

## AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: November 16, 2022

Final Decision Date Deadline: November 16, 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 2022-23 Monthly Activity Report through October 2022 - Rent Program (Cynthia Shaw 620-5552).

AGENDA ITEM NO:

**F-2.**

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**Rent Program  
FY2022-23 Monthly Activity Report**

**ITEM F-2**

|    | A                                                                                     | B          | C          | D          | E          | F          | G          | H          | I          | J          | K          | L          | M          | N            |
|----|---------------------------------------------------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| 1  |                                                                                       | Jul-22     | Aug-22     | Sep-22     | Oct-22     | Nov-22     | Dec-22     | Jan-23     | Feb-23     | Mar-23     | Apr-23     | May-23     | Jun-23     |              |
| 2  |                                                                                       | MTD ACTUAL | MTD ACTUAL | MTD ACTUAL | MTD ACTUAL | MTD ACTUAL | MTD ACTUAL | MTD ACTUAL | MTD ACTUAL | MTD ACTUAL | MTD ACTUAL | MTD ACTUAL | MTD ACTUAL | YTD TOTAL    |
| 3  | <b>Public Information &amp; Enrollment Unit</b>                                       |            |            |            |            |            |            |            |            |            |            |            |            |              |
| 5  | Rent/Eviction Counseling Appointments By Phone                                        | 178        | 187        | 218        | 225        | -          | -          | -          | -          | -          | -          | -          | -          | 808          |
| 6  | Rent/Eviction Counseling Appointments By Walk-ins                                     | 4          | 2          | 8          | 15         | -          | -          | -          | -          | -          | -          | -          | -          | 29           |
| 7  | Rent/Eviction Counseling Questions Addressed By Email                                 | 156        | 213        | 180        | 139        | -          | -          | -          | -          | -          | -          | -          | -          | 688          |
| 8  | <b>TOTAL RENT/EVICTION COUNSELING APPOINTMENTS</b>                                    | <b>338</b> | <b>402</b> | <b>406</b> | <b>379</b> | -          | -          | -          | -          | -          | -          | -          | -          | <b>1,525</b> |
| 9  | Rent/Eviction Counseling Sessions Conducted in Spanish                                | 38         | 26         | 20         | 18         | -          | -          | -          | -          | -          | -          | -          | -          | 102          |
| 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 | <b>TOTAL RENT/EVICTION COUNSELING APPOINTMENTS IN A LANGUAGE OTHER THAN ENGLISH</b>   | -          | 27         | 20         | 18         | -          | -          | -          | -          | -          | -          | -          | -          | <b>65</b>    |
| 14 | Legal Service Referrals                                                               | 20         | 19         | 22         | 16         | -          | -          | -          | -          | -          | -          | -          | -          | 77           |
| 17 | Mediations Conducted                                                                  | 11         | 3          | -          | 3          | -          | -          | -          | -          | -          | -          | -          | -          | 17           |
| 18 | Assists from Front Office Staff                                                       | 5          | 5          | 7          | 5          | -          | -          | -          | -          | -          | -          | -          | -          | 22           |
| 19 | Courtesy Compliance Letters Sent                                                      | 38         | 224        | 245        | 261        | -          | -          | -          | -          | -          | -          | -          | -          | 768          |
| 20 | Community Workshop Attendees                                                          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -            |
| 21 | Hard Copy Rent Increase Notices Processed                                             | 62         | 52         | 42         | 34         | -          | -          | -          | -          | -          | -          | -          | -          | 190          |
| 22 | Hard Copy Termination of Tenancy Notices Processed                                    | 7          | 5          | 8          | 15         | -          | -          | -          | -          | -          | -          | -          | -          | 35           |
| 24 |                                                                                       | <b>69</b>  | <b>57</b>  | <b>50</b>  | <b>49</b>  | -          | -          | -          | -          | -          | -          | -          | -          | <b>225</b>   |
| 25 | Billing/Enrollment/Registration Counseling Appointments In-Person                     | -          | -          | 1          | -          | -          | -          | -          | 1          | -          | -          | -          | -          | 1            |
| 26 | Billing/Enrollment/Registration Counseling Appointments By Phone                      | 36         | 108        | 106        | 36         | -          | -          | -          | -          | -          | -          | -          | -          | 286          |
| 27 | Billing/Enrollment/Registration Counseling Questions Addressed By Email               | 51         | 114        | 77         | 41         | -          | -          | -          | -          | -          | -          | -          | -          | 283          |
| 28 | <b>TOTAL BILLING/ENROLLMENT/REGISTRATION COUNSELING APPOINTMENTS</b>                  | <b>87</b>  | <b>222</b> | <b>183</b> | <b>77</b>  | -          | -          | -          | -          | -          | -          | -          | -          | <b>569</b>   |
| 29 | Enrollment/Tenancy Registration Packets Mailed                                        | 10         | 1          | 38         | 13         | -          | -          | -          | -          | -          | -          | -          | -          | 62           |
| 30 | Enrollment Forms Processed                                                            | 25         | 24         | 31         | 7          | -          | -          | -          | -          | -          | -          | -          | -          | 87           |
| 31 | Rental Housing Fee Invoices Generated                                                 | 29         | 5,629      | 145        | 8          | -          | -          | -          | -          | -          | -          | -          | -          | 5,811        |
