

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: August 19, 2020

Final Decision Date Deadline: August 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 July 2020 Rent Program Monthly Report - Rent Program (Paige Roosa 620-6537).

AGENDA ITEM NO:

F-4.



MEMORANDUM

TO: Executive Director Traylor and Members of the Rent Board

FROM: Paige Roosa, Deputy Director

DATE: August 19, 2020

SUBJECT: JULY 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).

July Agency Highlights

The month of July was an unconventional month for the Rent Program team and the nation in light of the COVID-19 pandemic. All Rent Program staff members continue to carry out the bulk of 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 Landlords.

The July Community Workshop, titled "Rights and Responsibilities for Richmond Landlords" was hosted via Zoom Webinar to comply with State and local mandates prohibiting social gatherings. Rent Program Housing Analyst Magaly Chavez conducted a workshop for Landlords 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. A total of 38 participants joined the webinar. 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>.

RICHMOND RENT PROGRAM COMMUNITY WORKSHOP



**Webinar: Rights and Responsibilities
for Richmond Landlords**

Saturday, July 18, 2020
10:00 AM - 12:00 PM

Please Pre-Register at the Link Below:
<https://bit.ly/2ZU3b1j>

This webinar is designed for Richmond Landlords who would like to learn more about their rights and responsibilities under the Fair Rent, Just Cause for Eviction, and Homeowner Protection Ordinance.

Topics will include:

- Overview of the Rent Ordinance
- Just Cause for Eviction Requirements
- Properties Subject to the Rent Ordinance
- The Rent Adjustment Process
- Rent Control Overview
- Overview of Important California Civil Codes
- Rent Increases and Evictions During COVID-19

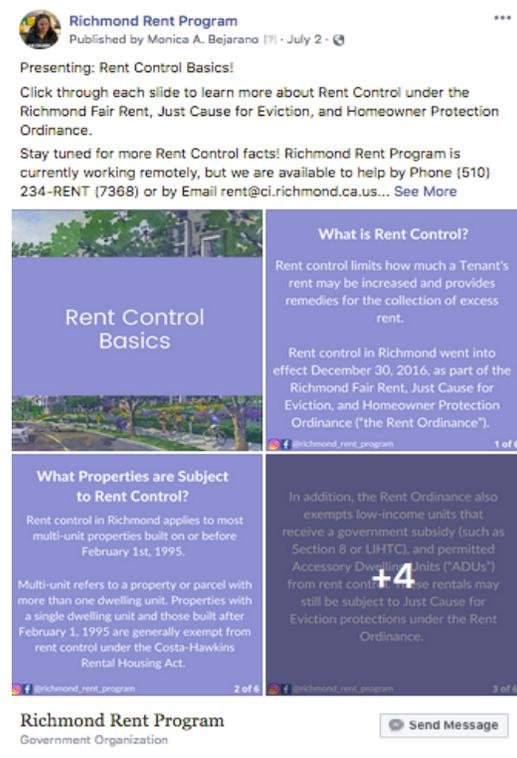
For information visit: www.richmondrent.org/workshops
rent@ci.richmond.ca.us | 510-234-RENT (7368) @richmond_rent_program



Public Information staff members continued to educate and update community members about the City's Extended Emergency Order. The Director of Emergency Services issued a Fourth Supplemental Order, effective July 14, 2020 and ratified by the City Council on July 21, 2020, which extends the prohibition of residential evictions and the [Supplemental Order 74-20](#), which extends eviction protections to commercial tenants and prohibits the issuance of rent increases through September 30, 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](#).

Public Information staff members continued to utilize social media to educate the community about the Extended Emergency Order. The social media post was successful in reaching over **11,900 people** on our Facebook and Instagram platforms. 95% of those who saw this promotion either shared, "liked," or visited our website to view more information regarding the Rent Program.

Following the announcement of the Annual General Adjustment in June, Public Information Unit staff members launched a series of socialmedia efforts in July to educate the community about Rent Control Basics and more. Following a successful social media series in June, staff members in the Public Information Unit continued their efforts to educate the community through the use of Facebook and Instagram platforms throughout the month of July. To that end, staff developed a six-part series that included simple and condensed information to help the community understand concepts related to Rent Control regulations. The series included topics such as the Maximum Allowable Rent, Base Rent, Annual General Adjustment, the Petition Process and Frequently Asked Questions. Public Information Unit staff used graphics and charts and repeatedly highlighted these concepts throughout the series to help make these complex topics more digestible for the public. By the end of the month, we had gained **10 more followers on Instagram** and **5 more followers on Facebook**.



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Billing and Registration Unit staff members initiated 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. In the month of July, Billing & Registration staff members generated and mailed invoices to the City's largest owners of rental properties, generating over \$200,000 in Rental Housing Fee revenue. Staff members also continued preparations for the mass dissemination of invoices during the months of August and September.

Rent Program staff in the Public Information and Billing and Registration Units collaborated to conduct outreach to new property owners in the City.

