



CITY OF
**PALO
ALTO**

POLICY AND SERVICES COMMITTEE

Tuesday, September 13, 2022

Regular Meeting

Council Chamber & Virtual

7:00 PM

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Call to Order

Oral Communications

Members of the public may speak to any item NOT on the agenda.

Action Items

1. Referral from City Council for Policy & Services Committee Rental Survey Program Discussion and Recommendations
2. Discussion and Recommendation to the City Council Regarding the City Council Values Statement (Follow up to City Council Referral from February 2022)

Presentation

Future Meetings and Agendas

Adjournment

PUBLIC COMMENT INSTRUCTIONS

Members of the Public may provide public comments to hybrid meetings via email, in person, teleconference, or by phone.

1. **Written public comments** may be submitted by email to city.council@cityofpaloalto.org.
2. **In person public comments** please complete a speaker request card located on the table at the entrance to the Council Chambers, and deliver it to the City Clerk prior to discussion of the item.
3. **Spoken public comments using a computer or smart phone** will be accepted through the teleconference meeting. To address the Council, click on the link below to access a Zoom-based meeting. Please read the following instructions carefully.
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 - You may be asked to enter an email address and name. We request that you identify yourself by name as this will be visible online and will be used to notify you that it is your turn to speak.
 - When you wish to speak on an Agenda Item, click on "raise hand." The Clerk will activate and unmute speakers in turn. Speakers will be notified shortly before they are called to speak.
 - When called, please limit your remarks to the time limit allotted.
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City of Palo Alto

Policy and Services Committee Staff Report

(ID # 14139)

Meeting Date: 9/13/2022

Report Type: Action Items

Title: Referral from City Council for Policy & Services Committee Rental Survey Program Discussion and Recommendations

From: City Manager

Lead Department: Planning and Development Services

Recommendation

Staff recommends that the Policy and Services Committee (P&S Committee):

- Discuss and provide feedback on the development of the Palo Alto Rental Survey Program (RSP).

Executive Summary

At its November 29, 2021 meeting, City Council adopted a package of rental protection policies that included further development of a Rental Survey Program (RSP).¹ City Council directed staff to return to the Policy and Services Committee (P&S Committee) for feedback on a RSP. Specifically, City Council referred the design and implementation of a rental survey to the P&S Committee, including the proposed fees, resources, and a timeline.

This report provides detailed background information on RSPs. In order for the P&S Committee and the community to help guide the development of Palo Alto's RSP, this report also presents the following six design and implementation considerations upon which staff requests feedback at this time:

- Collection of Rental Survey Program Information,
- Program Participation,
- Frequency of Reporting,
- Rental Survey Program Cost,
- Rental Survey Program Fees, and

¹ City Council Meeting Minutes, 11/29/21: <https://www.cityofpaloalto.org/files/assets/public/agendas-minutes-reports/agendas-minutes/city-council-agendas-minutes/2021/11-november/20211129/20211129amccs.pdf>

City Council City Manager Report ID # 13786, 11/29/21:

<https://www.cityofpaloalto.org/files/assets/public/agendas-minutes-reports/agendas-minutes/city-council-agendas-minutes/2021/11-november/20211129/20211129pccs.pdf>

City Renter Protection Policy Development Webpage: <https://www.cityofpaloalto.org/Departments/Planning-Development-Services/Long-Range-Planning/Renter-Protection-Policy-Development>

F. Community Outreach and Engagement.

As part of this initial RSP discussion at P&S Committee, staff will seek P&S Committee confirmation on the goals and desired outcomes for the RSP. For example, these could include vacancy trends and informing future policies. The desired program goals or functions will help guide decisions on timeline and prioritizing work, potentially affecting the scope of an initial program launch versus elements that could be added after the program is up and running.

Background

This section provides an overview of the renters and rental housing data in the City of Palo Alto (City); the intent of an RSP; examples of RSPs in other local jurisdictions; City Council direction; and the proposed review process for the RSP development. Attachment A provides an update on the renter protection policy work requested by City Council on November 29, 2021.

It should be noted that the term “Rental Survey Program” is used throughout this report, consistent with prior discussion of this effort. Staff does welcome P&S Committee feedback on whether “Rental Survey Program” is an appropriate description (versus registry or other) based on program intent and characteristics.

Palo Alto Renter and Rental Housing Information

Renters comprise a sizable portion of Palo Alto community members. According to the latest 2020 American Community Survey (ACS) estimates for Palo Alto, 43.7% of Palo Alto occupied housing units are renter households (11,423 units), representing approximately 27,301 residents.

The distribution of rental housing types in the City is listed in Table 1. Multi-family properties (3-50 or more units) cover about 68% of the rental unit types, followed by single-family homes at 30%, and mobile homes and duplexes at 1.5%. Attachment B provides more renter and rental housing information, including occupied rental unit types, renter income levels, and cost burden levels. With close to 44% of households being renters, the RSP could have far-reaching effects on residents and property owners.

	Mobile Home	Boat, RV, Van, etc.	Single Family Detached	Single Family Attached	Duplex	Triplex and Four-plex	Small Sized Rental Property (5 to 9 Units)	Medium Sized Rental Property (10 to 19 Units)	Medium Sized Rental Property (20 to 49 Units)	Large Sized Rental Property (50 or More Units)	Total
# of Units	38	0	2,890	558	135	941	1,557	1,289	1,636	2,379	11,423
% of Total Units	0.3%	0.0%	25.3%	4.9%	1.2%	8.2%	13.6%	11.3%	14.3%	20.8%	100.0%

Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates, B25032 Tenure by Units in Structure:
<https://data.census.gov/cedsci/table?q=units%20in%20structure&t=Housing%3AIncome%20%28Households,%20Families,%20Individuals%29%3AOwner%2FRenter%20%28Householder%29%20Characteristics&g=1600000US0655282&tid=ACSDT5Y2020.B25032>

Rental Survey Program (RSP)

Implementation of a RSP is a means by which to learn about the Palo Alto rental landscape as it is experienced by renters and landlords. The information obtained by the RSP would be more granular and distinct from aggregated information already available from the Decennial Census and American Community Survey (ACS). Learning more specific rental unit information, such as rents and tenancy duration, would help the City tailor rental policies to address the diverse needs of existing and future Palo Alto tenants and landlords. Furthermore, the RSP would collect information on the implementation of existing renter protections instituted by the state and City. For a list of existing state and local regulations, please refer to Attachment C.

The City has the authority to develop and implement an RSP. This stems from the California Constitution, which authorizes cities to enact policies pertaining to land use, rents, and evictions in service of the public good and protect the health, safety, and welfare of residents.² However, the City would need to amend the Palo Alto Municipal Code (PAMC) to fully utilize this authority. An RSP ordinance would:

- empower the City to collect various types of rental information,
- clarify what rental units are required to participate,
- address confidentiality and privacy needs,
- enable the collection of a cost recovery fee, and
- support enforcement.

Palo Alto already has a rental unit registration program; PAMC Section 9.72.050 requires landlords to register their residential rental properties with the City.³ However, the required information is limited to the name and mailing address of the owner or owners of the property, as well as the name, mailing address and contact telephone number of the person having the legal authority to effectively resolve disputes at the rental units.⁴ Although the PAMC allows for the City to collect a cost recovery fee in the amount set by City Council, no fee has ever been set, given the small nature of the existing program. The rental unit registration requirement applies to landlords with residential rental property, although some sections of Chapter 9.72 of the PAMC do not apply as broadly. For example, the requirement to participate in the conciliation and mediation of rental housing disputes described in PAMC Chapter 9.72 excludes property owners who own only one residential rental unit and property owners of two-unit residential rental properties if one of the units is owner-occupied.

