

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: August 27, 2025

Final Decision Date Deadline: August 27, 2025

STATEMENT OF THE ISSUE: Members of the community have sent letters to the Rent Board and Rent Program staff members. Staff members recommend letters that do not pertain to a specific item on the Rent Board agenda be included as consent items for consideration by the Rent Board.

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 letters from community members regarding the Fair Rent, Just Cause for Eviction, and Homeowner Protection Ordinance, RMC 11.100 – Rent Program (Cynthia Shaw 620-5552).

AGENDA ITEM NO:
F-2.

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From: [REDACTED]
To: [REDACTED]
Cc: [Cynthia Shaw](#)
Subject: Re: Cancellation of July 29, 2025 Combined Settlement Conference & Hearing _ RC25-T305
Date: Monday, August 11, 2025 9:31:11 PM

This email originated from outside of the City's email system. Do not open links or attachments from untrusted sources.

Hello I own property so life is a little tough these days. Today the corrupt politicians believe I should not have what I worked for. Today we have rent programs in every city which afford you and a few others high paying jobs while exasperating the rental crisis. Mom and pop landlords who can't fight and beat attorney at their own game like I did are losing their properties. The eviction defense team used lies & deception yet still I prevailed. They are paid with our funds to lie & cheat to win even having the audacity to hire a private investigator because I asked for my house back.

Yes you may not be the supervisor for that department. But one would think with your high saluting status you could either connect me to the person who is the supervisor. Instead as lawyers do, your desire is to sound smart so I will assume my place. Well my place will never be decided by any of you. You knew she did not have a right to double back asking for relocation money when she left like a thief in the night with no forwarding address owing me more than \$20,000 in back rent. Yet you further harassed me with the ridiculous summons to defend myself again. If the order of the process is not working then fix it so we won't continue to be burdened with your backwards actions!

Yes put these emails on the agenda and make sure my email address and name or any other personal identifying information is redacted

Kimberly

On Aug 11, 2025, at 3:35 PM, Charles Oshinuga
<charles_oshinuga@ci.richmond.ca.us> wrote:

Good Afternoon Ms. Graves,

I am not the Hearing's unit supervisor, I am the legal unit's supervisor, so as I said in my prior email, it is factually incorrect to suggest that you provided me with pertinent information related to your hearing's matter; you did not. If you would like to gain a better understanding of the various staff and their roles in the program, please check out our "Annual Fee Study" posted on our website.

Regarding the "text on the agenda", written communications addressed to the Board members are required to be placed on the Rent Board's agenda as a

“constituent correspondence”. This allows the constituent’s concerns/comments to be viewed by the general public. The purpose of placing the written correspondence on the agenda is to allow for greater transparency so that the general public can see/read how other members of the public view the Rent Program. If someone reads the written correspondence, they may be motivated to share their own experiences during public comment or write their own letter. Because your emails have not been addressed to the Board, there is no requirement that they placed on the agenda. However, because the emails have been shared with the Board members, I shared with you the option of having the emails placed on the agenda as a constituent correspondence. The question of whether or not it is beneficial to you is outside my scope of service and so I will not opine on it.

Finally, you are correct, the Rent Board meeting was set for the 20th but because of scheduling conflicts it will be moved to the 27th. The public will be notified shortly. Hope this helps, take care,

Charles Oshinuga
General Counsel

From: Kimberly Graves [REDACTED]
Sent: Monday, August 11, 2025 1:43 PM
To: Charles Oshinuga <charles_oshinuga@ci.richmond.ca.us>
Cc: Cynthia Shaw <cynthia_shaw@ci.richmond.ca.us>
Subject: Re: Cancellation of July 29, 2025 Combined Settlement Conference & Hearing _ RC25-T305

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Hello Charles,

It sounds like you would be the supervisor to whom ever I was corresponding with. Therefore I suspect you can get the details of how this was handled directly from your subordinate. I do intend to file a claim for the costs & expenses incurred as a result of someone’s error in interpreting your code/regulations. As I said I sent the judgement a month prior yet I was told the hearing would not be cancelled.

