and I presented to the Point Richmond Neighborhood Council. The presentation includes an overview of the Rent Ordinance, new rights and responsibilities of Landlords and Tenants in the City of Richmond conferred by the Ordinance, and the various services provided by the Rent Program. The meeting was attended by a group of approximately 30 community members, who shared their questions, concerns, and positive experiences concerning the Rent Ordinance and Rent Program. Staff members anticipate their continued attendance and participation at neighborhood council meeting, as these events are often well-attended and many community members remain curious about the requirements of the Rent Ordinance and associated Rent Board regulations.

Summary of Activities

I. Counseling and Community Engagement

<i>Monthly Activity</i>	<i>Occurrences</i>	<i>Prior Month Occurrences</i>	<i>% Change from Prior Month</i>
Phone Call Consultations	552	808	-31.7%
Walk-In Consultations (includes appointments)	315	375	-16.0%
Email Responses	177	327	-45.9%
Total Consultations	1,044	1,510	-30.9%
Courtesy Compliance Letters Mailed	18	11	63.6%
Warning Letters Mailed	3	2	50%
Direct Referrals to Legal Service Providers	14	9	55.6%
Declarations of Exemption Processed	150	542	-72.3%
Request for Mediations Filed	6	11	-45.5%
Informal Mediations Held	4	9	-55.6%
Formal Mediations Held	2	2	0%
Community Workshop Attendees (08/18/18 Handling Habitability Issues)	19	57	-66.7%

ITEM G-3

II. FY 2016-17 & FY 2017-18 Fee Collection

<i>Monthly Activity</i>	<i>Total</i>	<i>Prior Month Total</i>	<i>% Change from Prior Month</i>
Revenue Collected August 1, 2018 - August 31, 2018	\$87,687.78	\$61,153.75	43.4%
Total Revenue Collected through August 31, 2018	\$2,027,116.39 (72.5% of total)	\$1,939,428.61 (69.3% of total)	4.5%
Invoices Generated	110	532	-79.3%

III. Filing of Notices

<i>Type of Form</i>	<i>Monthly Submissions/ Notices Filed</i>	<i>Prior Month Total</i>	<i>% Change from Prior Month</i>
Enrollment	58	79	-25.6%
Proof of Excess Rent Refund	7	21	-66.7%
Change in Terms of Tenancy Notices Filed	8	13	-38.5%
Rent Increase Notices Filed	651	767	-15.1%
Termination Notices Filed	406	386	5.2%
<i>Applicable Just Cause for Eviction - Nonpayment of Rent</i>	398	378	5.3%
<i>Applicable Just Cause for Eviction - Breach of Lease</i>	6	4	50%
<i>Applicable Just Cause for Eviction - Nuisance</i>	1	0	N/A
<i>Applicable Just Cause for Eviction - Withdrawal from the Rental Market</i>	0	1	-100%
<i>Applicable Just Cause for Eviction - Owner Move-In</i>	0	3	-100%
<i>Applicable Just Cause for Eviction - Temporary Termination to Undertake Substantial Repairs</i>	1	0	N/A
Agent Authorization	19	16	18.8%
Petition for Maximum Allowable Rent Increase or Decrease	4	14	-71.4
Proof of Permanent Relocation Payment Form	0	0	N/A
Proof of Temporary Relocation Payment Form	0	0	N/A
Unpaid Permanent Relocation Complaint	0	0	N/A
Unpaid Temporary Relocation Complaint	0	0	N/A
Total Form Submissions/Notices Filed	1,153	1,298	-11.2%