² See Cal. Const. art. XI, section 7. See also *DeVita v. County of Napa* (1995) 9 Cal. 4th 763, 782; *Big Creek Lumber Co. v. City of Santa Cruz* (2006) 38 Cal. 4th 1139, 1159.

³ PAMC Section 9.72.050 Property Registration:

https://codelibrary.amlegal.com/codes/paloalto/latest/paloalto_ca/0-0-0-66901

⁴ The registration form is on the City of Palo Alto Human Service webpage for Tenant/Landlord Mediation Services: <https://www.cityofpaloalto.org/Departments/Community-Services/Human-Services/Tenant-Landlord-Mediation-Services>

The Office of Human Services within the Community Services Department manages the existing rental unit registry program. The program does not have a high participation rate because staffing resource constraints limit staff ability to conduct dedicated landlord outreach. Given that the existing rental registration program focuses mostly on rental unit contact information and given the low participation rate, the program does not assist the City in developing rental policies.

Examples of Local Rental Survey Programs

Since City Council's direction in November 2021, staff began exploring how other local jurisdictions implement RSPs. Table 2 lists Bay Area and California cities that have RSPs. Table 2 shows that many cities with RSPs also have local rent stabilization policies. However, a RSP does not have to have rent stabilization as its genesis; it can be implemented for the reasons the Palo Alto City Council supported. The memorandum in Attachment D reflects analysis of existing rental survey ordinances in California. It describes key components of those ordinances, such as rental unit registration requirements and reporting frequency. It also identifies decision points for the City to provide guidance for addressing these components. This memorandum was commissioned by Silicon Valley at Home (SV@Home) using funding from the Partnership for the Bay's Future Challenge Grant program, which has supported a partnership between the City of Palo Alto and SV@Home over the last two years. The City Attorney's Office reviewed this memo and found that it was a clear summary.

Table 2: California Jurisdictions with Rental Survey Programs

City	Date	Approximate Population	Local Rent Stabilization
Los Angeles	1983	4,000,000	Yes
Berkeley	1980	121,000	Yes
Santa Monica	1998	92,000	Yes
East Palo Alto	2010	28,000	Yes
Mountain View	2016	82,000	Yes
San Jose	2017	1,000,000	Yes
Beverly Hills	2017	34,000	Yes
El Cerrito	2019	25,000	NO
Alameda	2019	79,000	Yes
Concord	2020	129,000	NO
San Francisco	2020	802,000	Yes
Culver City	2020	39,000	Yes
Oakland	Expected 2022	425,000	Yes
Palo Alto		67,000	NO

City of Palo Alto

Source: Shajuti Hossain, Associated Attorney, Law Office of Julian Gross, Rental Survey Ordinances in California Memorandum to Matthew Reed, SV@Home, July 5, 2022.

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City Council Discussion

During the three City Council meetings in November 2021, Council discussed that the creation and ongoing implementation of a RSP could help the City support certainty, stability, and fairness in the rental market for tenants and landlords. While there is diversity in the types of rental units available in the City, including single-family homes with rents up to the \$10K+ range, the City Council discussion focused on the RSP gathering information for policy making that supports lower income and cost-burdened⁵ tenants. The major goal would be to have fair City policies for tenants and landlords that offer more stability and a safety net for those tenants. The City Council discussion included concerns about the City overly intervening in the rental market; however, the City Council believed it would be possible to design the RSP for the intended purposes.

Review Process

Following P&S Committee meeting feedback, staff will continue to work on the draft RSP ordinance, as well as refinement of the RSP design and implementation considerations outlined in the discussion section of this report. Staff proposes to return to the P&S Committee in Fall 2022 with follow up information and to receive further feedback. Similar to the process used to move the November 2021 rental protections policy package forward,⁶ staff proposes to then engage the HRC and PTC in Winter 2022/early 2023 before returning to the P&S Committee for their recommendation to City Council. Following City Council adoption of the RSP ordinance, staff will release an RFP to procure a consultant for the design and implementation of the RSP. Additionally, staff anticipates City Council consideration of staffing and other program resources in the Fiscal Year 2024 budget cycle. The anticipated launch of the RSP would be no later than the end of 2023.

Discussion

This section summarizes design and implementation considerations important to the development of the RSP, including the preparation of a draft RSP ordinance. Staff seeks P&S Committee and community feedback to help guide the development of Palo Alto's RSP.

Staff identified the following six considerations for feedback:

⁵ "Cost burden" is commonly understood as spending more than 30 percent of household income on housing.

⁶ City Council Meeting Minutes, 11/29/21: <https://www.cityofpaloalto.org/files/assets/public/agendas-minutes-reports/agendas-minutes/city-council-agendas-minutes/2021/11-november/20211129/20211129amccs.pdf>

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City Renter Protection Policy Development Webpage: <https://www.cityofpaloalto.org/Departments/Planning-Development-Services/Long-Range-Planning/Renter-Protection-Policy-Development>

- A. Collection of Rental Survey Program Information,
- B. Program Participation,
- C. Frequency of Reporting,
- D. Rental Survey Program Cost,
- E. Rental Survey Program Fees, and
- F. Community Outreach and Engagement.

A. Collection of Rental Survey Program Information

The RSP would collect information to assist the City with future rental housing policy development, as well as information for the implementation of existing renter protections instituted by the state and City. As a baseline, typical rental surveys include primary information describing the rental unit and its characteristics, as well as property owner and property manager contact information, and an affidavit verifying accuracy of information submitted. Beyond this, Palo Alto can design the RSP to best suit its own needs.

While the type and use of RSP information collected by jurisdictions varies, the information provides insights into actual rents and other fees charged, the start and end of tenancies, and the reasons for tenancy termination. Most cities address privacy considerations and provide public reports reflecting aggregated information and not site-specific details. Some jurisdictions use their RSP for tenants and landlords to access services; some provide only a landlord portal, whereas others also include a tenant portal. To illustrate, Attachment E contains examples of information collected by the following jurisdictions: El Cerrito, Concord, East Palo Alto, Mountain View, San Jose, and Alameda. Attachment F contains examples of reports generated from the RSPs in Concord, Mountain View, and San Jose.

At minimum, the City's RSP would collect:

- primary information describing the rental unit and its characteristics,
- property owner and property manager contact information,
- an affidavit verifying the accuracy of information submitted, and
- the minimum information necessary to demonstrate compliance with state and local requirements and to help develop rental policy (Attachment C).

Staff suggests the P&S Committee also consider and provide direction on the following additional components:

- opportunities for landlords to submit information that is relevant to them, such as the time expended to complete the RSP reporting, costs/investments into the rental units, and other information that reflects the landlord experience and concerns,
- opportunities for tenants to verify landlord submitted information and provide additional information that reflects the tenant experience and concerns, and
- opportunities for landlords and tenants to access services, such as if they want to access the dispute resolution services, report if tenant relocation assistance is required, and

other circumstances around which rental policy should be developed by the City so that the program helps gather information on the effectiveness of existing City policies.

