

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: June 19, 2019

Final Decision Date Deadline: June 19, 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 May 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: June 19, 2019

SUBJECT: MAY 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).

May Agency Highlights***Rent Program staff engaged community members to spread the word about the Rent Ordinance at the City's annual Cinco de Mayo festival.***

Richmond's annual Cinco de Mayo festival is one of the largest Cinco de Mayo celebrations in the East Bay and presents a unique opportunity for the Rent Program to engage community members who may not otherwise be aware of the Program's existence. Rent Program Services Analyst Magaly Chavez, Administrative Student Interns Bailey Maher and Johana Gurdian, Administrative Aide Ramona Howell, and Hearing Examiner Paul Cohen attended this lively event to distribute information and promotional materials about the Rent Ordinance and Rent Program.

***The Rent Program collected over \$268,000 in Rental Housing Fee revenue, surpassing \$2 million in total revenue collected during the 2018-19 fiscal year.***

Collection efforts continued throughout the month of May with the goal of ensuring that annual revenue collected exceeds expenditures by the close of the fiscal year on June 30. Staff achieved a major milestone in their collection efforts this month, exceeding \$2 million in total revenue collected. Approximately \$539,301 in FY 2018-19 fees are still outstanding, based on the Rent Program's updated count of total units subject to the Rent Ordinance. Since the Rental Housing Fee is the Rent Program's sole source of operating revenue, staff members remain focused on increasing collection rates to support the Rent Program's long-term financial sustainability.

The May Community Workshop, titled “Security Deposits: Rights and Responsibilities for Richmond Landlords and Tenants” provided detailed information concerning rules for security deposit collection, use, and refunds.

The May Community Workshop was attended by 29 community members, who were presented information about handling security deposits for Rental Units in the City of Richmond. Rent Program staff members regularly receive questions concerning security deposits from community members. To address this clear demand for information about security deposits, Rent Program Services Analyst Magaly Chavez conducted a presentation on applicable laws and regulations concerning the collection and use of security deposits, as well as policies regarding the return of security deposits. In addition, the presentation included a series of frequently asked questions concerning security deposits, as well as tips for resolving security deposit disputes. 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 (<i>without referral to an Analyst</i>)	316
Declarations of Exemption Processed	42
Enrollment Forms Processed	104
Hard Copy Termination Notices Processed	8
Hard Copy Rent Increase Notices Processed	8

PUBLIC INFORMATION UNIT	<i>Occurrences</i>
Total Consultations Provided by a Rent Program Services Analyst	572
Calls Received (<i>Phone Counseling Sessions</i>)	330
Walk-Ins (<i>Includes Appointments</i>)	136
Emails Received	106
Total Consultations Provided in a Language other than English	98
Consultations Provided in Spanish	96
Consultations Provided in Cantonese	2
Legal Service Referral Forms Completed	10
Informal Mediations Conducted	1
Courtesy Compliance Letters Mailed	5
Invoices Generated	11
Community Workshop Attendees (<i>5/18/19 – Security Deposits – Rights and Responsibilities for Richmond Landlords and Tenants</i>)	29
Tenants Assisted	65
Landlords Assisted	70

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PUBLIC INFORMATION UNIT (continued)	<i>Occurrences</i>
Property Managers Assisted	8
Process Servers Assisted	1
Realtors Assisted	6
Prospective Purchasers of Rental Property Assisted	2

BILLING AND REGISTRATION UNIT	<i>Occurrences</i>
Total Consultations with a Billing and Registration Unit Staff Member	166
Phone Call Consultations	102
Walk-In Consultations	14
Email Consultations	50
Enrollment/Tenancy Registration Packets Mailed	48
Enrollment Forms Processed	309
Invoices Generated	2,441
Payments/Checks Processed	350
Compliance Actions (<i>reviewing records, exemption statuses, owner addresses</i>)	52
Property Information Updated	169
Payments Returned	3
Total Monthly Revenue Collected (05/01/19 – 05/31/19)	\$268,650
Total Revenue Collected in FY 2018-19 (<i>through 05/31/19</i>)	\$2,010,863
Total Revenue Collected in FY 2017-18 (07/01/17 – 06/30/18)	\$1,878,330

LEGAL UNIT	<i>Occurrences</i>
Withdrawal from Rental Market (Ellis Act) Termination Notices Reviewed	2
Owner Move-In Termination Notices Reviewed	2
Temporary Termination of Tenancy due to Substantial Repairs Notices Reviewed	2

HEARINGS UNIT	<i>Occurrences</i>
Total Landlord Petitions Received	1
Requests for Administrative Determination of Exempt Status Received	1
Total Tenant Petitions Received	3
Excess Rent or Failure to Return Security Deposit Petitions Received	3
Total Number of Cases Closed	10
Decisions Ordered	2
Cases Settled	6
Cases Dismissed	1

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HEARINGS UNIT (continued)	Occurrences
Petitions Withdrawn	1
Appeal Hearings Held	3
Calls/Placed Received (<i>Regarding Hearings and Petitions</i>)	24
Walk-Ins (<i>Regarding Hearings and Petitions</i>)	6
Emails Sent/Received (<i>Regarding Hearings and Petitions</i>)	24

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	4	0	N/A
Change in Terms of Tenancy Notices Filed	12	9	33.3%
Rent Increase Notices Filed	78	64	21.9%
Termination Notices Filed ¹	181	132	37.1%
<i>Applicable Just Cause for Eviction – Nonpayment of Rent</i>	168	119	41.2%
<i>Applicable Just Cause for Eviction – Breach of Lease</i>	10	8	25.0%
<i>Applicable Just Cause for Eviction – Nuisance</i>	1	2	-50%
<i>Applicable Just Cause for Eviction – Owner Move In</i>	0	2	-100%
<i>Applicable Just Cause for Eviction – Withdrawal from the Rental Market</i>	0	1	-100%
<i>Applicable Just Cause for Eviction – Temporarily Vacate in order to Undertake Substantial Repairs</i>	2	0	N/A
Agent Authorization	0	5	-100%
Total Online Form Submissions	275	210	30.9%

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.