

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: January 17, 2024

Final Decision Date Deadline: January 17, 2024

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 2023-24 Monthly Activity Report through December 2023 - Rent Program (Cynthia Shaw 620-5552).

AGENDA ITEM NO:

F-2.

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**Rent Program
FY2023-24 Monthly Activity Report**

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	A	B	C	D	E	F	G	H	I	J	K	L	M	N
	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	YTD TOTAL	
	MTD ACTUAL	YTD TOTAL												
Public Information & Enrollment Unit														
Rent/Eviction Counseling Appointments By Phone	122	181	172	181	195	101	-	-	-	-	-	-	-	952
Rent/Eviction Counseling Appointments By Walk-ins	35	43	53	61	40	30	-	-	-	-	-	-	-	262
Rent/Eviction Counseling Sessions Addressed By Email	102	132	347	262	265	228	-	-	-	-	-	-	-	1,336
TOTAL RENT/EVICTION COUNSELING APPOINTMENTS	259	356	572	504	500	359	-	-	-	-	-	-	-	2,550
Rent/Eviction Counseling Sessions Conducted in Spanish	27	34	32	40	27	27	-	-	-	-	-	-	-	187
Rent/Eviction Counseling Sessions Conducted in Mandarin	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rent/Eviction Counseling Sessions Conducted in Cantonese	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rent/Eviction Counseling Sessions Conducted in Another Language	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL RENT/EVICTION COUNSELING APPOINTMENTS IN A LANGUAGE OTHER THAN ENGLISH	21	34	32	40	27	27	-	-	-	-	-	-	-	181
Legal Service Referrals	12	12	9	11	10	13	-	-	-	-	-	-	-	67
Mediations Conducted	4	14	2	-	-	-	-	-	-	-	-	-	-	20
Assists from Front Office Staff	51	7	18	6	6	2	-	-	-	-	-	-	-	90
Courtesy Compliance Letters Sent	38	3	6	1	-	-	-	-	-	-	-	-	-	48
Community Workshop Attendees	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hard Copy Rent Increase Notices Processed	8	-	5	1	-	-	-	-	-	-	-	-	-	14
Hard Copy Termination of Tenancy Notices Processed	1	-	21	-	-	4	-	-	-	-	-	-	-	26
	9	-	26	1	-	4	-	-	-	-	-	-	-	40
Billing/Enrollment/Registration Counseling Appointments In-Person	4	13	13	21	15	10	-	-	-	-	-	-	-	76
Billing/Enrollment/Registration Counseling Appointments By Phone	20	53	50	48	33	24	-	-	-	-	-	-	-	228
Billing/Enrollment/Registration Counseling Questions Addressed By Email	23	28	157	80	20	8	-	-	-	-	-	-	-	316
TOTAL BILLING/ENROLLMENT/REGISTRATION COUNSELING APPOINTMENTS	43	81	207	128	53	32	-	-	-	-	-	-	-	544
Enrollment/Tenancy Registration Packets Mailed	5	6	-	1	24	20	-	-	-	-	-	-	-	56
Enrollment Forms Processed	12	49	10	22	39	23	-	-	-	-	-	-	-	155
Rental Housing Fee Invoices Generated	30	7,832	1	37	154	15	-	-	-	-	-	-	-	8,069
Checks Processed	3	113	156	76	25	43	-	-	-	-	-	-	-	416
Checks Returned	2	1	-	4	25	6	-	-	-	-	-	-	-	38
Tenancy Registrations Received	11	51	19	7	35	8	-	-	-	-	-	-	-	131
Rental Units Discovered Not in Database	8	6	5	7	5	2	-	-	-	-	-	-	-	33
Property Information Updated	5	9	5	377	31	5	-	-	-	-	-	-	-	432
Compliance Actions (Reviewing Records, Exemption Statuses, Addresses)	74	16	119	16	9	34	-	-	-	-	-	-	-	268
Applications for Administrative Determination of Exempt/Inapplicable Status Received	5	2	11	14	25	4	-	-	-	-	-	-	-	61
Administrative Determination of Exempt/Inapplicable Status Issued	2	-	2	5	5	1	-	-	-	-	-	-	-	15
Declarations of Exemption Processed	-	-	1	-	-	-	-	-	-	-	-	-	-	1
LEGAL UNIT														
Public Records Act Requests Received	-	4	3	2	5	1	-	-	-	-	-	-	-	15
Owner Move-In Eviction Termination of Tenancy Notices Reviewed	2	-	4	-	1	1	-	-	-	-	-	-	-	8
Withdrawal from the Rental Market (Ellis Act) Termination of Tenancy Notices Reviewed	-	-	-	-	-	1	-	-	-	-	-	-	-	1
Substantial Repairs Termination of Tenancy Notices Reviewed	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Appeal Hearings Held	-	-	-	2	-	-	-	-	-	-	-	-	-	2
HEARINGS UNIT														
Consultations with Hearings Unit Coordinator By Phone	10	4	6	3	5	4	-	-	-	-	-	-	-	32
Hearings-Related Questions Addressed by Email	20	27	30	17	24	28	-	-	-	-	-	-	-	146
TOTAL HEARINGS-RELATED CONSULTATIONS	30	31	36	20	29	32	-	-	-	-	-	-	-	178
MNOI Petitions Received (Attachment A)	-	-	1	-	-	1	-	-	-	-	-	-	-	2
Increase in Occupants Petitions Received (Attachment B)	-	1	-	-	1	-	-	-	-	-	-	-	-	2
Increase in Space or Services Petitions Received (Attachment C)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Restoration of Denied AGA Petitions Received (Attachment D)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Landlord Individual Rent Adjustment Petitions Received	-	-	1	-	1	-	-	-	-	-	-	-	-	2
Landlord Petition to Determine Exempt Status Received	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL LANDLORD PETITIONS RECEIVED	-	1	2	-	2	1	-	-	-	-	-	-	-	6
Excess Rent or Failure to Return Sec Dep Petitions Received (Attachment A)	1	-	4	2	3	1	-	-	-	-	-	-	-	11
Decrease in Space/Services or Habitability Petitions Received (Attachment B)	-	-	3	2	3	1	-	-	-	-	-	-	-	9
Reduction in Number of Tenants Petitions Received (Attachment C)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Tenant Petition Based on Multiple Grounds	1	-	5	4	4	2	-	-	-	-	-	-	-	16
Tenant Petition for Rent Withholding Petitions Received	-	-	-	-	2	-	-	-	-	-	-	-	-	2
Tenant Petition for Failure to Pay Relocation Payment Petitions Received	-	1	1	5	-	2	-	-	-	-	-	-	-	9
TOTAL TENANT PETITIONS RECEIVED	2	1	13	13	12	6	-	-	-	-	-	-	-	47
Petition for Determination of Occupancy Status	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Petition for Initial Rent Determination	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Rent Program
FY2023-24 Monthly Activity Report

