

# AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: June 18, 2025

Final Decision Date Deadline: June 18, 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 May 2025 - Rent Program (Cynthia Shaw 620-5552).

AGENDA ITEM NO:

**F-3.**

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

**ITEM F-3**

	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	Feb-25	Mar-25	Apr-25	May-25	Jun-25	
		MTD ACTUAL	YTD TOTAL											
<b>3 Public Information &amp; Enrollment Unit</b>														
5 Rent/Eviction Counseling Appointments By Phone		124	125	151	138	105	75	192	131	123	87	17	-	1,268
6 Rent/Eviction Counseling Appointments By Walk-ins		30	54	37	53	38	48	57	41	43	35	19	-	455
7 Rent/Eviction Counseling Questions Addressed By Email		293	50	138	342	232	123	316	321	372	357	10	-	2,554
<b>8 TOTAL RENT/EVICTION COUNSELING APPOINTMENTS</b>		<b>447</b>	<b>229</b>	<b>326</b>	<b>533</b>	<b>375</b>	<b>246</b>	<b>565</b>	<b>493</b>	<b>538</b>	<b>479</b>	<b>46</b>	-	<b>4,277</b>
9 Rent/Eviction Counseling Sessions Conducted in Spanish		60	30	66	50	33	57	88	76	65	92	77	-	694
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		-	-	-	-	-	-	-	-	-	-	-	-	-
<b>TOTAL RENT/EVICTION COUNSELING APPOINTMENTS IN A LANGUAGE OTHER THAN ENGLISH</b>		<b>60</b>	<b>60</b>	<b>66</b>	<b>71</b>	<b>55</b>	<b>57</b>	<b>88</b>	<b>76</b>	<b>65</b>	<b>92</b>	<b>77</b>	-	<b>767</b>
14 Legal Service Referrals		15	19	18	15	5	17	19	13	14	14	7	-	156
17 Mediations Conducted		-	-	-	-	-	-	-	-	-	-	-	-	-
18 Assists from Front Office Staff		245	246	253	212	171	187	222	127	140	96	92	-	1,991
19 Courtesy Compliance Letters Sent		440	78	126	369	328	234	561	253	319	171	442	-	3,321
20 Community Workshop Attendees		1	-	-	-	-	-	-	-	4	24	-	-	29
21 Hard Copy Rent Increase Notices Processed		60	5	21	18	25	38	32	2	12	21	6	-	240
22 Hard Copy Termination of Tenancy Notices Processed		19	-	4	19	15	19	27	9	26	4	3	-	145
24		<b>79</b>	<b>5</b>	<b>25</b>	<b>37</b>	<b>40</b>	<b>57</b>	<b>59</b>	<b>11</b>	<b>38</b>	<b>25</b>	<b>9</b>	-	<b>385</b>
25 Billing/Enrollment/Registration Counseling Appointments In-Person		-	24	12	12	4	1	8	10	14	-	1	-	86
26 Billing/Enrollment/Registration Counseling Appointments By Phone		7	44	52	33	11	12	14	12	68	3	2	-	258
27 Billing/Enrollment/Registration Counseling Questions Addressed By Email		31	21	60	22	10	30	24	39	44	-	6	-	287
<b>28 TOTAL BILLING/ENROLLMENT/REGISTRATION COUNSELING APPOINTMENTS</b>		<b>38</b>	<b>65</b>	<b>112</b>	<b>55</b>	<b>21</b>	<b>42</b>	<b>38</b>	<b>51</b>	<b>112</b>	<b>3</b>	<b>8</b>	-	<b>545</b>
29 Enrollment/Tenancy Registration Packets Mailed		-	4	-	51	3	-	23	3	1	-	-	-	85
30 Enrollment Forms Processed		51	14	18	13	39	4	59	47	4	54	-	-	303
31 Rental Housing Fee Invoices Generated		3	14,591	2,004	10	160	34	35	627	5	7	-	-	17,476
32 Checks Processed		-	24	20	8	-	13	7	3	18	-	-	-	93
33 Checks Returned		-	-	4	-	-	-	17	1	3	-	-	-	25
34 Tenancy Registrations Received		24	-	-	-	-	1	3	94	-	-	-	-	122
35 Rental Units Discovered Not in Database		3	6	7	6	3	1	5	1	2	1	-	-	35
36 Property Information Updated		146	78	11	142	118	12	27	74	20	27	7	-	662
37 Compliance Actions (Reviewing Records, Exemption Statuses, Addresses)		119	6	23	22	8	4	3	23	9	19	-	-	236
38 Applications for Administrative Determination of Exempt/Inapplicable Status Received		15	18	25	27	5	1	3	-	5	-	-	-	99
39 Administrative Determination of Exempt/Inapplicable Status Issued		6	8	13	17	16	9	16	11	7	18	6	-	127
40 Declarations of Exemption Processed		41	2	-	-	1	-	-	-	-	-	-	-	44
<b>41 LEGAL UNIT</b>														
42 Public Records Act Requests Received		7	7	5	6	5	5	4	4	6	4	4	-	57
43 Owner Move-In Eviction Termination of Tenancy Notices Reviewed		2	1	-	1	1	1	2	-	-	-	1	-	9
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	-	-	2
46 Appeal Hearings Held		-	-	-	-	2	-	-	1	1	1	-	-	5
<b>47 HEARINGS UNIT</b>														
50 Consultations with Hearings Unit Coordinator By Phone		10	8	4	10	12	2	19	25	45	6	25	-	166
51 Hearings-Related Questions Addressed by Email		35	22	-	19	25	10	15	15	27	-	21	-	189
<b>52 TOTAL HEARINGS-RELATED CONSULTATIONS</b>		<b>45</b>	<b>30</b>	<b>4</b>	<b>29</b>	<b>37</b>	<b>12</b>	<b>34</b>	<b>40</b>	<b>72</b>	<b>6</b>	<b>46</b>	-	<b>355</b>
53 MNOI Petitions Received (Attachment A)		-	-	-	-	-	1	-	-	-	-	-	-	1
54 Increased in Occupants Petitions Received (Attachment B)		-	-	-	-	-	-	-	-	-	-	1	-	1
55 Increase in Space or Services Petitions Received (Attachment C)		1	-	-	-	-	-	-	-	1	-	-	-	2
56 Restoration of Denied AGA Petitions Received (Attachment D)		-	-	-	-	-	-	-	1	-	-	-	-	1
57 Landlord Individual Rent Adjustment Petitions Received		-	-	-	-	-	1	-	1	-	-	-	-	2
58 Landlord Petition to Determine Exempt Status Received		-	-	-	-	-	-	-	-	-	-	-	-	-
<b>59 TOTAL LANDLORD PETITIONS RECEIVED</b>		<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2</b>	<b>-</b>	<b>2</b>	<b>1</b>	<b>-</b>	<b>1</b>	-	<b>7</b>
60 Excess Rent or Failure to Return Sec Dep Petitions Received (Attachment A)		2	3	2	2	3	1	-	1	3	3	2	-	22
61 Decrease in Space/Services or Habitability Petitions Received (Attachment B)		4	4	4	2	4	3	2	3	3	3	6	-	38
62 Reduction in Number of Tenants Petitions Received (Attachment C)		-	-	-	-	-	-	-	-	-	-	-	-	-