| 32 | Checks Processed                                                                      | 8          | 391        | 496        | 151        | -          | -          | -          | -          | -          | -          | -          | -          | 1,046        |
| 33 | Checks Returned                                                                       | 2          | 7          | 6          | 53         | -          | -          | -          | -          | -          | -          | -          | -          | 68           |
| 34 | Tenancy Registrations Received                                                        | 30         | 13         | 100        | 20         | -          | -          | -          | -          | -          | -          | -          | -          | 163          |
| 35 | Rental Units Discovered Not in Database                                               | 1          | 2          | 4          | 3          | -          | -          | -          | -          | -          | -          | -          | -          | 10           |
| 36 | Property Information Updated                                                          | 46         | 82         | 9          | 12         | -          | -          | -          | -          | -          | -          | -          | -          | 149          |
| 37 | Compliance Actions (Reviewing Records, Exemption Statuses, Addresses)                 | -          | 7          | 15         | 68         | -          | -          | -          | -          | -          | -          | -          | -          | 90           |
| 38 | Applications for Administrative Determination of Exempt/Inapplicable Status Received  | 2          | 7          | 12         | 6          | -          | -          | -          | -          | -          | -          | -          | -          | 27           |
| 39 | Administrative Determination of Exempt/Inapplicable Status Issued                     | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -            |
| 40 | Declarations of Exemption Processed                                                   | -          | -          | -          | 33         | -          | -          | -          | -          | -          | -          | -          | -          | 33           |
| 41 | <b>LEGAL UNIT</b>                                                                     |            |            |            |            |            |            |            |            |            |            |            |            |              |
| 42 | Public Records Act Requests Received                                                  | 2          | 1          | 2          | 7          | -          | -          | -          | -          | -          | -          | -          | -          | 12           |
| 43 | Owner Move-In Eviction Termination of Tenancy Notices Reviewed                        | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -            |
| 44 | Withdrawal from the Rental Market (Ellis Act) Termination of Tenancy Notices Reviewed | -          | -          | 2          | 2          | -          | -          | -          | -          | -          | -          | -          | -          | 4            |
| 45 | Substantial Repairs Termination of Tenancy Notices Reviewed                           | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -            |
| 46 | Appeal Hearings Held                                                                  | -          | -          | 1          | -          | -          | -          | -          | -          | -          | -          | -          | -          | 1            |
| 47 | <b>HEARINGS UNIT</b>                                                                  |            |            |            |            |            |            |            |            |            |            |            |            |              |
| 50 | Consultations with Hearings Unit Coordinator By Phone                                 | 3          | 5          | 13         | 4          | -          | -          | -          | -          | -          | -          | -          | -          | 25           |
| 51 | Hearings-Related Questions Addressed by Email                                         | 34         | 43         | 54         | 31         | -          | -          | -          | -          | -          | -          | -          | -          | 162          |
| 52 | <b>TOTAL HEARINGS-RELATED CONSULTATIONS</b>                                           | <b>37</b>  | <b>48</b>  | <b>67</b>  | <b>35</b>  | -          | -          | -          | -          | -          | -          | -          | -          | <b>187</b>   |
| 53 | MNOI Petitions Received (Attachment A)                                                | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -            |
| 54 | Increased in Occupants Petitions Received (Attachment B)                              | 1          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | 1            |
| 55 | Increase in Space or Services Petitions Received (Attachment C)                       | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -            |
| 56 | Restoration of Denied AGA Petitions Received (Attachment D)                           | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -            |
| 57 | Landlord Individual Rent Adjustment Petitions Received                                | 1          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | 1            |
| 58 | Landlord Petition to Determine Exempt Status Received                                 | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -            |
| 59 | <b>TOTAL LANDLORD PETITIONS RECEIVED</b>                                              | <b>2</b>   | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | <b>2</b>     |
| 60 | Excess Rent or Failure to Return Sec Dep Petitions Received (Attachment A)            | 1          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | 1            |
| 61 | Decrease in Space/Services or Habitability Petitions Received (Attachment B)          | 1          | 1          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | 2            |
| 62 | Reduction in Number of Tenants Petitions Received (Attachment C)                      | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -            |
| 63 | Tenant Petition Based on Multiple Grounds                                             | 1          | 1          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | 2            |
| 64 | Tenant Petition for Rent Withholding Petitions Received                               | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -            |
| 65 | Tenant Petition for Failure to Pay Relocation Payment Petitions Received              | -          | 1          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | 1            |
| 66 | <b>TOTAL TENANT PETITIONS RECEIVED</b>                                                | <b>3</b>   | <b>3</b>   | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | <b>6</b>     |
| 67 | Petition for Determination of Occupancy Status                                        | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -            |

