

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: September 18, 2019

Final Decision Date Deadline: September 18, 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 August 2019 Rent Program Monthly Report - Rent Program (Paige Roosa 620-6537).

AGENDA ITEM NO:

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MEMORANDUM

TO: Members of the Rent Board

FROM: Paige Roosa, Deputy Director

DATE: September 18, 2019

SUBJECT: AUGUST 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).

August Agency Highlights***Rent Program staff members attended National Night Out to spread the word about the Rent Ordinance.***

For the third consecutive year, Rent Program staff members hosted an informational table at the City of Richmond's annual National Night Out event, held on the evening of August 6, 2019. National Night Out is a nation-wide event held for the purposes of building relationships between the community and police, encouraging residents to turn their porch lights on and employ crime prevention tactics, encouraging neighbors to get to know one another, take back communities from crime and violence, and build and re-build "neighborhood watch" strategies. Rent Program Services Analysts Vickie Medina and Magaly Chavez engaged community members at this well-attended event to share information about the Rent Program and requirements of the Rent Ordinance.

***Billing and Registration Unit staff members began preparations for the launch of the Fiscal Year 2019-20 Rental Housing Fee billing cycle.***

Staff members in the Billing and Registration Unit worked diligently during the month of August to ensure the dissemination of Fiscal Year 2019-20 Rental Housing Fee invoices in September. As the Rent Program's sole source of revenue, the Rental Housing Fee is essential to the Rent Program's success. Each year, the billing cycle presents an opportunity to share additional relevant information to property owners. An informational postcard and updated summary of fees applicable to residential rental properties in the City of Richmond will be mailed with each invoice, as we've found that the inclusion of such resources reduces confusion among the community. In addition, Billing and Registration Unit staff revised and improved the layout and design of the Rental Housing Fee invoice and coordinated with staff in the City's

IT and Finance Departments to provide guidance about how to handle the anticipated influx of payments and questions from community members.

Rent Program staff members attended the 2019 Contra Costa County Summer Block Party to inform community members about resources provided by the Rent Program.



The Contra Costa County Block Party is a public event that aims to provide a “one-stop” opportunity for community members to tap into services and learn about programs available in Contra Costa County and the block party’s hosting city. For the first two years, cities in Central County hosted the block party. This year, the City of Richmond hosted the event. With representation from a myriad of public service offices, the Block Party offered residents the opportunity to complete voter registration

documents, sign up for a library card, obtain animal licenses, complete applications for Medi-Cal, and seek employment opportunities. Rent Program Services Analyst Philip Verma and Administrative Interns Sarah Schaff and Erika Foster hosted an informational table to share information about the Rent Ordinance and services provided by the Rent Program with community members. Coverage of this event is accessible at <https://richmondpulse.org/2019/08/21/block-party-brings-services-to-the-people/>.

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

The August Community Workshop was attended by a small group of 14 community members and advocates who received information about the mechanics of Rent Control in California with respect to the Costa-Hawkins Rental Housing Act, the Just Cause for Eviction provisions of the Rent Ordinance, the Unlawful Detainer (eviction) process, Rent Adjustment Petitions, and related California Civil Codes. This month, I conducted the presentation to allow bilingual Rent Program Services Analyst Magaly Chavez to provide Spanish translation to community members. Following the presentation, attendees were provided an opportunity to ask questions of staff. Presentation materials are accessible at <http://www.ci.richmond.ca.us/3541/Workshops>.



Summary of ActivitiesI. Department Unit Activities

PUBLIC INFORMATION UNIT	Occurrences
Persons Assisted By Front Office Unit (without referral to an Analyst)	10
Total Consultations Provided by a Rent Program Services Analyst	472
Calls Received (<i>Phone Counseling Sessions</i>)	225
Walk-Ins (<i>Includes Appointments</i>)	144
Emails Received	73
Total Consultations Provided in a Language other than English	74
Consultations Provided in Spanish	72
Consultations Provided in Cantonese	1
Consultations Provided in Another Language	1
Legal Service Referral Forms Completed	10
Informal Mediations Conducted	2
Courtesy Compliance Letters Mailed	1
Invoices Generated	15
Community Workshop Attendees (<i>08/31/19 – Rights and Responsibilities for Richmond Tenants</i>)	14
Tenants Assisted	98
Landlords Assisted	61
Attorneys Assisted	4
Property Managers Assisted	2
Realtors Assisted	2
Homeowners (non-Landlords) Assisted	1
Social Workers Assisted	1
Prospective Purchasers of Rental Property Assisted	1
Hard Copy Rent Increase Notices Processed	57
Hard Copy Termination of Tenancy Notices Processed	8