I am not sure I understand the suggestion of putting texts on the agenda. That has never been suggested to me before. You mention it allowing comments from the public. I see no benefit in that for me. If I am missing the

benefit that you are aware of please advise.

By the way the Agenda shows the meeting to be August 20 did something change?

Kimberly

On Aug 11, 2025, at 10:19 AM, Charles Oshinuga
<charles_oshinuga@ci.richmond.ca.us> wrote:

Good Morning Ms. Graves,

Hope all is well and that you had a nice weekend. To be clear, I am not involved in the Hearing's unit process. As General Counsel, my involvement in the administrative process begins only after a party files an appeal. At that time, I review the entire file, listen to the hearing recording, if available, and write a recommendation to the Rent Board. In so as far as your prior email suggests that you sent me various materials pertinent to your hearings matter, it is factual incorrect. I did not become aware of your matter until the week you requested Ms. Shaw escalate it to me.

As to your question regarding the next Board meeting, the next meeting is on August 27, 2025 at 5pm. I believe the Rent Program emails a listserve with Rent Board announcements, such as dates/times of upcoming Rent Board meetings, Annual General Adjustment dates, etc. If you like, I can ask Ms. Shaw to add your email address to the listserve. Additionally, per your request, I will have Ms. Shaw forward this email thread to all Boardmembers. Finally, if you like, this email thread can also be placed on the Rent Board agenda. Doing so would allow the public to view the email thread, be made aware of your concerns, and perhaps comment on it, if they so chose. Let me know your thoughts regarding placing this thread on the Rent Board agenda and joining the Rent Program listserve. In the meantime, I will have this thread forwarded to the Board members. Take care,

Charles Oshinuga
General Counsel

From: Kimberly Graves [REDACTED]

Sent: Saturday, August 9, 2025 4:28 PM
To: Charles Oshinuga <charles_oshinuga@ci.richmond.ca.us>
Subject: Re: Cancellation of July 29, 2025 Combined Settlement Conference & Hearing _ RC25-T305

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Hello Mr. Oshinuga,

I appreciate the reply. However, I do need to explain that had the proceeding not been cancelled I would have defended my position accordingly. Instead, the cancellation was after several attempts to inform you that the requested hearing had no validity and your insistence that the hearing was valid. As a result, I incurred expenses to provide transcripts that would prove my position. I sent you the judgement a month earlier and it wasn't until after I sent the judgement with one of the transcripts that you made the correct decision to end the charade! The problem is you did this after costs incurred to defend my position.

I am more than happy to have you send this email to all the Rent Board Members. I have spoken with the Executive Director on many occasions and you are welcome to forward my email to him as well. I definitely would like to attend the next Rent Board Meeting to tell the board and members of Richmond general population what you have done and how you are targeting mom and pop landlords like me. Please follow this email with the dates of the upcoming meetings and I will attend. In the meantime, I will submit my claim to the city of Richmond because either yours or another staff member's negligence caused me to incur these costs. As city employees I expect the city to pay for your negligence. I believe you have my phone number if you deem it prudent to have this conversation over the phone.

Kimberly,

From: Charles Oshinuga <charles_oshinuga@ci.richmond.ca.us>
Sent: Tuesday, July 29, 2025 5:20 PM
To: Kimberly Graves [REDACTED]

Subject: RE: Cancellation of July 29, 2025 Combined Settlement
Conference & Hearing _ RC25-T305

Good Evening Ms. Graves,

Hope you are doing well. Ms. Shaw informed me that you would like me to take a look at your request for reimbursement as described in your prior email. The Rent Program/Board does not provide reimbursement for expenses incurred by either party during the course of a petition or appeal. I am unaware of any law that would compel the Rent Program/Board to do otherwise. If you are aware of a law that would obligate the Rent Program/Board to provide reimbursement per your request as described below, please forward that statute to me. If you believe the Rent Program could improve on its procedures, I invite you to attend a Rent Board meeting and voice your concerns/suggestions to the Rent Board members. Alternatively, you can send an email to the Rent Program and request that the email be provided to all or some Rent Board members. Additionally, you can email some or all of the Rent Board members and voice your concerns and/or share suggestions of improvement. Finally, you can email the Executive Director and voice your concerns and/or provide suggestions on how to improve procedures that you may find inefficient. If you need the contact information of any of the aforementioned individuals, please let me know and I'll have a staff member contact you with that information. Thank you for sharing your concerns, and I hope you have a great rest of the day,

