

# AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: December 16, 2020

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

AGENDA ITEM NO:

**F-2.**

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## MEMORANDUM

**TO:** Executive Director Traylor and Members of the Rent Board

**FROM:** Paige Roosa, Deputy Director

**DATE:** December 16, 2020

**SUBJECT:** NOVEMBER 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).

**November Agency Highlights**

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 two Community Workshop Webinars, titled "Handling Habitability Problems (Landlord-Oriented) and "Understanding the COVID-19 Tenant Relief Act of 2020 (AB 3088)."*

Staff members were especially busy in the month of November, hosting two distinct community workshops for Tenants and Landlords. The first workshop, held on Saturday, November 14, and tailored to Landlords, sought to address how to handle habitability problems in Richmond. 15 attendees received a wealth of information about the Rent Ordinance, housing inspection options, the Relocation Ordinance, Rent Board petitions, and related California Civil Codes. Presented by Rent Program Services Analyst Magaly Chavez, the workshop presentation also included information about the implied warranty of habitability, how the Rent Ordinance intersects with related local and state laws, and helpful tips for addressing habitability issues.

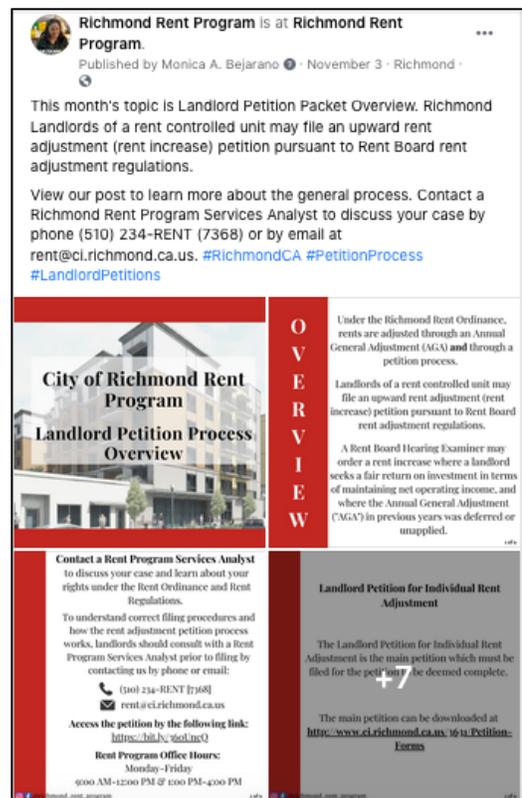




The second community workshop, held on Saturday, November 21, 2020, was attended by 24 community members and addressed the Covid-19 Tenant Relief Act of 2020. Staff Attorney and Public Information Unit Supervisor Palomar Sanchez facilitated this webinar and addressed attendee questions about their rights and responsibilities under the new State law. Additional resources for Tenants and Landlords related to the Covid-19 Tenant Relief Act of 2020, including a fact sheet and notice templates, are accessible at [www.richmondrent.org](http://www.richmondrent.org). Workshop presentation materials, including recordings of both webinars, are accessible at [www.richmondrent.org/workshops](http://www.richmondrent.org/workshops).

*Staff members continue to support the Rent Assistance Program, an initiative of the Richmond Rapid Response Fund (R3F).* Throughout the month of November, Executive Director Nicolas Traylor and I participated in development meetings to further the establishment of a Rent Assistance Program specifically for Richmond residents. Community partners including SparkPoint Contra Costa, Richmond Neighborhood Housing Services, and CHDC continued to receive and process applications for assistance. Funded in large part by the City Council’s allocation of \$100,000 in CARES Act funds as well as a contribution of \$25,000 from Chevron, the Rent Assistance Program aims to provide approximately 20 Richmond families financially impacted by Covid-19 with a grant of up to \$5,000 by December 31, 2020. For more information about Rent Assistance resources available to Richmond households, please visit <http://www.ci.richmond.ca.us/4024/Rent-Assistance-Resources>.

*Public Information Unit staff members launched a series of social media efforts in November to educate the community about the Richmond Rent Program Landlord Petition Process.* As part of their ongoing efforts to engage members of the public through our social media accounts, Rent Program Services Analyst Magaly Chavez and Administrative Aide Monica Bejarano developed a seven-part series detailing Landlord Rent Adjustment Petition applications including those for Rent Increases Under the Fair Return Standard: Maintenance of Net Operating Income (MNOI), Increase in Occupants Allowed, Change in Space and Services, and Restoration of Denied Annual General Adjustments (AGAs). The posts sought to guide and provide tips for community members through the Rent Adjustment Petition process. By the end of the month, we had gained additional followers on Instagram and increased our “post interactions” by 31%, meaning that the frequency with which community members interacted with our post by asking questions, commenting and liking the post, increased 31%.



Summary of Activities

I. Department Unit Activities

<b>PUBLIC INFORMATION UNIT</b>	<i>Current Month Occurrences</i>	<i>Prior Year Occurrences (November 2019)</i>	<i>% Change from Prior Year (November 2019)</i>
<b>Persons Assisted By Front Office Unit (without referral to an Analyst)</b>	<b>212</b>	<b>71</b>	<b>198.6%</b>
<b>Total Consultations Provided by a Rent Program Services Analyst</b>	<b>554</b>	<b>225</b>	<b>146.2%</b>
Calls Received (Phone Counseling Sessions)	191		
Emails Received	363		
Walk-Ins (includes appointments)	0		
<b>Total Consultations Provided in a Language other than English</b>	<b>155</b>	<b>30</b>	<b>416.7%</b>
Consultations Provided in Spanish	155		
Legal Service Referral Forms Completed	13	10	30.0%
Courtesy Compliance Letters Mailed	12	7	71.4%
Community Workshop Webinar Attendees (11/14/2020) Handling Habitability Problems (Landlord-Oriented)	15	12	25.0%
Community Workshop Webinar Attendees (11/21/2020) Understanding the COVID-19 Tenant Relief Act of 2020 (AB 3088)	24		
<b>Total Hard Copy Notices Processed</b>	<b>6</b>	<b>165</b>	<b>-96.4%</b>
Hard Copy Rent Increase Notices Processed	3	110	-97.3%
Hard Copy Termination of Tenancy Notices Processed	3	53	-94.3%

