

# AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: March 20, 2019

Final Decision Date Deadline: March 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> |   |

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

AGENDA ITEM NO:

**F-2.**

## MEMORANDUM

**TO:** Chair Gray and Members of the Rent Board

**FROM:** Paige Roosa, Deputy Director

**DATE:** March 20, 2019

**SUBJECT:** FEBRUARY 2019 MONTHLY ACTIVITY REPORT

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**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](mailto:rent@ci.richmond.ca.us) or by calling (510) 234-RENT (7368).

**February Department Highlights**

*Staff members continued to process incoming Property Enrollment and Tenancy Registration forms, with the goal of collecting the remaining approximately \$1.7 million in outstanding FY 2018-19 Rental Housing Fee revenue by the close of the Fiscal Year in June.*

In accordance with the Rent Ordinance, the Rent Program is funded by the Residential Rental Housing Fee. To date, approximately \$1.04 million in FY 2018-19 Rental Housing Fee revenue has been collected, leaving an estimated \$1.7 million in fees outstanding. Staff members remain dedicated to the processing of Property Enrollment forms to ensure billing accuracy. Processes were developed during the month of February to allow for the generation and mailing of invoices for all Landlords who have not submitted the required Property Enrollment and Tenancy Registration forms.

*The February Community Workshop, titled "Rights and Responsibilities for Richmond Landlords," was attended by a record number of 67 community members.*

The February Community Workshop was attended by a record number of 67 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.



The Landlord presentation also included information about how to

maintain compliance with Property Enrollment and Tenancy Registration requirements, as well as payment of the Rental Housing Fee. 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**

<b>FRONT OFFICE UNIT</b>	<i>Occurrences</i>
<b>Persons Assisted By Front Office Unit (without referral to an Analyst)</b>	<b>449</b>
Declarations of Exemption Processed	2
Enrollment Forms Processed	118
Invoices Generated	65
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	12
Hard Copy Rent Increase Notices Processed	33

<b>PUBLIC INFORMATION UNIT</b>	<i>Occurrences</i>
<b>Total Consultations Provided by a Rent Program Services Analyst</b>	<b>585</b>
Calls Received (Phone Counseling Sessions)	348
Walk-Ins (Includes Appointments)	125
Emails Received	112
<b>Total Consultations Provided in a Language other than English</b>	<b>67</b>
Consultations Provided in Spanish	67
Consultations Provided in Cantonese	0
Legal Service Referral Forms Completed	2
Informal Mediations Conducted	8
Formal Mediations Held	0
Courtesy Compliance Letters Mailed	2
Invoices Generated	109
Community Workshop Attendees (1/12/19 Rights and Responsibilities for Richmond Tenants)	67
Tenants Assisted	80
Landlords Assisted	73
Property Managers Assisted	10
Realtors Assisted	1
Prospective Purchasers of Rental Property Assisted	1

## ITEM F-2

<b>BILLING AND REGISTRATION UNIT</b>	<i>Occurrences</i>
<b>Total Consultations with a Billing and Registration Unit Staff Member</b>	<b>144</b>
Phone Call Consultations	120
Walk-In Consultations	4
Email Consultations	20
Enrollment/Tenancy Registration Packets Mailed	91
Enrollment Forms Processed	632
Tenancy Registration Forms Processed	5
Invoices Generated	1,886
Payments/Checks Processed	216
Property Information Updated	51
Payments Returned	1
Refunds Issued	2
<b>Total Revenue Collected Between 2/01/19 - 2/28/19</b>	<b>\$54,649</b>
FY 17/18 Revenue Collected between 2/01/19 - 2/28/19	\$13,978
Total FY 17/18 Revenue Collected (through 2/28/19)	\$2,173,778
Monthly FY 18/19 Revenue Collected between 2/01/19 - 2/28/19	\$40,671
Total FY 18/19 Revenue Collected (through 2/28/19)	\$1,038,489

<b>LEGAL UNIT</b>	<i>Occurrences</i>
Public Records Act Requests Received	3

<b>HEARINGS UNIT</b>	<i>Occurrences</i>
<b>Total Landlord Petitions Received</b>	<b>0</b>
<b>Total Tenant Petitions Received</b>	<b>16</b>
Excess Rent or Failure to Return Security Deposit Petitions Received	5
Decrease in Space or Services, Deterioration, Habitability Petitions Received	5
Tenant Petition for Rent Withholding Petitions Received	2
Tenant Petition for Failure to Pay Relocation Payment Petitions Received	4
<b>Total Number of Cases Closed</b>	<b>5</b>
Decisions Ordered	2
Cases Settled	2
Cases Appealed	2

## ITEM F-2

HEARINGS UNIT (continued)	Occurrences
<b>Total Number of Calls/Walk-Ins/Emails</b>	<b>88</b>
Calls/Placed Received (Regarding Hearings and Petitions)	26
Walk-Ins (Regarding Hearings and Petitions)	19
Emails Sent/Received (Regarding Hearings and Petitions)	43

### 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	1	0%
Change in Terms of Tenancy Notices Filed	14	10	40%
Rent Increase Notices Filed	80	135	-41%
Termination Notices Filed <sup>1</sup>	489	387	26%
<i>Applicable Just Cause for Eviction – Nonpayment of Rent</i>	479	381	26%
<i>Applicable Just Cause for Eviction – Breach of Lease</i>	6	5	20%
<i>Applicable Just Cause for Eviction – Nuisance</i>	2	0	N/A
<i>Applicable Just Cause for Eviction – Failure to Give Access</i>	1	0	N/A
<i>Applicable Just Cause for Eviction – Temporary Tenancy</i>	1	0	N/A
Agent Authorization	4	13	-69%
Proof of Permanent Relocation Payment Form	0	1	-100%
<b>Total Online Form Submissions/Notices Filed</b>	<b>588</b>	<b>547</b>	<b>7%</b>

<sup>1</sup> 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.