

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: June 15, 2022

Final Decision Date Deadline: June 15, 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 May 2022 - Rent Program (Cynthia Shaw 620-5552).

AGENDA ITEM NO:

F-3.

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

ITEM F-3

| | A | B | C | D | E | F | G | H | I | J | K | L | N |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| | Jul-21 | Aug-21 | Sep-21 | Oct-21 | Nov-21 | Dec-21 | Jan-22 | Feb-22 | Mar-22 | Apr-22 | May-22 | | |
| | MTD ACTUAL | YTD TOTAL |
| Public Information & Enrollment Unit | | | | | | | | | | | | | |
| Rent/Eviction Counseling Appointments By Phone | 209 | 208 | 160 | 168 | 140 | 140 | 137 | 214 | 232 | 144 | 185 | | 1,937 |
| Rent/Eviction Counseling Appointments By Walk-ins | 71 | 102 | 65 | 68 | 105 | 51 | 71 | - | 4 | 1 | 4 | | 542 |
| Rent/Eviction Counseling Questions Addressed By Email | 212 | 176 | 89 | 163 | 104 | 68 | 209 | 240 | 224 | 151 | 147 | | 1,783 |
| TOTAL RENT/EVICTION COUNSELING APPOINTMENTS | 492 | 486 | 314 | 399 | 349 | 259 | 417 | 454 | 460 | 296 | 336 | | 4,262 |
| Rent/Eviction Counseling Sessions Conducted in Spanish | 45 | 55 | 52 | 42 | 35 | 30 | 44 | 38 | 60 | 24 | 35 | | 460 |
| Rent/Eviction Counseling Sessions Conducted in Mandarin | - | - | - | - | - | - | - | - | - | - | - | | - |
| Rent/Eviction Counseling Sessions Conducted in Cantonese | - | - | - | - | - | - | - | 1 | - | 3 | - | | 4 |
| Rent/Eviction Counseling Sessions Conducted in Another Language | - | - | - | - | - | - | - | - | - | - | - | | - |
| TOTAL RENT/EVICTION COUNSELING APPOINTMENTS IN A LANGUAGE OTHER THAN ENGLISH | 45 | 55 | 52 | 42 | 35 | 30 | 44 | 39 | 60 | 27 | 35 | | 464 |
| Legal Service Referrals | 15 | 18 | 8 | 25 | 18 | 39 | 23 | 26 | 44 | 24 | 27 | | 267 |
| Mediations Conducted | 2 | - | - | - | - | 3 | 3 | 1 | 5 | 4 | 6 | | 24 |
| Assists from Front Office Staff | 266 | 133 | - | 35 | 70 | 203 | 238 | 274 | 10 | 8 | 32 | | 1,269 |
| Courtesy Compliance Letters Sent | 15 | - | 4 | 25 | 24 | 24 | 8 | 198 | 72 | 35 | 27 | | 432 |
| Community Workshop Attendees | 1 | - | 32 | 37 | - | - | - | - | - | - | - | | 70 |
| Hard Copy Rent Increase Notices Processed | 7 | 27 | 12 | 32 | 53 | 98 | 16 | 21 | 7 | 14 | 14 | | 301 |
| Hard Copy Termination of Tenancy Notices Processed | 5 | 46 | 9 | 8 | 2 | 7 | 8 | 3 | 11 | 13 | 6 | | 118 |
| | 12 | 73 | 21 | 40 | 55 | 105 | 24 | 24 | 18 | 27 | 20 | | 419 |
| Billing/Enrollment/Registration Counseling Appointments In-Person | 7 | 4 | - | 2 | 3 | - | - | - | 2 | - | - | | 18 |
| Billing/Enrollment/Registration Counseling Appointments By Phone | 83 | 68 | 51 | 24 | 24 | 41 | 38 | 21 | 23 | 19 | 15 | | 407 |
| Billing/Enrollment/Registration Counseling Questions Addressed By Email | 131 | 49 | 29 | 14 | 35 | 33 | 29 | 38 | 41 | 58 | 46 | | 503 |
| TOTAL BILLING/ENROLLMENT/REGISTRATION COUNSELING APPOINTMENTS | 214 | 117 | 80 | 38 | 59 | 74 | 67 | 59 | 64 | 77 | 61 | | 910 |
| Enrollment/Tenancy Registration Packets Mailed | 77 | 5 | 32 | 1 | 7 | - | - | 3 | 41 | 27 | 82 | | 275 |
| Enrollment Forms Processed | 31 | 12 | 10 | 44 | 20 | 21 | 9 | 20 | 16 | 10 | 49 | | 242 |
| Rental Housing Fee Invoices Generated | 4,729 | 124 | 78 | 8 | 40 | 130 | 4 | 2 | 12 | - | 18 | | 5,145 |