<b>BILLING AND REGISTRATION UNIT</b>	<i>Current Month Occurrences</i>	<i>Prior Year Occurrences (November 2019)</i>	<i>% Change from Prior Year (November 2019)</i>
<b>Total Consultations with a Billing and Registration Unit Staff Member</b>	<b>42</b>	<b>55</b>	<b>-23.6%</b>
Phone Call Consultations	22		
Email Consultations	20		
Enrollment Forms Processed	1	32	-96.9%
Invoices Generated	8	226	-96.5%
Payments/Checks Processed	46	96	-52.1%

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<b>BILLING AND REGISTRATION UNIT (continued)</b>	<i>Current Month Occurrences</i>	<i>Prior Year Occurrences (November 2019)</i>	<i>% Change from Prior Year (November 2019)</i>
Payments Returned	4	1	300.0%
Compliance Actions <i>(reviewing records, exemption statuses, owner addresses)</i>	32	23	39.1%
Declarations of Exemption Processed	4	5	-20.0%
Administrative Determinations of Applicability Issued	1	N/A	N/A
Property Information Updated	9	70	-87.1%
Total Monthly Revenue Collected <i>(11/01/2020 - 11/30/2020)</i>	\$32,758	\$331,619	-90.1%
Total Revenue Collected in FY 2020-21 <i>(through 11/30/2020)</i>	\$2,125,545	\$2,266,710	-6.2%

<b>LEGAL UNIT</b>	<i>Current Month Occurrences</i>	<i>Prior Year Occurrences (November 2019)</i>	<i>% Change from Prior Year (November 2019)</i>
Public Records Act Requests Received	3	1	200.0%
Owner Move-In Termination Notices Reviewed	1	1	0.0%

<b>HEARINGS UNIT</b>	<i>Current Month Occurrenc es</i>	<i>Prior Year Occurrences (November 2019)</i>	<i>% Change from Prior Year (November 2019)</i>
<b>Total Consultations with Hearings Unit Coordinator</b>	<b>44</b>	<b>30</b>	<b>46.7%</b>
Calls/Placed Received <i>(Regarding Hearings and Petitions)</i>	9		
Emails Sent/Received <i>(Regarding Hearings and Petitions)</i>	35		
<b>Total Landlord Petitions Received</b>	<b>1</b>	<b>0</b>	<b>N/A</b>
Landlord Petitions Based on Maintenance of Net Operating Income (MNOI) Received	1		
<b>Total Tenant Petitions Received</b>	<b>4</b>	<b>4</b>	<b>0.0%</b>
Tenant Petitions Based on a Reduction in Space, Services, or Habitability Received	1		
Tenant Petition Based on Multiple Ground Received	1		
Tenant Petition for Failure to Pay Relocation Payments Received	2		

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<b>HEARINGS UNIT (continued)</b>	<b>Current Month Occurrences</b>	<b>Prior Year Occurrences (November 2019)</b>	<b>% Change from Prior Year (November 2019)</b>
<b>Total Number of Pending Petition Cases</b> (“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)	<b>12</b>	<b>10</b>	<b>20.0%</b>
Pending Tenant Petitions (As of December 9, 2020)	10		
Pending Landlord Petitions (As of December 9, 2020)	2		
<b>Total Number of Cases Closed</b>	<b>2</b>	<b>9</b>	<b>-77.8%</b>
Cases Settled	1		
Cases Dismissed	1		
<b>Appeals Filed</b>	<b>1</b>	<b>1</b>	<b>0.0%</b>
<b>Appeal Hearings Held</b>	<b>1</b>	<b>0</b>	<b>N/A</b>

II. Online Notices Filed with the Rent Program

<b>Type of Form</b>	<b>Monthly Submissions/ Notices Filed</b>	<b>Prior Year Total (November 2019)</b>	<b>% Change from Prior Year (November 2019)</b>
Agent Authorization	0	2	-100%
Proof of Excess Rent Refund	0	3	-100%
Proof of Permanent Relocation Payment	0	3	-100%
Change in Terms of Tenancy Notices Filed	0	17	-100%
Rent Increase Notices Filed	49	315	-84.4%
Termination Notices Filed <sup>1</sup>	17	299	-94.3%
<i>Applicable Just Cause for Eviction – Nonpayment of Rent</i>	8	283	-97.2%
<i>Applicable Just Cause for Eviction – Breach of Lease</i>	5	5	0.0%
<i>Applicable Just Cause for Eviction – Owner Move In</i>	1	3	-66.6%
<i>Applicable Just Cause for Eviction- Nuisance</i>	3	7	-57.1%

<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.

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<i>Type of Form</i>	<i>Monthly Submissions/ Notices Filed</i>	<i>Prior Year Total (November 2019)</i>	<i>% Change from Prior Year (November 2019)</i>
<i>Applicable Just Cause for Eviction- Temporary Termination of Tenancy To Undertake Substantial Repairs</i>	0	1	-100%
<b>Total Online Form Submissions</b>	<b>66</b>	<b>492</b>	<b>-86.6%</b>