

# AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: May 30, 2019

Final Decision Date Deadline: May 30, 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 April 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:** May 30, 2019

**SUBJECT:** APRIL 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).

**April Department Highlights*****Staff members continued to prioritize collection of outstanding Rental Housing Fee revenue.***

In conjunction with the comprehensive Property Enrollment and Tenancy Registration project, staff members have invested a significant amount of time and attention to detail to improve the accuracy of Rental Housing Fee invoices, which is particularly important in the context of a tiered fee. In April 2019, the Rent Program collected over \$455,000 in revenue, for a total amount collected in Fiscal Year 2018-19 of approximately \$1.7 million. Collection efforts will continue throughout the months of May and June, with the goal of ensuring that annual revenue collected exceeds expenditures by the close of the fiscal year on June 30. All Rent Program staff members play a crucial role in ensuring payment of the Rental Housing Fee: Rent Program Services Analysts communicate fee payment requirements to all Landlords who contact the office for assistance. Staff managing the front office, as well as staff in the Billing and Registration Unit, field calls and inquiries and make necessary adjustments to Rental Housing Fee invoices to ensure timely payment. Billing and Registration Unit staff members also work closely with the City's IT and Finance Departments to assess and process payment of the fee. The Hearings Unit ensures that property owners are in compliance with Rental Housing Fee payment requirements prior to the filing of Landlord-initiated petitions. The Legal Unit assists staff members with legal questions concerning collection of the Rental Housing Fee. Collection efforts continue to be a priority for all departmental units.

***Senior staff members attended the City of Mountain View Rental Housing Committee's Retreat to exchange information and ideas about implementation of rent control and just cause for eviction ordinances.***

The City of Mountain View's Rental Housing Committee was established by the voter-approved Community Stabilization and Fair Rent Act (CSFRA) in 2016. The Rental Housing Committee extended an invitation to the City of Richmond Rent Program to attend their annual retreat on April 15. Executive Director Nicolas Traylor, Administrative Analyst Cynthia Shaw, and I attended the retreat to share information and experiences about implementation of

Richmond’s Fair Rent, Just Cause for Eviction, and Homeowner Protection Ordinance. The retreat provided a unique opportunity for both Richmond and Mountain View staff members, as well as Mountain View’s Rental Housing Committee members, to learn about the successes and challenges of a peer jurisdiction whose Ordinance was also approved in the 2016 general election.

*The April Community Workshop, titled “Navigating the Eviction Process in Richmond (Landlord-Oriented)” centered on the Just Cause for Eviction and Unlawful Detainer (eviction) process in the City of Richmond as it relates to Landlord rights and responsibilities.*

The March Community Workshop was attended by 47 community members, who received detailed information about the Just Cause for Eviction provisions of the Rent Ordinance, and the Unlawful Detainer process following the termination of a tenancy. Rent Program Services Analyst Vickie Medina conducted a presentation of the applicability of the Rent Ordinance on different types of rental properties, the eight Just Causes for Eviction in Richmond, termination of tenancy noticing requirements, the Unlawful Detainer process, and tips and pitfalls concerning eviction cases. 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>102</b>
Declarations of Exemption Processed	16
Enrollment Forms Processed	1
Invoices Generated	0
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	10
Hard Copy Termination Notices Processed	0
Hard Copy Rent Increase Notices Processed	0

<b>PUBLIC INFORMATION UNIT</b>	<i>Occurrences</i>
<b>Total Consultations Provided by a Rent Program Services Analyst</b>	<b>606</b>
Calls Received (Phone Counseling Sessions)	338
Walk-Ins (Includes Appointments)	148
Emails Received	120
<b>Total Consultations Provided in a Language other than English</b>	<b>108</b>
Consultations Provided in Spanish	105
Consultations Provided in Cantonese	3
Legal Service Referral Forms Completed	7

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<b>PUBLIC INFORMATION UNIT (continued)</b>	<b>Occurrences</b>
Courtesy Compliance Letters Mailed	5
Invoices Generated	16
Community Workshop Attendees (4/27/19 - Navigating the Eviction Process in Richmond, Landlord-Oriented)	47
Tenants Assisted	95
Landlords Assisted	116
Property Managers Assisted	13
Attorneys Assisted	1
Social Workers Assisted	1
Realtors Assisted	1
Prospective Purchasers of Rental Property Assisted	1

<b>BILLING AND REGISTRATION UNIT</b>	<b>Occurrences</b>
<b>Total Consultations with a Billing and Registration Unit Staff Member</b>	<b>198</b>
Phone Call Consultations	167
Walk-In Consultations	4
Email Consultations	27
Enrollment/Tenancy Registration Packets Mailed	104
Enrollment Forms Processed	210
Tenancy Registration Forms Processed	0
Invoices Generated	1,318
Payments/Checks Processed	484
Compliance Actions (reviewing records, exemption statuses, owner addresses)	157
Property Information Updated	57
Payments Returned	5
Total Monthly Revenue Collected (04/01/19 - 04/30/19)	\$455,873
Total Revenue Collected in FY 2018-19 (through 04/30/19)	\$1,742,213
Total Revenue Collected in FY 2017-18 (07/01/17 - 06/30/18)	\$1,878,330

<b>LEGAL UNIT</b>	<b>Occurrences</b>
Public Records Act Requests Received	1
Withdrawal from Rental Market (Ellis Act) Termination Notices Reviewed	1
Owner Move-In Termination Notices Reviewed	2

<b>HEARINGS UNIT</b>	<b>Occurrences</b>
<b>Total Landlord Petitions Received</b>	<b>0</b>

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HEARINGS UNIT (continued)	Occurrences
<b>Total Tenant Petitions Received</b>	<b>5</b>
Excess Rent or Failure to Return Security Deposit Petitions Received	1
Decrease in Space/Services or Habitability Petitions Received	3
Tenant Petition for Rent Withholding Petitions Received	1
<b>Total Number of Cases Closed</b>	<b>3</b>
Cases Settled	2
Cases Dismissed	1
Appeal Hearings Held	1
<b>Total Number of Calls/Walk-Ins/Emails</b>	<b>115</b>
Calls/Placed Received ( <i>Regarding Hearings and Petitions</i> )	61
Walk-Ins ( <i>Regarding Hearings and Petitions</i> )	5
Emails Sent/Received ( <i>Regarding Hearings and Petitions</i> )	49

### 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	0	0	0%
Change in Terms of Tenancy Notices Filed	9	17	-47%
Rent Increase Notices Filed	64	101	-37%
Termination Notices Filed <sup>1</sup>	132	326	-60%
<i>Applicable Just Cause for Eviction – Nonpayment of Rent</i>	119	310	-62%
<i>Applicable Just Cause for Eviction – Breach of Lease</i>	8	12	-33%
<i>Applicable Just Cause for Eviction – Nuisance</i>	2	2	0%
<i>Applicable Just Cause for Eviction – Owner Move In</i>	2	2	0%
<i>Applicable Just Cause for Eviction – Withdrawal from the Rental Market</i>	1	0	N/A
<i>Applicable Just Cause for Eviction – Temporarily Vacate in order to Undertake Substantial Repairs</i>	0	1	-100%
Agent Authorization	5	1	400%
<b>Total Online Form Submissions</b>	<b>210</b>	<b>445</b>	<b>-53%</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.