Charles Oshinuga

General Counsel

From: Kimberly Graves [REDACTED]
Sent: Monday, July 28, 2025 2:43 PM
To: Cynthia Shaw <cynthia_shaw@ci.richmond.ca.us>
Cc: Rent Program Hearings Unit
<Rent_Program_Hearings_Unit@ci.richmond.ca.us>; Nicolas Traylor
<nicolas_traylor@ci.richmond.ca.us>; [REDACTED]
Subject: Re: Cancellation of July 29, 2025 Combined Settlement
Conference & Hearing _ RC25-T305

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If the judgement sent June 12th was acknowledged at that time instead of after I sent it a second time this would not be an issue. I would like this escalated and reviewed by your attorney or I will file a claim against the city.

Kimberly

On Jul 28, 2025, at 1:50 PM, Cynthia Shaw
<cynthia_shaw@ci.richmond.ca.us> wrote:

Good Afternoon, Kimberly,

The Richmond Rent Program does not provide reimbursement of any expenses incurred by parties to a Petition. Please feel free to review the Richmond Fair Rent, Just Cause for Eviction and Homeowner Protection Ordinance and Rent Board Regulations should you wish to proceed with a further claim regarding this matter. The Richmond Rent Program considers Petition RC25-T305 administratively closed.

Thank you,

Cynthia Shaw

Senior Administrative Analyst
Assistant to Executive Director | Coordinator for Hearings Unit &
Legal Unit | Rent Board Clerk
City of Richmond Rent Program
440 Civic Center Plaza, Suite 200, Richmond, CA 94804
Direct Phone: (510) 620-5552 | Main Phone: (510) 234-RENT
(7368)
Fax: 510-307-8149 | Website: www.richmondrent.org
Email: cynthia_shaw@ci.richmond.ca.us

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follow us to stay in touch!***

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From: Kimberly Graves

[REDACTED]
Sent: Friday, July 25, 2025 7:02 PM

To: Cynthia Shaw <cynthia_shaw@ci.richmond.ca.us>;
[REDACTED]

Cc: Rent Program Hearings Unit

<Rent_Program_Hearings_Unit@ci.richmond.ca.us>; Nicolas

Traylor <nicolas_traylor@ci.richmond.ca.us>

Subject: Re: Cancellation of July 29, 2025 Combined
Settlement Conference & Hearing _ RC25-T305

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open links or attachments from untrusted sources.

This is all great, but I incurred expenses as a result of
this unnecessary trouble. I provided the information
on Judge Devine prior to the last upload on July 16,
2025. Please let me know how to request expenses I
incurred and to whom to provide the invoices.

Kimberly

From: Cynthia Shaw <cynthia_shaw@ci.richmond.ca.us>

Sent: Wednesday, July 23, 2025 5:08 PM

To: [REDACTED]
[REDACTED]

Cc: Rent Program Hearings Unit

<Rent_Program_Hearings_Unit@ci.richmond.ca.us>; Nicolas

Traylor <nicolas_traylor@ci.richmond.ca.us>

Subject: Cancellation of July 29, 2025 Combined Settlement
Conference & Hearing _ RC25-T305

Good Evening, Petitioner(s) and Respondent(s):

The Hearing Examiner was preparing for next
Tuesday's Combined Settlement Conference &
Hearing, and it became clear that the Richmond
Rent Board and Rent Program no longer have
jurisdiction over this alleged Petition for Failure
to Pay Permanent Relocation Payments.
Specifically, the Hearing Examiner reviewed the
documents submitted by the Respondent (Ms.
Graves) on July 16, 2025, and then
independently reviewed the publicly available
Contra Costa County Superior Court record in
case number L24-05456.

