

# AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: January 20, 2021

Final Decision Date Deadline: January 20, 2021

**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 December 2020 Rent Program Monthly Report - Rent Program (Paige Roosa 620-6537).

AGENDA ITEM NO:

**F-3.**

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MEMORANDUM

**TO:** Executive Director Traylor and Members of the Rent Board  
**FROM:** Paige Roosa, Deputy Director  
**DATE:** January 20, 2021  
**SUBJECT:** DECEMBER 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](mailto:rent@ci.richmond.ca.us) or by calling (510) 234-RENT (7368).

**December 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 launched a series of social media efforts in December to educate the community about the Richmond Rent Program Tenant Petition Process.* As part of their ongoing efforts to engage members of the public through our social media accounts, Rent Program Services Analysts Magaly Chavez and Monica Bejarano developed a six-part series detailing Tenant Rent Adjustment Petition applications including those for Rent Decreases Under the Fair Rent Standard: Excess Rent Due to Overcharges or Increase in Security Deposit, Excess Rent Based on Overpayment Due to the Conditions of the Rental Unit, Reduction in Number of Tenants, and Failure to Pay Relocation Payments. The posts sought to guide and provide helpful pointers for community members concerning the Rent Adjustment Petition process. By the end of the month, we reached 487 followers on Instagram and of those followers, 56% are local Richmond community members. We continue to find new ways to expand our social media platforms to reach more members of the community.

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*Staff members continue to support the Rent Assistance Program, an initiative of the Richmond Rapid Response Fund (R3F).* Throughout the month of December, 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 successfully distributed grants of up to \$5,000 to 27 community members before the year's end. For more information about Rent Assistance resources available to Richmond households, please visit <http://www.ci.richmond.ca.us/4024/Rent-Assistance-Resources>.

*The Rent Program office remained open during the holiday season, along with the City of Richmond, to support community members through an extraordinarily challenging time.* Historically, the Richmond Rent Program has observed the Richmond City Hall closure, halting operations between Christmas and New Year's Day. 2020 presented new circumstances; Richmond City Hall and the Richmond Rent Program remained open to assist community members through a uniquely challenging time considering the economic and health impacts of the ongoing Covid-19 pandemic. Public Information Unit staff members were particularly busy, providing 108% more consultations to community members as compared to December of the previous year, approximately one quarter of which were conducted in Spanish.

*Management staff prepared for organizational changes to take effect in January.*

The changes necessitated in 2020 due to the Covid-19 pandemic provided senior staff with the opportunity to reflect on the effectiveness of the Rent Program agency's organizational structure. As a result of this reflection, Executive Director Traylor and I drafted a revised organizational chart to streamline agency operations and improve the agency's overall efficiency. We met regularly with staff members to prepare them for the changes planned to take place in January 2021, which most notably include the consolidation of the Public Information and Billing and Registration Units into one Public Information and Enrollment (PIE) unit. The revised organizational chart will be presented to the Board and community as part of the 2021-22 budget adoption process.

Summary of Activities

I. Department Unit Activities

<b>PUBLIC INFORMATION UNIT</b>	<i>Current Month Occurrences</i>	<i>Prior Year Occurrences (December 2019)</i>	<i>% Change from Prior Year (December 2019)</i>
<b>Persons Assisted By Front Office Unit (without referral to an Analyst)</b>	179	114	57.0%
<b>Total Consultations Provided by a Rent Program Services Analyst</b>	418	201	108.0%
Calls Received (Phone Counseling Sessions)	176	98	79.6%
Emails Received	242	49	393.9%
Walk-Ins (includes appointments)	0	54	-100.0%
<b>Total Consultations Provided in a Language other than English</b>	105	28	275.0%
Consultations Provided in Spanish	105	28	275.0%
Legal Service Referral Forms Completed	7	5	40.0%
Courtesy Compliance Letters Mailed	27	2	1,250.0%
<b>Total Hard Copy Notices Processed</b>	13	36	-66.6%
Hard Copy Rent Increase Notices Processed	5	24	-79.1%
Hard Copy Termination of Tenancy Notices Processed	2	12	-83.3%