Through a partnership with the Contra Costa County Assessor's Office, Rent Program staff receive data from the County on a monthly basis concerning property title transfers. This data allows us to conduct targeted outreach to new property owners. Throughout the month of July, staff members in the Public Information and Billing and Registration Units met weekly to analyze data, prepare letters, and assemble additional outreach materials to notify new property owners in Richmond of the Rent Ordinance. Materials were tailored to the property type and its coverage under the Rent Ordinance. Collectively, staff members assembled and mailed over 200 packets to new property owners.

Summary of Activities

I. Department Unit Activities

PUBLIC INFORMATION UNIT	Current Month Occurrences	Prior Year Occurrences (July 2019)	% Change from Prior Year (July 2019)
Persons Assisted By Front Office Unit (<i>without referral to an Analyst</i>)	123	71	73.3%
Total Consultations Provided by a Rent Program Services Analyst	505	572	-11.7%
Calls Received (<i>Phone Counseling Sessions</i>)	197		
Emails Received	308		
Total Consultations Provided in a Language other than English	105	110	-4.5%
Consultations Provided in Spanish	105	109	-3.7%
Consultations Provided in Cantonese	0	1	-100.0%

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PUBLIC INFORMATION UNIT (continued)	Current Month Occurrences	Prior Year Occurrences (July 2019)	% Change from Prior Year (July 2019)
Legal Service Referral Forms Completed	9	11	-18.2%
Courtesy Compliance Letters Mailed	78	5	1,460.0%
Community Workshop Webinar Attendees (07/18/2020) Rights and Responsibilities for Richmond Landlords	38	32	18.8%
Total Hard Copy Notices Processed	9	N/A	N/A
Hard Copy Rent Increase Notices Processed	8	N/A	N/A
Hard Copy Termination of Tenancy Notices Processed	1	N/A	N/A

BILLING AND REGISTRATION UNIT	Current Month Occurrences	Prior Year Occurrences (July 2019)	% Change from Prior Year (July 2019)
Total Consultations with a Billing and Registration Unit Staff Member	81	124	-34.7%
Phone Call Consultations	19		
Email Consultations	62		
Enrollment/Tenancy Registration Packets Mailed	13	14	-7.1%
Enrollment Forms Processed	16	37	-56.8%
Invoices Generated	175	82	113.4%
Payments/Checks Processed	8	47	-83.0%
Compliance Actions (reviewing records, exemption statuses, owner addresses)	135	33	309.1%
Rental Units Discovered (not in database, but in existence)	3	0	N/A
Property Information Updated	20	44	-54.5%
Payments Returned	1	5	-80.0%
Total Monthly Revenue Collected (07/01/2020 - 07/31/2020)	\$210,035	\$48,187	335.9%
Total Revenue Collected in FY 2020-21 (through 07/31/2020)	\$210,035	\$48,187	335.9%

LEGAL UNIT	Current Month Occurrences	Prior Year Occurrences (July 2019)	% Change from Prior Year (July 2019)
Public Records Act Requests Received	1	1	0.0%
Owner Move-In Termination Notices Reviewed	1	5	-80.0%

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HEARINGS UNIT	<i>Current Month Occurrences</i>	<i>Prior Year Occurrences (July 2019)</i>	<i>% Change from Prior Year (July 2019)</i>
Total Consultations with Hearings Unit Coordinator	94	42	123.8%
Calls/Placed Received (<i>Regarding Hearings and Petitions</i>)	21		
Emails Sent/Received (<i>Regarding Hearings and Petitions</i>)	73		
Total Landlord Petitions Received	2	3	-33.3%
Landlord Petitions Based on Maintenance of Net Operating Income (MNOI) Received	1		
Landlord Petitions Based on Restoration of Denied AGAs Received	1		
Total Tenant Petitions Received	2	9	-77.8%
Tenant Petitions Based on Decrease in Space, Services, or Habitability Received	1		
Tenant Petitions Based on Failure to Pay Relocation Payment 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>	22		
Pending Tenant Petitions (<i>As of August 6, 2020</i>)	18		
Pending Landlord Petitions (<i>As of August 6, 2020</i>)	3		
Pending Other Petitions (<i>As of August 6, 2020</i>)	1		
Total Number of Cases Closed	2	7	-71.4%
Cases Settled	2		

II. Online Notices Filed with the Rent Program

<i>Type of Form</i>	<i>Monthly Submissions/ Notices Filed</i>	<i>Prior Year Total (July 2019)</i>	<i>% Change from Prior Year (July 2019)</i>
Agent Authorization	0	0	N/A
Proof of Excess Rent Refund	0	3	-100.0%
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	15	-100.0%
Rent Increase Notices Filed	58	1,087	-94.7%
Termination Notices Filed ¹	18	123	-85.4%
<i>Applicable Just Cause for Eviction – Nonpayment of Rent</i>	0	114	-100.0%
<i>Applicable Just Cause for Eviction – Breach of Lease</i>	9	1	800.0%
<i>Applicable Just Cause for Eviction- Nuisance</i>	8	3	166.7%
<i>Applicable Just Cause for Eviction – Owner Move In</i>	1	5	-80.0%
Total Online Form Submissions	76	1,355	-94.4%

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.