The Honorable John P. Devine issued a Judgment in the Superior Court action and the minutes of the Court contain the following statement:

“Defendant is not entitled to relocation costs pursuant to the City of Richmond rent program.”

This Decision (regardless of the facts presented during the trial on February 10, 2025) removes jurisdiction from the Richmond Rent Program from further consideration of this matter in an administrative proceeding.

The Hearing Examiner has no choice except to cancel the Combined Settlement Conference & Hearing scheduled for Tuesday, July 29, 2025, at 10:00 a.m., and to dismiss Petition RC25-T305 from further consideration with prejudice. This means no future Petition can be filed regarding any relocation payment issues stemming from the Petitioner’s tenancy at [REDACTED] [REDACTED] [REDACTED]
[REDACTED]

The Hearing Examiner also noted in his review of the documents in both the Superior Court action and the documents submitted by the Petitioner that the Petition was not filed until May 5, 2025, approximately one (1) week after the Superior Court issued a Decision and Judgment in Contra Costa County Superior Court action L24-05456 on or about April 28, 2025.

We are letting the parties know in advance of the Combined Settlement Conference & Hearing so that the parties can avoid unnecessarily appearing on Tuesday, July 29, 2025.

Feel free to reply to all included in this email with any questions or concerns.

Thanks,

Cynthia Shaw

Senior Administrative Analyst

Assistant to Executive Director | Coordinator for Hearings Unit & Legal Unit | Rent Board Clerk

City of Richmond Rent Program
440 Civic Center Plaza, Suite 200, Richmond, CA 94804
Direct Phone: (510) 620-5552 | Main Phone: (510) 234-RENT
(7368)
Fax: 510-307-8149 | Website: www.richmondrent.org
Email: cynthia_shaw@ci.richmond.ca.us

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about the Richmond Rent Program, sign up for our email
listserv: [Sign Up Here!](#)

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From: [REDACTED]
To: [Cynthia Shaw](#)
Cc: [Rent Control](#); [Nicolas Traylor](#); [Fred Tran](#)
Subject: Re: Public Comment – Richmond Rent Board
Date: Thursday, August 14, 2025 11:22:04 PM
Attachments: [REDACTED]

This email originated from outside of the City's email system. Do not open links or attachments from untrusted sources.

Dear Richmond Rent Board Members,

I hope this message finds you well.

I am writing to formally **rescind my previously submitted public comment** for the upcoming August 20th Rent Program Board Meeting. I would like to **replace it with an updated version** that more accurately and fully reflects the depth of my concerns regarding the Richmond Rental Inspection Program (RRIP), as well as several specific policy improvement recommendations.

Please accept the attached updated public comment letter for the public record.

I would also appreciate being added to the guest list for the August 20th meeting, as I have not been able to locate prior meeting recordings or Zoom links on the website for review.

Thank you for your commitment to equity and tenant protections in Richmond.

Best,

Crashelle Jackson

Powerful, Passionate, and Magnanimous

[REDACTED]
"When you get these jobs that you have been so brilliantly trained for, just remember that your real job is that if you are free, you need to free somebody else. If you have some power, then your job is to empower somebody else." - Toni Morrison

On Wed, Jul 16, 2025 at 1:38 PM Cynthia Shaw <cynthia_shaw@ci.richmond.ca.us> wrote:

Good Afternoon, Crashelle,

Thank you for your email dated July 16, 2025, sent to the City of Richmond Rent Board. Please accept this message as a confirmation of receipt.

Please note that it is common practice for staff members to include letters or emails from constituents concerning issues under the jurisdiction of the Rent Board in the next Rent Board Regular Meeting Agenda Packet (August 20, 2025) and published by Friday, August 15th.

As such, your email will be shared publicly with redactions to your personal information. Feel free to contact me at (510) 620-5552 or cynthia_shaw@ci.richmond.ca.us if you have any concerns or require additional information.