- Other information and data sets recommended for inclusion by the P&S Committee.

B. Program Participation

Staff does not recommend wide exemptions from RSP participation. Reasons include that the City is interested in understanding the full rental landscape to confirm the diversity in the rental market serving all incomes and because some expensive rental units might be shared by several low-income and cost-burdened households. Furthermore, some state and local requirements do pertain to most rental units in the City, such as the local requirement to offer a one-year lease and the local right to access conciliation and mediation in PAMC Chapter 9.72. Therefore, staff suggests retaining the RSP participation requirements currently defined in PAMC Chapter 9.72, which is any housing structure occupied as a dwelling or offered for rent or lease as a dwelling, whether attached, detached, single or multiple-family. This would also include accessory dwelling units (ADUs) and junior accessory dwelling units (JADUs).

C. Frequency of Reporting

To ensure that the RSP information is current, reporting updates would be needed at periodic intervals. In researching other jurisdictions, staff found that reporting is usually required annually or when a qualifying reporting event occurs; some jurisdictions require both.

Examples of qualifying reporting events include:

- when the rental unit becomes vacant,
- when a new tenancy is established,
- when an allowable rent increase occurs, and
- when a landlord offers a one-year lease at renewal.

Staff requests feedback from the P&S Committee on the approach to reporting frequency. Staff recommends requiring initial rental unit registration in the RSP and, thereafter, reporting based upon qualifying reporting events. This approach makes reporting into the program an integrated component of landlord/tenant activity, supports awareness of and following through on compliance, and allows the program to have current information. This means that landlords might access the RSP multiple times in a year for various reasons. For landlords with no qualifying reporting events at their unit, they would only need to submit an annual affidavit.

Annual reporting has drawbacks. As examples, RSP annual reporting-only would prevent the City from being aware of trends in tenancy turnover rates and eviction trends such as the case if tenants were given the opportunity for at-fault circumstances to be cured if possible, or learn if rent increases are within state limits. Annual reporting would also establish the RSP as continuously out of date and remove opportunities to prepare policies to be more responsive to rental market conditions or a community emergency, such as in the case of the recent COVID-19 pandemic. Annual reporting may also be less helpful in ensuring that the RSP has

current information needed for any landlord- or renter-requested mediation and conciliatory process.

Event-based reporting addresses the information drawback examples mentioned above and many others. However, event-based reporting would require landlords to spend more time engaging with the RSP and there might potentially be more instances of non-compliance.

D. Rental Survey Program Costs

Staff is investigating the anticipated RSP costs for the development and setup of the program and the ongoing implementation costs. Based on staff research, anticipated minimum program costs would include:

1. RSP creation and maintenance – requires a procurement for RSP consultant assistance:
 - a. RSP database design and functionality
 - b. RSP guidance and resources website
 - c. RSP online user interface/portal
 - d. Ongoing maintenance of database and online user interface/portal
2. RSP implementation – requires new dedicated staff resources:
 - a. Ongoing community member training, outreach, and assistance
 - b. Ongoing administration of RSP contract/s, as needed
 - c. Ongoing RSP information quality control, analysis, and reporting
 - d. Enforcement

Staff anticipates that RSP costs would vary in association with at least the following factors:

- Level of RSP staffing for administration, ongoing education and outreach, and reporting,
- Differences in online user interface design/portal,
- Differences associated with the amount of information collected,
- Degree of design compatibilities with geographic information system (GIS) and other City software programs,
- Options for database reporting systems, and
- Cost if program administration was outsourced, rather than fully staffed by City FTEs.

Staff will continue to work on RSP cost estimates through gathering additional information from other jurisdictions. Actual cost estimates for Palo Alto would be prepared after receiving the results of the RSP RFP process. Note that the future RSP technical, contracting, staffing, ongoing monitoring/enforcement, and community outreach components cannot be absorbed by existing budgets without substantial impact to other programs or services.

E. Rental Survey Program Fees

Staff requests early P&S Committee feedback on a RSP fee and how that might be applied. Fees can off-set some program costs and could be based on the number of rental units required to participate in the RSP or other parameters. The City Council also discussed if the City might help

offset the cost of implementing the RSP so that the fee would not need to be set at a full cost recovery level. Further, it is advisable to help reduce the chance of the fee and RSP participation costs being passed on to tenants by setting the fee as low as possible and for the RSP to have easy data entry to minimize landlord time necessary to submit. Some jurisdictions have restricted the fee from being passed on to tenants, but this might be difficult to meaningfully enforce.

As discussed above, staff is still collecting information about RSP costs incurred by other jurisdictions, including the technical costs for the RSP online portal and database. Staff will report additional findings to the P&S Committee in Fall 2022 and will seek further guidance on resultant possible fees that may be considered for the RSP.

F. Community Outreach and Engagement

Community outreach and engagement would be central to the RSP to ensure that concerns, including costs and ease of implementation, are considered. Staff recognizes that the RSP may also be perceived differently by renters, as well as landlords of fewer units versus landlords with greater numbers of units. Outreach and engagement with renters will help understand the challenges faced, especially for low income and cost burdened households.

Community outreach and engagement will have multiple phases, including initial development of the RSP, RSP rollout, and ongoing implementation. Staff will tailor the engagement activities based on the tasks at hand and identified stakeholders. These activities could include citywide community meetings, attendance at meetings hosted by relevant stakeholder groups, social media blasts, and surveys.

After receiving P&S Committee feedback, staff will return to the P&S Committee in Fall 2022 with additional details of the proposed community outreach and engagement strategy.

Timeline

The City Council indicated that the implementation of a RSP for Palo Alto was one of three high priority assignments directed to staff in November 2021 (Attachment A). Staff proposes to continue extensive focus on the RSP. Staff already presented and the City Council acted on the second high priority assignment – the expansion of Tenant Relocation Assistance (TRA) to more rental units in Palo Alto. Staff work on the third priority assignment is also underway – the City Attorney’s Office is currently preparing a local ordinance for review by City Council that extends those eviction protections in AB 1482 to rental units in Palo Alto that received occupancy within the past 15 years.

As the RSP requires considerable P&S Committee feedback and community engagement, staff identified the following tentative schedule for the next steps in RSP development.

September 2022 • P&S Committee Meeting #1

- Fall 2022/Winter 2023
- P&S Committee Meeting #2
 - HRC Meeting
 - PTC Meeting
- Spring/Summer 2023
- P&S Committee Meeting #3
 - City Council Meeting(s)

Following City Council adoption of the RSP ordinance, staff will release an RFP to procure a consultant to design and implement the RSP. Additionally, staff anticipates City Council consideration of staffing and other program resources in the next budget cycle for Fiscal Year 2024. The anticipated launch of the RSP would be no later than the end of 2023.

Resource Impact

As identified in the program cost and fee discussions above, additional staffing resources and associated budget are anticipated for development, implementation, and maintenance of any RSP. The resource impacts will be better understood as staff continues to research and develop the RSP.

Completion of the initial work outlined in the timeline could be accomplished with existing budgeted staff resources in the Planning and Development Services Department, Office of Human Services, Information Technology Department, and the City Manager's Office Communications Team. Staff hopes to also continue the ongoing collaborative partnership assistance with SV@Home. It is anticipated that the highest resource impact would be the consultant assistance needed for the RSP design and development and the subsequent rollout of the RSP database/reporting system. Ongoing RSP operation and maintenance will also require more than existing staffing and budget resources, given RSP staffing needs and a contract for ongoing maintenance and operation of the database/reporting system. Based on initial feedback from the P&S Committee, staff will conduct a more detailed cost analysis and return to the P&S Committee with more defined costs and proposed fee(s). Staff will incorporate any program costs into the FY 2024 budget process.

