

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: July 15, 2020

Final Decision Date Deadline: July 15, 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 June 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: July 15, 2020
SUBJECT: JUNE 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).

June Agency Highlights

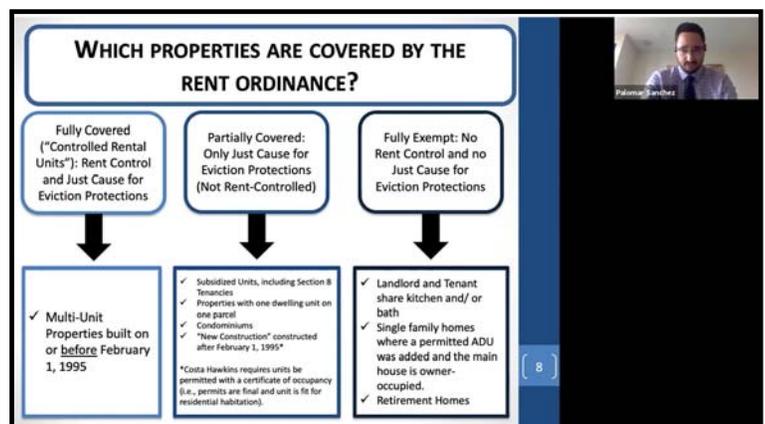
The month of June was a considerably unique one for the Rent Program team and the nation in light of the COVID-19 pandemic and the extension of the mandated Shelter at Home orders. All Rent Program staff continue to carry out all job functions remotely, which presents us with both challenges and opportunities.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

Public Information Unit staff members hosted a community workshop webinar for Tenants.

The June Community Workshop, titled “Rights and Responsibilities for Richmond Tenants” was hosted via Zoom Webinar to comply with State and local mandates prohibiting social gatherings. Staff Attorney Palomar Sanchez conducted a workshop for Tenants covering topics such as the City’s current moratorium on certain types of evictions and rent increases, the applicability of the Rent Ordinance to different rental property types, the eight Just Causes for Eviction in Richmond, the Maximum Allowable Rent for controlled rental units in the City, rent control and de-control pursuant to the Costa-Hawkins Rental Housing Act, rent adjustment petitions, and an overview of important California Civil Codes.

Administrative Aide Monica Bejarano 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, including a recording of the presentation, are accessible at <http://www.ci.richmond.ca.us/3541/Workshops>.



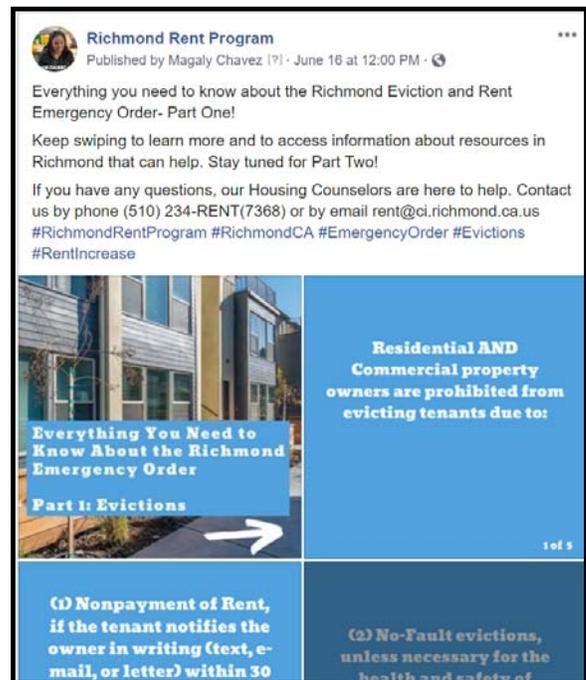
Public Information Unit staff members published resources and information about the Rent Board's adopted 2020 Annual General Adjustment rent increase.



On June 17, 2020, the Rent Board adopted the 2020 Annual General Adjustment (AGA) rent increase in the amount of 2.9% for tenancies commencing prior to September 1, 2019. Since then, staff members in the Public Information Unit have been busy updating community resources for Landlord and Tenant use, including the [Maximum Allowable Rent Calculator](#) and [AGA Rent Increase Template](#). The 2020 Annual General Adjustment rent increase must comply with all local emergency orders and may not take effect prior to September 1, 2020. Landlords and Tenants are encouraged to contact the Rent Program if they have any questions about application of the 2020 AGA.

