

# AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: September 16, 2020

Final Decision Date Deadline: September 16, 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> |   |

## ITEM

- |   |  |  |
|---|--|--|
| <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 August 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:** September 16, 2020

**SUBJECT:** AUGUST 2020 MONTHLY ACTIVITY REPORT

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**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](mailto:rent@ci.richmond.ca.us) or by calling (510) 234-RENT (7368).

**August Agency Highlights**

The month of August 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.

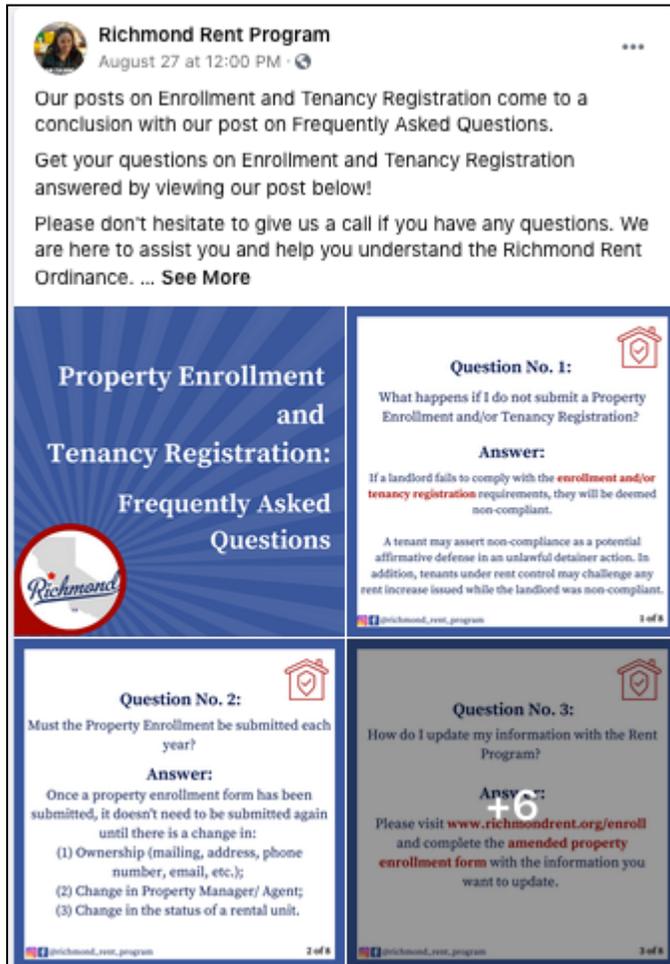
***Public Information Unit staff members hosted a community workshop webinar for Landlords and Tenants about navigating the eviction process in Richmond.***

The August Community Workshop, titled "Navigating the Eviction Process in Richmond" was hosted via Zoom Webinar to comply with State and local mandates prohibiting social gatherings. I had the pleasure of conducting this month's workshop for Landlords and Tenants spanning topics such as the City's current moratorium on certain types of evictions, the overview of the Relocation Ordinance, the eight Just Causes for Eviction in Richmond, the Unlawful Detainer process, notice filing requirements, and an overview of important California Civil Codes. A total of 40 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>.



*Public Information Unit staff members launched a series of socialmedia efforts in August to educate the community about how to be in compliance, enrollment, and tenancy registration under the Richmond Rent Ordinance.*

Following a successful social media series in July, 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 August. To that end, staff developed a seven-part series that



included simple and condensed information to help the community understand the Richmond Rent Board requirements of Enrollment and Tenancy Registration with the Rent Program. The series included topics such as Understanding and How to Pay the Rental Housing Fee, Property Enrollment with the Rent Program, Tenancy Registration with the Rent Program, and Frequently Asked Questions. Public Information Unit staff provided step by step instructional charts and graphics throughout the series to help guide the community in knowing how to be in compliance with the Rent Board. By the end of the month, we had gained **15 more followers on Instagram and 3 more followers on Facebook**. We continue to promote posts on our social media to expand our outreach efforts to community members. This feature allows our posts to be more interactive with followers, which allows them to send us messages with questions, click on our website, and/or view our profiles on social media for more information.

*Billing and Registration Unit staff members continued the Fiscal Year 2020-21 Rental Housing Fee billing cycle.*

Staff members in the Billing and Registration Unit worked diligently during the month of August to ensure a successful billing cycle. In the month of August, Billing & Registration staff members generated and mailed invoices to the City's largest owners of rental properties, generating over \$700,000 in Rental Housing Fee revenue. Staff members also continued preparations for the mass dissemination of invoices during the months of August and September. An informational postcard and updated summary of fees applicable to residential rental properties in the City of Richmond were mailed with each invoice, as we have found that the inclusion of such resources are helpful for property owners in Richmond. With the anticipated influx of calls and questions about Rental Housing Fee invoices, Rent Program staff members are prepared to provide guidance and information to community members by phone and email.

