

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: March 20, 2024

Final Decision Date Deadline: March 20, 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 February 2024 - Rent Program (Cynthia Shaw 620-5552).

AGENDA ITEM NO:

G-2.

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

ITEM G-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												
3 Public Information & Enrollment Unit														
5 Rent/Eviction Counseling Appointments By Phone	122	181	172	181	195	101	154	151	-	-	-	-	-	1,257
6 Rent/Eviction Counseling Appointments By Walk-ins	35	43	53	61	40	30	52	43	-	-	-	-	-	357
7 Rent/Eviction Counseling Questions Addressed By Email	102	132	347	262	265	228	341	382	-	-	-	-	-	2,059
8 TOTAL RENT/EVICTION COUNSELING APPOINTMENTS	259	356	572	504	500	359	547	576	-	-	-	-	-	3,673
9 Rent/Eviction Counseling Sessions Conducted in Spanish	27	34	32	40	27	27	29	34	-	-	-	-	-	250
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	21	34	32	40	27	27	29	35	-	-	-	-	-	245
14 Legal Service Referrals	12	12	9	11	10	13	16	13	-	-	-	-	-	96
17 Mediations Conducted	4	14	2	-	-	-	-	-	-	-	-	-	-	20
18 Assists from Front Office Staff	51	7	18	6	6	2	55	50	-	-	-	-	-	195
19 Courtesy Compliance Letters Sent	38	3	6	1	-	-	65	2	-	-	-	-	-	115
20 Community Workshop Attendees	-	-	-	-	-	-	-	-	-	-	-	-	-	-
21 Hard Copy Rent Increase Notices Processed	8	-	5	1	-	-	-	25	-	-	-	-	-	39
22 Hard Copy Termination of Tenancy Notices Processed	1	-	21	-	-	4	-	8	-	-	-	-	-	34
24	9	-	26	1	4	-	-	33	-	-	-	-	-	73
25 Billing/Enrollment/Registration Counseling Appointments In-Person	4	13	13	21	15	10	13	6	-	-	-	-	-	95
26 Billing/Enrollment/Registration Counseling Appointments By Phone	20	53	50	48	33	24	32	21	-	-	-	-	-	281
27 Billing/Enrollment/Registration Counseling Questions Addressed By Email	23	28	157	80	20	8	31	8	-	-	-	-	-	355
28 TOTAL BILLING/ENROLLMENT/REGISTRATION COUNSELING APPOINTMENTS	43	81	207	128	53	32	63	29	-	-	-	-	-	636
29 Enrollment/Tenancy Registration Packets Mailed	5	6	-	1	24	20	2	4	-	-	-	-	-	62
30 Enrollment Forms Processed	12	49	10	22	39	23	17	17	-	-	-	-	-	189
31 Rental Housing Fee Invoices Generated	30	7,832	1	37	154	15	10	53	-	-	-	-	-	8,132
32 Checks Processed	3	113	156	76	25	43	25	11	-	-	-	-	-	452
33 Checks Returned	2	1	-	4	25	6	1	3	-	-	-	-	-	42
34 Tenancy Registrations Received	11	51	19	7	35	8	-	2	-	-	-	-	-	133
35 Rental Units Discovered Not in Database	8	6	5	7	5	2	3	8	-	-	-	-	-	44
36 Property Information Updated	5	9	5	377	31	5	47	106	-	-	-	-	-	585
37 Compliance Actions (Reviewing Records, Exemption Statuses, Addresses)	74	16	119	16	9	34	40	27	-	-	-	-	-	335
38 Applications for Administrative Determination of Exempt/Inapplicable Status Received	5	2	11	14	25	4	9	1	-	-	-	-	-	71
39 Administrative Determination of Exempt/Inapplicable Status Issued	2	-	2	5	5	1	4	5	-	-	-	-	-	24
40 Declarations of Exemption Processed	-	-	1	-	-	-	-	-	-	-	-	-	-	1
41 LEGAL UNIT														
42 Public Records Act Requests Received	-	4	3	2	5	1	2	6	-	-	-	-	-	23
43 Owner Move-In Eviction Termination of Tenancy Notices Reviewed	2	-	4	-	1	1	3	2	-	-	-	-	-	13
44 Withdrawal from the Rental Market (Ellis Act) Termination of Tenancy Notices Reviewed	-	-	-	-	-	1	1	2	-	-	-	-	-	4
45 Substantial Repairs Termination of Tenancy Notices Reviewed	-	-	-	-	-	-	-	-	-	-	-	-	-	-
46 Appeal Hearings Held	-	-	-	2	-	-	-	-	-	-	-	-	-	2
47 HEARINGS UNIT														
50 Consultations with Hearings Unit Coordinator By Phone	10	4	6	3	5	4	6	4	-	-	-	-	-	42
51 Hearings-Related Questions Addressed by Email	20	27	30	17	24	28	34	22	-	-	-	-	-	202
52 TOTAL HEARINGS-RELATED CONSULTATIONS	30	31	36	20	29	32	40	26	-	-	-	-	-	244
53 MNOI Petitions Received (Attachment A)	-	-	1	-	-	1	-	-	-	-	-	-	-	2
54 Increased 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 TOTAL LANDLORD PETITIONS RECEIVED	-	1	2	-	2	1	-	6						
60 Excess Rent or Failure to Return Sec Dep Petitions Received (Attachment A)	1	-	4	2	3	1	2	2	-	-	-	-	-	15
61 Decrease in Space/Services or Habitability Petitions Received (Attachment B)	-	-	3	2	3	1	4	4	-	-	-	-	-	17
62 Reduction in Number of Tenants Petitions Received (Attachment C)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
63 Tenant Petition Based on Multiple Grounds	1	-	5	4	4	2	4	14	-	-	-	-	-	34
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	2	-	-	-	-	-	15
66 TOTAL TENANT PETITIONS RECEIVED	2	1	13	13	12	6	14	22	-	-	-	-	-	83
67 Petition for Determination of Occupancy Status	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

ITEM G-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											
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	TOTAL OTHER PETITIONS RECEIVED	-	-	-	6	-	-	1	-	-	-	-	-	7
73	Decisions Ordered	2	1	-	-	1	-	3	-	-	-	-	-	7
74	Cases Settled	3	2	3	2	5	2	4	3	-	-	-	-	24
75	Cases Dismissed	1	-	1	-	-	-	-	1	-	-	-	-	3
76	Petitions Withdrawn	-	-	-	-	-	-	1	3	-	-	-	-	4
77	TOTAL CASES CLOSED	6	3	4	2	6	2	8	7	-	-	-	-	38
78	Appeals Received	1	-	1	-	-	1	-	1	-	-	-	-	4
79	Total Open Cases (Tenant Petitions)	9	10	10	14	19	9	17	18	-	-	-	-	106
80	Total Open Cases (Landlord Petitions)	2	3	2	-	3	2	2	3	-	-	-	-	17
81	Total Open Cases (Other Petitions)	2	-	3	-	-	9	-	1	-	-	-	-	15
82	TOTAL OPEN CASES	13	13	15	14	22	20	19	22	-	-	-	-	138
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	-	14	-	-	-	-	359
90	Termination of Tenancy - Nonpayment of Rent	21	100	61	65	76	61	-	22	-	-	-	-	406
91	Termination of Tenancy - Breach of Lease	1	12	6	13	2	4	-	2	-	-	-	-	40
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	-	1	-	-	-	-	12
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	-	25	-	-	-	-	477
99								(1)						
100	(1) - 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.													