

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: October 16, 2019

Final Decision Date Deadline: October 16, 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 September 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: October 16, 2019

SUBJECT: SEPTEMBER 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).

September Agency Highlights

Rent Program staff members attended the La Feria de Septiembre celebration at RYSE to engage and educate young people about services provided by the Rent Program.

For the second consecutive year, Rent Program staff members hosted an informational table at the La Feria de Septiembre celebration at RYSE, held on the evening of September 13, 2019. La Feria de Septiembre is an annual celebration uplifting communities and honoring Latin American, Central American and Afro Latinx history, heritage, ancestry, cultural practices and traditions. The event featured a resource fair, activities, live performances, and food for local families to learn about their community and identity, all while grounded in discussion of homelands, diaspora, migration, and immigration.

Administrative Student Interns Sarah Schaff and Anaïse Jean-Philippe attended this event to share information and resources about Richmond's Rent Control and Just Cause for Eviction, as well as distribute Rent Program promotional materials.



Billing and Registration Unit staff members mailed Fiscal Year 2019-20 Rental Housing Fee invoices to rental property owners.

Throughout the month of September, staff members in the Billing and Registration Unit mailed over 5,000 invoices to property owners, collecting nearly 30 percent of the Rent Program's total revenue for the 2019-20 fiscal year. We anticipate the bulk of outstanding revenue will be collected during the months of October and November, as bills become due. Billing and Registration staff members continue to coordinate with staff in the City's IT and Finance Departments to ensure the generation of accurate invoices and the timely processing of payments made to the Rent Program.

The September Community Workshop, titled “Navigating the Eviction Process (Tenant-Oriented)” provided detailed information about the Rent Ordinance, Rent Program requirements, and related policies.

The September Community Workshop, tailored to Tenants, was attended by 14 community members who received detailed information about the Just Cause for Eviction provisions of the Rent Ordinance, the Unlawful Detainer (eviction) process, and related California Civil Codes. Rent Program Services Analyst Vickie Medina led a thorough presentation which included a variety of eviction process flow charts to illustrate how the eviction process works in the City of Richmond. Executive Director Nicolas Traylor and Staff Attorney Palomar Sanchez, who began his employment with the Rent Program in late September, were also in attendance to provide support to staff and community participants. 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 Activities

I. Department Unit Activities

PUBLIC INFORMATION UNIT	<i>Occurrences</i>
Persons Assisted By Front Office Unit (without referral to an Analyst)	95
Total Consultations Provided by a Rent Program Services Analyst	342
Calls Received (<i>Phone Counseling Sessions</i>)	152
Walk-Ins (<i>Includes Appointments</i>)	111
Emails Received	79
Total Consultations Provided in a Language other than English	42
Consultations Provided in Spanish	40
Consultations Provided in Cantonese	1
Consultations Provided in Another Language (<i>Mandarin</i>)	1
Legal Service Referral Forms Completed	6
Formal Mediations Conducted	1
Courtesy Compliance Letters Mailed	10
Invoices Generated	17
Community Workshop Attendees (<i>09/28/19 – Navigating the Eviction Process – Tenant Oriented</i>)	14
Tenants Assisted	49
Landlords Assisted	61
Attorneys Assisted	1
Property Managers Assisted	4
Realtors Assisted	1
Prospective Purchasers of Rental Property Assisted	1

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PUBLIC INFORMATION UNIT (continued)	Occurrences
Hard Copy Rent Increase Notices Processed	53
Hard Copy Termination of Tenancy Notices Processed	16

BILLING AND REGISTRATION UNIT	Occurrences
Total Consultations with a Billing and Registration Unit Staff Member	108
Phone Call Consultations	55
Walk-In Consultations	14
Email Consultations	39
Enrollment/Tenancy Registration Packets Mailed	203
Enrollment Forms Processed	107
Declarations of Exemption Processed	37
Invoices Generated	5,146
Payments/Checks Processed	608
Compliance Actions (<i>reviewing records, exemption statuses, owner addresses</i>)	26
Rental Units Discovered (<i>not in database, but in existence</i>)	8
Property Information Updated	89
Payments Returned	2
Total Monthly Revenue Collected (08/01/19 – 08/31/19)	\$763,258
Total Revenue Collected in FY 2019-20 (<i>through 08/31/19</i>)	\$855,727
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	Occurrences
Public Records Act Requests Received	2
Owner Move-In Termination Notices Reviewed	2

HEARINGS UNIT	Occurrences
Total Consultations with Hearings Unit Coordinator	72
Calls/Placed Received (<i>Regarding Hearings and Petitions</i>)	21
Walk-Ins (<i>Regarding Hearings and Petitions</i>)	14
Emails Sent/Received (<i>Regarding Hearings and Petitions</i>)	37
Total Landlord Petitions Received	2
Landlord Petitions Based on Increase in Number of Occupants Received	1
Requests for Administrative Determination of Exempt Status Received	1
Total Tenant Petitions Received	5
Tenant Petitions Based on Excess Rent or Failure to Return Security Deposit Received	3

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HEARINGS UNIT	Occurrences
Tenant Petitions Based on Reduction in Number of Tenants Allowed Received	1
Tenant Petitions Based on Multiple Grounds Received	1
Total Number of Pending "Open" Cases (<i>"Open Cases" are defined as those awaiting an objection response, a decision is pending, a decision has been issued with an appeal deadline approaching, or where an upcoming hearing has been scheduled</i>)	12
Tenant Petitions Pending	11
Landlord Petitions Pending	1
Total Number of Cases Closed	9
Decisions Ordered	1
Cases Settled	2
Cases Dismissed	1
Petitions Withdrawn	5
Appeals Filed	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	0	1	-100.0%
Proof of Permanent Relocation Payment	0	1	-100.0%
Proof of Temporary Relocation Payment	0	1	-100.0%
Change in Terms of Tenancy Notices Filed	6	11	-45.5%
Rent Increase Notices Filed	249	498	-50.0%
Termination Notices Filed ¹	201	223	-9.9%
<i>Applicable Just Cause for Eviction – Nonpayment of Rent</i>	196	214	-8.4%
<i>Applicable Just Cause for Eviction – Breach of Lease</i>	2	2	0%
<i>Applicable Just Cause for Eviction – Failure to Give Access</i>	1	0	N/A
<i>Applicable Just Cause for Eviction – Owner Move In</i>	2	1	100%
<i>Applicable Just Cause for Eviction – Temporary Termination of Tenancy To Undertake Substantial Repairs</i>	0	3	-100.0%

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.

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<i>Type of Form (continued)</i>	<i>Monthly Submissions/ Notices Filed</i>	<i>Prior Month Total</i>	<i>% Change from Prior Month</i>
<i>Applicable Just Cause for Eviction - Withdrawal From the Rental Market</i>	0	3	-100.0%
Agent Authorization	0	7	-100.0%
Total Online Form Submissions	450	742	-39.4%