Policy Implications

Pursuing renter protection policy work is consistent with the goals in the City's current Comprehensive Plan/Housing Element to provide adequate housing for all. The draft list of policies and programs in the Housing Element update effort also identifies the implementation of a Rental Survey Program. Therefore, it is anticipated that this effort would support the implementation of the forthcoming updated Housing Element. The creation and ongoing implementation of a RSP is considered a means to affirmatively further fair housing within Palo Alto, as well as a means by which to promote certainty, stability, and fairness in the rental market. It is not lost on staff that RSPs would have been helpful to all jurisdictions during the COVID-19 pandemic and economic recession to better assist tenants and landlords regarding rent relief availability and assistance. The RSP is a significant opportunity to collect information

that can identify rental trends and confirm compliance with existing policy. This information can be used to amend and create policies that affirmatively further fair housing in Palo Alto. It would also allow Palo Alto to stay ahead and be nimble to react to future renter protection laws.

Stakeholder Engagement

Staff conducted initial stakeholder outreach ahead of the publication of this report to help initiate discussions and feedback. While preparing this report, staff sent email notifications to identified stakeholders informing them of this P&S Committee meeting and were encouraged to participate; staff also offered to meet to get feedback ahead of this meeting. Detailed community feedback is anticipated at the P&S Committee meeting and throughout forthcoming RSP phases.

The following feedback was received thus far:

1. The RSP program (i.e., design, information collected, and process) warrants careful consideration, such as:
 - a. Minimize the time and effort it would take for landlords to participate.
 - b. Landlord and property management may require more resources for staff training.
 - c. Reduce the potential need for enforcement.
 - d. Address potential landlord and tenant privacy concerns for RSP information management and reporting.
2. There was interest in learning more about the Palo Alto-specific rental market, especially as it pertains to:
 - a. Rental housing types and services provided, and what types and services might be missing across the community.
 - b. Rental evictions, including types and frequency, so that existing available services might be offered and to also help avert potential homelessness, if applicable.
 - c. Rents and if rent increases were within the parameters allowed by state law.
3. The RSP could be considered a way to assist in future community emergency response and resilience efforts such as earthquakes, pandemics, etc.
4. The RSP could be designed to help renters and landlords access existing services, such as mediation, and for tenants to verify information submitted.
5. Regarding RSP community outreach and engagement:
 - a. Send outreach postcards and/or use other broad communication channels to property owners, being mindful that landlords managing many rental units may have perspectives different than landlords managing fewer or one unit.
 - b. Consider developing specific outreach efforts to renters, considering that representation might be decentralized and that renters might have diverse needs and perspectives.
 - c. Host structured community feedback forums so that feedback on specific topics could be readily provided.

Environmental Review

Policy discussions of the Rental Survey Program is not considered a project as defined by CEQA and no review is required.

Attachments:

- Attachment A: Renter Protection Policy Work Status Update
- Attachment B: Profile of Renters and Rental Housing Units in Palo Alto
- Attachment C: Existing Renter Protections at Local and State Level
- Attachment D: Rental Survey Program Ordinances in Other California Jurisdictions
- Attachment E: Rental Survey Program Information Collection Examples
- Attachment F: Rental Survey Program Report Examples

Summary and Status of Council Supported Renter Protection Policies

On November 29, 2021, the City Council adopted a package of rental protection policies.¹ The policies are summarized below. Since that Council meeting, staff have focused primarily on the three policies identified by Council as priorities. Some policies are also identified for incorporation into Housing Element programs.

	Policy	Brief Description	Status
1	Rental Survey Program (CC Motion #E) HIGH PRIORITY	Establish a program that gathers information on rental units in City for purposes identified by Council.	Council referred the design and implementation to the Policy & Services Committee, including proposed fees, resources, and timeline. P&S Committee meeting to receive feedback 9/13/22.
2	Expand Tenant Relocation Assistance (CC Motion #B) HIGH PRIORITY	Update existing local ordinance to extend tenant relocation assistance requirements to properties with ten units or more	<u>Completed</u> . Updated ordinance that expanded Tenant Relocation Assistance codified in the Palo Alto Municipal Code Section 9.68.035 .
3	Eviction Reduction (CC Motion #C) PRIORITY	Create local ordinance to expand eviction protections in AB 1482 to include rental units receiving occupancy within the last 15 years.	Preparation of draft local ordinance underway.
4	Anti-Rent-gouging (CC Motion #D)	Consider preparation of a local ordinance to expand the number of units covered by AB 1482 rent increase limitations.	Council referred the anti-rent gouging topic to the Policy & Services Committee, including the review and discussion of measures to address loopholes. This is proposed for incorporation into the proposed Housing Element workplan.

¹ City Council Meeting Minutes, 11/29/21: <https://www.cityofpaloalto.org/files/assets/public/agendas-minutes-reports/agendas-minutes/city-council-agendas-minutes/2021/11-november/20211129/20211129amccs.pdf>
City Council City Manager Report ID # 13786, 11/29/21:
<https://www.cityofpaloalto.org/files/assets/public/agendas-minutes-reports/agendas-minutes/city-council-agendas-minutes/2021/11-november/20211129/20211129pccs.pdf>

5	Security Deposit Limit (CC Motion #F)	Create a local ordinance that limits the locally allowable amount of security deposit charged for unfurnished rental units to 1.5 times the monthly rent.	Preparation of draft local ordinance underway.
6	Fair Chance Ordinance (CC Motion #H)	Consider preparation of a local ordinance that supports fair chance policies.	Council referred the fair chance policy topic to the Policy & Services Committee, including a staff analysis of consequences and unintended consequences. This is proposed for incorporation into the proposed Housing Element workplan.
7	Right to Counsel (CC Motion #G)	Provide tenants with legal assistance in housing-related cases.	Ongoing to identify ways to support County efforts on right to counsel.
8	Improving Implementation of Existing Renter Protection Policies (CC Motion #I)	City review and assessment of the implementation of existing renter protection policies.	Council referred this implementation review and assessment to the Human Relations Commission. HRC meeting on this topic anticipated in October 2022.

Profile of Renters and Rental Housing Units in Palo Alto

Rental Population and Rental Property Types: The United States 2020 Decennial Census counted a total of 28,904 housing units in Palo Alto with 26,677 units occupied and 2,227 considered vacant.¹ The American Community Survey (ACS) 5-Year Estimates Comparison Profiles contains more detailed housing unit characteristics, though there is a small margin of error. The 2020 ACS² estimates a total of 28,309 housing units in Palo Alto \pm 640 units for the years 2016-2020.³ Of the 28,309 housing units, the 2020 ACS estimates 2,159 vacant units with an owner vacancy rate of 0.6% and a rental vacancy rate of 6.8%.⁴ Of the 26,150 occupied housing units, 14,727 were owner-occupied and 11,423 were renter occupied.⁵ This translates to renter households representing 43.7% of occupied Palo Alto housing units in 2020. Regarding the distribution of the Palo Alto population, the 2020 ACS estimates that 40,129 (59.5%) people lived in owner-occupied housing and 27,301 people (40.5%) lived in renter-occupied housing.⁶

Renters live in a wide variety of property types, as shown in *Table 1* and *Figure 1*. The largest portion of rental units are single family detached homes at 25.3%, followed by large apartment complexes of 50 units or more at 20.8%.

