

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: February 19, 2025

Final Decision Date Deadline: February 19, 2025

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 2024-25 Monthly Activity Report through January 2025 - Rent Program (Cynthia Shaw 620-5552).

AGENDA ITEM NO:

F-4.

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**Rent Program
FY 2024-25 Monthly Activity Report**

ITEM F-4

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N |
|--|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| | | Jul-24 | Aug-24 | Sep-24 | Oct-24 | Nov-24 | Dec-24 | Jan-25 | Apr-25 | Apr-25 | Apr-25 | May-25 | Jun-25 | |
| | | MTD ACTUAL | YTD TOTAL |
| 3 Public Information & Enrollment Unit | | | | | | | | | | | | | | |
| 5 Rent/Eviction Counseling Appointments By Phone | | 124 | 125 | 151 | 138 | 105 | 75 | 167 | - | - | - | - | - | 885 |
| 6 Rent/Eviction Counseling Appointments By Walk-ins | | 30 | 54 | 37 | 53 | 38 | 48 | 40 | - | - | - | - | - | 300 |
| 7 Rent/Eviction Counseling Questions Addressed By Email | | 293 | 50 | 138 | 342 | 232 | 123 | 312 | - | - | - | - | - | 1,490 |
| 8 TOTAL RENT/EVICTION COUNSELING APPOINTMENTS | | 447 | 229 | 326 | 533 | 375 | 246 | 519 | - | - | - | - | - | 2,675 |
| 9 Rent/Eviction Counseling Sessions Conducted in Spanish | | 60 | 30 | 66 | 50 | 33 | 57 | 64 | - | - | - | - | - | 360 |
| 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 | | - | - | - | - | - | - | - | - | - | - | - | - | - |
| TOTAL RENT/EVICTION COUNSELING APPOINTMENTS IN A LANGUAGE OTHER THAN ENGLISH | | 60 | 60 | 66 | 71 | 55 | 57 | 64 | - | - | - | - | - | 433 |
| 14 Legal Service Referrals | | 15 | 19 | 18 | 15 | 5 | 17 | 13 | - | - | - | - | - | 102 |
| 17 Mediations Conducted | | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 18 Assists from Front Office Staff | | 245 | 246 | 253 | 212 | 171 | 187 | 222 | - | - | - | - | - | 1,536 |
| 19 Courtesy Compliance Letters Sent | | 440 | 78 | 126 | 369 | 328 | 234 | 561 | - | - | - | - | - | 2,136 |
| 20 Community Workshop Attendees | | 1 | - | - | - | - | - | - | - | - | - | - | - | 1 |
| 21 Hard Copy Rent Increase Notices Processed | | 60 | 5 | 21 | 18 | 25 | 38 | 32 | - | - | - | - | - | 199 |
| 22 Hard Copy Termination of Tenancy Notices Processed | | 19 | - | 4 | 19 | 15 | 19 | 27 | - | - | - | - | - | 103 |
| 24 | | 79 | 5 | 25 | 37 | 40 | 57 | 59 | - | - | - | - | - | 302 |
| 25 Billing/Enrollment/Registration Counseling Appointments In-Person | | - | 24 | 12 | 12 | 4 | 1 | 8 | - | - | - | - | - | 61 |
| 26 Billing/Enrollment/Registration Counseling Appointments By Phone | | 7 | 44 | 52 | 33 | 11 | 12 | 14 | - | - | - | - | - | 173 |
| 27 Billing/Enrollment/Registration Counseling Questions Addressed By Email | | 31 | 21 | 60 | 22 | 10 | 30 | 24 | - | - | - | - | - | 198 |
| 28 TOTAL BILLING/ENROLLMENT/REGISTRATION COUNSELING APPOINTMENTS | | 38 | 65 | 112 | 55 | 21 | 42 | 38 | - | - | - | - | - | 371 |
| 29 Enrollment/Tenancy Registration Packets Mailed | | - | 4 | - | 51 | 3 | - | 23 | - | - | - | - | - | 81 |