Summary of Activities

I. Department Unit Activities

<b>PUBLIC INFORMATION UNIT</b>	<i>Current Month Occurrences</i>	<i>Prior Year Occurrences (August 2019)</i>	<i>% Change from Prior Year (August 2019)</i>
<b>Persons Assisted By Front Office Unit (without referral to an Analyst)</b>	217	10	2,070.0%
<b>Total Consultations Provided by a Rent Program Services Analyst</b>	536	472	13.6%
Calls Received (Phone Counseling Sessions)	195	225	-13.3%
Walk-Ins (Includes Appointments)	0	144	-100.0%
Emails Received (Email Counseling Sessions)	341	73	367.1%
<b>Total Consultations Provided in a Language other than English</b>	155	74	109.5%
Consultations Provided in Spanish	155	72	115.3%
Consultations Provided in Cantonese	0	1	-100.0%
Consultations Provided in Another Language	0	1	-100.0%
Legal Service Referral Forms Completed	5	10	-50.0%
Courtesy Compliance Letters Mailed	62	1	6,100.0%
Community Workshop Webinar Attendees (08/29/2020) Navigating the Eviction Process in Richmond	40	14	185.7%
<b>Total Hard Copy Notices Processed</b>	62	65	-4.6%
Hard Copy Rent Increase Notices Processed	62	57	8.7%
Hard Copy Termination of Tenancy Notices Processed	0	8	-100.0%

<b>BILLING AND REGISTRATION UNIT</b>	<i>Current Month Occurrences</i>	<i>Prior Year Occurrences (August 2019)</i>	<i>% Change from Prior Year (August 2019)</i>
<b>Total Consultations with a Billing and Registration Unit Staff Member</b>	271	97	179.4%
Phone Call Consultations	119	63	88.9%
Email Consultations	152	27	463.0%
Enrollment/Tenancy Registration Packets Mailed	108	24	350.0%
Enrollment Forms Processed	19	59	-67.8%
Invoices Generated	10,751	8,603	25.0%

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<b>BILLING AND REGISTRATION UNIT (Continued)</b>	<i>Current Month Occurrences</i>	<i>Prior Year Occurrences (August 2019)</i>	<i>% Change from Prior Year (August 2019)</i>
Payments/Checks Processed	148	28	428.6%
Compliance Actions ( <i>reviewing records, exemption statuses, owner addresses</i> )	53	122	-56.6%
Rental Units Discovered ( <i>not in database, but in existence</i> )	0	32	-100.0%
Property Information Updated	6	20	-70.0%
Payments Returned	1	1	0.0%
Total Monthly Revenue Collected (08/01/2020 - 08/31/2020)	\$716,689	\$44,282	1,518.5%
Total Revenue Collected in FY 2020-21 (through 08/31/2020)	\$926,724	\$92,469	902.2%

<b>LEGAL UNIT</b>	<i>Current Month Occurrences</i>	<i>Prior Year Occurrences (August 2019)</i>	<i>% Change from Prior Year (August 2019)</i>
Public Records Act Requests Received	2	4	-50.0%

<b>HEARINGS UNIT</b>	<i>Current Month Occurrences</i>	<i>Prior Year Occurrences (August 2019)</i>	<i>% Change from Prior Year (August 2019)</i>
<b>Total Consultations with Hearings Unit Coordinator</b>	<b>63</b>	<b>42</b>	<b>50.0%</b>
Calls/Placed Received ( <i>Regarding Hearings and Petitions</i> )	10	17	-41.2%
Emails Sent/Received ( <i>Regarding Hearings and Petitions</i> )	53	17	211.78%
<b>Total Landlord Petitions Received</b>	<b>0</b>	<b>0</b>	<b>N/A</b>
<b>Total Tenant Petitions Received</b>	<b>2</b>	<b>12</b>	<b>-83.3%</b>
Tenant Petitions Based on Decrease in Space, Services, or Habitability Received	0	1	-100.0%
Tenant Petitions Based on Failure to Pay Relocation Payment Received	1	3	-66.6%
Tenant Petition Based on Multiple Grounds Received	0	6	-100.0%
Tenant Petitions Based on Excess Rent or Failure to Return Security Deposit Received	1	2	-50.0%

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HEARINGS UNIT (Continued)	Current Month Occurrences	Prior Year Occurrences (August 2019)	% Change from Prior Year (August 2019)
<b>Total Number of Pending Petition Cases</b> <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>	18		
Pending Tenant Petitions <i>(As of September 8, 2020)</i>	14		
Pending Landlord Petitions <i>(As of September 8, 2020)</i>	4		
<b>Total Number of Cases Closed</b>	8	8	0.0%
Cases Settled	4	4	0.0%
Decisions Ordered	3	2	50.0%
Petitions Withdrawn	1	1	0.0%
Cases Dismissed	0	1	-100.0%

### II. Online Notices Filed with the Rent Program

Type of Form	Monthly Submissions/ Notices Filed	Prior Year Total (August 2019)	% Change from Prior Year (July 2019)
Agent Authorization	0	4	-100.0%
Proof of Excess Rent Refund	0	3	-100.0%
Change in Terms of Tenancy Notices Filed	2	15	-86.6%
Rent Increase Notices Filed	28	1,087	-97.4%
Termination Notices Filed <sup>1</sup>	2	123	-98.4%
<i>Applicable Just Cause for Eviction – Nonpayment of Rent</i>	0	114	-100.0%
<i>Applicable Just Cause for Eviction – Breach of Lease</i>	1	1	0.0%
<i>Applicable Just Cause for Eviction- Nuisance</i>	1	3	-66.6%
<i>Applicable Just Cause for Eviction – Owner Move In</i>	0	5	-100.0%
<b>Total Online Form Submissions</b>	<b>32</b>	<b>1,355</b>	<b>-97.6%</b>

<sup>1</sup> 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.