

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: June 17, 2020

Final Decision Date Deadline: June 17, 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 May 2020 Rent Program Monthly Report - Rent Program (Paige Roosa 620-6537).

AGENDA ITEM NO:

F-2.



MEMORANDUM

TO: Executive Director Traylor and Members of the Rent Board

FROM: Paige Roosa, Deputy Director

DATE: June 17, 2020

SUBJECT: MAY 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).

May Agency Highlights

As was the case in March and April, the month of May was a considerably unique one for the Rent Program team and the nation in light of the COVID-19 pandemic and the extension of the mandated Shelter at Home orders. All Rent Program staff continue to carry out all job functions remotely, which presents us with both challenges and opportunities. The content below highlights our activities for the month.

Public Information Unit staff members successfully hosted the first videoconference community workshop.

The May Community Workshop, titled "Understanding the Richmond Rent Ordinance for Realtors" was hosted via Zoom Webinar to comply with State and local mandates prohibiting social gatherings. Rent Program Services Analyst Magaly Chavez conducted a workshop tailored to realtors covering topics such as the applicability of the Rent Ordinance to different property types, how to achieve compliance with enrollment, registration, and fee payment requirements, the eight Just Causes for Eviction in Richmond, the Maximum Allowable Rent for controlled rental units in the City, tips specific to realtors, rent adjustment petitions, and an overview of important California Civil Codes. Staff Attorney Palomar Sanchez and I provided support to staff and community participants. Following the presentation, attendees were provided an opportunity to ask questions of staff using the Zoom Webinar "Q&A" feature. We look forward to continuing to host workshops utilizing videoconferencing technology for future Community Workshops. Presentation materials are accessible at <http://www.ci.richmond.ca.us/3541/Workshops>.

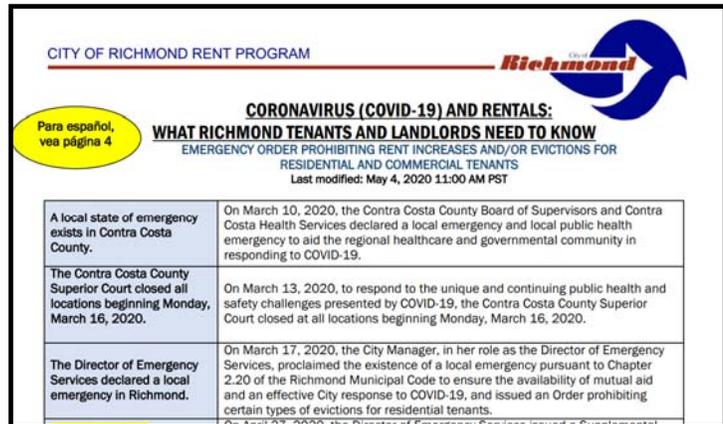


Staff members hosted the third annual convening of affordable housing providers to discuss planned rent increases for the 2020-21 fiscal year.

On Wednesday, May 27, 2020, Executive Director Nicolas Traylor, Graduate Student Fellow Erika Foster, and I hosted the third consecutive annual conference call with affordable housing providers as prescribed in [Resolution 19-01](#). Those providers in attendance had relatively few concerns compared to previous years; however, questions were raised about the Rental Housing Fee and permissible rent increases for the upcoming year, particularly in the context of the current moratorium on rent increases. We also heard from providers that while many Tenants continue to make timely rent payments, there is a growing population of Tenants struggling to pay rent as the Shelter at Home Orders continue to be extended. We look forward to receiving the providers' rent increase spreadsheets to ensure compliance with the 5% cap on rent increases as articulated in Resolution 19-01.

Rent Program staff members continue to educate the Richmond community about the City's emergency orders and the impacts on Landlord and Tenant rights and responsibilities.