| 30 Enrollment Forms Processed | | 51 | 14 | 18 | 13 | 39 | 4 | 59 | - | - | - | - | - | 198 |
| 31 Rental Housing Fee Invoices Generated | | 3 | 14,591 | 2,004 | 10 | 160 | 34 | 35 | - | - | - | - | - | 16,837 |
| 32 Checks Processed | | - | 24 | 20 | 8 | - | 13 | 7 | - | - | - | - | - | 72 |
| 33 Checks Returned | | - | - | 4 | - | - | - | 17 | - | - | - | - | - | 21 |
| 34 Tenancy Registrations Received | | 24 | - | - | - | - | 1 | 3 | - | - | - | - | - | 28 |
| 35 Rental Units Discovered Not in Database | | 3 | 6 | 7 | 6 | 3 | 1 | 5 | - | - | - | - | - | 31 |
| 36 Property Information Updated | | 146 | 78 | 11 | 142 | 118 | 12 | 27 | - | - | - | - | - | 534 |
| 37 Compliance Actions (Reviewing Records, Exemption Statuses, Addresses) | | 119 | 6 | 23 | 22 | 8 | 4 | 3 | - | - | - | - | - | 185 |
| 38 Applications for Administrative Determination of Exempt/Inapplicable Status Received | | 15 | 18 | 25 | 27 | 5 | 1 | 3 | - | - | - | - | - | 94 |
| 39 Administrative Determination of Exempt/Inapplicable Status Issued | | 6 | 8 | 13 | 17 | 16 | 9 | 7 | - | - | - | - | - | 76 |
| 40 Declarations of Exemption Processed | | 41 | 2 | - | - | 1 | - | - | - | - | - | - | - | 44 |
| 41 LEGAL UNIT | | | | | | | | | | | | | | |
| 42 Public Records Act Requests Received | | 7 | 7 | 5 | 6 | 5 | 5 | 4 | - | - | - | - | - | 39 |
| 43 Owner Move-In Eviction Termination of Tenancy Notices Reviewed | | 2 | 1 | - | 1 | 1 | 1 | 2 | - | - | - | - | - | 8 |
| 44 Withdrawal from the Rental Market (Ellis Act) Termination of Tenancy Notices Reviewed | | 1 | 3 | 4 | 1 | - | - | - | - | - | - | - | - | 9 |
| 45 Substantial Repairs Termination of Tenancy Notices Reviewed | | - | - | - | - | 1 | - | - | - | - | - | - | - | 1 |
| 46 Appeal Hearings Held | | - | - | - | - | 2 | - | - | - | - | - | - | - | 2 |
| 47 HEARINGS UNIT | | | | | | | | | | | | | | |
| 50 Consultations with Hearings Unit Coordinator By Phone | | 10 | 8 | 4 | 10 | 12 | 2 | 19 | - | - | - | - | - | 65 |
| 51 Hearings-Related Questions Addressed by Email | | 35 | 22 | - | 19 | 25 | 10 | 15 | - | - | - | - | - | 126 |
| 52 TOTAL HEARINGS-RELATED CONSULTATIONS | | 45 | 30 | 4 | 29 | 37 | 12 | 34 | - | - | - | - | - | 191 |
| 53 MNOI Petitions Received (Attachment A) | | - | - | - | - | - | 1 | - | - | - | - | - | - | 1 |
| 54 Increased in Occupants Petitions Received (Attachment B) | | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 55 Increase in Space or Services Petitions Received (Attachment C) | | 1 | - | - | - | - | - | - | - | - | - | - | - | 1 |
| 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 TOTAL LANDLORD PETITIONS RECEIVED | | 1 | - | - | - | - | 2 | - | - | - | - | - | - | 3 |
| 60 Excess Rent or Failure to Return Sec Dep Petitions Received (Attachment A) | | 2 | 3 | 2 | 2 | 3 | 1 | - | - | - | - | - | - | 13 |
| 61 Decrease in Space/Services or Habitability Petitions Received (Attachment B) | | 4 | 4 | 4 | 2 | 4 | 3 | 2 | - | - | - | - | - | 23 |
| 62 Reduction in Number of Tenants Petitions Received (Attachment C) | | - | - | - | - | - | - | - | - | - | - | - | - | - |