Thanks again,

Cynthia Shaw

Senior Administrative Analyst

Assistant to Executive Director | Coordinator for Hearings Unit & Legal Unit | Rent Board Clerk

City of Richmond Rent Program

440 Civic Center Plaza, Suite 200, Richmond, CA 94804

Direct Phone: (510) 620-5552 | Main Phone: (510) 234-RENT (7368)

Fax: 510-307-8149 | Website: www.richmondrent.org

Email: cynthia_shaw@ci.richmond.ca.us

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about the Richmond Rent Program, sign up for our email listserv: [Sign Up Here!](#)

From: Crashelle Jackson [REDACTED]

Sent: Wednesday, July 16, 2025 9:25 AM

To: Rent Control <rent@ci.richmond.ca.us>; Cynthia Shaw <cynthia_shaw@ci.richmond.ca.us>; wtipton@richmondrent.org; scantor@richmondrent.org; tespinoza@richmondrent.org; jhite@richmondrent.org

Cc: [REDACTED] Richmond RRIP <RichmondRRIP@ci.richmond.ca.us>

Subject: Public Comment – Richmond Rent Board

This email originated from outside of the City's email system. Do not open links or attachments from untrusted sources.

Good evening members of the Rent Board,

My name is Crashelle Jackson, and I serve as a Richmond Economic Development Commissioner. I'm also a tenant at [REDACTED]

I'm here to express deep concern about how the City's Rental Inspection Program is currently being used, not as a safeguard for tenant habitability, but as a tool that landlords are manipulating to shift the financial burden of long-overdue repairs onto tenants.

Despite my role as a commissioner, my education, access to information, and understanding of housing policy, this is still happening to me. So I can only imagine what is happening to countless other Richmond residents who may not have the same resources, who may feel too intimidated or unequipped to fight back.

After years of deferred maintenance at my building, it was only after the RRIP inspection that any real repairs were made. But instead of property owners taking responsibility for years of neglect, tenants are now being billed hundreds of dollars for these mandated corrections with no warning, no itemized invoice, no consent, and no transparency.

In my case, I was charged \$350 for things like installing grease cleaning and window dirt issues I had documented and reported at move-in, which clearly stemmed from long-standing disrepair. The explanation for the charge has changed multiple times, now even referencing smoke detectors something that is clearly a landlord's habitability obligation under California law.

There is no accountability structure in place. Landlords are using vendors of their choice, setting prices as they wish, and pushing those costs onto tenants without oversight. Even worse, these charges are being applied directly to rent accounts, so that when tenants pay rent, it first goes toward the disputed repair charge creating a false appearance of unpaid rent and increasing the risk of eviction or late fees.

This practice is deeply predatory. It undermines housing stability and violates the very spirit of the Rent Ordinance.

I urge the Rent Board to take immediate action by:

Prohibiting landlords from charging tenants for RRIP-mandated repairs that address pre-existing violations;

Requiring advance written notice, full itemization, and proof before any repair cost is billed to a tenant;

Ensuring tenant rent ledgers cannot be manipulated in ways that create false balances;

Creating a transparent enforcement mechanism to hold landlords accountable when tenant protections are violated.

If I'm experiencing this level of disregard and mismanagement, I know many other renters especially those who are elderly, disabled, or low-income are likely facing worse, in silence.

This city cannot allow systems meant to protect us to become weapons used against us.

Thank you for your time and commitment to equitable housing in Richmond.

Crashelle Jackson

Powerful, Passionate, and Magnanimous

[REDACTED]

[REDACTED]

“When you get these jobs that you have been so brilliantly trained for, just remember that your real job is that if you are free, you need to free somebody else. If you have some power, then your job is to empower somebody else.” - Toni Morrison

Crashelle Jackson



08/08/2025

To:

Richmond Rent Board
City of Richmond Rent Program
440 Civic Center Plaza, 2nd Floor
Richmond, CA 94804
rent@ci.richmond.ca.us

Subject: Public Comment Regarding Structural Failures and Tenant Harms in the Richmond Rental Inspection Program (RRIP)

Dear Members of the Rent Board,

My name is Crashelle Jackson. I am a Richmond resident and currently serve as a Richmond Economic Development Commissioner. I'm writing to submit this formal public comment regarding urgent and pervasive issues within the Richmond Rental Inspection Program (RRIP) and its intersection with tenant protection and housing justice.

