

AGENDA ITEM REQUEST FORM

Department: Rent Program

Department Head: Nicolas Traylor

Phone: 620-6564

Meeting Date: August 18, 2021

Final Decision Date Deadline: August 18, 2021

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

- | | | | | |
|---|---|--|--|---|
| ☐ City Council | ☐ Redevelopment Agency | ☐ Housing Authority | ☐ Surplus Property Authority | ☐ Joint Powers Financing Authority |
| ☐ Finance Standing Committee | ☐ Public Safety Public Services Standing Committee | ☐ Local Reuse Authority | ☒ Other: <u>Rent Board</u> | |

ITEM

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|---|--|--|
| ☐ Presentation/Proclamation/Commendation (3-Minute Time Limit) | | |
| ☐ Public Hearing | ☐ Regulation | ☒ Other: <u>Consent Calendar</u> |
| ☐ Contract/Agreement | ☐ Rent Board As Whole | |
| ☐ Grant Application/Acceptance | ☐ Claims Filed Against City of Richmond | |
| ☐ Resolution | ☐ Video/PowerPoint Presentation (contact KCRT @ 620.6759) | |

RECOMMENDED ACTION: RECEIVE the Fiscal Year 2021-22 Monthly Activity Report through July 2021 - Rent Program (Cynthia Shaw 620-5552).

AGENDA ITEM NO:

F-3.

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Rent Program
FY2021-22 Monthly Activity Report

