

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: February 17, 2021

Final Decision Date Deadline: February 17, 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 January 2021 Rent Program Monthly Report - Rent Program (Paige Roosa 620-6537).

AGENDA ITEM NO:

F-3.

This page intentionally left blank



MEMORANDUM

TO: Executive Director Traylor and Members of the Rent Board

FROM: Paige Roosa, Deputy Director

DATE: February 17, 2021

SUBJECT: JANUARY 2021 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).

January 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 and Enrollment Unit staff members launched a series of social media efforts in January to spread the word about the services provided by the Rent Program. 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 designed and published a series of social media posts in English and Spanish to share information about the types of services provided by the Rent Program with community members and provide responses to frequently asked questions about the Rent Program (such as, "are there any costs associated with Rent Program services?" and "what responsibilities does a Landlord have to be in compliance with the Rent Ordinance?") Staff continue to explore the most effective ways to engage the community remotely through social media and look forward to continuing to bolstering our social media presence in 2021.

Richmond Rent Program
Published by Magaly Chavez · January 14 at 5:00 PM · 🌐

Today we cover "What services does the Richmond Rent Program provide to the community?" View our post below to find out more information!

If you have any questions contact us during business hours by phone (510) 234-RENT(7368) or by email at rent@ci.richmond.ca.us.

#RichmondCalifornia #FAQ #RentProgram #RichmondRentOrdinance

What services does the Rent Program provide to the community?

The Rent Program provides an array of services to the community relating to the Rent Ordinance.

Some of these services include*:

- Counseling and educational services on the rights and responsibilities of tenants and landlords under the Rent Ordinance and applicable state law
- Mediation services
- Referrals to community legal service providers
- Targeted outreach to tenants and landlords involved in Just Cause for Eviction
- Administration of the Rent Adjustment Petition Process
- Community education workshops

*The above services, although continuing to be provided, are currently subject to modification due to the various shelter in place and social distancing measures in response to the COVID-19 pandemic.

Contact the Richmond Rent Program!

Community Resources

www.richmondrent.org
(510) 234-RENT (7368)
rent@ci.richmond.ca.us
Business Hours: Monday-Friday

Legal Assistance:
Bay Area Legal Aid
Legal Advice Line
(949) 250-1220

Rent Assistance:
Season of Sharing
(925) 511-9965
seasonofsharing.org

Public Information and Enrollment Unit staff members announced the 2021 Community Workshop Calendar. While large in-person gatherings may be a thing of the past for the foreseeable future, the Rent Program will continue to provide informational workshops throughout 2021 utilizing an online webinar platform. Beginning in March 2020, the Covid-19 pandemic necessitated our migration to hosting online webinars instead of in-person

440 Civic Center Plaza, Richmond, CA 94804-1630

Telephone: 510-234-RENT (7368) Fax: (510) 307-8149 www.richmondrent.org

ITEM F-3

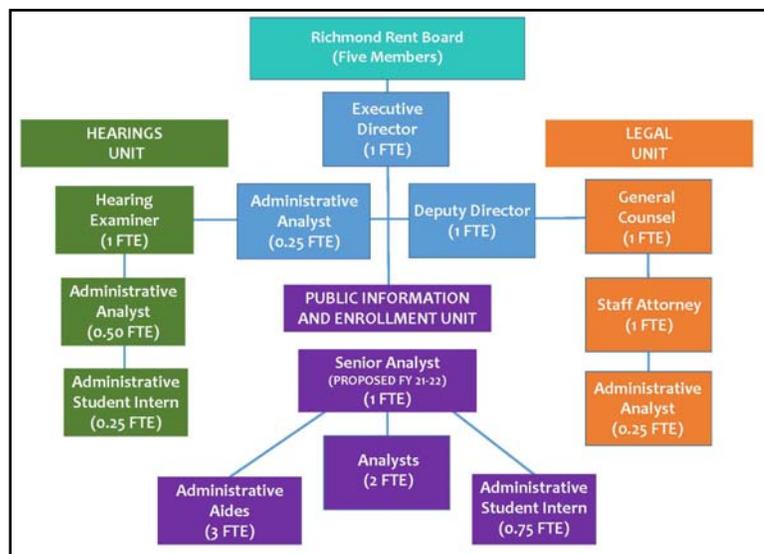
workshops and will continue to impact our ability to engage community members at City Hall. Workshops will now be held on one Friday each month from 4 PM to 6 PM and each workshop will be conducted in both English and Spanish. Members of the public are encouraged to visit the Rent Program’s Workshops webpage (<http://www.ci.richmond.ca.us/3541/Workshops>) to access the 2021 Workshop Calendar as well as prior year workshop materials, including recordings of last year’s webinars.

Staff members continue to support the Rent Assistance Program, an initiative of the Richmond Rapid Response Fund (R3F). Throughout the month of January, Executive Director Nicolas Traylor and I continued to participate in development meetings to further the establishment of a Rent Assistance Program specifically for Richmond residents. In January, the Rent Assistance Program secured an additional \$150,000 from donors including the East Bay Community



Foundation. R3F partner agencies Richmond Neighborhood Housing Services, SparkPoint Contra Costa, and CHDC continue to process applications from qualifying Richmond residents. For more information about Rent Assistance resources available to Richmond households, please visit <http://www.ci.richmond.ca.us/4024/Rent-Assistance-Resources>.

