

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: April 20, 2022

Final Decision Date Deadline: April 20, 2022

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 March 2022 - Rent Program (Cynthia Shaw 620-5552).

AGENDA ITEM NO:

F-2.

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**Rent Program
FY2021-22 Monthly Activity Report**

ITEM F-2

	A	B	C	D	E	F	G	H	I	J	N
		Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	
		MTD ACTUAL	YTD TOTAL								
3	Public Information & Enrollment Unit										
5	Rent/Eviction Counseling Appointments By Phone	209	208	160	168	140	140	137	214	232	1,608
6	Rent/Eviction Counseling Appointments By Walk-ins	71	102	65	68	105	51	71	-	4	537
7	Rent/Eviction Counseling Questions Addressed By Email	212	176	89	163	104	68	209	240	224	1,485
8	TOTAL RENT/EVICTION COUNSELING APPOINTMENTS	492	486	314	399	349	259	417	454	460	3,630
9	Rent/Eviction Counseling Sessions Conducted in Spanish	45	55	52	42	35	30	44	38	60	401
10	Rent/Eviction Counseling Sessions Conducted in Mandarin	-	-	-	-	-	-	-	-	-	-
11	Rent/Eviction Counseling Sessions Conducted in Cantonese	-	-	-	-	-	-	-	1	-	1
12	Rent/Eviction Counseling Sessions Conducted in Another Language	-	-	-	-	-	-	-	-	-	-
13	TOTAL RENT/EVICTION COUNSELING APPOINTMENTS IN A LANGUAGE OTHER THAN ENGLISH	45	55	52	42	35	30	44	39	60	402
14	Legal Service Referrals	15	18	8	25	18	39	23	26	44	216
15	Written Legal Referrals	-	-	-	-	-	-	-	-	-	-
16	Verbal Legal Referrals	-	-	-	-	-	-	-	-	-	-
17	Mediations Conducted	2	-	-	-	-	3	3	1	5	14
18	Assists from Front Office Staff	266	133		35	70	203	238	274	10	1,229
19	Courtesy Compliance Letters Sent	15	-	4	25	24	24	8	198	72	370
20	Community Workshop Attendees	1	-	32	37	-	-	-	-	-	70
21	Hard Copy Rent Increase Notices Processed	7	27	12	32	53	98	16	21	7	273
22	Hard Copy Termination of Tenancy Notices Processed	5	46	9	8	2	7	8	3	11	99
24		12	73	21	40	55	105	24	24	18	372
25	Billing/Enrollment/Registration Counseling Appointments In-Person	7	4	-	2	3	-	-	-	2	18
26	Billing/Enrollment/Registration Counseling Appointments By Phone	83	68	51	24	24	41	38	21	23	373
27	Billing/Enrollment/Registration Counseling Questions Addressed By Email	131	49	29	14	35	33	29	38	41	399
28	TOTAL BILLING/ENROLLMENT/REGISTRATION COUNSELING APPOINTMENTS	214	117	80	38	59	74	67	59	64	772
29	Enrollment/Tenancy Registration Packets Mailed	77	5	32	1	7	-	-	3	41	166
30	Enrollment Forms Processed	31	12	10	44	20	21	9	20	16	183
31	Rental Housing Fee Invoices Generated	4,729	124	78	8	40	130	4	2	12	5,127
32	Checks Processed	881	650	29	39	27	13	13	6	11	1,669
33	Checks Returned	2	2	4	22	15	-	-	-	1	46
34	Tenancy Registrations Received	-	-	-	-	-	-	-	-	172	172
35	Rental Units Discovered Not in Database	1	3	2	3	1	10	1	5	5	31
36	Property Information Updated	153	58	21	14	54	117	46	110	210	783
37	Compliance Actions (Reviewing Records, Exemption Statuses, Addresses)	-	-	-	258	31	14	7	15	4	329
38	Applications for Administrative Determination of Exempt/Inapplicable Status Received	8	5	-	2	-	1	4	3	4	27
39	Administrative Determination of Exempt/Inapplicable Status Issued	-	1	-	6	10	2	-	-	-	19
40	Declarations of Exemption Processed	4	12	-	6	4	2	-	9	9	46
41	LEGAL UNIT										
42	Public Records Act Requests Received	1	1	2	4	-	-	2	-	2	12
43	Owner Move-In Eviction Termination of Tenancy Notices Reviewed	-	-	1	1	-	-	-	-	-	2
44	Withdrawal from the Rental Market (Ellis Act) Termination of Tenancy Notices Reviewed	2	-	1	-	1	1	-	1	1	7
45	Substantial Repairs Termination of Tenancy Notices Reviewed	-	-	-	-	-	1	-	-	-	1
46	Appeal Hearings Held	-	-	-	-	-	1	-	-	-	1
47											

