

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: August 21, 2019

Final Decision Date Deadline: August 21, 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 July 2019 Rent Program Monthly Report - Rent Program (Paige Roosa 620-6537).

AGENDA ITEM NO:

F-2.

MEMORANDUM

TO: Members of the Rent Board

FROM: Paige Roosa, Deputy Director

DATE: August 21, 2019

SUBJECT: JULY 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).

July Agency Highlights

Executive Director Nicolas Traylor provided a presentation and Q&A session about the Rent Ordinance for members of the Point Richmond Business Association.

On July 25, 2019, Executive Director Nicolas Traylor and I attended the monthly Point Richmond Business Association Luncheon to present on the Rent Ordinance and share important agency updates, such as the dissemination of the Owner Move-In eviction survey and announcement of the 2019 Annual General Adjustment. The Point Richmond Business Association provides a venue for business professionals and entrepreneurs operating in West Contra Costa County, including the City of Richmond. Following the presentation, a lively discussion ensued about rent control and eviction laws in Richmond. We look forward to continued partnership with the Point Richmond Business Association to share information with business owners and entrepreneurs affected by the Rent Ordinance.



The Rent Program solicited community feedback regarding a proposed Owner Move-In eviction regulation through community workshop, focus group, and survey methods.



On May 15, 2019, the Rent Board directed staff members to conduct community outreach regarding a proposed Owner Move-In eviction regulation. Community engagement occurred during the months of June and July in three formats: community workshops, focus groups for community members who prefer to communicate in Spanish, and the dissemination of a survey. Staff members were pleased with the amount of community participation around this important issue and look forward to presenting their findings to the Boardmembers for their consideration.

The July Community Workshop, titled “Rights and Responsibilities for Richmond Landlords” provided detailed information about the Rent Ordinance, Rent Program requirements, and related policies.

The July Community Workshop was attended by 32 community members and covered commonly-covered topics including how Rent Control works in California with respect to the Costa-Hawkins Rental Housing Act, the Just Cause for Eviction provisions of the Rent Ordinance, the Rent Adjustment Petition Process, Property Enrollment and Tenancy Registration requirements, and related California Civil Codes. In addition, the presentation included



updated information about how Accessory Dwelling Units (ADUs) in Richmond may be applicable to the requirements of the Rent Ordinance, as well as an overview of the eviction process in the City of Richmond. Rent Program Services Analyst Magaly Chavez led this detailed presentation in the basement of City Hall, due to the City Council’s need to hold a Special Meeting in the Council Chambers at the same time. 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 (without referral to an Analyst)	71
Declarations of Exemption Processed	9
Enrollment Forms Processed	21
Hard Copy Termination Notices Processed	8
Hard Copy Rent Increase Notices Processed	106

PUBLIC INFORMATION UNIT	<i>Occurrences</i>
Total Consultations Provided by a Rent Program Services Analyst	572
Calls Received (<i>Phone Counseling Sessions</i>)	346
Walk-Ins (<i>Includes Appointments</i>)	146
Emails Received	80
Total Consultations Provided in a Language other than English	110
Consultations Provided in Spanish	109
Consultations Provided in Cantonese	1
Legal Service Referral Forms Completed	11
Informal Mediations Conducted	4
Courtesy Compliance Letters Mailed	5
Invoices Generated	6

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PUBLIC INFORMATION UNIT (continued)	<i>Occurrences</i>
Community Workshop Attendees (7/27/19 - <i>Rights and Responsibilities for Richmond Landlords</i>)	32
Tenants Assisted	104
Landlords Assisted	93
Prospective Purchasers of Rental Property Assisted	5
Property Managers Assisted	4
Realtors Assisted	2
Process Servers Assisted	1
Homeowners Assisted	1

BILLING AND REGISTRATION UNIT	<i>Occurrences</i>
Total Consultations with a Billing and Registration Unit Staff Member	124
Phone Call Consultations	87
Walk-In Consultations	9
Email Consultations	28
Enrollment/Tenancy Registration Packets Mailed	14
Enrollment Forms Processed	37
Invoices Generated	82
Payments/Checks Processed	47
Compliance Actions (<i>reviewing records, exemption statuses, owner addresses</i>)	33
Property Information Updated	44
Payments Returned	5
Total Monthly Revenue Collected (07/01/19 - 07/31/19)	\$48,187
Total Revenue Collected in FY 2019-20 (<i>through 07/31/19</i>)	\$48,187
Total Revenue Collected in FY 2018-19 (<i>through 06/30/19</i>)	\$2,191,880
Total Revenue Collected in FY 2017-18 (07/01/17 - 06/30/18)	\$1,878,330

LEGAL UNIT	<i>Occurrences</i>
Public Records Act Requests Received	1
Owner Move-In Termination Notices Reviewed	5

HEARINGS UNIT	<i>Occurrences</i>
Total Consultations with Hearings Unit Coordinator	42
Calls/Placed Received (<i>Regarding Hearings and Petitions</i>)	15
Walk-Ins (<i>Regarding Hearings and Petitions</i>)	4
Emails Sent/Received (<i>Regarding Hearings and Petitions</i>)	23

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HEARINGS UNIT (continued)	<i>Occurrences</i>
Total Landlord Petitions Received	3
Landlord Petitions Based on Increase in Occupants Received	1
Landlord Petitions Based on Increase in Space or Services Received	1
Landlord Petitions Based on Multiple Grounds Received	1
Total Tenant Petitions Received	9
Tenant Petitions Based on Excess Rent or Failure to Return Security Deposit Received	5
Tenant Petitions Based on Decrease in Space/Services or Habitability Petitions Received	1
Tenant Petitions Based on Multiple Grounds Received	2
Tenant Petitions Based on Failure to Pay Relocation Payment Petitions Received	1
Total Other Petitions/Submissions Received	2
Requests for a Continuance of the Hearing Process Received	2
Total Number of Cases Closed	7
Decisions Ordered	1
Cases Settled	4
Cases Dismissed	1
Petitions Withdrawn	1

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	3	0	N/A
Change in Terms of Tenancy Notices Filed	15	16	-6.25%
Rent Increase Notices Filed	1,087	79	1,275.95%
Termination Notices Filed ¹	123	210	-41.43%
<i>Applicable Just Cause for Eviction - Nonpayment of Rent</i>	114	192	-40.63%
<i>Applicable Just Cause for Eviction - Breach of Lease</i>	1	12	-91.67%
<i>Applicable Just Cause for Eviction - Nuisance</i>	3	2	50.00%
<i>Applicable Just Cause for Eviction - Owner Move In</i>	5	3	66.67%
<i>Applicable Just Cause for Eviction - Failure to Give Access</i>	0	1	-100.00%
Agent Authorization	4	7	-42.86%
Total Online Form Submissions	1,355	312	334.29%

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.