	Mobile Home	Boat, RV, Van, etc.	Single Family Detached	Single Family Attached	Duplex	Triplex and Fourplex	Small Sized Rental Property (5 to 9 Units)	Medium Sized Rental Property (10 to 19 Units)	Medium Sized Rental Property (20 to 49 Units)	Large Sized Rental Property (50 or More Units)	Total
# of Units	38	0	2,890	558	135	941	1,557	1,289	1,636	2,379	11,423
% of Total Units	0.3%	0.0%	25.3%	4.9%	1.2%	8.2%	13.6%	11.3%	14.3%	20.8%	100%

Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates, B25032 Tenure by Units in Structure: <https://data.census.gov/cedsci/table?q=units%20in%20structure&t=Housing%3AIncome%20%28Households,%20Families,%20Individuals%29%3AOwner%2FRenter%20%28Householder%29%20Characteristics&g=1600000US0655282&tid=ACSDT5Y2020.B25032>

¹ Source: U.S. Census Bureau, 2020 Census Redistricting Data (Public Law 94-171), H1 Occupancy Status:

<https://data.census.gov/cedsci/table?t=Housing%20Units&g=1600000US0655282&tid=DECENNIALPL2020.H1>

² The next release of updated 2021 ACS data is anticipated in September 2022.

³ Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates, B25001 Housing Units:

<https://data.census.gov/cedsci/table?t=Housing%20Units&g=1600000US0655282&tid=ACSDT5Y2020.B25001>

⁴ Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates, DP04 Selected Housing Characteristics:

<https://data.census.gov/cedsci/table?t=Housing%20Units&g=1600000US0655282&tid=ACSDP5Y2020.DP04>

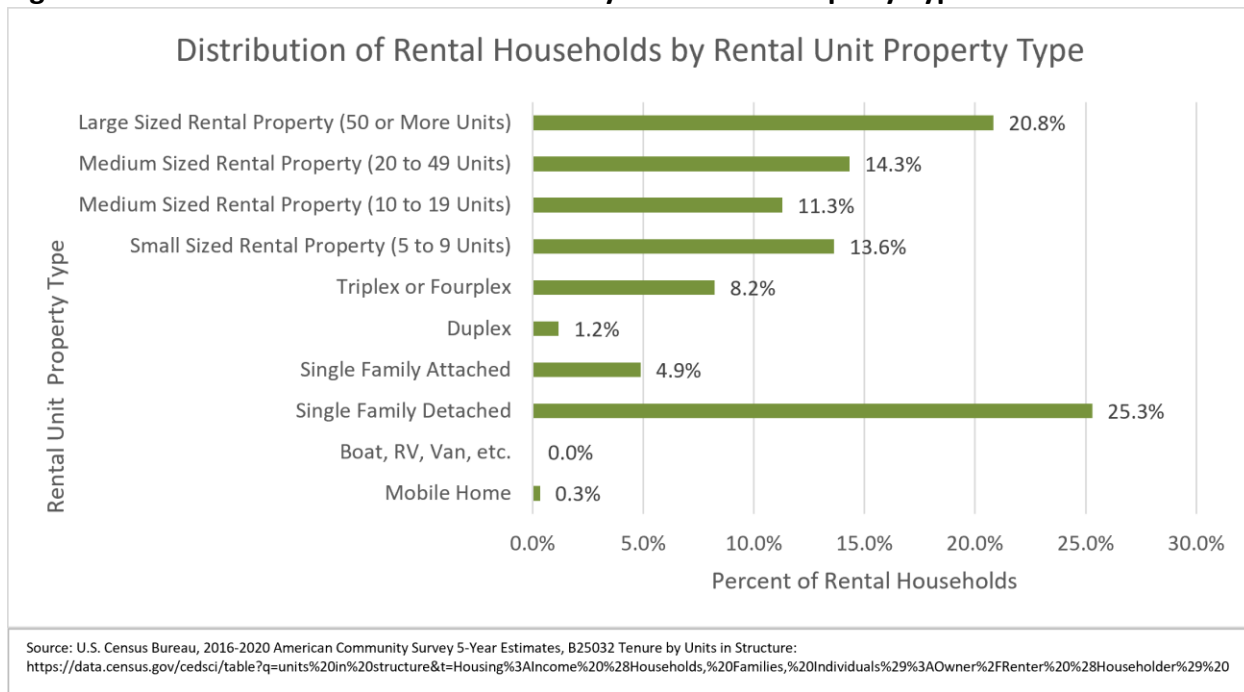
⁵ Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates, DP04 Selected Housing Characteristics:

<https://data.census.gov/cedsci/table?t=Housing%20Units&g=1600000US0655282&tid=ACSDP5Y2020.DP04>

⁶ Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates, B25008 Total population in Occupied Housing Units by Tenure:

<https://data.census.gov/cedsci/table?t=Housing%20Units&g=1600000US0655282&tid=ACSDT5Y2020.B25008>

Figure 1: Distribution of Rental Households by Rental Unit Property Type



Affordable Rental Housing Units: As of 2021, Palo Alto has 2,250 deed-restricted and/or subsidized affordable housing units listed in the City’s inventory as built from 1968 through 2021.⁷ This includes 100% affordable housing developments, as well as below-market-rate (BMR) units included within market-rate housing developments. Of these affordable housing units, 242 are specified for ownership and the remaining 2,008 are rental units. Therefore, of the 2020 ACS estimated 11,423 renter-occupied housing units, only 17.6% of the City’s rental housing stock is regulated under affordability provisions. The remaining estimated 82.4% of occupied rental units in Palo Alto are market rate rental units.

Rental Household Income: The incomes directly relate to the ability of households to afford rent without using a significant portion of their income for rent. *Figure 2* shows the distribution of annual income of Palo Alto renter households, as estimated by 2020 ACS.

⁷ City of Palo Alto Affordable Housing List 2021, dated April 21, 2021.

