

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: December 19, 2018

Final Decision Date Deadline: December 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> | |

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

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MEMORANDUM

TO: Chair Gray and Members of the Rent Board

FROM: Paige Roosa, Deputy Director

DATE: December 19, 2018

SUBJECT: NOVEMBER 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).

November Department Highlights

Rent Program staff assembled and mailed over 1,800 tailored Property Enrollment and Tenancy Registration form packets, and made the necessary preparations to mail the remaining approximately 2,500 packets in the month of December.

Staff members continued to work diligently during the month of November on the comprehensive Property Enrollment and Tenancy Registration project. City of Richmond IT Department staff members have been and continue to be instrumental in the development of the online billing, Property Enrollment, and Tenancy Registration systems. Forms are expected to be completed by property owners and returned to the Rent Program no later than January 14, 2019, to provide staff members with ample time to process the submitted information and issue FY 2018-19 Rental Housing Fee invoices during the winter months (January – March).

Rent Program staff members presented at an Atchison Village Mutual Homes Corporation meeting to educate residents on the basics of Rent Control and Just Cause for Eviction in Richmond.

On November 13, 2018, Executive Director Nicolas Traylor and Deputy Director Paige Roosa presented to members of the Atchison Village Mutual Homes Corporation on the application of the Rent Ordinance to Atchison Village residents. The presentation contained information about the Maximum Allowable Rent, Just Cause for Eviction requirements in the City of Richmond, Property Enrollment, Tenancy Registration, fee payment, and notice filing requirements for property owners, and services provided by the Rent Program. Participants had



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many questions about the information presented, and staff members continued to consult with residents and Atchison Village legal counsel in the weeks following the meeting to foster a shared understanding of how the Rent Ordinance applies to tenancies at Atchison Village.

UC Berkeley Public Service Center administrators visited the Rent Program office to learn about the Rent Program Department and the projects with which two Rent Program team members have been involved.

Since August, the Rent Program team has had the opportunity to work with two UC Berkeley undergraduate students participating in the Public Service Center Internship (PSI) program who chose the Rent Program as their internship site. The PSI program connects students with Bay Area social justice issues through internships that focus on policy, community organizing, or direct service. Students intern for 8-10 hours a week for the academic year and enroll in a



field studies course for units. Student interns also meet as a cohort throughout the year to build leadership and professional skills and explore social change strategies. On November 14, 2018, administrators of the UC Berkeley Public Service Internship Program toured the Rent Program office and met with Rent Program staff to learn about the mission and goals of the Rent Program, as well as the contributions of the Rent Program's PSI student interns. More information about the PSI program is accessible at

<https://publicservice.berkeley.edu/programs/public-service-internship>.

The November Community Workshop, titled "How to Handle Difficult Housemate Situations," provided information and guidance to Tenants regarding how to address conflicts.

The November Community Workshop was attended by 13 community members, who gained insights and tips about how to address difficult issues that may arise between Tenants in group living situations. Executive Director Nicolas Traylor conducted a presentation on the Rent Ordinance and its requirements, policies regarding replacement roommates, the eviction process and lawful rent levels as it relates to Master Tenants and Subtenants, tips for communicating with housemates when issues arise, how to handle returning security deposits in rotating housemate situations, a summary of "best practices" for housemate communication, and the potential to address issues through the mediation process. 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>.

Summary of Activities

I. Department Unit Activities

FRONT OFFICE UNIT	<i>Occurrences</i>
Persons Assisted By Front Office Unit (without referral to an Analyst)	355
Declarations of Exemption Processed	5
Enrollment Forms Entered into Database	23
Invoices Generated	2
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	492
Hard Copy Termination Notices Processed	15
Hard Copy Rent Increase Notices Processed	10

PUBLIC INFORMATION UNIT	<i>Occurrences</i>
Total Consultations Provided by a Rent Program Services Analyst	539
Calls Received (Phone Counseling Sessions)	286
Walk-Ins (Includes Appointments)	136
Emails Received	117
Total Consultations Provided in a Language other than English	53
Consultations Provided in Spanish	52
Consultations Provided in Cantonese	1
Legal Service Referral Forms Completed	8
Informal Mediations Conducted	6
Formal Mediations Held	2
Courtesy Compliance Letters Mailed	9
Invoices Generated	22
Community Workshop Attendees (11/10/18 How to Handle Difficult Housemate Situations - Tenant Oriented)	13
Tenants Assisted	44
Landlords Assisted	39
Property Managers Assisted	2
Prospective Buyers Assisted	3

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BILLING AND REGISTRATION UNIT/COMPLIANCE UNIT	<i>Occurrences</i>
Enrollment/Tenancy Registration Packets Mailed	1,816
Enrollment Forms Processed	83
Tenancy Registration Forms Processed	66
Invoices Generated	149
Payments/Checks Processed	16
Property Information Updated	40
Payments Returned	2
Refunds Issued	0
Phone Call Consultations	32
Walk-In Consultations	2
Email Consultations	18
Total Revenue Collected Between 11/01/18 - 11/30/18	\$50,400
FY 17/18 Revenue Collected between 11/01/18 - 11/30/18	\$4,459
Total FY 17/18 Revenue Collected	\$2,074,791
Monthly FY 18/19 Revenue Collected between 11/01/18 - 11/30/18	\$45,941
Total FY 18/19 Revenue Collected	\$522,836
Compliance Actions (Reviewing records, exemption status, owner addresses, etc.)	122

LEGAL UNIT	<i>Occurrences</i>
Ellis Termination Notices Reviewed	1
Owner Move-In Eviction Notices Reviewed	4

HEARINGS UNIT	<i>Occurrences</i>
Total Landlord Petitions Received	1
Requests for Administrative Determination of Exempt Status Received	1
Total Tenant Petitions Received	4
Excess Rent or Failure to Return Security Deposit Petitions Received	1
Decrease in Space or Services, Deterioration, Habitability Petitions Received	1
Tenant Petition Based on Multiple Grounds	1
Tenant Petition for Failure to Pay Relocation Payment Petitions Received	1
Total Other Petitions/Submissions Received	3
Request for a Continuance of the Hearing Process	2
Request to Expedite Hearing Process	1

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HEARINGS UNIT (continued)	Occurrences
Total Number of Cases Closed	5
Decisions Ordered	2
Cases Settled	1
Cases Mediated	1
Petitions Withdrawn	1
Total Number of Calls/Walk-Ins/Emails	51
Calls/Placed Received (Regarding Hearings and Petitions)	13
Walk-Ins (Regarding Hearings and Petitions)	4
Emails Sent/Received (Regarding Hearings and Petitions)	34

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>
Proof of Excess Rent Refund	11	7	57.1%
Change in Terms of Tenancy Notices Filed	14	7	100.0%
Rent Increase Notices Filed	81	184	-56.0%
Termination Notices Filed ¹	489	299	63.5%
<i>Applicable Just Cause for Eviction – Nonpayment of Rent</i>	459	292	57.2%
<i>Applicable Just Cause for Eviction – Breach of Lease</i>	23	6	2.8%
<i>Applicable Just Cause for Eviction – Nuisance</i>	3	1	200.0%
<i>Applicable Just Cause for Eviction – Owner Move-In</i>	3	0	N/A
<i>Applicable Just Cause for Eviction – Withdrawal from the Rental Market</i>	1	0	N/A
Agent Authorization	3	4	-25.0%
Proof of Permanent Relocation Payment Form	0	1	-100.0%
Total Online Form Submissions/Notices Filed	598	502	19.1%

¹ 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.

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