**Rent Program
FY 2024-25 Monthly Activity Report**

ITEM F-4

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N |
|-----|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| | | Jul-24 | Aug-24 | Sep-24 | Oct-24 | Nov-24 | Dec-24 | Jan-25 | Apr-25 | Apr-25 | Apr-25 | May-25 | Jun-25 | |
| | | MTD ACTUAL | YTD TOTAL |
| 63 | Tenant Petition Based on Multiple Grounds | 5 | 6 | 5 | 3 | 4 | 3 | 2 | - | - | - | - | - | 28 |
| 64 | Tenant Petition for Rent Withholding Petitions Received | - | - | - | - | - | - | 1 | - | - | - | - | - | 1 |
| 65 | Tenant Petition for Failure to Pay Relocation Payment Petitions Received | 4 | 3 | 2 | 1 | 1 | 1 | 4 | - | - | - | - | - | 16 |
| 66 | TOTAL TENANT PETITIONS RECEIVED | 15 | 16 | 13 | 8 | 12 | 8 | 9 | - | - | - | - | - | 81 |
| 67 | Petition for Determination of Occupancy Status | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 68 | Petition for Initial Rent Determination | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 69 | Request to Expedite Hearing Process | 1 | - | - | - | - | - | - | - | - | - | - | - | 1 |
| 70 | Request for a Continuance of the Hearing Process | - | 1 | - | - | - | - | - | - | - | - | - | - | 1 |
| 71 | Subpoena(s) | - | 1 | - | - | - | - | 1 | - | - | - | - | - | 2 |
| 72 | TOTAL OTHER PETITIONS RECEIVED | 1 | 2 | - | - | - | - | 1 | - | - | - | - | - | 4 |
| 73 | Decisions Ordered | - | 1 | - | 1 | - | - | 1 | - | - | - | - | - | 3 |
| 74 | Cases Settled | - | 4 | - | 7 | 2 | 2 | 4 | - | - | - | - | - | 19 |
| 75 | Cases Dismissed | - | 1 | - | 1 | - | - | 1 | - | - | - | - | - | 3 |
| 76 | Petitions Withdrawn | - | - | - | - | 1 | - | - | - | - | - | - | - | 1 |
| 77 | TOTAL CASES CLOSED | - | 6 | - | 9 | 3 | 2 | 6 | - | - | - | - | - | 26 |
| 78 | Appeals Received | - | 1 | - | 1 | - | - | - | - | - | - | - | - | 2 |
| 79 | Total Open Cases (Tenant Petitions) | 22 | 22 | 27 | 21 | 18 | 18 | 20 | - | - | - | - | - | 148 |
| 80 | Total Open Cases (Landlord Petitions) | 2 | 2 | 1 | 1 | - | 1 | - | - | - | - | - | - | 7 |
| 81 | Total Open Cases (Other Petitions) | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 82 | TOTAL OPEN CASES | 24 | 24 | 28 | 22 | 18 | 19 | 20 | - | - | - | - | - | 155 |
| 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 | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 89 | Tenancy Registration Forms Processed | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 90 | TOTAL RENT INCREASE NOTICES FILED | 212 | 168 | 110 | 47 | 56 | 69 | 72 | - | - | - | - | - | 734 |
| 91 | Termination of Tenancy - Nonpayment of Rent | 93 | 15 | 154 | 180 | 142 | 144 | 454 | - | - | - | - | - | 1,182 |
| 92 | Termination of Tenancy - Breach of Lease | 6 | 4 | 7 | 7 | 7 | 13 | 5 | - | - | - | - | - | 49 |
| 93 | Termination of Tenancy - Failure to Give Access | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 94 | Termination of Tenancy - Nuisance | 2 | - | - | 3 | - | 1 | 4 | - | - | - | - | - | 10 |
| 95 | Termination of Tenancy - Withdrawal from the Rental Market | 1 | 4 | 4 | 1 | - | - | - | - | - | - | - | - | 10 |
| 96 | Termination of Tenancy - Owner Move-In | 6 | 1 | - | 2 | 2 | 2 | 5 | - | - | - | - | - | 18 |
| 97 | Termination of Tenancy - Substantial Repairs | - | - | - | 1 | 2 | - | - | - | - | - | - | - | 3 |
| 98 | Termination of Tenancy - Temporary Tenancy | - | - | - | 1 | - | - | - | - | - | - | - | - | 1 |
| 99 | TOTAL TERMINATION OF TENANCY NOTICES FILED | 108 | 24 | 165 | 195 | 153 | 160 | 468 | - | - | - | - | - | 1,273 |
| 100 | | | | | | | | | | | | | | |