Figure 2: Renter Household Income Distribution

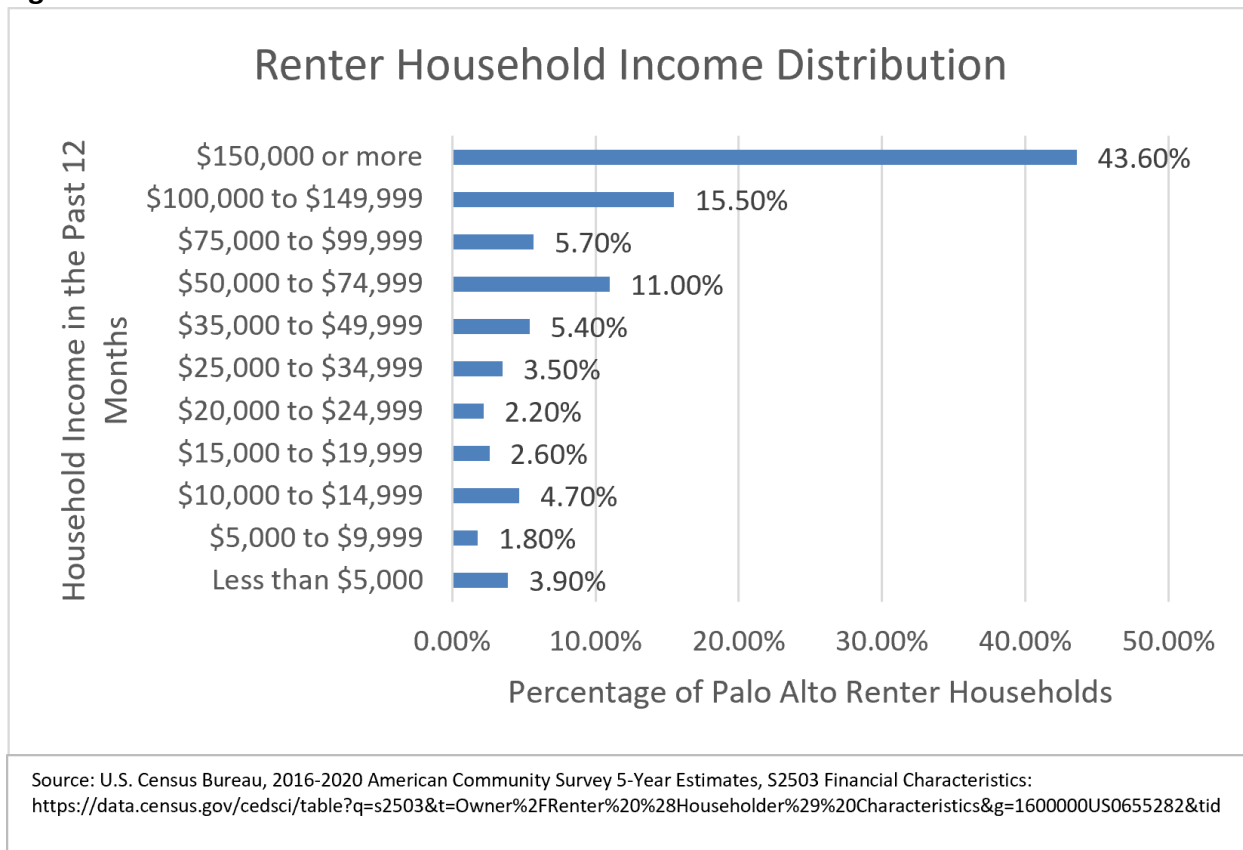


Table 2 shows the current 2022 Santa Clara County Area Median Income (AMI) and associated income limits for affordable housing units. This table also demonstrates the amount of income a household could earn and still qualify for affordable housing. The 2022 AMI for a four-person household in Santa Clara County is \$168,500, up from \$141,600 in 2020.^{8, 9} The 2022 AMI for a two-person household is \$134,800 up from \$113,300 in 2020.

⁸ Source: Department of Housing and Community Development Division of Housing Policy Development, 2022 State Income Limits Briefing Materials California Code of Regulations, Title 25, Section 6932, May 13, 2022, <https://www.hcd.ca.gov/docs/grants-and-funding/inc2k22.pdf>

⁹ Source: Department of Housing and Community Development Division of Housing Policy Development, 2020 State Income Limits Briefing Materials California Code of Regulations, Title 25, Section 6932, April 30, 2020, <https://www.hcd.ca.gov/grants-funding/income-limits/state-and-federal-income-limits/docs/income-limits-2020.pdf>

Table 2: California Code of Regulations – Title 25 SS 6932 - 2022 Santa Clara County Median Income and Income Limits

Number of Persons in Household:		1	2	3	4	5	6	7	8
Santa Clara County Area Median Income: \$168,500	Acutely Low	17700	20250	22750	25300	27300	29350	31350	33400
	Extremely Low	35400	40450	45500	50550	54600	58650	62700	66750
	Very Low Income	59000	67400	75850	84250	91000	97750	104500	111250
	Low Income	92250	105400	118600	131750	142300	152850	163400	173950
	Median Income	117950	134800	151650	168500	182000	195450	208950	222400
	Moderate Income	141550	161750	182000	202200	218400	234550	250750	266900

Source: Department of Housing and Community Development Division of Housing Policy Development, 2022 State Income Limits Briefing Materials California Code of Regulations, Title 25, Section 6932, May 13, 2022, <https://www.hcd.ca.gov/docs/grants-and-funding/inc2k22.pdf>

The 2020 ACS does not list the number of household members within each household for which annual income is reported, so it is difficult to say how many Palo Alto households qualify for affordable housing. However, the 2020 ACS estimates an average household size for renters as 2.39 people/unit.¹⁰ The 2020 ACS estimates that the median household income of renters in Palo Alto is \$130,979,¹¹ which suggests many, perhaps half or more of Palo Alto renter households, make less than the 2022 AMI for Santa Clara County and likely qualify for affordable housing.

Palo Alto Rents: Palo Alto rental rates vary across rental unit types. The 2020 ACS estimates that the median rent paid in Palo Alto for the 2016-2020 years was \$2,679.¹² This included long-term renters, those living in affordable housing units, renters who newly entered the local real estate market at market rate, and renters living in the many different rental unit property types. The median in and of itself indicates that half of the renters pay more than the median and half pay less.

An older data source, the Bay Area Equity Atlas, reports on the estimated median rent of just market rate units in Palo Alto over time, ending in 2017 at \$6,155 (*Figure 3*).

As of July 2022, RentCafe.com (a nationwide apartment listing service) reported that \$3,704 is the average rent across all rental unit types in Palo Alto (*Figure 4*). RentCafe.com also included a disclaimer that COVID-19 may have impacted rent prices in a way that is not yet reflected in their reports and the data might not accurately depict the current reality of the market.

¹⁰ Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates, DP04 Selected Housing Characteristics:

<https://data.census.gov/cedsci/table?t=Housing%20Units&g=1600000US0655282&tid=ACSDP5Y2020.DP04>

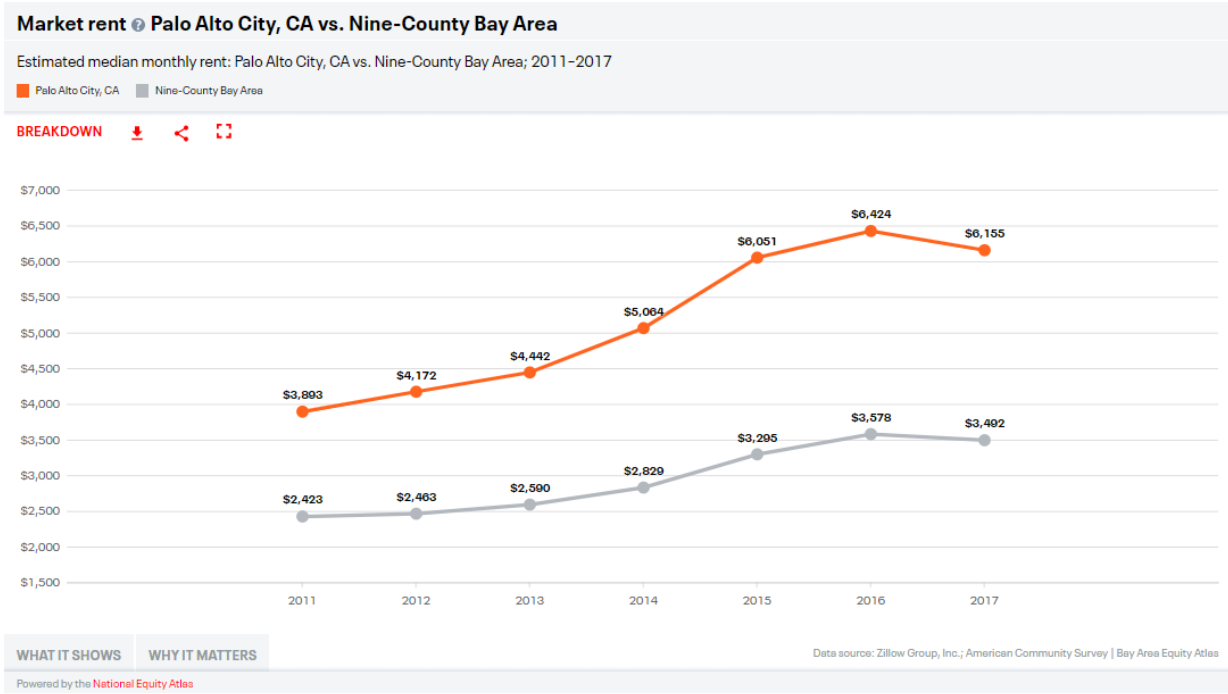
¹¹ Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates, S2503 Financial Characteristics:

