

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: February 19, 2020

Final Decision Date Deadline: February 19, 2020

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 January 2020 Rent Program Monthly Report - Rent Program (Paige Roosa 620-6537).

AGENDA ITEM NO:

F-3.

MEMORANDUM

TO: Members of the Rent Board

FROM: Paige Roosa, Deputy Director

DATE: February 19, 2020

SUBJECT: JANUARY 2020 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).

January Agency Highlights

The January Community Workshop, titled "Understanding the California Anti-Gouging and Eviction Protection Law (AB 1482) in Richmond" provided important information for community members about how AB 1482 affects Richmond Tenants and Landlords.

The January Community Workshop, designed for all Richmond residents interested in learning about AB 1482, was attended by 44 community members who received nuanced information about California's new statewide anti-rent-gouging and eviction protection laws, including how the law intersects with the Richmond Rent Ordinance. Staff Attorney Palomar Sanchez led a comprehensive presentation about the purpose of the new state law, the components of the law, new requirements under AB 1482, and how AB 1482

applies to rental properties in Richmond. Executive Director Nicolas Traylor provided 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>

Rent Program staff members gathered for a new year's celebration at City Hall to reflect on the highlights and successes of 2019.

On the evening on January 30, Rent Program staff members gathered at City Hall to celebrate the close of 2019 and the beginning of a new decade. Funded by senior staff members, the event provided the opportunity for management staff to thank all staff for a busy and productive year. We look forward to our continued success in 2020.



Summary of Activities

I. Department Unit Activities

PUBLIC INFORMATION UNIT	<i>Occurrences</i>
Persons Assisted By Front Office Unit (<i>without referral to an Analyst</i>)	90
Total Consultations Provided by a Rent Program Services Analyst	324
Calls Received (<i>Phone Counseling Sessions</i>)	131
Walk-Ins (<i>Includes Appointments</i>)	109
Emails Received	84
Total Consultations Provided in a Language other than English	73
Consultations Provided in Spanish	72
Consultations Provided in Cantonese	1
Legal Service Referral Forms Completed	7
Courtesy Compliance Letters Mailed	8
Community Workshop Attendees (<i>01/18/2020 – Understanding the Statewide Anti-Gouging and Eviction Protection Law (AB 1482)</i>)	44
Community Members Assisted by a Rent Program Services Analyst	140
Tenants Assisted	78
Landlords Assisted	37
Prospective Purchasers of Rental Property Assisted	14
Attorneys Assisted	6
Property Managers Assisted	5
Total Hard Copy Notices Processed	33
Hard Copy Rent Increase Notices Processed	17
Hard Copy Termination of Tenancy Notices Processed	16

BILLING AND REGISTRATION UNIT	<i>Occurrences</i>
Total Consultations with a Billing and Registration Unit Staff Member	39
Phone Call Consultations	32
Walk-In Consultations	3
Email Consultations	4
Enrollment/Tenancy Registration Packets Mailed	174
Enrollment Forms Processed	53
Invoices Generated	239
Payments/Checks Processed	20
Compliance Actions (<i>reviewing records, exemption statuses, owner addresses</i>)	157
Rental Units Discovered (<i>not in database, but in existence</i>)	19

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BILLING AND REGISTRATION UNIT (continued)	<i>Occurrences</i>
Property Information Updated	87
Payments Returned	4
Accounts Referred to Collections	50
Total Monthly Revenue Collected (01/01/2020 - 01/31/2020)	\$48,027
Total Revenue Collected in FY 2019-20 (through 01/31/2020)	\$2,403,230
Total Revenue Collected in FY 2018-19	\$2,191,880
Total Revenue Collected in FY 2017-18	\$2,878,330

LEGAL UNIT	<i>Occurrences</i>
Public Records Act Requests Received	1
Owner Move-In Termination Notices Reviewed	1
Ellis Act Termination Notices Reviewed	2

HEARINGS UNIT	<i>Occurrences</i>
Total Consultations with Hearings Unit Coordinator	42
Calls/Placed Received (Regarding Hearings and Petitions)	14
Walk-Ins (Regarding Hearings and Petitions)	0
Emails Sent/Received (Regarding Hearings and Petitions)	28
Total Landlord Petitions Received	1
Landlord Petitions Based on Increase in Occupants Received	1
Total Tenant Petitions Received	11
Tenant Petitions Based on Excess Rent or Failure to Return Security Deposit Received	5
Tenant Petitions Based on Multiple Grounds Received	3
Tenant Petitions for Failure to Pay Relocation Payment Received	3
Total "Other" Petitions/Submissions Received	2
Petition for Initial Rent Determinations Received	1
Subpoenas Received	1
Total Number of Pending Petition Cases (<i>"Pending Petition 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>)	27
Pending Tenant Petitions (As of February 13, 2020)	23
Pending Landlord Petitions (As of February 13, 2020)	4
Total Number of Cases Closed	2
Cases Settled	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>
Agent Authorization	2	0	N/A
Proof of Excess Rent Refund	2	0	N/A
Proof of Permanent Relocation Payment	2	1	100%
Proof of Temporary Relocation Payment	0	1	-100%
Change in Terms of Tenancy Notices Filed	16	7	128.6%
Rent Increase Notices Filed	54	138	-60.8%
Termination Notices Filed ¹	239	225	6.2%
<i>Applicable Just Cause for Eviction - Nonpayment of Rent</i>	232	208	11.5%
<i>Applicable Just Cause for Eviction - Breach of Lease</i>	4	4	N/A
<i>Applicable Just Cause for Eviction- Withdrawal from Rental Market</i>	0	5	-100%
<i>Applicable Just Cause for Eviction - Owner Move In</i>	3	5	-40%
<i>Applicable Just Cause for Eviction - Nuisance</i>	0	3	-100%
Total Online Form Submissions	315	372	-15.3%

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.