

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: February 20, 2019

Final Decision Date Deadline: February 20, 2019

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. 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 January 2019 Rent Program Monthly Report - Rent Program (Paige Roosa 620-6537).

AGENDA ITEM NO:

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MEMORANDUM

TO: Chair Gray and Members of the Rent Board

FROM: Paige Roosa, Deputy Director

DATE: February 20, 2019

SUBJECT: JANUARY 2019 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. 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).

January Department Highlights

Staff developed internal procedures to monitor and process thousands of incoming Property Enrollment and Tenancy Registration forms.

The Rent Program's receipt of over 3,000 Property Enrollment and Tenancy Registration forms during the month of January required another "all hands on deck" approach to the processing of submitted information. Crucial to the successful input of this data was the development of internal procedures that could be utilized by all staff members to enter information into the database in a consistent manner. Administrative Aide Ramona Howell and Administrative Student Intern Moises Serano were instrumental in the development of procedures and training of staff. This large project required dedicated time from all staff, including weekend hours. 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.

The January Community Workshop, titled "Rights and Responsibilities for Richmond Tenants," provided information and guidance to Tenants regarding the Rent Ordinance and relevant California Civil Codes.

The January Community Workshop was attended by 17 community members, who received detailed information about the Rent Control and Just Cause for Eviction provisions of the Rent Ordinance, the Rent Adjustment Petition process, and related California Civil Codes. Rent Program Services Analyst Magaly Chavez conducted a presentation of the applicability of the Rent Ordinance on different types of rental properties, eviction noticing requirements, examples of the eviction process in Richmond, the Annual General Adjustment, rent increase noticing requirements, vacancy decontrol, the rent adjustment petition process, and an



overview of important California Civil Codes. Following the presentation, community members were provided approximately 45 minutes 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)	630
Declarations of Exemption Processed	47
Enrollment Forms Processed	345
Invoices Generated	24
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	6
Hard Copy Termination Notices Processed	2
Hard Copy Rent Increase Notices Processed	41

PUBLIC INFORMATION UNIT	<i>Occurrences</i>
Total Consultations Provided by a Rent Program Services Analyst	586
Calls Received (Phone Counseling Sessions)	314
Walk-Ins (Includes Appointments)	169
Emails Received	103
Total Consultations Provided in a Language other than English	116
Consultations Provided in Spanish	115
Consultations Provided in Cantonese	1
Legal Service Referral Forms Completed	5
Informal Mediations Conducted	6
Formal Mediations Held	0
Courtesy Compliance Letters Mailed	2
Invoices Generated	109
Community Workshop Attendees (1/12/19 Rights and Responsibilities for Richmond Tenants)	17
Tenants Assisted	73
Landlords Assisted	122
Property Managers Assisted	10
Realtors Assisted	2
Prospective Purchasers of Rental Property Assisted	1

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BILLING AND REGISTRATION UNIT	<i>Occurrences</i>
Total Consultations with a Billing and Registration Unit Staff Member	340
Phone Call Consultations	239
Walk-In Consultations	4
Email Consultations	97
Enrollment/Tenancy Registration Packets Mailed	89
Enrollment Forms Processed	111
Tenancy Registration Forms Processed	4
Invoices Generated	458
Payments/Checks Processed	21
Property Information Updated	29
Payments Returned	2
Refunds Issued	0
Total Revenue Collected Between 1/01/19 - 1/31/19	\$218,309
FY 17/18 Revenue Collected between 1/01/19 - 1/31/19	\$68,440
Total FY 17/18 Revenue Collected (through 1/31/19)	\$2,154,058
Monthly FY 18/19 Revenue Collected between 1/1/19 - 1/31/19	\$149,869
Total FY 18/19 Revenue Collected (through 1/31/19)	\$799,702

LEGAL UNIT	<i>Occurrences</i>
Public Records Act Requests Received	3
Owner Move-In Eviction Notices Reviewed	1

HEARINGS UNIT	<i>Occurrences</i>
Total Landlord Petitions Received	1
Maintenance of Net Operating Income Petitions Received	1
Total Tenant Petitions Received	3
Excess Rent or Failure to Return Security Deposit Petitions Received	1
Decrease in Space or Services, Deterioration, Habitability Petitions Received	2
Total Number of Cases Closed	8
Decisions Ordered	2
Cases Settled	2
Cases Appealed	3
Petitions Withdrawn	4

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HEARINGS UNIT (continued)	Occurrences
Total Number of Calls/Walk-Ins/Emails	115
Calls/Placed Received (Regarding Hearings and Petitions)	25
Walk-Ins (Regarding Hearings and Petitions)	7
Emails Sent/Received (Regarding Hearings and Petitions)	83

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	1	10	-90%
Change in Terms of Tenancy Notices Filed	10	5	100%
Rent Increase Notices Filed	135	156	-13.5%
Termination Notices Filed ¹	387	433	-10.6%
<i>Applicable Just Cause for Eviction – Nonpayment of Rent</i>	381	422	-9.7%
<i>Applicable Just Cause for Eviction – Breach of Lease</i>	5	7	-40%
<i>Applicable Just Cause for Eviction – Owner Move-In</i>	1	2	-50%
<i>Applicable Just Cause for Eviction – Withdrawal from the Rental Market</i>	0	2	-100%
Agent Authorization	13	1	1,200%
Proof of Permanent Relocation Payment Form	1	2	-50%
Total Online Form Submissions/Notices Filed	934	607	53.9%

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.