

# AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: June 17, 2024

Final Decision Date Deadline: June 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 May 2024 - Rent Program (Cynthia Shaw 620-5552).

AGENDA ITEM NO:

**G-5.**

***This page intentionally left blank***

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

**ITEM G-5**

	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												
<b>3 Public Information &amp; Enrollment Unit</b>														
5 Rent/Eviction Counseling Appointments By Phone	122	181	172	181	195	101	154	151	133	125	159	-	-	1,674
6 Rent/Eviction Counseling Appointments By Walk-ins	35	43	53	61	40	30	52	43	43	31	75	-	-	506
7 Rent/Eviction Counseling Questions Addressed By Email	102	132	347	262	265	228	341	382	64	48	220	-	-	2,391
<b>8 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>576</b>	<b>240</b>	<b>204</b>	<b>454</b>	-	-	<b>4,571</b>
9 Rent/Eviction Counseling Sessions Conducted in Spanish	27	34	32	40	27	27	29	34	21	24	30	-	-	325
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<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>35</b>	<b>21</b>	<b>24</b>	<b>30</b>	-	-	<b>320</b>
14 Legal Service Referrals	12	12	9	11	10	13	16	13	14	9	13	-	-	132
17 Mediations Conducted	4	14	2	-	-	-	-	-	-	-	-	-	-	20
18 Assists from Front Office Staff	51	7	18	6	6	39	48	104	92	84	293	-	-	748
19 Courtesy Compliance Letters Sent	38	3	6	1	-	-	43	137	194	59	345	-	-	826
20 Community Workshop Attendees	-	-	-	-	-	-	-	-	-	-	-	-	-	-
21 Hard Copy Rent Increase Notices Processed	8	-	5	1	-	-	-	-	25	10	6	-	-	82
22 Hard Copy Termination of Tenancy Notices Processed	1	-	21	-	-	4	-	5	11	8	6	-	-	56
24	9	-	26	1	-	4	-	32	36	18	12	-	-	138
25 Billing/Enrollment/Registration Counseling Appointments In-Person	4	13	13	21	15	10	13	6	13	16	22	-	-	146
26 Billing/Enrollment/Registration Counseling Appointments By Phone	20	53	50	48	33	24	32	21	37	36	55	-	-	409
27 Billing/Enrollment/Registration Counseling Questions Addressed By Email	23	28	157	80	20	8	31	8	36	21	45	-	-	457
<b>28 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>29</b>	<b>73</b>	<b>57</b>	<b>100</b>	-	-	<b>866</b>
29 Enrollment/Tenancy Registration Packets Mailed	5	6	-	1	24	20	2	4	24	4	26	-	-	116
30 Enrollment Forms Processed	12	49	10	22	39	23	17	17	22	43	37	-	-	291
31 Rental Housing Fee Invoices Generated	30	7,832	1	37	154	15	10	53	12	14	189	-	-	8,347
32 Checks Processed	3	113	156	76	25	43	25	11	27	15	16	-	-	510
33 Checks Returned	2	1	-	4	25	6	1	3	10	13	-	-	-	65
34 Tenancy Registrations Received	11	51	19	7	35	8	-	2	1	-	11	-	-	145
35 Rental Units Discovered Not in Database	8	6	5	7	5	2	3	8	2	5	10	-	-	61
36 Property Information Updated	5	9	5	377	31	5	47	106	18	164	22	-	-	789
37 Compliance Actions (Reviewing Records, Exemption Statuses, Addresses)	74	16	119	16	9	34	40	27	71	11	63	-	-	480
38 Applications for Administrative Determination of Exempt/Inapplicable Status Received	5	2	11	14	25	4	9	1	6	9	4	-	-	90
39 Administrative Determination of Exempt/Inapplicable Status Issued	2	-	2	5	5	1	4	5	10	6	12	-	-	52
40 Declarations of Exemption Processed	-	-	1	-	-	-	-	-	-	-	-	-	-	1
<b>41 LEGAL UNIT</b>														
42 Public Records Act Requests Received	-	4	3	2	5	1	2	6	4	5	5	-	-	37
43 Owner Move-In Eviction Termination of Tenancy Notices Reviewed	2	-	4	-	1	1	3	2	3	9	1	-	-	26
44 Withdrawal from the Rental Market (Ellis Act) Termination of Tenancy Notices Reviewed	-	-	-	-	-	1	1	2	1	4	1	-	-	10
45 Substantial Repairs Termination of Tenancy Notices Reviewed	-	-	-	-	-	-	-	-	-	-	1	-	-	1
46 Appeal Hearings Held	-	-	-	2	-	-	-	-	-	1	-	-	-	3
<b>47 HEARINGS UNIT</b>														
50 Consultations with Hearings Unit Coordinator By Phone	10	4	6	3	5	4	6	4	2	5	2	-	-	51
51 Hearings-Related Questions Addressed by Email	20	27	30	17	24	28	34	22	36	27	20	-	-	285
<b>52 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>26</b>	<b>38</b>	<b>32</b>	<b>22</b>	-	-	<b>336</b>
53 MNOI Petitions Received (Attachment A)	-	-	1	-	-	1	-	-	-	-	-	-	-	2
54 Increased in Occupants Petitions Received (Attachment B)	-	1	-	-	1	-	-	-	-	-	1	-	-	3
55 Increase in Space or Services Petitions Received (Attachment C)	-	-	-	-	-	-	-	-	3	1	1	-	-	5
56 Restoration of Denied AGA Petitions Received (Attachment D)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
57 Landlord Individual Rent Adjustment Petitions Received	-	-	1	-	1	-	-	-	3	1	2	-	-	8
58 Landlord Petition to Determine Exempt Status Received	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>59 TOTAL LANDLORD PETITIONS RECEIVED</b>	<b>-</b>	<b>1</b>	<b>2</b>	<b>-</b>	<b>2</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>6</b>	<b>2</b>	<b>4</b>	-	-	<b>18</b>
60 Excess Rent or Failure to Return Sec Dep Petitions Received (Attachment A)	1	-	4	2	3	1	2	2	2	5	2	-	-	24
61 Decrease in Space/Services or Habitability Petitions Received (Attachment B)	-	-	3	2	3	1	4	4	2	9	4	-	-	32
62 Reduction in Number of Tenants Petitions Received (Attachment C)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
63 Tenant Petition Based on Multiple Grounds	1	-	5	4	4	2	4	14	2	21	4	-	-	61
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	-	7	1	-	-	23
<b>66 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>22</b>	<b>6</b>	<b>42</b>	<b>11</b>	-	-	<b>142</b>
67 Petition for Determination of Occupancy Status	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

