

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: March 18, 2020

Final Decision Date Deadline: March 18, 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 February 2020 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: March 18, 2020

SUBJECT: FEBRUARY 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).

February Agency Highlights

Billing and Registration Unit staff members mailed over 1,500 Rental Housing Fee invoices to owners with delinquent fees and, with the assistance of staff members in the Public Information Unit, responded to hundreds of inquiries from Landlords and Property Managers.

Collection of the Rental Housing Fee from all Landlords in the City of Richmond is paramount to the Rent Program's financial viability and long-term sustainability. To that end, staff members generated and mailed invoices with corresponding late fees to over 1,500 owners of rental property in the City. Such mass-mailings often generate significant activity in the Billing and Registration Unit, and this occasion was no exception. Staff members worked diligently to respond to community members in a timely manner, resolving issues as expeditiously as possible. Staff members continue to investigate efficiencies and best practices to improve future billing cycles.



Public Information Unit staff members held two community workshops in the month of February, attended by a combined total of 56 community members.

February was a busy month for Rent Program staff members. During the month of February, staff members in the Public Information Unit conducted two workshops for community members. The first workshop, held on February 1, 2020, provided information about rights and responsibilities for Richmond Tenants and was attended by 12 individuals. Rent Program Services Analyst Magaly Chavez led a detailed presentation about the Rent Ordinance, including the eight "just causes" for eviction in the City of Richmond, the mechanics of rent control in Richmond, the Rent Adjustment Petition process, and related California Civil codes.

Staff Attorney Palomar Sanchez provided support to staff and community participants. The second workshop, held on February 29, 2020, was tailored to Richmond Landlords and Property Managers and boasted an attendance of 48 community members. Rent Program Services Analyst Philip Verma conducted a comprehensive presentation about the Rent Ordinance as it relates to rights and responsibilities of Richmond Landlords and Property Managers. Staff members are continuing to develop strategies to bolster attendance community workshops, an in particular, at Tenant-oriented workshops. Following both presentations, 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)	118
Total Consultations Provided by a Rent Program Services Analyst	367
Calls Received (<i>Phone Counseling Sessions</i>)	159
Walk-Ins (<i>Includes Appointments</i>)	100
Emails Received	108
Total Consultations Provided in a Language other than English	90
Consultations Provided in Spanish	90
Legal Service Referral Forms Completed	9
Courtesy Compliance Letters Mailed	6
Community Workshop Attendees (02/01/2020 – <i>Rights and Responsibilities for Richmond Tenants</i>)	12
Community Workshop Attendees (02/29/2020- <i>Rights and Responsibilities for Richmond Landlords and Property Managers</i>)	48
Community Members Assisted by a Rent Program Services Analyst	144
Tenants Assisted	57
Landlords Assisted	65
Attorneys Assisted	8
Property Managers Assisted	6
Realtors Assisted	4
Prospective Purchasers of Rental Property Assisted	4
Total Hard Copy Notices Processed	43
Hard Copy Rent Increase Notices Processed	25
Hard Copy Termination of Tenancy Notices Processed	18

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BILLING AND REGISTRATION UNIT	<i>Occurrences</i>
Total Consultations with a Billing and Registration Unit Staff Member	183
Phone Call Consultations	91
Walk-In Consultations	5
Email Consultations	87
Enrollment/Tenancy Registration Packets Mailed	82
Enrollment Forms Processed	84
Declarations of Exemption Processed	43
Invoices Generated	2,012
Payments/Checks Processed	177
Compliance Actions (<i>reviewing records, exemption statuses, owner addresses</i>)	63
Rental Units Discovered (<i>not in database, but in existence</i>)	30
Total Monthly Revenue Collected (02/01/2020 – 02/29/2020)	\$102,704 ¹
Total Revenue Collected in FY 2019-20 (<i>through 02/29/2020</i>)	\$2,505,932 ¹
Total Revenue Collected in FY 2018-19	\$2,189,836
Total Revenue Collected in FY 2017-18	\$2,173,778

LEGAL UNIT	<i>Occurrences</i>
Owner Move-In Termination Notices Reviewed	3
Public Records Act Requests Received	2
Declaration of Temporary Tenancy Notices Reviewed	1

HEARINGS UNIT	<i>Occurrences</i>
Total Consultations with Hearings Unit Coordinator	68
Calls/Placed Received (<i>Regarding Hearings and Petitions</i>)	40
Walk-Ins (<i>Regarding Hearings and Petitions</i>)	4
Emails Sent/Received (<i>Regarding Hearings and Petitions</i>)	24
Total Landlord Petitions Received	0
Total Tenant Petitions Received	9
Tenant Petitions Based on Excess Rent or Failure to Return Security Deposit Received	3
Tenant Petitions for Failure to Pay Relocation Payment Received	3
Tenant Petitions Based on Multiple Grounds Received	2
Tenants Petitions Based on Decrease in Space, Services, or Habitability Petitions Received	1
Total “Other” Petitions/Submissions Received	1

¹ This figure reflects revenue as reflected in the City’s TRAKIT software system, based on the date of payment, and has not been verified by the City of Richmond Finance Department.

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HEARINGS UNIT (continued)	Occurrences
Petition for Initial Rent Determinations Received	1
Total Number of Pending Petition Cases (“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)	24
Pending Tenant Petitions (As of March 11, 2020)	19
Pending Landlord Petitions (As of March 11, 2020)	5
Total Number of Cases Closed	8
Cases Settled	5
Decisions Ordered	1
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>
Agent Authorization	1	2	-50%
Proof of Excess Rent Refund	0	2	N/A
Proof of Permanent Relocation Payment	3	2	50%
Proof of Temporary Relocation Payment	0	0	N/A
Change in Terms of Tenancy Notices Filed	20	16	25%
Rent Increase Notices Filed	104	54	92.6%
Termination Notices Filed ²	195	239	-18.4%
<i>Applicable Just Cause for Eviction – Nonpayment of Rent</i>	186	232	-19.8%
<i>Applicable Just Cause for Eviction – Breach of Lease</i>	2	4	-50%
<i>Applicable Just Cause for Eviction- Withdrawal from Rental Market</i>	0	0	N/A
<i>Applicable Just Cause for Eviction – Owner Move In</i>	7	3	133.3%
<i>Applicable Just Cause for Eviction - Nuisance</i>	0	0	N/A
Total Online Form Submissions	323	315	2.5%

² 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.