The demand for services remains constant, with the Rent Program leading community education efforts about the original [Order 29-20](#) prohibiting residential evictions and the [Supplemental Order 34-20](#), which extends eviction protections to commercial tenants and prohibits the issuance of rent increases through July 15, 2020, or any extension of the local emergency. These educational efforts include the development and continual maintenance and updating of a



[Coronavirus \(COVID-19\) and Rentals: What Richmond Tenants and Landlords Need to Know fact sheet](#) as well as a Letter Template for Tenants to use to inform their Landlord of their inability to pay rent due to the financial impacts of COVID-19 in [English](#) and [Spanish](#). Staff Attorneys Charles Oshinuga and Palomar Sanchez have continued to collaborate with staff in the City Attorney's Office to develop and enforce both the original and supplemental orders.

Rent Program staff members continue to collaborate with staff in the Community Development Department to establish a Rent Assistance Fund.

The need for monetary rent assistance for Richmond tenants was well-established prior to the financial impact of the COVID-19 pandemic; today, the need for such a resource is greater than ever. To that end, Executive Director Nicolas Traylor, Analyst Magaly Chavez, Intern Sarah Schaff, and I continued to work collaboratively with Community Development Director Lina Velasco and Development Project Manager Charice Duckworth throughout the month of May to finalize promotional materials communicating the need for a Rent Assistance Fund in Richmond, envision the administration of the fund, and devise a fundraising strategy. It is anticipated that the Rent Assistance Fund will be contained within the larger [Richmond Rapid Response Fund \(R3F\)](#), which is now accepting donations and commenced the process of providing direct disbursements to assist Richmond residents. Staff members look forward to continuing to make progress on this important endeavor.

Summary of Activities

I. Department Unit Activities

PUBLIC INFORMATION UNIT	<i>Occurrences</i>
Persons Assisted By Front Office Unit (without referral to an Analyst)	168
Total Consultations Provided by a Rent Program Services Analyst	397
Calls Received (<i>Phone Counseling Sessions</i>)	201
Emails Received	196
Total Consultations Provided in a Language other than English	90
Consultations Provided in Spanish	90
Legal Service Referral Forms Completed	11
Courtesy Compliance Letters Mailed	19
Community Workshop Webinar Attendees (05/29/2020) <i>Understanding the Richmond Rent Ordinance for Realtors</i>	17
Total Hard Copy Notices Processed	6
Hard Copy Rent Increase Notices Processed	3
Hard Copy Termination of Tenancy Notices Processed	3

BILLING AND REGISTRATION UNIT	<i>Occurrences</i>
Total Consultations with a Billing and Registration Unit Staff Member	36
Phone Call Consultations	14
Email Consultations	22
Enrollment/Tenancy Registration Packets Mailed	3
Enrollment Forms Processed	21
Invoices Generated	244
Payments/Checks Processed	9
Compliance Actions (<i>reviewing records, exemption statuses, owner addresses</i>)	16
Property Information Updated	51
Payments Returned	1
Total Monthly Revenue Collected (05/01/2020 – 05/31/2020)	\$9,642
Total Revenue Collected in FY 2019-20 (<i>through 05/31/2020</i>)	\$2,639,395
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>
Public Records Act Requests Received	3

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HEARINGS UNIT	Occurrences
Total Consultations with Hearings Unit Coordinator	18
Calls/Placed Received (<i>Regarding Hearings and Petitions</i>)	3
Emails Sent/Received (<i>Regarding Hearings and Petitions</i>)	15
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 (<i>As of June 9, 2020</i>)	24
Pending Landlord Petitions (<i>As of June 9, 2020</i>)	3
Total Number of Cases Closed	3
Decisions Ordered	3

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	0	0	N/A
Proof of Excess Rent Refund	0	0	N/A
Proof of Permanent Relocation Payment	0	2	(-100%)
Proof of Temporary Relocation Payment	0	0	N/A
Change in Terms of Tenancy Notices Filed	0	0	N/A
Rent Increase Notices Filed	5	25	(-80%)
Termination Notices Filed ¹	6	30	(-80%)
<i>Applicable Just Cause for Eviction – Nonpayment of Rent</i>	5	26	(-76.9%)
<i>Applicable Just Cause for Eviction – Breach of Lease</i>	0	3	(-100%)
<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>	0	0	N/A
<i>Applicable Just Cause for Eviction - Nuisance</i>	1	1	0
Total Online Form Submissions	11	57	(-80.7%)

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.