Rent Program staff members continued 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 remained 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.



Throughout the month of June, Public Information Unit staff members also launched an effective social media educational series about Richmond's emergency order. In five parts, staff provided condensed and simply stated information about how the emergency order impacts evictions, rent payments, and rent increases, explained how the order is enforced, and shared frequently asked questions and answers about the provisions of the order. Public Information Unit staff members will continue to post information using similar methods in the coming months about other relevant topics such as filing petitions, handling habitability problems, and billing and registration requirements.

Billing and Registration Unit staff members began prepared for the Fiscal Year 2020-21 Rental Housing Fee billing cycle.

Each year, the Billing and Registration unit sends invoices to over 5,000 Richmond Landlords. Since the Rental Housing Fee is the sole source of revenue for the Rent Program, our financial viability depends on a successful billing cycle. On June 16, 2020, the Richmond City Council adopted the Fiscal Year 2020-21 Rental Housing Fee in the amount of \$124 for partially covered rental units and \$219 for fully covered rental units. To prepare for the dissemination of invoices, staff members in the Billing and Registration Unit initiated efforts in partnership with the City’s IT Department to assess fees to all active rental units, update educational materials, and verify property ownership information. It is anticipated the majority of invoices will be mailed in the month of August.

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>)	137
Total Consultations Provided by a Rent Program Services Analyst	397
Calls Received (<i>Phone Counseling Sessions</i>)	178
Emails Received	219
Total Consultations Provided in a Language other than English	65
Consultations Provided in Spanish	65
Legal Service Referral Forms Completed	7
Courtesy Compliance Letters Mailed	5
Community Workshop Webinar Attendees (<i>06/27/2020</i>) <i>Rights and Responsibilities for Richmond Tenants</i>	15
Total Hard Copy Notices Processed	5
Hard Copy Rent Increase Notices Processed	3
Hard Copy Termination of Tenancy Notices Processed	2

BILLING AND REGISTRATION UNIT	<i>Occurrences</i>
Total Consultations with a Billing and Registration Unit Staff Member	57
Phone Call Consultations	11
Email Consultations	46
Enrollment/Tenancy Registration Packets Mailed	1
Enrollment Forms Processed	14
Invoices Generated	15
Payments/Checks Processed	8
Property Information Updated	104
Total Monthly Revenue Collected (<i>06/01/2020 – 06/30/2020</i>)	\$35,425

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BILLING AND REGISTRATION UNIT (continued)	Occurrences
Total Revenue Collected in FY 2019-20 (<i>through 06/30/2020</i>)	\$2,684,284
Total Revenue Collected in FY 2018-19	\$2,189,836
Total Revenue Collected in FY 2017-18	\$2,173,778

LEGAL UNIT	Occurrences
Public Records Act Requests Received	4
Subpoenas Received	1

HEARINGS UNIT	Occurrences
Total Consultations with Hearings Unit Coordinator	59
Calls/Placed Received (<i>Regarding Hearings and Petitions</i>)	6
Emails Sent/Received (<i>Regarding Hearings and Petitions</i>)	53
Total Landlord Petitions Received	0
Total Tenant Petitions Received	1
Tenant Petitions Based on a Decrease in Space, Services, or Habitability 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>)	23
Pending Tenant Petitions (<i>As of July 8, 2020</i>)	21
Pending Landlord Petitions (<i>As of July 8, 2020</i>)	2
Total Number of Cases Closed	1
Decisions Ordered	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	0	0	N/A
Proof of Excess Rent Refund	0	0	N/A
Proof of Permanent Relocation Payment	0	0	N/A
Proof of Temporary Relocation Payment	0	0	N/A
Change in Terms of Tenancy Notices Filed	0	0	N/A
Rent Increase Notices Filed	1	5	(-80%)
Termination Notices Filed ¹	4	6	(-99.6%)

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 – Nonpayment of Rent</i>	1	5	(-80%)
<i>Applicable Just Cause for Eviction – Breach of Lease</i>	0	0	N/A
<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>	3	1	200%
Total Online Form Submissions	5	11	(-54.54%)