Management staff implemented organizational changes, most notably the consolidation of the Billing and Registration and Public Information Units into a new “Public Information and Enrollment Unit.” 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 devised a revised organizational chart to streamline agency operations and improve the agency’s overall efficiency. In January, we began implementing the revised organizational structure by consolidating the Billing and Registration and Public Information Units into one consolidated unit and shifting one Staff Attorney’s duties away from management of the Public Information Unit to focus on the work required of the Legal Unit. The Public Information and Enrollment Unit is now managed by the Executive Director and is proposed to eventually report to a Senior Analyst position (pending approval by the Rent Board, Personnel Board, and City Council.)



Summary of ActivitiesI. Department Unit Activities

PUBLIC INFORMATION & ENROLLMENT UNIT	<i>Current Month Occurrences</i>	<i>Prior Year Occurrences (January 2020)</i>	<i>% Change from Prior Year (January 2020)</i>
Persons Assisted By Front Office Unit	212	90	133.0%
Housing Counseling Sessions	412	324	27.2%
By Phone	218	131	66.4%
By Email	194	84	130.6%
In-Person	0	109	-100.0%
Sessions Conducted in a Language other than English	157	73	115.1%
Sessions Conducted in Spanish	157	72	118.1%
Sessions Conducted in Cantonese	0	1	-100.0%
Legal Service Referral Forms Completed	9	7	28.6%
Mediations Conducted	2	0	N/A
Courtesy Compliance Letters Mailed	24	8	200.0%
Total Hard Copy Notices Processed	6	33	-81.8%
Rent Increase Notices Processed	0	17	-100.0%
Termination of Tenancy Notices Processed	6	16	-62.5%
Billing/Enrollment/Registration Sessions	96	39	146.2%
By Phone	15	32	-53.1%
By Email	81	4	1,925.0%
In-Person	0	3	-100.0%
Enrollment/Tenancy Registration Packets Mailed	4	174	-97.7%
Enrollment Forms Processed	13	53	-75.5%
Invoices Generated	27	239	-88.7%
Payments/Checks Processed	21	20	5.0%
Payments Returned	2	4	-50.0%
Compliance Actions (reviewing records, exemption statuses, owner addresses)	194	157	23.6%
Declarations of Exemption Processed	7	0	N/A
Request for Administrative Determination of Applicability Received	2	N/A	N/A

ITEM F-3

PUBLIC INFORMATION & ENROLLMENT UNIT (continued)	<i>Current Month Occurrences</i>	<i>Prior Year Occurrences (January 2020)</i>	<i>% Change from Prior Year (January 2020)</i>
Monthly Revenue Collected (01/01/2021 - 01/31/2021)	\$66,284	\$48,027	38.0%
Revenue Collected in FY 2020-21 (through 01/31/2021)	\$2,281,592	\$2,403,230	-5.1%

LEGAL UNIT	<i>Current Month Occurrences</i>	<i>Prior Year Occurrences (January 2020)</i>	<i>% Change from Prior Year (January 2020)</i>
Public Records Act Requests Received	1	1	0.0%
Owner Move-In Termination Notices Reviewed	1	1	0.0%

HEARINGS UNIT	<i>Current Month Occurrences</i>	<i>Prior Year Occurrences (January 2020)</i>	<i>% Change from Prior Year (January 2020)</i>
Total Consultations with Hearings Unit Coordinator	40	42	-4.8%
By Phone	9	14	-35.7%
By Email	31	28	10.7%
In-Person	0	0	N/A
Total Landlord Petitions Received	1	1	0.0%
Landlord Request for an Administrative Determination of Exempt Status Received	1	0	N/A
Total Tenant Petitions Received	2	11	-81.8%
Tenant Petition Based on Multiple Ground Received	1	3	-66.7%
Tenant Petition for Failure to Pay Relocation Payments Received	1	3	-66.7%
Total "Other" Petitions Received	1	2	-50.0%
Requests for a Continuance of the Hearing Process Received	1	0	N/A
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>)	7	27	-74.1%
Pending Tenant Petitions (As of 2/9/2021)	5	23	-78.3%
Pending Landlord Petitions (As of 2/9/2021)	2	4	-50.0%

ITEM F-3

HEARINGS UNIT (continued)	<i>Current Month Occurrences</i>	<i>Prior Year Occurrences (January 2020)</i>	<i>% Change from Prior Year (January 2020)</i>
Total Number of Cases Closed	8	2	300.0%
Decisions Ordered	1	0	N/A
Cases Settled	4	1	300.0%
Cases Dismissed	1	1	0.0%
Petitions Withdrawn	2	1	100.0%
Appeals Filed	1	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 (January 2020)</i>	<i>% Change from Prior Year (January 2020)</i>
Agent Authorization	0	2	-100.0%
Proof of Excess Rent Refund	0	2	-100.0%
Proof of Permanent Relocation Payment	1	2	-50.0%
Proof of Temporary Relocation Payment	0	0	N/A
Change in Terms of Tenancy Notices Filed	1	16	-93.8%
Rent Increase Notices Filed	125	54	131.5%
Termination Notices Filed ¹	50	239	-79.1%
<i>Applicable Just Cause for Eviction – Nonpayment of Rent</i>	28	232	-87.9%
<i>Applicable Just for Eviction- Breach of Lease</i>	9	4	125.0%
<i>Applicable Just Cause for Eviction – Owner Move In</i>	2	3	-33.3%
<i>Applicable Just Cause for Eviction- Withdrawal from Rent Market</i>	1	0	N/A
<i>Applicable Just Cause for Eviction- Nuisance</i>	10	0	N/A
Total Online Form Submissions	177	315	-43.8%

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.

This page intentionally left blank