<https://data.census.gov/cedsci/table?q=s2503&t=Owner%2FRenter%20%28Householder%29%20Characteristics&g=1600000US0655282&tid=ACSST5Y2020.S2503>

¹² Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates, DP04 Selected Housing Characteristics:

<https://data.census.gov/cedsci/table?t=Housing%20Units&g=1600000US0655282&tid=ACSDP5Y2020.DP04>

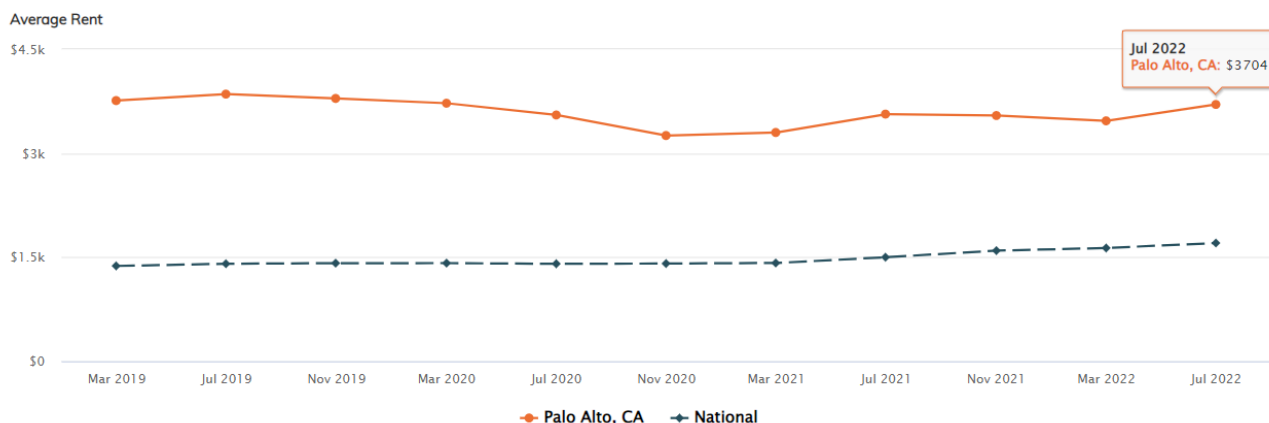
Figure 3: Estimated Median Market Rent in Palo Alto, CA Compared with the Nine-County Bay Area 2011-2017



Source: Bay Area Equity Atlas: <https://bayareaequityatlas.org/indicators/market-rent#/?geo=07000000000655282>

Figure 4: Average Rent Trends in Palo Alto November 2018 – February 2022

Palo Alto, CA Rent Trends





Source: RentCafe.com Palo Alto Average Rent, last updated July 2022: <https://www.rentcafe.com/average-rent-market-trends/us/ca/santa-clara-county/palo-alto/>

Renter Cost Burden: The Department of Housing and Urban Development (HUD) defines cost burden as a household spending more than 30% of their annual income on housing. Cost burden indicates these households are the most challenged to pay their rent and have limited resources to use for other needs such as food, childcare, transportation, medical care, education, and other needs. It also influences the ability to save and serves as a measure of financial insecurity and risk of eviction if income is disrupted. As shown in *Table 3*, 62.5% of rental households in Palo Alto make \$75,000 or more annually. Of those, 17% are still considered cost burdened. Furthermore, many households making less than \$75,000 annually are considered cost burdened. While overall the 2020 ACS estimates that 38.3% of Palo Alto renter households are cost burdened, most of each income group earning below \$75,000 are cost burdened.

Table 3: Estimated Palo Alto Renter Households Experiencing Cost Burden by Annual Household Income in the Past 12 Months (2020)

Annual Household Income Level	Estimated Number of Occupied Rental Units	Estimated Percent of Occupied Rental Units	Estimated Number of Cost Burdened Rental Households	Estimated Percent of Occupied Rental Units Cost Burdened by Income Level
Less than \$20,000	1,173	10.3%	1,030	87.8%
\$20,000 to \$34,999	658	5.8%	574	87.2%
\$35,000 to \$49,999	578	5.1%	458	79.2%
\$50,000 to \$74,999	1,237	10.8%	1,038	83.9%
\$75,000 or more	7,144	62.5%	1,276	17.9%
Zero or Negative Income	296	2.60%	Not available	Not available
No Cash Rent	337	3.00%	Not available	Not available
TOTAL	11,423	100%	4,376	38.30%

Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates, S2503 Financial Characteristics:
<https://data.census.gov/cedsci/table?q=s2503&t=Owner%2FRenter%20%28Householder%29%20Characteristics&g=1600000US0655282&tid=ACSST5Y2020.S2503>

	Denotes More than 50% of Units are Cost Burdened
	Denotes Less than 50% of Units are Cost Burdened

Renter Housing Problems: HUD's Office of Policy Development and Research prepares a data set called the Comprehensive Housing Affordability Strategy (CHAS) data based upon ACS compilations. Note that the most recent September 2021 release of CHAS data uses older ACS data for the 2014-2018 period. Staff anticipates more up to date information to be released in Fall 2022. CHAS data is used in the Community Development Block Grant (CDBG) Program, including for needs assessments. One frequently used summary provides a high-level view of housing problems for both owner and renter households. The four housing problems are defined as: incomplete kitchen facilities; incomplete plumbing facilities, more than one person per room; and a cost burden greater than 30%. The four severe housing problems are defined as: incomplete kitchen facilities; incomplete plumbing facilities; more than 1.5 persons per room; and a cost burden greater than 50%. *Table 5* shows that as of the 2014-2018 ACS and CHAS data set, at least 41.9% of Palo Alto renters faced at least one of the four defined housing

problems and at least 25.7% of Palo Alto renters faced at least one of the four severe housing problems. Staff interprets that cost burden is contributing greatly to the high levels of reported housing problems in renter households, but that cannot explain all the percentages reported.¹³ Staff looks forward to the updated CHAS data release so that a more current picture can be presented.

