

# AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: February 27, 2024

Final Decision Date Deadline: February 27, 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 January 2024 - Rent Program (Cynthia Shaw 620-5552).

AGENDA ITEM NO:

**F-2.**

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

**ITEM F-2**

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1		Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	
2		MTD ACTUAL	YTD TOTAL											
3	<b>Public Information &amp; Enrollment Unit</b>													
5	Rent/Eviction Counseling Appointments By Phone	122	181	172	181	195	101	154	-	-	-	-	-	1,106
6	Rent/Eviction Counseling Appointments By Walk-ins	35	43	53	61	40	30	52	-	-	-	-	-	314
7	Rent/Eviction Counseling Questions Addressed By Email	102	132	347	262	265	228	341	-	-	-	-	-	1,677
8	<b>TOTAL RENT/EVICTION COUNSELING APPOINTMENTS</b>	<b>259</b>	<b>356</b>	<b>572</b>	<b>504</b>	<b>500</b>	<b>359</b>	<b>547</b>						<b>3,097</b>
9	Rent/Eviction Counseling Sessions Conducted in Spanish	27	34	32	40	27	27	29	-	-	-	-	-	216
10	Rent/Eviction Counseling Sessions Conducted in Mandarin	-	-	-	-	-	-	-	-	-	-	-	-	-
11	Rent/Eviction Counseling Sessions Conducted in Cantonese	-	-	-	-	-	-	-	-	-	-	-	-	-
12	Rent/Eviction Counseling Sessions Conducted in Another Language	-	-	-	-	-	-	-	-	-	-	-	-	-
13	<b>TOTAL RENT/EVICTION COUNSELING APPOINTMENTS IN A LANGUAGE OTHER THAN ENGLISH</b>	<b>21</b>	<b>34</b>	<b>32</b>	<b>40</b>	<b>27</b>	<b>27</b>	<b>29</b>						<b>210</b>
14	Legal Service Referrals	12	12	9	11	10	13	16	-	-	-	-	-	83
17	Mediations Conducted	4	14	2	-	-	-	-	-	-	-	-	-	20
18	Assists from Front Office Staff	51	7	18	6	6	2	55	-	-	-	-	-	145
19	Courtesy Compliance Letters Sent	38	3	6	1	-	-	65	-	-	-	-	-	113
20	Community Workshop Attendees	-	-	-	-	-	-	-	-	-	-	-	-	-
21	Hard Copy Rent Increase Notices Processed	8	-	5	1	-	-	-	-	-	-	-	-	14
22	Hard Copy Termination of Tenancy Notices Processed	1	-	21	-	-	4	-	-	-	-	-	-	26
24		<b>9</b>	<b>-</b>	<b>26</b>	<b>1</b>	<b>-</b>	<b>4</b>	<b>-</b>						<b>40</b>
25	Billing/Enrollment/Registration Counseling Appointments In-Person	4	13	13	21	15	10	13	-	-	-	-	-	89
26	Billing/Enrollment/Registration Counseling Appointments By Phone	20	53	50	48	33	24	32	-	-	-	-	-	260
27	Billing/Enrollment/Registration Counseling Questions Addressed By Email	23	28	157	80	20	8	31	-	-	-	-	-	347
28	<b>TOTAL BILLING/ENROLLMENT/REGISTRATION COUNSELING APPOINTMENTS</b>	<b>43</b>	<b>81</b>	<b>207</b>	<b>128</b>	<b>53</b>	<b>32</b>	<b>63</b>						<b>607</b>
29	Enrollment/Tenancy Registration Packets Mailed	5	6	-	1	24	20	2	-	-	-	-	-	58
30	Enrollment Forms Processed	12	49	10	22	39	23	17	-	-	-	-	-	172
31	Rental Housing Fee Invoices Generated	30	7,832	1	37	154	15	10	-	-	-	-	-	8,079
32	Checks Processed	3	113	156	76	25	43	25	-	-	-	-	-	441
33	Checks Returned	2	1	-	4	25	6	1	-	-	-	-	-	39
34	Tenancy Registrations Received	11	51	19	7	35	8	-	-	-	-	-	-	131
35	Rental Units Discovered Not in Database	8	6	5	7	5	2	3	-	-	-	-	-	36
36	Property Information Updated	5	9	5	377	31	5	47	-	-	-	-	-	479
37	Compliance Actions (Reviewing Records, Exemption Statuses, Addresses)	74	16	119	16	9	34	40	-	-	-	-	-	308
38	Applications for Administrative Determination of Exempt/Inapplicable Status Received	5	2	11	14	25	4	9	-	-	-	-	-	70
39	Administrative Determination of Exempt/Inapplicable Status Issued	2	-	2	5	5	1	4	-	-	-	-	-	19
40	Declarations of Exemption Processed	-	-	1	-	-	-	-	-	-	-	-	-	1
41	<b>LEGAL UNIT</b>													
42	Public Records Act Requests Received	-	4	3	2	5	1	2	-	-	-	-	-	17
43	Owner Move-In Eviction Termination of Tenancy Notices Reviewed	2	-	4	-	1	1	3	-	-	-	-	-	11
44	Withdrawal from the Rental Market (Ellis Act) Termination of Tenancy Notices Reviewed	-	-	-	-	-	1	1	-	-	-	-	-	2
45	Substantial Repairs Termination of Tenancy Notices Reviewed	-	-	-	-	-	-	-	-	-	-	-	-	-
46	Appeal Hearings Held	-	-	-	2	-	-	-	-	-	-	-	-	2
47	<b>HEARINGS UNIT</b>													
50	Consultations with Hearings Unit Coordinator By Phone	10	4	6	3	5	4	6	-	-	-	-	-	38
51	Hearings-Related Questions Addressed by Email	20	27	30	17	24	28	34	-	-	-	-	-	180
52	<b>TOTAL HEARINGS-RELATED CONSULTATIONS</b>	<b>30</b>	<b>31</b>	<b>36</b>	<b>20</b>	<b>29</b>	<b>32</b>	<b>40</b>						<b>218</b>
53	MNOI Petitions Received (Attachment A)	-	-	1	-	-	1	-	-	-	-	-	-	2
54	Increase in Occupants Petitions Received (Attachment B)	-	1	-	-	1	-	-	-	-	-	-	-	2
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	-	-	-	-	-	-	-	2
58	Landlord Petition to Determine Exempt Status Received	-	-	-	-	-	-	-	-	-	-	-	-	-
59	<b>TOTAL LANDLORD PETITIONS RECEIVED</b>	<b>-</b>	<b>1</b>	<b>2</b>	<b>-</b>	<b>2</b>	<b>1</b>	<b>-</b>						<b>6</b>
60	Excess Rent or Failure to Return Sec Dep Petitions Received (Attachment A)	1	-	4	2	3	1	2	-	-	-	-	-	13
61	Decrease in Space/Services or Habitability Petitions Received (Attachment B)	-	-	3	2	3	1	4	-	-	-	-	-	13
62	Reduction in Number of Tenants Petitions Received (Attachment C)	-	-	-	-	-	-	-	-	-	-	-	-	-
63	Tenant Petition Based on Multiple Grounds	1	-	5	4	4	2	4	-	-	-	-	-	20
64	Tenant Petition for Rent Withholding Petitions Received	-	-	-	-	2	-	-	-	-	-	-	-	2
65	Tenant Petition for Failure to Pay Relocation Payment Petitions Received	-	1	1	5	-	2	4	-	-	-	-	-	13
66	<b>TOTAL TENANT PETITIONS RECEIVED</b>	<b>2</b>	<b>1</b>	<b>13</b>	<b>13</b>	<b>12</b>	<b>6</b>	<b>14</b>						<b>61</b>

