

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: November 14, 2018

Final Decision Date Deadline: November 14, 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> | |

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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 September 2018 Rent Program Monthly Report - Rent Program (Paige Roosa 620-6537).

AGENDA ITEM NO:

G-3.



MEMORANDUM

TO: Chair Gray and Members of the Rent Board
FROM: Paige Roosa, Deputy Director
DATE: November 14, 2018
SUBJECT: SEPTEMBER 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 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).

September Department Highlights

Staff members remained focused on the launch of Property Enrollment and Rent Registration. Staff members continued to work diligently during the month of September in preparation for the launch of the comprehensive Property Enrollment and Tenancy Registration project in October. City of Richmond IT Department staff members were instrumental in the development of the online billing, Property Enrollment, and Tenancy Registration systems. The collection of this information will support the second billing cycle of the Rental Housing Fee, which is anticipated to commence in October concurrent with implementation of the Enrollment and Tenancy Registration processes.

The Compliance Officer began working with the Rent Program team on key projects. In mid-September, Philip Verma joined the Rent Program team as a full-time, term-position Rent Program Services Analyst. Philip's work plan includes several compliance-related projects to improve collection of the Rental Housing Fee, identify noncompliant Rental Units, and collaborate with the Department's Staff Attorney to compel compliance. In his first few weeks, Philip gained familiarity with the Rent Program's case management and billing platforms, completed an analysis of outstanding Rental Housing Fee revenue, and conducted targeted outreach to large property owners with respect to the 2018-19 Rental Housing Fee.

The Hearings Unit continued to administer the Rent Adjustment Petition process, and the Department's Hearing Examiner issued the first formal decision. Since the Hearings Unit began hearing petitions during the month of August, seven hearings have been held. Five of these cases were resolved through mediation during a preliminary settlement conference, and two have required a formal decision by the Hearing Examiner. To date, no appeals of a Rent Adjustment decision have been filed.

Members of the Rent Board attended an appeals training hosted by Rent Program staff.

On September 22, 2018, Rent Program staff members hosted an appeals training for Boardmembers in anticipation of future appeals to Rent Adjustment Petition decisions. Presentations were led by the Rent Program Staff Attorney and Hearing Examiner. More information about the Rent Board's Rent Adjustment Petition process may be found in Chapter 8 of the Board's Regulations.



The Rent Program tabled at La Feria de Septiembre, an event hosted by the RYSE Youth Center celebrating Chicana and Latinx Heritage Month.



On September 14, 2018, Rent Program staff members participated in a resource fair at RYSE Youth Center's *La Feria de Septiembre* event. The Rent Program was joined by the Community Clinic Consortium, Urban Tilth, Richmond Promise, Healthy Richmond, and Communities for a Better Environment. Staff members provided information to community members about the Rent Program, Rent Ordinance, and related policies. The Rent Program looks forward to participating at future resource fairs hosted by the RYSE Youth Center and other community

organizations as a method of continuing to engage community members and share pertinent information to Richmond tenants and landlords.

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

The September Community Workshop concerning Habitability Issues (Landlord-Oriented) was attended by 31 Richmond Tenants and Landlords. Staff members provided a presentation on a variety of relevant topics, including local and State laws, and were able to respond to a number of questions from participants. Presentation materials are accessible at

<http://www.ci.richmond.ca.us/3541/Workshops>.



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	432	552	-21.7%
Walk-In Consultations (includes appointments)	229	315	-27.3%
Email Responses	207	177	16.9%
Total Consultations	868	1,044	-16.8%
Courtesy Compliance Letters Mailed	3	18	-83.3%
Warning Letters Mailed	0	3	-100%
Direct Referrals to Legal Service Providers	14	14	0%
Declarations of Exemption Processed	31	150	-79.3%
Request for Mediations Filed	5	6	-16.7%
Informal Mediations Held	4	4	0%
Formal Mediations Held	1	2	-50.0%
Community Workshop Attendees (09/15/18 Handling Habitability Issues)	31	19	63.2%

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 September 1, 2018 - September 31, 2018	\$49,762.50	\$87,687.78	-43.3%
Total Revenue Collected through September 30, 2018	\$2,076,878.89 (74.1% of total)	\$2,027,116.39 (72.5% of total)	N/A
Invoices Generated ¹	12,657	110	11,406.4%

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	25	58	-56.9%
Proof of Excess Rent Refund	1	7	-85.7%
Change in Terms of Tenancy Notices Filed	6	8	-25%
Rent Increase Notices Filed	100	651	-84.6%
Termination Notices Filed	459	406	13.1%
<i>Applicable Just Cause for Eviction - Nonpayment of Rent</i>	465	398	16.8%
<i>Applicable Just Cause for Eviction - Breach of Lease</i>	6	6	0%
<i>Applicable Just Cause for Eviction -</i>	1	1	0%

¹ This figure represents an aggregate total including invoices for Fiscal Year 2016-17, 2017-18, and 2018-19.

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<i>Nuisance</i>			
<i>Applicable Just Cause for Eviction – Withdrawal from the Rental Market</i>	0	0	N/A
<i>Applicable Just Cause for Eviction – Owner Move-In</i>	0	0	N/A
<i>Applicable Just Cause for Eviction – Temporary Termination to Undertake Substantial Repairs</i>	0	1	-100%
Agent Authorization	5	19	-73.7%
Petition for Maximum Allowable Rent Increase or Decrease	6	4	50.0%
Proof of Permanent Relocation Payment Form	1	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	603	1,153	-47.7%