BILLING AND REGISTRATION UNIT	Occurrences
Total Consultations with a Billing and Registration Unit Staff Member	97
Phone Call Consultations	63
Walk-In Consultations	7
Email Consultations	27
Enrollment/Tenancy Registration Packets Mailed	24

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BILLING AND REGISTRATION UNIT (continued)	<i>Occurrences</i>
Enrollment Forms Processed	59
Declarations of Exemption Processed	11
Invoices Generated	8,603
Payments/Checks Processed	28
Compliance Actions (<i>reviewing records, exemption statuses, owner addresses</i>)	122
Rental Units Discovered (<i>not in database, but in existence</i>)	32
Property Information Updated	20
Payments Returned	1
Total Monthly Revenue Collected (<i>08/01/19 – 08/31/19</i>)	\$44,282
Total Revenue Collected in FY 2019-20 (<i>through 08/31/19</i>)	\$92,469
Total Revenue Collected in FY 2018-19 (<i>through 06/30/19</i>)	\$2,191,880
Total Revenue Collected in FY 2017-18 (<i>07/01/17 – 06/30/18</i>)	\$1,878,330

LEGAL UNIT	<i>Occurrences</i>
Public Records Act Requests Received	4
Withdrawal from the Rental Market (Ellis Act) Notices Reviewed	2
Owner Move-In Termination Notices Reviewed	1
Temporary Termination of Tenancy In Order to Undertake Substantial Repairs Notices Reviewed	1

HEARINGS UNIT	<i>Occurrences</i>
Total Consultations with Hearings Unit Coordinator	42
Calls/Placed Received (<i>Regarding Hearings and Petitions</i>)	17
Walk-Ins (<i>Regarding Hearings and Petitions</i>)	8
Emails Sent/Received (<i>Regarding Hearings and Petitions</i>)	17
Total Landlord Petitions Received	0
Total Tenant Petitions Received	12
Tenant Petitions Based on Excess Rent or Failure to Return Security Deposit Received	2
Tenant Petitions Based on Decrease in Space/Services or Habitability Petitions Received	1
Tenant Petitions Based on Multiple Grounds Received	6
Tenant Petitions Based on Failure to Pay Relocation Payment Petitions Received	3
Total Other Petitions/Submissions Received	1
Requests for a Continuance of the Hearing Process Received	1
Total Number of Cases Closed	8
Decisions Ordered	2

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HEARINGS UNIT (continued)	Occurrences
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	1	3	-66.6%
Proof of Permanent Relocation Payment	1	0	N/A
Proof of Temporary Relocation Payment	1	0	N/A
Change in Terms of Tenancy Notices Filed	11	15	-26.6%
Rent Increase Notices Filed	498	1,087	-54.2%
Termination Notices Filed ¹	223	123	81.3%
<i>Applicable Just Cause for Eviction – Nonpayment of Rent</i>	214	114	87.7%
<i>Applicable Just Cause for Eviction – Breach of Lease</i>	2	1	100%
<i>Applicable Just Cause for Eviction – Nuisance</i>	0	3	-100%
<i>Applicable Just Cause for Eviction – Owner Move In</i>	1	5	-80%
<i>Applicable Just Cause for Eviction – Temporary Termination of Tenancy To Undertake Substantial Repairs</i>	3	0	N/A
<i>Applicable Just Cause for Eviction – Withdrawal From the Rental Market</i>	3	0	N/A
Agent Authorization	7	4	75%
Total Online Form Submissions	742	1,355	-45.3%

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.