**Rent Program
FY2021-22 Monthly Activity Report**

ITEM F-2

	A	B	C	D	E	F	G	H	I	J	N
		Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	
		MTD ACTUAL	YTD TOTAL								
49	HEARINGS UNIT										
52	Consultations with Hearings Unit Coordinator By Phone	3	6	3	2	10	15	15	13	28	95
53	Hearings-Related Questions Addressed by Email	17	12	20	26	31	51	69	79	91	396
54	TOTAL HEARINGS-RELATED CONSULTATIONS	20	18	23	28	41	66	84	92	119	491
55	MNOI Petitions Received (Attachment A)	-	-	-	-	-	-	-	-	-	-
56	Increased in Occupants Petitions Received (Attachment B)	-	-	-	-	-	-	-	-	-	-
57	Increase in Space or Services Petitions Received (Attachment C)	-	-	-	-	-	-	-	-	-	-
58	Restoration of Denied AGA Petitions Received (Attachment D)	-	-	-	-	-	-	-	-	-	-
59	Landlord Individual Rent Adjustment Petitions Received	1	2	-	-	-	-	-	-	-	3
60	Landlord Petition to Determine Exempt Status Received	-	-	-	-	-	-	-	-	-	-
61	TOTAL LANDLORD PETITIONS RECEIVED	1	2	-	3						
62	Excess Rent or Failure to Return Sec Dep Petitions Received (Attachment A)	-	2	-	1	1	1	-	-	-	5
63	Decrease in Space/Services or Habitability Petitions Received (Attachment B)	-	3	-	1	2	3	3	2	2	16
64	Reduction in Number of Tenants Petitions Received (Attachment C)	-	-	-	-	-	-	-	-	-	-
65	Tenant Petition Based on Multiple Grounds	-	-	-	-	-	1	1	1	5	8
66	Tenant Petition for Rent Withholding Petitions Received	-	-	-	-	-	-	-	-	-	-
67	Tenant Petition for Failure to Pay Relocation Payment Petitions Received	-	-	-	2	-	4	-	-	-	6
68	TOTAL TENANT PETITIONS RECEIVED	-	5	-	4	3	9	4	3	7	35
69	Petition for Determination of Occupancy Status	-	-	-	-	-	-	-	-	-	-
70	Petition for Initial Rent Determination	-	-	-	-	-	-	-	-	-	-
71	Request to Expedite Hearing Process	-	-	-	-	-	-	-	-	-	-
72	Request for a Continuance of the Hearing Process	-	-	-	-	1	-	-	2	4	7
73	Subpoena(s)	-	-	-	-	-	-	-	-	-	-
74	TOTAL OTHER PETITIONS RECEIVED	-	-	-	-	1	-	-	2	4	7
75	Decisions Ordered	1	-	-	-	-	-	2	2	1	6
76	Cases Settled	-	-	-	-	1	1	-	5	3	10
77	Cases Dismissed	1	2	-	-	-	-	2	-	-	5
78	Petitions Withdrawn	2	1	2	1	-	2	2	1	-	11
79	TOTAL CASES CLOSED	4	3	2	1	1	3	6	8	4	32
80	Appeals Received	-	1	-	-	-	-	-	-	-	1
81	Total Open Cases (Tenant Petitions)	2	3	6	10	14	18	18	15	13	99
82	Total Open Cases (Landlord Petitions)	2	3	1	1	1	1	12	11	10	42
83	Total Open Cases (Other Petitions)	-	-	-	2	3	-	-	-	-	5
84	TOTAL OPEN CASES	4	6	7	13	18	19	30	26	23	146
85	Form Submissions										
86	Agent Authorization	-	-	-	-	1	-	-	-	1	2
87	Proof of Excess Rent Refund	-	-	-	-	-	-	-	-	16	16
88	Proof of Permanent Relocation Payment	-	-	1	2	-	1	1	2	1	8
89	Proof of Temporary Relocation Payment	-	-	-	-	-	-	-	-	-	-
90	Change in Terms of Tenancy	1	-	2	2	-	1	1	-	8	15
91	TOTAL RENT INCREASE NOTICES FILED	69	69	79	4	212	2	106	2	-	543
92	Termination of Tenancy - Nonpayment of Rent	1	12	31	39	17	24	9	26	19	178
93	Termination of Tenancy - Breach of Lease	3	3	10	10	7	2	6	3	9	53
94	Termination of Tenancy - Failure to Give Access	-	-	-	-	-	-	-	-	-	-
95	Termination of Tenancy - Nuisance	-	2	2	1	-	1	-	-	-	6
96	Termination of Tenancy - Withdrawal from the Rental Market	2	-	1	-	1	-	-	1	-	5
97	Termination of Tenancy - Owner Move-In	-	-	-	4	-	1	-	-	-	5
98	Termination of Tenancy - Substantial Repairs	-	-	-	-	-	-	-	-	-	-
99	Termination of Tenancy - Temporary Tenancy	-	-	2	-	-	1	-	-	-	3
100	TOTAL TERMINATION OF TENANCY NOTICES FILED	6	17	46	54	25	29	15	30	28	250