

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: November 20, 2019

Final Decision Date Deadline: November 20, 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 October 2019 Rent Program Monthly Report - Rent Program (Paige Roosa 620-6537).

AGENDA ITEM NO:

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M E M O R A N D U M

TO: Chair Maddock and Members of the Rent Board

FROM: Paige Roosa, Deputy Director

DATE: November 20, 2019

SUBJECT: OCTOBER 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).

October Agency Highlights

Billing and Registration Unit staff members collected over \$1 million in Rental Housing Fee revenue, bringing total revenue collected in the 2019-20 fiscal year to slightly under \$2 million. During the month of October, staff members in the Billing and Registration Unit collected \$1,079,364 in Rental Housing Fee revenue, bringing the total amount of Rental Housing Fee revenue collected in the 2019-20 fiscal year to \$1,935,092. This figure represents approximately 66 percent of the FY 2019-20 budget, including reserves. We sincerely appreciate staff members in the Finance and IT departments for their assistance during this particularly busy time of year for the Rent Program.

Rent Program staff members Palomar Sanchez, Cynthia Shaw, and Moises Serano were featured in promotional videos publicized on the Rent Program's Facebook and Instagram pages.

As part of our ongoing effort to share information about the existence of the Rent Program and Rent Ordinance to the Richmond community, Staff Attorney Palomar Sanchez, Administrative



Analyst Cynthia Shaw, and Administrative Aide Moises Serano were showcased in three short videos posted on the Rent Program's social media platforms (currently Facebook and Instagram) to highlight the roles and motivations of Rent Program staff. We look forward to continuing to expand our presence on social media as a means of reaching community members who may otherwise not be aware of the Rent Program and the rights and responsibilities conferred by the Rent Ordinance to tenants and landlords in Richmond.

Executive Director Nicolas Traylor and Analyst Philip Verma engaged Richmond community members at the Point Richmond Fall Fest.

On Saturday, October 5, 2019, Rent Program staff members Nicolas Traylor and Philip Verma attended Fall Fest in Point Richmond to share information and resources about the Rent Program and Rent Ordinance. Hosted by the Point Richmond Business Association, Fall Fest is a lively event featuring live music and performances, pumpkin decorating, an art contest, and community resources tables. Staff members appreciate the invitation extended by the Point Richmond Business Association to partake in this festive community event and look forward to our continued engagement of residents and community members in Point Richmond at future events.



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

The October Community Workshop, tailored to Landlords, was attended by 27 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. Staff Attorney Palomar Sanchez 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. 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	Occurrences
Persons Assisted By Front Office Unit (without referral to an Analyst)	115
Total Consultations Provided by a Rent Program Services Analyst	293
Calls Received (Phone Counseling Sessions)	139
Walk-Ins (Includes Appointments)	110
Emails Received	44
Total Consultations Provided in a Language other than English	52
Consultations Provided in Spanish	51
Consultations Provided in Cantonese	1
Legal Service Referral Forms Completed	12
Informal Mediations Conducted	3
Courtesy Compliance Letters Mailed	6

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PUBLIC INFORMATION UNIT (continued)	<i>Occurrences</i>
Invoices Generated	11
Community Workshop Attendees (10/26/19 – Navigating the Eviction Process – Landlord Oriented)	27
Tenants Assisted	62
Landlords Assisted	50
Realtors Assisted	3
Prospective Purchasers of Rental Property Assisted	2
Property Managers Assisted	1
Hard Copy Rent Increase Notices Processed	84
Hard Copy Termination of Tenancy Notices Processed	4

BILLING AND REGISTRATION UNIT	<i>Occurrences</i>
Total Consultations with a Billing and Registration Unit Staff Member	132
Phone Call Consultations	62
Walk-In Consultations	55
Email Consultations	15
Enrollment/Tenancy Registration Packets Mailed	123
Enrollment Forms Processed	51
Declarations of Exemption Processed	23
Invoices Generated	204
Payments/Checks Processed	874
Compliance Actions (<i>reviewing records, exemption statuses, owner addresses</i>)	48
Rental Units Discovered (<i>not in database, but in existence</i>)	13
Property Information Updated	93
Total Monthly Revenue Collected (10/01/19 – 10/31/19)	\$1,079,364
Total Revenue Collected in FY 2019-20 (<i>through 10/31/19</i>)	\$1,935,092
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	6
Owner Move-In Termination Notices Reviewed	2

HEARINGS UNIT	<i>Occurrences</i>
Total Consultations with Hearings Unit Coordinator	45
Calls/Placed Received (<i>Regarding Hearings and Petitions</i>)	10

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HEARINGS UNIT (continued)	Occurrences
Walk-Ins (<i>Regarding Hearings and Petitions</i>)	9
Emails Sent/Received (<i>Regarding Hearings and Petitions</i>)	26
Total Landlord Petitions Received	2
Landlord Petitions Based on Maintenance of Net Operating Income (MNOI) Received	2
Total Tenant Petitions Received	0
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>)	8
Tenant Petitions Pending	7
Landlord Petitions Pending	1
Total Number of Cases Closed	3
Decisions Ordered	1
Cases Settled	1
Petitions Withdrawn	1
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	4	0	N/A
Proof of Permanent Relocation Payment	2	0	N/A
Change in Terms of Tenancy Notices Filed	12	6	100%
Rent Increase Notices Filed	241	249	-3.21%
Termination Notices Filed ¹	233	201	18.9%
<i>Applicable Just Cause for Eviction – Nonpayment of Rent</i>	223	196	13.8%
<i>Applicable Just Cause for Eviction – Breach of Lease</i>	4	2	100%
<i>Applicable Just Cause for Eviction – Owner Move-In</i>	3	2	50%
<i>Applicable Just Cause for Eviction – Nuisance</i>	2	0	N/A
<i>Applicable Just Cause for Eviction – Failure to Give Access</i>	0	1	-100%

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 – Temporary Termination of Tenancy To Undertake Substantial Repairs</i>	1	0	N/A
Total Online Form Submissions	492	456	7.9%