

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

AGENDA ITEM NO:

G-4.

MEMORANDUM

TO: Chair Gray and Members of the Rent Board

FROM: Paige Roosa, Deputy Director

DATE: November 14, 2018

SUBJECT: OCTOBER 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).

October Department Highlights

Registration and Billing Unit staff members mailed the first batch of Property Enrollment and Tenancy Registration form packets, and collected over \$450,000 in FY 2018-19 Rental Housing Fee revenue.

Staff members continued to work diligently during the month of October to launch the comprehensive Property Enrollment and Tenancy Registration project. City of Richmond IT Department staff members continue to be instrumental in the development of the online billing, Property Enrollment, and Tenancy Registration systems. Compliance Officer Philip Verma worked to refine the database to ensure accuracy of invoices mailed to large property owners, assisting tremendously in the collection of over \$450,000 in FY 2018-19 Rental Housing Fee revenue this month.

Rent Program staff members collaborated with other City departments to host the first 440 Civic Center Plaza Second Floor Halloween Potluck.

Since January 2017, the presence of the Rent Program office on the second floor of 440 Civic Center Plaza has continued to grow. On Wednesday, October 31, staff from various City departments, including the Rent Program, Fire Department, Congressman DeSaulnier's Office, Arts and Culture, and Richmond Promise gathered to celebrate Halloween and appreciate the shared space on the second floor. Rent Program staff members celebrated the holiday by dressing as a team of Marvel superheroes.



The October Community Workshop, titled “How to Handle Difficult Tenant Situations,” provided information and guidance to Landlords regarding how to address conflicts.

The October Community Workshop was attended by 49 community members, who gained insights and tips about how to address difficult issues that may arise between Tenants and Landlords. Executive Director Nicolas Traylor conducted a presentation on the Rent Ordinance and its requirements, tips for handling difficult Tenant situations, and three possible routes for resolution of such issues. Following the presentation, community members were provided an opportunity to ask questions of staff. Presentation materials are accessible at <http://www.ci.richmond.ca.us/3541/Workshops>.

Rent Program Services Analysts, Hearing Examiner, and Deputy Director attended mediation training to support the Rent Program’s informal and formal mediation services.

During the weeks of October 15 and October 22, the Rent Program Services Analysts, Hearing Examiner, and Deputy Director attended a 40-hour Mediation Training conducted by Steve Rosenberg, a state and national leader in the field of mediation. Since completion of the training, staff members have met regularly to continue development of the Rent Program’s in-house mediation services. In some cases, mediation may provide an opportunity for Landlords and Tenants to resolve issues and negotiate agreements outside of a formal petition process. The benefits of mediation and dispute resolution are myriad, including supporting the preservation of Landlord/Property Manager and Tenant relationships and the potential for prompter resolution, as compared to the petition process.

Summary of Activities

I. Department Unit Activities

FRONT OFFICE UNIT	<i>Occurrences</i>
Persons Assisted By Front Office Unit (without referral to an Analyst)	68
Declarations of Exemption Processed	24
Enrollment Forms Entered into Database	15
Invoices Generated	422
Termination of Tenancy Informational Letters mailed to Property Owners and Tenants in receipt of a Notice of Termination of Tenancy filed with the Rent Program	599
Hard Copy Termination Notices Processed	3
Hard Copy Rent Increase Notices Processed	22

PUBLIC INFORMATION UNIT	<i>Occurrences</i>
Total Consultations Provided by a Rent Program Services Analyst	427
Calls Received (Phone Counseling Sessions)	214
Walk-Ins (Includes Appointments)	124
Emails Received	89
Total Consultations Provided in a Language other than English	21
Consultations Provided in Spanish	21

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PUBLIC INFORMATION UNIT (continued)	<i>Occurrences</i>
Legal Service Referral Forms Completed	14
Informal Mediations Conducted	9
Formal Mediations Held	0
Courtesy Compliance Letters Mailed	6
Invoices Generated	34
Community Workshop Attendees (10/20/18 How to Handle Difficult Tenant Situations)	49
Tenants Assisted	58
Landlords Assisted	60
Property Managers Assisted	5

BILLING AND REGISTRATION UNIT/COMPLIANCE UNIT	<i>Occurrences</i>
Enrollment/Tenancy Registration Packets Mailed	83
Enrollment Forms Processed	88
Tenancy Registration Forms Processed	10
Invoices Generated	1,445
Payments/Checks Processed	28
Property Information Updated	189
Payments Returned	1
Refunds Issued	0
Phone Call Consultations	14
Walk-In Consultations	10
Email Consultations	8
Total Revenue Collected Between 10/01/18 - 10/31/18	\$452,806.50
FY 17/18 Revenue Collected between 10/01/18 - 10/31/18	\$14,137.50
Total FY 17/18 Revenue Collected	\$2,110,703
Monthly FY 18/19 Revenue Collected between 10/01/18 - 10/31/18	\$438,669
Total FY 18/19 Revenue Collected	\$473,453
Compliance Actions (Reviewing records, exemption status, owner addresses, etc.)	168

LEGAL UNIT	<i>Occurrences</i>
Public Records Act Requests Received	2
Ellis Termination Notices Reviewed	2

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HEARINGS UNIT	<i>Occurrences</i>
Total Landlord Petitions Received	2
MNOI Petitions Received	1
Landlord Multiple Grounds Petitions Received	1
Total Tenant Petitions Received	4
Decrease in Space or Services, Deterioration, Habitability Petitions Received	1
Tenant Petition Based on Multiple Grounds	2
Tenant Petition for Failure to Pay Relocation Payment Petitions Received	1
Total Other Petitions/Submissions Received	6
Request for a Continuance of the Hearing Process	4
Subpoena(s)	2
Total Number of Cases Closed	5
Decisions Ordered	3
Cases Settled	1
Petitions Withdrawn	1
Total Number of Calls/Walk-ins/Emails	68
Calls/Placed Received (Regarding Hearings and Petitions)	13
Walk-Ins (Regarding Hearings and Petitions)	11
Emails Sent/Received (Regarding Hearings and Petitions)	44

II. 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>
Proof of Excess Rent Refund	7	1	600.0%
Change in Terms of Tenancy Notices Filed	7	6	16.7%
Rent Increase Notices Filed	184	100	84.0%
Termination Notices Filed	299	459	-34.9%
<i>Applicable Just Cause for Eviction – Nonpayment of Rent</i>	292	465	-37.2%
<i>Applicable Just Cause for Eviction – Breach of Lease</i>	6	6	0
<i>Applicable Just Cause for Eviction – Nuisance</i>	1	1	0
Agent Authorization	4	5	-20%
Proof of Permanent Relocation Payment Form	1	1	0
Total Form Submissions/Notices Filed	502	603	-16.7%