**ITEM G-5**

	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	-	-	-	-	-	-	-	-	2	-	-	-	2
69	Request to Expedite Hearing Process	-	-	-	-	-	-	-	-	-	-	-	-	-
70	Request for a Continuance of the Hearing Process	-	-	-	1	-	-	1	-	-	-	-	-	2
71	Subpoena(s)	-	-	-	5	-	-	-	-	-	-	1	-	6
72	<b>TOTAL OTHER PETITIONS RECEIVED</b>	-	-	-	6	-	-	1	-	2	-	1	-	10
73	Decisions Ordered	2	1	-	-	1	-	3	-	2	-	1	-	10
74	Cases Settled	3	2	3	2	5	2	4	3	5	2	4	-	35
75	Cases Dismissed	1	-	1	-	-	-	-	1	-	3	-	-	6
76	Petitions Withdrawn	-	-	-	-	-	-	1	3	1	2	1	-	8
77	<b>TOTAL CASES CLOSED</b>	6	3	4	2	6	2	8	7	8	7	6	-	59
78	Appeals Received	1	-	1	-	-	1	-	1	1	1	-	-	6
79	Total Open Cases (Tenant Petitions)	9	10	10	14	19	9	17	18	22	9	11	-	148
80	Total Open Cases (Landlord Petitions)	2	3	2	-	3	2	2	3	7	5	5	-	34
81	Total Open Cases (Other Petitions)	2	-	3	-	-	9	-	1	3	4	-	-	22
82	<b>TOTAL OPEN CASES</b>	13	13	15	14	22	20	19	22	32	18	16	-	204
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	-	-	-	-	-	-	4	1	3	-	-	17
89	Tenancy Registration Forms Processed	-	-	-	-	-	-	-	-	-	-	318	-	318
90	<b>TOTAL RENT INCREASE NOTICES FILED</b>	95	-	-	72	79	99	32	14	76	-	125	-	592
91	Termination of Tenancy - Nonpayment of Rent	21	100	61	65	76	61	71	43	11	6	116	-	631
92	Termination of Tenancy - Breach of Lease	1	12	6	13	2	4	3	2	-	2	13	-	58
93	Termination of Tenancy - Failure to Give Access	-	-	-	1	-	1	-	-	-	-	-	-	2
94	Termination of Tenancy - Nuisance	-	4	1	5	3	-	1	-	-	-	-	-	14
95	Termination of Tenancy - Withdrawal from the Rental Market	-	-	-	-	-	-	1	-	-	-	2	-	3
96	Termination of Tenancy - Owner Move-In	3	1	4	-	1	2	2	1	1	3	1	-	19
97	Termination of Tenancy - Substantial Repairs	-	-	-	-	3	-	-	-	-	-	2	-	5
98	Termination of Tenancy - Temporary Tenancy	-	1	-	-	-	-	-	-	-	-	-	-	1
99	<b>TOTAL TERMINATION OF TENANCY NOTICES FILED</b>	25	118	72	84	85	68	78	46	12	11	134	-	733
100														
101	Tenancy Registration Processed	-	-	-	-	-	-	-	-	-	-	-	-	-