**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											
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	-	-	1	-	-	-	-	-	2
71	Subpoena(s)	-	-	-	5	-	-	-	-	-	-	-	-	5
72	<b>TOTAL OTHER PETITIONS RECEIVED</b>	-	-	-	6	-	-	1	-	-	-	-	-	7
73	Decisions Ordered	2	1	-	-	1	-	3	-	-	-	-	-	7
74	Cases Settled	3	2	3	2	5	2	4	-	-	-	-	-	21
75	Cases Dismissed	1	-	1	-	-	-	-	-	-	-	-	-	2
76	Petitions Withdrawn	-	-	-	-	-	-	1	-	-	-	-	-	1
77	<b>TOTAL CASES CLOSED</b>	6	3	4	2	6	2	8	-	-	-	-	-	31
78	Appeals Received	1	-	1	-	-	1	-	-	-	-	-	-	3
79	Total Open Cases (Tenant Petitions)	9	10	10	14	19	9	17	-	-	-	-	-	88
80	Total Open Cases (Landlord Petitions)	2	3	2	-	3	2	2	-	-	-	-	-	14
81	Total Open Cases (Other Petitions)	2	-	3	-	-	9	-	-	-	-	-	-	14
82	<b>TOTAL OPEN CASES</b>	13	13	15	14	22	20	19	-	-	-	-	-	116
83	<b>Form Submissions</b>													
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	<b>TOTAL RENT INCREASE NOTICES FILED</b>	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	<b>TOTAL TERMINATION OF TENANCY NOTICES FILED</b>	25	118	72	84	85	68	-	-	-	-	-	-	452
99														
100	(a) - Due to technical issues with Civic Plus, the January 2024 monthly report could not be provided, Staff continues to work with IT to resolve the issue.													