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

**ITEM F-3**

	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	Feb-25	Mar-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	3	4	3	5	-	43
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	2	1	1	2	-	22
66	<b>TOTAL TENANT PETITIONS RECEIVED</b>	<b>15</b>	<b>16</b>	<b>13</b>	<b>8</b>	<b>12</b>	<b>8</b>	<b>9</b>	<b>9</b>	<b>11</b>	<b>10</b>	<b>15</b>	-	<b>126</b>
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	-	-	-	-	-	2
71	Subpoena(s)	-	1	-	-	-	-	1	-	-	-	-	-	2
72	<b>TOTAL OTHER PETITIONS RECEIVED</b>	<b>1</b>	<b>2</b>	-	-	-	-	<b>2</b>	-	-	-	-	-	<b>5</b>
73	Decisions Ordered	-	1	-	1	-	-	1	1	-	-	1	-	5
74	Cases Settled	-	4	-	7	2	2	4	5	4	-	3	-	31
75	Cases Dismissed	-	1	-	1	-	-	1	-	-	-	-	-	3
76	Petitions Withdrawn	-	-	-	-	1	-	-	-	-	-	1	-	2
77	<b>TOTAL CASES CLOSED</b>	-	<b>6</b>	-	<b>9</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>4</b>	-	<b>5</b>	-	<b>41</b>
78	Appeals Received	-	1	-	1	-	-	-	1	-	-	1	-	4
79	Total Open Cases (Tenant Petitions)	22	22	27	21	18	18	20	15	11	-	17	-	191
80	Total Open Cases (Landlord Petitions)	2	2	1	1	-	1	-	2	2	-	4	-	15
81	Total Open Cases (Other Petitions)	-	-	-	-	-	-	-	-	-	-	-	-	-
82	<b>TOTAL OPEN CASES</b>	<b>24</b>	<b>24</b>	<b>28</b>	<b>22</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>17</b>	<b>13</b>	-	<b>21</b>	-	<b>206</b>
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	-	-	-	-	-	-	-	-	-	-	-	-	-
89	Tenancy Registration Forms Processed	-	-	-	-	-	-	-	-	-	-	-	-	-
90	<b>TOTAL RENT INCREASE NOTICES FILED</b>	<b>212</b>	<b>168</b>	<b>110</b>	<b>47</b>	<b>56</b>	<b>69</b>	<b>72</b>	<b>47</b>	<b>35</b>	<b>44</b>	-	-	<b>860</b>
91	Termination of Tenancy - Nonpayment of Rent	93	15	154	180	142	144	454	333	224	144	-	-	1,883
92	Termination of Tenancy - Breach of Lease	6	4	7	7	7	13	5	2	4	4	-	-	59
93	Termination of Tenancy - Failure to Give Access	-	-	-	-	-	-	-	4	-	-	-	-	4
94	Termination of Tenancy - Nuisance	2	-	-	3	-	1	4	-	2	2	-	-	14
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	-	-	-	-	1	-	-	4
98	Termination of Tenancy - Temporary Tenancy	-	-	-	1	-	-	-	-	-	-	-	-	1
99	<b>TOTAL TERMINATION OF TENANCY NOTICES FILED</b>	<b>108</b>	<b>24</b>	<b>165</b>	<b>195</b>	<b>153</b>	<b>160</b>	<b>468</b>	<b>339</b>	<b>230</b>	<b>151</b>	-	-	<b>1,993</b>
100														