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	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1		Jul-2020	Aug-2020	Sept-2020	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Feb-2021	Mar-2021	Apr-2021	May-2021	June-2021	Jul-21	
2		MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	YTD TOTAL
3	Public Information & Enrollment Unit														
5	Rent/Eviction Counseling Appointments By Phone	197	195	224	249	191	176	218	185	221	269	139	179	209	2,652
6	Rent/Eviction Counseling Appointments By Walk-ins												12	71	83
7	Rent/Eviction Counseling Questions Addressed By Email	308	341	135	434	363	242	194	155	166	203	123	182	212	3,058
8	TOTAL RENT/EVICTION COUNSELING APPOINTMENTS	505	536	359	683	554	418	412	340	387	472	262	373	492	5,793
12	Rent/Eviction Counseling Sessions Conducted in Another Language	-	-	-	-	-	-	-	-	-			15	45	60
	TOTAL RENT/EVICTION COUNSELING APPOINTMENTS IN A LANGUAGE OTHER THAN ENGLISH	105	155	135	217	155	105	157	131	155	155	35	15	45	1,565
14	Legal Service Referrals	9	5	15	26	13	7	9	11	9	7	7	5	15	138
15	Written Legal Referrals													-	-
16	Verbal Legal Referrals													-	-
17	Mediations Conducted	-	-	-	-	-	-	2	3	1	-	2	1	2	11
18	Assists from Front Office Staff	123	217	172	123	212	179	212	216	66	212	187	215	266	2,400
19	Courtesy Compliance Letters Sent	78	62	8	50	12	27	24	11	2	-	5	3	15	297
20	Community Workshop Attendees	38	40	11	12	39	-	-	127	1	31	15	2	1	317
21	Hard Copy Rent Increase Notices Processed	8	62	22	6	3	5	-	-	-	4	-	2	7	119
22	Hard Copy Termination of Tenancy Notices Processed	1	-	26	9	3	2	6		11	62	41	29	5	509
24	Billing/Enrollment/Registration Counseling Appointments In-Person	-	-	-	-	-	-	-	-	-			-	7	7
25	Billing/Enrollment/Registration Counseling Appointments By Phone	19	119	76	41	22	32	15	14	44	80	93	56	83	694
26	Billing/Enrollment/Registration Counseling Questions Addressed By Email	62	152	73	28	20	71	81	27	25	94	105	105	131	974
27	TOTAL BILLING/ENROLLMENT/REGISTRATION COUNSELING APPOINTMENTS	81	271	149	69	42	103	96	41	69	174	198	161	214	1,668
28	Enrollment/Tenancy Registration Packets Mailed	13	108	4	21	-	4	4	55	120	12	42	5	77	465
29	Enrollment Forms Processed	16	19	9	5	1	8	13	12	15	10	9	4	31	152
30	Rental Housing Fee Invoices Generated	175	10,751	672	55	8	247	27	154	207	4,427	33	12,294	4,729	33,779
31	Checks Processed	8	148	1,084	142	46	8	21	20	20	23	70	45	881	2,516
32	Checks Returned	1	1	3	5	4	2	2	2	1	2	1	-	2	26
33	Rental Units Discovered Not in Database	3	-	-	1	-	-	-	18	-	1	5	8	1	37
34	Property Information Updated	20	6	55	13	9	9	-	40	8	7	14	39	153	373
35	Compliance Actions (Reviewing Records, Exemption Statuses, Addresses)	135	53	-	15	32	-	194	37	233	194	236	5	-	1,134
36	Applications for Administrative Determination of Exempt/Inapplicable Status Received	1	16	20	4	2	4	4	2	2	1	3	3	8	70
37	Administrative Determination of Exempt/Inapplicable Status Issued	-	-	4	2	1	4	2	-	3	4	1	3	-	24
38	Declarations of Exemption Processed	-	-	7	-	4	-	7	13	6	23	4	10	4	78
39	LEGAL UNIT														-
40	Public Records Act Requests Received	1	2	-	4	3	2	1	3	1	1	-	2	1	21
41	Owner Move-In Eviction Termination of Tenancy Notices Reviewed	1	-	-	2	1	2	1	2	1	-	-	1	-	11
42	Withdrawal from the Rental Market (Ellis Act) Termination of Tenancy Notices Reviewed	-	-	-	-	-	1	-	-	2	-	1	1	2	7
43	Substantial Repairs Termination of Tenancy Notices Reviewed	-	-	-	-	-	-	-	-	1	-	-	-	-	1
44	Appeal Hearings Held	-	-	-	-	1	-	-	1	-	-	-	1	-	3
45	HEARINGS UNIT														-
47	DUES & PUB/Subsctiption												-	-	-
48	Consultations with Hearings Unit Coordinator By Phone	21	10	22	17	9	7	9	8	7	2	5	-	3	120
49	Hearings-Related Questions Addressed by Email	73	53	59	34	35	38	31	27	20	15	13	18	17	433
50	TOTAL HEARINGS-RELATED CONSULTATIONS	94	63	81	51	44	45	40	35	27	17	18	18	20	553
53	Increase in Space or Services Petitions Received (Attachment C)	-	-	-	-	-	-	-	-	-			-	-	1
55	Landlord Individual Rent Adjustment Petitions Received	-	-	-	-	-	-	-	-	-			-	1	1
56	Landlord Petition to Determine Exempt Status Received	-	-	1	1	-	2	1	-	-	-	-	-	-	5
57	TOTAL LANDLORD PETITIONS RECEIVED	2	-	1	2	1	2	1	-	-	-	-	-	1	10
58	Excess Rent or Failure to Return Sec Dep Petitions Received (Attachment A)	-	1	2	-	-	-	-	-	-	-	-	-	-	3
60	Reduction in Number of Tenants Petitions Received (Attachment C)	-	-	-	-	-	-	-	-	-			-	-	-
62	Tenant Petition for Rent Withholding Petitions Received	-	-	-	-	-	-	-	-	-			-	-	-
63	Tenant Petition for Failure to Pay Relocation Payment Petitions Received	1	1	-	-	2	-	1	1	-	-	-	-	-	6

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67	Request to Expedite Hearing Process	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68	Request for a Continuance of the Hearing Process	-	-	-	3	-	-	1	-	1	1	-	-	-	6
69	Subpoena(s)	-	-	1	-	-	-	-	-	2	-	-	-	-	3
70	TOTAL OTHER PETITIONS RECEIVED	-	-	1	3	-	-	1	-	3	1	-	-	-	9