Despite my background, education, and access to housing policy resources, I am personally experiencing egregious misuse of the RRIP program that has placed me in an unsafe, financially burdensome, and legally confusing position. If this is happening to me, I can only imagine what other Richmond tenants, particularly those who are low-income, disabled, elderly, or uninformed of their rights, are facing without the means to advocate for themselves.

There is currently no clear standard for what constitutes a failed inspection or violation under the RRIP. Inspectors have broad discretion and are not consistently trained on the City's health, habitability, and safety codes. As a result, cosmetic issues such as:

- Grease on a stove,
- Dirt on windows,
- General cleaning of the entire apartment,

are being cited as "**violations**", while serious and long-standing health and safety issues are overlooked or dismissed.

Even more concerning is the way inspectors assign repair responsibility using the "T" (Tenant) and "O" (Owner) codes. These designations are made without context, regulatory guidance, or any tenant input. This not only creates confusion but leaves **both landlords and tenants**

vulnerable to misapplication of repair liability, ultimately fueling legal conflict and tenant displacement.

In my case, RRIP triggered the first significant repair activity in years at my building. However, instead of the landlord taking responsibility for overdue corrections, tenants like myself were billed for the work, **without consent, without notice, and without itemized invoices**. The explanation for my \$350 charge has shifted multiple times, including cleaning grease, cleaning windows, and now even referencing smoke detectors, which are clearly a landlord's obligation under California habitability law.

To date, I have received:

- No explanation prior to these repairs being performed;
- No legal basis for the charges;
- No receipts or detailed breakdown of costs;
- No opportunity to review the inspector's findings.

Worse still, this charge was added directly to my rent ledger, creating a **false rent balance** that now threatens my payment record and puts me at risk for additional penalties or eviction.

This is **predatory, opaque, and unacceptable**. Many tenants in Richmond do not know the law, fear retaliation, or simply do not have the time or capacity to challenge charges like these. The absence of a formal dispute process within RRIP or a tenant-facing appeals mechanism means many people feel they must pay these unfair charges to avoid late fees or legal consequences, even when the charges violate both the spirit and letter of the Richmond Rent Ordinance.

As someone who believes in the mission of equitable housing, I urge the Rent Board to take immediate corrective action. Specifically:

1. **Standardize RRIP Violation Criteria**
 - Clearly define what constitutes a health and safety issue vs. cosmetic cleanliness or wear and tear.
 - Make this Criteria: Digital, Clear and Standardized.
2. **Regulate Inspector Training and Authority**
 - Inspectors must be trained in City code, tenant protections, and fair housing laws.
 - Inspector training should be Mandated and Standardized including annual training and review.
 - "T" and "O" repair designations must be backed by written regulatory standards or removed.
3. **Ensure Full Transparency and Due Process**
 - Provide tenants and landlords with:
 - Written inspection criteria ahead of the inspection;
 - Complete inspection reports (pass and fail items);
 - Prior written notice before repairs are made;

- Regulation or Subsidy for any charges applied.
4. **Prohibit Unjust Tenant Charges**
 - RRIP-mandated repairs for pre-existing conditions or code violations should never be billed to tenants.
 - No repair charges should be applied to rent accounts without written agreement from the tenant.
 5. **Create a Formal Dispute and Complaint Process**
 - Tenants must be able to challenge inspection results and repair charges through a clear, accessible channel.
 6. **Audit RRIP's Impact on Tenant Stability**
 - A citywide review of how RRIP has impacted tenants is critical, especially among low-income communities.

The RRIP program, as it is currently implemented, **has the potential to cause more harm than good**. The absence of clarity, regulation, and fairness allows landlords to weaponize the program while the city, unintentionally or not, becomes complicit in tenant displacement, harassment, and housing instability.

I urge this board to act boldly and quickly. Richmond tenants deserve better. And I hope that sharing my experience serves as a wake-up call to the deeply rooted and systemic flaws in the RRIP program.

Thank you for your time, your commitment to justice, and your willingness to create meaningful housing protections for all Richmond residents.

Sincerely,

Crashelle Jackson