<b>BILLING AND REGISTRATION UNIT</b>	<i>Current Month Occurrences</i>	<i>Prior Year Occurrences (December 2019)</i>	<i>% Change from Prior Year (December 2019)</i>
<b>Total Consultations with a Billing and Registration Unit Staff Member</b>	103	107	-3.7%
Phone Call Consultations	32	64	-50.0%
Email Consultations	71	35	102.9%
Enrollment Forms Processed	8	22	-63.6%
Enrollment/Tenancy Registration Packets Mailed	4	37	-89.2%
Invoices Generated	247	322	-23.3%
Payments/Checks Processed	8	42	-81.0%
Payments Returned	2	3	-33.3%
Compliance Actions (reviewing records, exemption statuses, owner addresses)	0	19	-100.0%
Administrative Determinations of Applicability Issued	4	0	N/A

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<b>BILLING AND REGISTRATION UNIT (continued)</b>	<i>Current Month Occurrences</i>	<i>Prior Year Occurrences (December 2019)</i>	<i>% Change from Prior Year (December 2019)</i>
Property Information Updated	9	24	-62.5%
Total Monthly Revenue Collected (12/01/2020 - 12/31/2020)	\$63,630	\$88,381	-28.0%
Total Revenue Collected in FY 2020-21 (through 12/31/2020)	\$2,205,668	\$2,355,203	-6.3%

<b>LEGAL UNIT</b>	<i>Current Month Occurrences</i>	<i>Prior Year Occurrences (December 2019)</i>	<i>% Change from Prior Year (December 2019)</i>
Public Records Act Requests Received	2	4	-50.0%
Owner Move-In Termination Notices Reviewed	2	2	0.0%
Ellis Act Termination Notices Received	1	1	0.0%

<b>HEARINGS UNIT</b>	<i>Current Month Occur- enc es</i>	<i>Prior Year Occurrences (December 2019)</i>	<i>% Change from Prior Year (December 2019)</i>
<b>Total Consultations with Hearings Unit Coordinator</b>	<b>45</b>	<b>12</b>	<b>275.0%</b>
Calls/Placed Received ( <i>Regarding Hearings and Petitions</i> )	7	6	16.7%
Emails Sent/Received ( <i>Regarding Hearings and Petitions</i> )	38	4	850.0%
<b>Total Landlord Petitions Received</b>	<b>2</b>	<b>1</b>	<b>100.0%</b>
Request for Administrative Determination of Exempt Status Received	2	0	N/A
<b>Total Tenant Petitions Received</b>	<b>1</b>	<b>7</b>	<b>-85.7%</b>
Tenant Petitions Based on a Reduction in Space, Services, or Habitability Received	1	0	N/A
<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> )	<b>13</b>	<b>18</b>	<b>-27.8%</b>
Pending Tenant Petitions ( <i>As of January 12, 2021</i> )	11		
Pending Landlord Petitions ( <i>As of January 12, 2021</i> )	2		

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HEARINGS UNIT (continued)	<i>Current Month Occurrences</i>	<i>Prior Year Occurrences (December 2019)</i>	<i>% Change from Prior Year (December 2019)</i>
<b>Total Number of Cases Closed</b>	<b>2</b>	<b>1</b>	<b>100.0%</b>
Cases Settled	1		
Decisions Ordered	1		
<b>Appeals Filed</b>	<b>1</b>	0	N/A

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

<i>Type of Form</i>	<i>Monthly Submissions/ Notices Filed</i>	<i>Prior Year Total (December 2019)</i>	<i>% Change from Prior Year (December 2019)</i>
Agent Authorization	1	0	N/A
Proof of Excess Rent Refund	0	0	0.0%
Proof of Permanent Relocation Payment	1	1	0.0%
Change in Terms of Tenancy Notices Filed	0	7	-100%
Rent Increase Notices Filed	92	138	-33.3%
Termination Notices Filed <sup>1</sup>	70	225	-68.8%
<i>Applicable Just Cause for Eviction - Nonpayment of Rent</i>	65	208	-68.7%
<i>Applicable Just for Eviction- Breach of Lease</i>	3	4	-25%
<i>Applicable Just Cause for Eviction - Owner Move In</i>	1	5	-80%
<i>Applicable Just Cause for Eviction- Withdrawal from Rent Market</i>	0	5	-100%
<i>Applicable Just Cause for Eviction- Nuisance</i>	1	3	-66.6%
<i>Applicable Just Cause for Eviction- Temporary Termination of Tenancy To Undertake Substantial Repairs</i>	0	0	0.0%
<b>Total Online Form Submissions</b>	<b>164</b>	<b>596</b>	<b>-72.4%</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.

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