| Checks Processed | 881 | 650 | 29 | 39 | 27 | 13 | 13 | 6 | 11 | 1 | 2 | | 1,672 |
| Checks Returned | 2 | 2 | 4 | 22 | 15 | - | - | - | 1 | - | - | | 46 |
| Tenancy Registrations Received | - | - | - | - | - | - | - | - | 172 | 16 | 14 | | 202 |
| Rental Units Discovered Not in Database | 1 | 3 | 2 | 3 | 1 | 10 | 1 | 5 | 5 | - | 2 | | 33 |
| Property Information Updated | 153 | 58 | 21 | 14 | 54 | 117 | 46 | 110 | 210 | 124 | 151 | | 1,058 |
| Compliance Actions (Reviewing Records, Exemption Statuses, Addresses) | - | - | - | 258 | 31 | 14 | 7 | 15 | 4 | 5 | 16 | | 350 |
| Applications for Administrative Determination of Exempt/Inapplicable Status Received | 8 | 5 | - | 2 | - | 1 | 4 | 3 | 4 | - | 5 | | 32 |
| Administrative Determination of Exempt/Inapplicable Status Issued | - | 1 | - | 6 | 10 | 2 | - | - | - | - | 3 | | 22 |
| Declarations of Exemption Processed | 4 | 12 | - | 6 | 4 | 2 | - | 9 | 9 | - | 6 | | 52 |
| LEGAL UNIT | | | | | | | | | | | | | |
| Public Records Act Requests Received | 1 | 1 | 2 | 4 | - | - | 2 | - | 2 | - | 3 | | 15 |
| Owner Move-In Eviction Termination of Tenancy Notices Reviewed | - | - | 1 | 1 | - | - | - | - | - | 1 | - | | 3 |
| Withdrawal from the Rental Market (Ellis Act) Termination of Tenancy Notices Reviewed | 2 | - | 1 | - | 1 | 1 | - | 1 | 1 | 1 | - | | 8 |
| Substantial Repairs Termination of Tenancy Notices Reviewed | - | - | - | - | - | 1 | - | - | - | - | - | | 1 |
| Appeal Hearings Held | - | - | - | - | - | 1 | - | - | - | - | - | | 1 |
| HEARINGS UNIT | | | | | | | | | | | | | |
| Consultations with Hearings Unit Coordinator By Phone | 3 | 6 | 3 | 2 | 10 | 15 | 15 | 13 | 28 | 4 | 9 | | 108 |
| Hearings-Related Questions Addressed by Email | 17 | 12 | 20 | 26 | 31 | 51 | 69 | 79 | 91 | 53 | 64 | | 513 |
| TOTAL HEARINGS-RELATED CONSULTATIONS | 20 | 18 | 23 | 28 | 41 | 66 | 84 | 92 | 119 | 57 | 73 | | 621 |
| MNOI Petitions Received (Attachment A) | - | - | - | - | - | - | - | - | - | - | - | | - |
| Increase in Occupants Petitions Received (Attachment B) | - | - | - | - | - | - | - | - | - | - | - | | - |
| Increase in Space or Services Petitions Received (Attachment C) | - | - | - | - | - | - | - | - | - | - | 1 | | 1 |
| Restoration of Denied AGA Petitions Received (Attachment D) | - | - | - | - | - | - | - | - | - | - | - | | - |
| Landlord Individual Rent Adjustment Petitions Received | 1 | 2 | - | - | - | - | - | - | - | - | 1 | | 4 |
| Landlord Petition to Determine Exempt Status Received | - | - | - | - | - | - | - | - | - | - | - | | - |
| TOTAL LANDLORD PETITIONS RECEIVED | 1 | 2 | - | 2 | | 5 |
| Excess Rent or Failure to Return Sec Dep Petitions Received (Attachment A) | - | 2 | - | 1 | 1 | 1 | - | - | - | 1 | - | | 6 |
| Decrease in Space/Services or Habitability Petitions Received (Attachment B) | - | 3 | - | 1 | 2 | 3 | 3 | 2 | 2 | - | 2 | | 18 |
| Reduction in Number of Tenants Petitions Received (Attachment C) | - | - | - | - | - | - | - | - | - | - | - | | - |
| Tenant Petition Based on Multiple Grounds | - | - | - | - | - | 1 | 1 | 1 | 5 | 1 | - | | 9 |
| Tenant Petition for Rent Withholding Petitions Received | - | - | - | - | - | - | - | - | - | - | - | | - |