ITEM F-2

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
		Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	
		MTD ACTUAL	YTD TOTAL											
69	Request to Expedite Hearing Process	-	-	-	-	-	-	-	-	-	-	-	-	-
70	Request for a Continuance of the Hearing Process	-	-	-	1	-	-	-	-	-	-	-	-	1
71	Subpoena(s)	-	-	-	5	-	-	-	-	-	-	-	-	5
72	TOTAL OTHER PETITIONS RECEIVED	-	-	-	6	-	-	-	-	-	-	-	-	6
73	Decisions Ordered	2	1	-	-	1	-	-	-	-	-	-	-	4
74	Cases Settled	3	2	3	2	5	2	-	-	-	-	-	-	17
75	Cases Dismissed	1	-	1	-	-	-	-	-	-	-	-	-	2
76	Petitions Withdrawn	-	-	-	-	-	-	-	-	-	-	-	-	-
77	TOTAL CASES CLOSED	6	3	4	2	6	2	-	-	-	-	-	-	23
78	Appeals Received	1	-	1	-	-	1	-	-	-	-	-	-	3
79	Total Open Cases (Tenant Petitions)	9	10	10	14	19	9	-	-	-	-	-	-	71
80	Total Open Cases (Landlord Petitions)	2	3	2	-	3	2	-	-	-	-	-	-	12
81	Total Open Cases (Other Petitions)	2	-	3	-	-	9	-	-	-	-	-	-	14
82	TOTAL OPEN CASES	13	13	15	14	22	20	-	-	-	-	-	-	97
83	Form Submissions													
84	Agent Authorization	-	-	-	-	-	-	-	-	-	-	-	-	-
85	Proof of Excess Rent Refund	-	-	-	-	-	-	-	-	-	-	-	-	-
86	Proof of Permanent Relocation Payment	-	-	-	-	-	-	-	-	-	-	-	-	-
87	Proof of Temporary Relocation Payment	-	-	-	-	-	-	-	-	-	-	-	-	-
88	Change in Terms of Tenancy	9	-	-	-	-	-	-	-	-	-	-	-	9
89	TOTAL RENT INCREASE NOTICES FILED	95	-	-	72	79	99	-	-	-	-	-	-	345
90	Termination of Tenancy - Nonpayment of Rent	21	100	61	65	76	61	-	-	-	-	-	-	384
91	Termination of Tenancy - Breach of Lease	1	12	6	13	2	4	-	-	-	-	-	-	38
92	Termination of Tenancy - Failure to Give Access	-	-	-	1	-	1	-	-	-	-	-	-	2
93	Termination of Tenancy - Nuisance	-	4	1	5	3	-	-	-	-	-	-	-	13
94	Termination of Tenancy - Withdrawal from the Rental Market	-	-	-	-	-	-	-	-	-	-	-	-	-
95	Termination of Tenancy - Owner Move-In	3	1	4	-	1	2	-	-	-	-	-	-	11
96	Termination of Tenancy - Substantial Repairs	-	-	-	-	3	-	-	-	-	-	-	-	3
97	Termination of Tenancy - Temporary Tenancy	-	1	-	-	-	-	-	-	-	-	-	-	1
98	TOTAL TERMINATION OF TENANCY NOTICES FILED	25	118	72	84	85	68	-	-	-	-	-	-	452