

# AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: July 17, 2019

Final Decision Date Deadline: July 17, 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 June 2019 Rent Program Monthly Report - Rent Program (Paige Roosa 620-6537).

AGENDA ITEM NO:

**H-2.**

## MEMORANDUM

**TO:** Members of the Rent Board

**FROM:** Paige Roosa, Deputy Director

**DATE:** July 17, 2019

**SUBJECT:** JUNE 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).

**June Agency Highlights**

*The Rent Program collected over \$180,000 in Rental Housing Fee revenue during the month of June, allowing the Agency to close the 2018-19 Fiscal Year with revenue exceeding expenditures.* Aggressive collection efforts in the latter half of the 2018-19 fiscal year allowed the Rent Program to close the 2018-19 fiscal year with a surplus of over \$120,000. This amount is a preliminary estimate; fiscal year 2018-19 invoices mailed during the fiscal year will continue to be credited to the 2018-19 fiscal year through October. The Government Finance Officers Association recommends governmental agencies maintain operating reserves at 17% of total budgeted expenditures. As such, surplus revenue collected in the fiscal year 2018-19 fiscal year will help to build up such reserves. Collection efforts are ongoing. On June 24, 2019, staff members released a Request for Proposals for collection agency services, consistent with the Board's direction at their meeting on June 19, 2019, to collect all outstanding revenue. We will continue to keep the Board apprised of our progress.

*Rent Program staff engaged community members at the City's annual Juneteenth celebration to spread the word about the Rent Ordinance.*

Richmond's annual Juneteenth celebration at Nicholl Park, like the Cinco de Mayo festival, presents a unique opportunity for the Rent Program to engage community members who may not otherwise be aware of the Program's existence. On Saturday, June 15, 2019, Rent Program Services Analyst Philip Verma, Administrative Student Intern Moises Serano, Administrative Analyst Cynthia Shaw, Staff Attorney Charles Oshinuga, Executive Director Nicolas Traylor and I hosted a table alongside other City departments to distribute information and promotional materials about the Rent Ordinance and Rent Program.



*The June Community Workshop, designed specifically for Richmond realtors and property managers, provided an overview of local and state housing laws relevant to real estate and property management professionals.*

The June Community Workshop was attended by 41 community members and covered topics such as applicability of the Rent Ordinance to various types of properties, rent increase and termination of tenancy requirements, the eviction process in Richmond, how the Rent Ordinance applies to rental properties for which ownership is transferred or in the case of foreclosure, the Relocation Ordinance, Rent Adjustment Petition Process, and relevant California civil codes. Rent Program Services Analyst Vickie Medina led a detailed, technical presentation on the Rent Ordinance tailored to issues and situations experienced by real estate and property management professionals. 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>165</b>
Declarations of Exemption Processed	21
Enrollment Forms Processed	38
Hard Copy Termination Notices Processed	14
Hard Copy Rent Increase Notices Processed	6

<b>PUBLIC INFORMATION UNIT</b>	<i>Occurrences</i>
<b>Total Consultations Provided by a Rent Program Services Analyst</b>	<b>413</b>
Calls Received ( <i>Phone Counseling Sessions</i> )	218
Walk-Ins ( <i>Includes Appointments</i> )	105
Emails Received	90
<b>Total Consultations Provided in a Language other than English</b>	<b>80</b>
Consultations Provided in Spanish	78
Consultations Provided in Cantonese	2
Legal Service Referral Forms Completed	6
Informal Mediations Conducted	2
Courtesy Compliance Letters Mailed	4
Invoices Generated	12
Community Workshop Attendees ( <i>6/29/19 – Realtor and Property Manager-Focused Workshop</i> )	41
Tenants Assisted	80
Landlords Assisted	51

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<b>PUBLIC INFORMATION UNIT (continued)</b>	<i>Occurrences</i>
Property Managers Assisted	7
Attorneys Assisted	1
Process Servers Assisted	1
Realtors Assisted	3
Prospective Purchasers of Rental Property Assisted	2

<b>BILLING AND REGISTRATION UNIT</b>	<i>Occurrences</i>
<b>Total Consultations with a Billing and Registration Unit Staff Member</b>	<b>134</b>
Phone Call Consultations	91
Walk-In Consultations	2
Email Consultations	41
Enrollment/Tenancy Registration Packets Mailed	103
Enrollment Forms Processed	121
Invoices Generated	955
Payments/Checks Processed	105
Compliance Actions ( <i>reviewing records, exemption statuses, owner addresses</i> )	81
Property Information Updated	458
Payments Returned	2
Refunds Issued	2
Total Monthly Revenue Collected (06/01/19 - 06/30/19)	\$181,017
Total Revenue Collected in FY 2018-19 ( <i>through 06/30/19</i> )	\$2,191,879
Total Revenue Collected in FY 2017-18 (07/01/17 - 06/30/18)	\$1,878,330

<b>LEGAL UNIT</b>	<i>Occurrences</i>
Public Records Act Requests Received	1
Owner Move-In Termination Notices Reviewed	3
Withdrawal from Rental Market Notices Reviewed	1

<b>HEARINGS UNIT</b>	<i>Occurrences</i>
<b>Total Consultations with Hearings Unit Coordinator</b>	<b>48</b>
Calls/Placed Received ( <i>Regarding Hearings and Petitions</i> )	9
Walk-Ins ( <i>Regarding Hearings and Petitions</i> )	8
Emails Sent/Received ( <i>Regarding Hearings and Petitions</i> )	31
<b>Total Tenant Petitions Received</b>	<b>4</b>
Tenant Petition Based on Multiple Grounds Received	2

## ITEM H-2

HEARINGS UNIT (continued)	Occurrences
Tenant Petition for Failure to Pay Relocation Payment Petitions Received	2
<b>Total Other Petitions/Submissions Received</b>	<b>1</b>
Requests for a Continuance of the Hearing Process Received	1
<b>Total Number of Cases Closed</b>	<b>8</b>
Decisions Ordered	3
Cases Settled	4
Petitions Withdrawn	1

### II. Online Notices Filed with the Rent Program

Type of Form	Monthly Submissions/ Notices Filed	Prior Month Total	% Change from Prior Month
Proof of Excess Rent Refund	0	4	-100%
Change in Terms of Tenancy Notices Filed	16	12	33.3%
Rent Increase Notices Filed	79	78	1.3%
Termination Notices Filed <sup>1</sup>	210	181	16%
<i>Applicable Just Cause for Eviction – Nonpayment of Rent</i>	192	168	14.3%
<i>Applicable Just Cause for Eviction – Breach of Lease</i>	12	10	20%
<i>Applicable Just Cause for Eviction – Nuisance</i>	2	1	100%
<i>Applicable Just Cause for Eviction – Owner Move In</i>	3	0	100%
<i>Applicable Just Cause for Eviction – Failure to Give Access</i>	1	0	100%
Agent Authorization	7	0	100%
<b>Total Online Form Submissions</b>	<b>312</b>	<b>275</b>	<b>13.4%</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.