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

ITEM F-3

| | A | B | C | D | E | F | G | H | I | J | K | L | N |
|----|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------|
| | | Jul-21 | Aug-21 | Sep-21 | Oct-21 | Nov-21 | Dec-21 | Jan-22 | Feb-22 | Mar-22 | Apr-22 | May-22 | |
| | | MTD ACTUAL | YTD TOTAL |
| 65 | Tenant Petition for Failure to Pay Relocation Payment Petitions Received | - | - | - | 2 | - | 4 | - | - | - | 1 | - | 7 |
| 66 | TOTAL TENANT PETITIONS RECEIVED | - | 5 | - | 4 | 3 | 9 | 4 | 3 | 7 | 3 | 2 | 40 |
| 67 | Petition for Determination of Occupancy Status | - | - | - | - | - | - | - | - | - | - | - | - |
| 68 | Petition for Initial Rent Determination | - | - | - | - | - | - | - | - | - | - | - | - |
| 69 | Request to Expedite Hearing Process | - | - | - | - | - | - | - | - | - | - | - | - |
| 70 | Request for a Continuance of the Hearing Process | - | - | - | - | 1 | - | - | 2 | 4 | 2 | 3 | 12 |
| 71 | Subpoena(s) | - | - | - | - | - | - | - | - | - | - | - | - |
| 72 | TOTAL OTHER PETITIONS RECEIVED | - | - | - | - | 1 | - | - | 2 | 4 | 2 | 3 | 12 |
| 73 | Decisions Ordered | 1 | - | - | - | - | - | 2 | 2 | 1 | - | 1 | 7 |
| 74 | Cases Settled | - | - | - | - | 1 | 1 | - | 5 | 3 | 2 | - | 12 |
| 75 | Cases Dismissed | 1 | 2 | - | - | - | - | 2 | - | - | - | 2 | 7 |
| 76 | Petitions Withdrawn | 2 | 1 | 2 | 1 | - | 2 | 2 | 1 | - | - | - | 11 |
| 77 | TOTAL CASES CLOSED | 4 | 3 | 2 | 1 | 1 | 3 | 6 | 8 | 4 | 2 | 3 | 37 |
| 78 | Appeals Received | - | 1 | - | - | - | - | - | - | - | 2 | - | 3 |
| 79 | Total Open Cases (Tenant Petitions) | 2 | 3 | 6 | 10 | 14 | 18 | 18 | 15 | 13 | 14 | 8 | 121 |
| 80 | Total Open Cases (Landlord Petitions) | 2 | 3 | 1 | 1 | 1 | 1 | 12 | 11 | 10 | 11 | 14 | 67 |
| 81 | Total Open Cases (Other Petitions) | - | - | - | 2 | 3 | - | - | - | - | - | - | 5 |
| 82 | TOTAL OPEN CASES | 4 | 6 | 7 | 13 | 18 | 19 | 30 | 26 | 23 | 25 | 22 | 193 |
| 83 | Form Submissions | | | | | | | | | | | | |
| 84 | Agent Authorization | - | - | - | - | 1 | - | - | - | 1 | 1 | - | 3 |
| 85 | Proof of Excess Rent Refund | - | - | - | - | - | - | - | - | 16 | - | - | 16 |
| 86 | Proof of Permanent Relocation Payment | - | - | 1 | 2 | - | 1 | 1 | 2 | 1 | 1 | - | 9 |
| 87 | Proof of Temporary Relocation Payment | - | - | - | - | - | - | - | - | - | - | - | - |
| 88 | Change in Terms of Tenancy | 1 | - | 2 | 2 | - | 1 | 1 | - | 8 | 9 | 25 | 49 |
| 89 | TOTAL RENT INCREASE NOTICES FILED | 69 | 69 | 79 | 4 | 212 | 2 | 106 | 2 | 26 | 11 | 32 | 612 |
| 90 | Termination of Tenancy - Nonpayment of Rent | 1 | 12 | 31 | 39 | 17 | 24 | 9 | 26 | 35 | 102 | 61 | 357 |
| 91 | Termination of Tenancy - Breach of Lease | 3 | 3 | 10 | 10 | 7 | 2 | 6 | 3 | 17 | 13 | 5 | 79 |
| 92 | Termination of Tenancy - Failure to Give Access | - | - | - | - | - | - | - | - | - | - | - | - |
| 93 | Termination of Tenancy - Nuisance | - | 2 | 2 | 1 | - | 1 | - | - | - | 5 | 2 | 13 |
| 94 | Termination of Tenancy - Withdrawal from the Rental Market | 2 | - | 1 | - | 1 | - | - | 1 | - | 4 | - | 9 |
| 95 | Termination of Tenancy - Owner Move-In | - | - | - | 4 | - | 1 | - | - | - | 3 | - | 8 |
| 96 | Termination of Tenancy - Substantial Repairs | - | - | - | - | - | - | - | - | - | - | - | - |
| 97 | Termination of Tenancy - Temporary Tenancy | - | - | 2 | - | - | 1 | - | - | - | - | - | 3 |
| 98 | TOTAL TERMINATION OF TENANCY NOTICES FILED | 6 | 17 | 46 | 54 | 25 | 29 | 15 | 30 | 52 | 127 | 68 | 469 |