Rent Program  
FY2022-23 Monthly Activity Report

ITEM F-2

|    | A                                                          | B          | C          | D          | E          | F          | G          | H          | I          | J          | K          | L          | M          | N         |
|----|------------------------------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------|
|    |                                                            | Jul-22     | Aug-22     | Sep-22     | Oct-22     | Nov-22     | Dec-22     | Jan-23     | Feb-23     | Mar-23     | Apr-23     | May-23     | Jun-23     |           |
|    |                                                            | MTD ACTUAL | MTD ACTUAL | MTD ACTUAL | MTD ACTUAL | MTD ACTUAL | MTD ACTUAL | MTD ACTUAL | MTD ACTUAL | MTD ACTUAL | MTD ACTUAL | MTD ACTUAL | MTD ACTUAL | YTD TOTAL |
| 68 | Petition for Initial Rent Determination                    | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -         |
| 69 | Request to Expedite Hearing Process                        | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -         |
| 70 | Request for a Continuance of the Hearing Process           | -          | 1          | -          | 1          | -          | -          | -          | -          | -          | -          | -          | -          | 2         |
| 71 | Subpoena(s)                                                | -          | -          | 1          | -          | -          | -          | -          | -          | -          | -          | -          | -          | 1         |
| 72 | <b>TOTAL OTHER PETITIONS RECEIVED</b>                      | -          | 1          | 1          | 1          | -          | -          | -          | -          | -          | -          | -          | -          | 3         |
| 73 | Decisions Ordered                                          | 1          | 2          | 1          | 1          | -          | -          | -          | -          | -          | -          | -          | -          | 5         |
| 74 | Cases Settled                                              | 2          | 3          | 1          | 1          | -          | -          | -          | -          | -          | -          | -          | -          | 7         |
| 75 | Cases Dismissed                                            | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -         |
| 76 | Petitions Withdrawn                                        | 1          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | 1         |
| 77 | <b>TOTAL CASES CLOSED</b>                                  | 4          | 5          | 2          | 2          | -          | -          | -          | -          | -          | -          | -          | -          | 13        |
| 78 | Appeals Received                                           | 1          | 2          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | 3         |
| 79 | Total Open Cases (Tenant Petitions)                        | 3          | 2          | 2          | 2          | -          | -          | -          | -          | -          | -          | -          | -          | 9         |
| 80 | Total Open Cases (Landlord Petitions)                      | 14         | 13         | 9          | 5          | -          | -          | -          | -          | -          | -          | -          | -          | 41        |
| 81 | Total Open Cases (Other Petitions)                         | -          | 1          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | 1         |
| 82 | <b>TOTAL OPEN CASES</b>                                    | 17         | 16         | 11         | 7          | -          | -          | -          | -          | -          | -          | -          | -          | 51        |
| 83 | <b>Form Submissions</b>                                    |            |            |            |            |            |            |            |            |            |            |            |            |           |
| 84 | Agent Authorization                                        | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -         |
| 85 | Proof of Excess Rent Refund                                | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -         |
| 86 | Proof of Permanent Relocation Payment                      | -          | -          | 1          | -          | -          | -          | -          | -          | -          | -          | -          | -          | 1         |
| 87 | Proof of Temporary Relocation Payment                      | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -         |
| 88 | Change in Terms of Tenancy                                 | 22         | 19         | 23         | 13         | -          | -          | -          | -          | -          | -          | -          | -          | 77        |
| 89 | <b>TOTAL RENT INCREASE NOTICES FILED</b>                   | 213        | 218        | 114        | 78         | -          | -          | -          | -          | -          | -          | -          | -          | 623       |
| 90 | Termination of Tenancy - Nonpayment of Rent                | 86         | 112        | 94         | 133        | -          | -          | -          | -          | -          | -          | -          | -          | 425       |
| 91 | Termination of Tenancy - Breach of Lease                   | 1          | 2          | 3          | 2          | -          | -          | -          | -          | -          | -          | -          | -          | 8         |
| 92 | Termination of Tenancy - Failure to Give Access            | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -         |
| 93 | Termination of Tenancy - Nuisance                          | -          | 3          | -          | 2          | -          | -          | -          | -          | -          | -          | -          | -          | 5         |
| 94 | Termination of Tenancy - Withdrawal from the Rental Market | 1          | -          | -          | 5          | -          | -          | -          | -          | -          | -          | -          | -          | 6         |
| 95 | Termination of Tenancy - Owner Move-In                     | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -         |
| 96 | Termination of Tenancy - Substantial Repairs               | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -         |
| 97 | Termination of Tenancy - Temporary Tenancy                 | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -          | -         |
| 98 | <b>TOTAL TERMINATION OF TENANCY NOTICES FILED</b>          | 88         | 117        | 97         | 142        | -          | -          | -          | -          | -          | -          | -          | -          | 444       |