

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: November 17, 2021

Final Decision Date Deadline: November 17, 2021

STATEMENT OF THE ISSUE: The Monthly Activity Report is designed to provide members of the Rent Board and Richmond community with a quantitative summary of the Rent Program's activities for the month and fiscal year-to-date.

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 Fiscal Year 2021-22 Monthly Activity Report through October 2021 - Rent Program (Cynthia Shaw 620-5552).

AGENDA ITEM NO:

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RENT PROGRAM					
FY 2021 - 22					
MONTHLY ACTIVITY REPORT					
	Jul-21	Aug-21	Sep-21	Oct-21	
	MTD ACTUAL	MTD ACTUAL			YTD TOTAL
Public Information & Enrollment Unit					
Rent/Eviction Counseling Appointments In-Person					-
Rent/Eviction Counseling Appointments By Phone	209	208	160	168	745
Rent/Eviction Counseling Appointments By Walk-ins	71	102	65	68	306
Rent/Eviction Counseling Questions Addressed By Email	212	176	89	163	640
TOTAL RENT/EVICTION COUNSELING APPOINTMENTS	492	486	314	399	1,691
Rent/Eviction Counseling Sessions Conducted in Spanish			52	42	94
Rent/Eviction Counseling Sessions Conducted in Mandarin		-	-		-
Rent/Eviction Counseling Sessions Conducted in Cantonese			-		-
Rent/Eviction Counseling Sessions Conducted in Another Language	45	55	52	42	194
TOTAL RENT/EVICTION COUNSELING APPOINTMENTS IN A LANGUAGE OTHER THAN ENGLISH	45	55	104	42	246
Legal Service Referrals	15	18	8	4	45
Written Legal Referrals - Eviction Defense Center	-			8	8
Verbal Legal Referrals - Eviction Defense Center	-			1	1
Written Legal Referrals - Bay Area Legal Aid				8	8
Verbal Legal Referrals - Bay Area Legal Aid				4	4
Mediations Conducted	2				2
Assists from Front Office Staff	266	133		35	434
Courtesy Compliance Letters Sent	15		4	25	44
Community Workshop Attendees	1		32	37	70
Hard Copy Rent Increase Notices Processed	7	27	12	32	78
Hard Copy Termination of Tenancy Notices Processed	5	46	9	8	68
TOTAL HARD COPY NOTICES PROCESSED	12		57	40	109
Billing/Enrollment/Registration Counseling Appointments In-Person	7	4	-	2	13
Billing/Enrollment/Registration Counseling Appointments By Phone	83	68	51	24	226
Billing/Enrollment/Registration Counseling Questions Addressed By Email	131	49	29	14	223
TOTAL BILLING/ENROLLMENT/REGISTRATION COUNSELING APPOINTMENTS	214	117	80	40	451
Enrollment/Tenancy Registration Packets Mailed	77	5	32	1	115
Enrollment Forms Processed	31	12	10	44	97
Rental Housing Fee Invoices Generated	4,729	124	78	8	4,939
Checks Processed	881	650	29	39	1,599
Checks Returned	2	2	4	22	30
Rental Units Discovered Not in Database	1	3	2	3	9
Property Information Updated	153	58	21	14	246
Compliance Actions (Reviewing Records, Exemption Statuses, Addresses)	-			258	258
Applications for Administrative Determination of Exempt/Inapplicable Status Received	8	5		2	15
Administrative Determination of Exempt/Inapplicable Status Issued	-	1		6	7
Declarations of Exemption Processed	4	12		6	22
LEGAL UNIT					
Public Records Act Requests Received	1	1	2	4	8
Owner Move-In Eviction Termination of Tenancy Notices Reviewed	-	-	1	1	2
Withdrawal from the Rental Market (Ellis Act) Termination of Tenancy Notices Reviewed	2	-	1	-	3

Substantial Repairs Termination of Tenancy Notices Reviewed	-	-	-	-	-
Appeal Hearings Held	-	-	-	-	-
HEARINGS UNIT					
Consultations with Hearings Unit Coordinator In Person					-
DUES & PUB/Subscription	-	-			-
Consultations with Hearings Unit Coordinator By Phone	3	6	3	2	14
Hearings-Related Questions Addressed by Email	17	12	20	26	75
TOTAL HEARINGS-RELATED CONSULTATIONS	20	18	23	28	89
MNOI Petitions Received (Attachment A)					-
Increase in Occupants Petitions Received (Attachment B)					-
Increase in Space or Services Petitions Received (Attachment C)	-				-
Restoration of Denied AGA Petitions Received (Attachment D)					-
Landlord Individual Rent Adjustment Petitions Received	1	2			3
Landlord Petition to Determine Exempt Status Received	-				-
TOTAL LANDLORD PETITIONS RECEIVED	1	2			3
Excess Rent or Failure to Return Sec Dep Petitions Received (Attachment A)	-	2		1	3
Decrease in Space/Services or Habitability Petitions Received (Attachment B)		3		1	4
Reduction in Number of Tenants Petitions Received (Attachment C)	-				-
Tenant Petition Based on Multiple Grounds					-
Tenant Petition for Rent Withholding Petitions Received	-				-
Tenant Petition for Failure to Pay Relocation Payment Petitions Received	-			2	2
TOTAL TENANT PETITIONS RECEIVED	-	-	-	4	4
Petition for Determination of Occupancy Status					-
Petition for Initial Rent Determination					-
Request to Expedite Hearing Process	-				-
Request for a Continuance of the Hearing Process	-				-
Subpoena(s)	-				-
TOTAL OTHER PETITIONS RECEIVED	-	-	-	-	-
Decisions Ordered	1				1
Cases Settled	-				-
Cases Dismissed	1	2			3
Petitions Withdrawn	2	1	2	1	6
TOTAL CASES CLOSED	4	3	2	1	10
Appeals Received	-	1			1
Total Open Cases (Tenant Petitions)	2	3	6	10	21
Total Open Cases (Landlord Petitions)	2	3	1	1	7
Total Open Cases (Other Petitions)	-			2	2
TOTAL OPEN CASES	4	6	7	13	30
Form Submissions					
Agent Authorization		-	-		-
Proof of Excess Rent Refund	-	-	-	-	-
Proof of Permanent Relocation Payment			1	2	3
Proof of Temporary Relocation Payment	-	-	-	-	-
Change in Terms of Tenancy	1	-	2	2	5
TOTAL RENT INCREASE NOTICES FILED	69	69	79	4	221
Termination of Tenancy - Nonpayment of Rent	1	12	31	39	83
Termination of Tenancy - Breach of Lease	3	3	10	10	26
Termination of Tenancy - Failure to Give Access	-	-		-	-
Termination of Tenancy - Nuisance	-	2	2	1	5
Termination of Tenancy - Withdrawal from the Rental Market	2		1	-	3
Termination of Tenancy - Owner Move-In	-			4	4
Termination of Tenancy - Substantial Repairs	-			-	-
Termination of Tenancy - Temporary Tenancy	-		2	-	2
TOTAL TERMINATION OF TENANCY NOTICES FILED	6	17	46	54	123