Table 5: Palo Alto Renter Housing Problems Summary

Housing Problems	Renter Households	Percent
Household has at least 1 of 4 Housing Problems	4,930	41.9%
Household has none of 4 Housing Problems OR cost burden not available no other problems	6,830	58.1%
Total	11,765	100%
Severe Housing Problems	Renter Households	Percent
Household has at least 1 of 4 Severe Housing Problems	3,020	25.7%
Household has none of 4 Severe Housing Problems OR cost burden not available no other problems	8,740	74.3%
Total	11,765	100%
Source: HUD Office of Policy Development and Research (PD&R) Consolidated Planning/CHAS Data, released September 29, 2021 for the 2014-2018 period (2014-2018 ACS), Query: Data Year 2014-2018 Place Palo Alto City, Query date July 28, 2022: https://www.huduser.gov/portal/datasets/cp.html#2006-2018_query .		

¹³ Source: HUD Office of Policy Development and Research (PD&R) Consolidated Planning/CHAS Data, released September 29, 2021 for the 2014-2018 period (2014-2018 ACS), Query: Data Year 2014-2018 Place Palo Alto City, Query date July 28, 2022: https://www.huduser.gov/portal/datasets/cp.html#2006-2018_query.

Existing Renter Protections at the Local and State Levels

State and local laws and requirements create a complex rental landscape for tenants and landlords to navigate. This summary is intended to provide a snapshot as of the time of the writing of this report and will be updated in the future, as laws and requirements change over time. The information provided in this summary does not, and is not intended to, constitute legal advice regarding tenants' rights or landlords' obligations; instead, all content is for general informational purposes only. Readers should contact their attorney to obtain advice with respect to any particular legal matter.

City of Palo Alto

Requirement to Offer a One-Year Lease – Palo Alto Municipal Code (PAMC) [Section 9.68.030](#)

The City requirement for a landlord to offer a one-year lease to a tenant or prospective tenant has been in place since 1980. Leases do not have to be for one year, as a tenant may reject the offer in writing. If the lease is for a minimum of one year, the lease must set the rent for the rental unit at a rate or rates certain and these rates must not be otherwise modified during the term of the lease.

The requirement to offer a one-year lease does not currently extend to some rental units in Palo Alto, such as single-family dwellings or housing that is shared with the landlord. The requirement does extend to rental units in duplexes and multi-family dwellings, boardinghouses, lodging houses, and mobile home parks.

Requirement for Tenant Relocation Assistance (TRA) – PAMC [Section 9.68.035](#)

The City requirement for landlords to provide TRA came into effect in 2018. As of winter 2022, the TRA requirement applies to tenants subject to a no-fault eviction from a rental unit on a property with 10+ units.

The amount of tenant relocation assistance for no fault evictions is adjusted annually on July 1. Amounts also range by the number of bedrooms in a rental unit. An additional amount is applicable if a rental unit is occupied by a low-income household, someone who is 60 years of age or older, someone who is disabled, and/or someone that is a minor. When established in 2018, the lowest amount of tenant relocation assistance was \$7,000 for a studio rental unit and the amount for a three or more-bedroom rental unit was \$17,000. The assistance amounts have increased in subsequent years. The [Tenant Relocation Assistance Calculations sheet\(PDF, 151KB\)](#) contains the current tenant relocation assistance amounts. See also the **Assembly Bill (AB) 1482 (Tenant Protection Act of 2019)** discussion below for reference to tenant relocation assistance in state law.

Requirement for Conciliation and Mediation of Tenant/Landlord Disputes – PAMC [Chapter 9.72](#) and the City's [Human Resources website](#)

The City requirement for landlords and tenants to participate in the conciliation and mediation of rental housing disputes came into effect in 2002. This action was the result of a multi-year campaign by the Human Relations Commission (HRC) to respond to the concerns of tenants in Palo Alto who faced rising rents and other rental disputes without a viable forum to seek resolution. Rental housing disputes are fact-based grievances raised by any tenant, owner, or property manager regarding the occupancy or use of rental property limited to rental rate increases, deposits, repairs and maintenance, utilities, occupants, parking and storage facilities, privacy, quiet enjoyment, or use of common areas.

Every applicable rental agreement, lease, or other written document evidencing or changing the terms of tenancy for a residential rental property shall include or be accompanied by a notice summarizing the right to tenants to participate in this conciliation and mediation process, including but not limited to the protection against retaliation, and the name, address, and telephone number of the facilitation administrator.

The requirement to participate extends to any rented property where there are two or more dwelling units or in cases where the unit is owned by an entity with ownership of two or more rental properties in the City. However, the requirement to participate does not currently extend to some rental units in Palo Alto, such as two-unit properties where one unit is owner-occupied.

As part of implementing the requirement for conciliation and mediation, PAMC [Section 9.72.050](#) requires landlords to register their residential rental properties with the City. The required information is limited to the name and mailing address of the owner or owners of the property, as well as the name, mailing address and contact telephone number of the person having the legal authority to effectively resolve disputes at the rental units. Although the PAMC allows for the City to collect a cost recovery fee in the amount set by Council, no fee has ever been enacted.

The registration requirement applies to a landlord with residential rental property within the City, although the requirement to participate in the conciliation and mediation of rental housing disputes described in PAMC Chapter 9.72 excludes properties of only one rental unit or two-unit residential rental properties if one of the units is owner-occupied.

State of California

AB 1482 (Tenant Protection Act of 2019) - [AB 1482 \(Tenant Protection Act of 2019\)](#) came into effect in January 2022, although some of the protections about larger rent increases started in March 15, 2019. Unless local regulations are more protective, AB 1482 covers most rental units across the state. Some exceptions and exemptions to AB 1482 do apply, so it is important to understand how AB 1482 applies on a rental unit by rental unit basis. AB 1482 currently also has a self-repealing provision as of January 1, 2030.

In summary, AB 1482 contains many new tenant's rights and landlord responsibilities, primarily pertaining to evictions and limits on annual rent increases. Generally, AB 1482:

- Limits the amount that rent can be increased in a single year to prevent excessive rent increases.
- Requires landlords to have and state a fair reason for commencing an eviction, which is commonly referred to needing to have a "just cause" for an eviction.

Landlords are required to provide their tenants notices of some of their overall rights under AB 1482, as well as notices regarding allowable rent increases and regarding evictions. For certain just cause terminations that are curable, landlords are required to give a notice of violation and opportunity to cure prior to sending an eviction notice if the violation is curable. Relocation assistance or a rent waiver in the form of one month's rent is also required in the case of a no-fault just cause eviction, both of

which can be credited against any other relocation assistance applicable and required by a local law. If landlords do not strictly follow AB 1482, then notices of lease terminations may be void.

Generally, many types of rental units could be covered by AB 1482. As examples, the following types of rental units could be covered by the AB 1482 rent increase limitations and evictions protections:

- Apartments if the unit received a certificate of occupancy before or earlier than the last 15 years,
- Duplexes if the unit received a certificate of occupancy before or earlier than the last 15 years and if the owner does not live in the duplex, and
- Single-family homes if the unit received a certificate of occupancy before or earlier than the last 15 years and if it is owned by a corporation.

However, there are circumstances under which AB 1482 could only partially cover a rental unit. As examples, the following types of rental units could be covered by the AB 1482 rent increase limitations, but not covered by the AB 1482 evictions protections:

- Housing units where a tenant is sharing a kitchen or bathroom facilities with a landlord/owner, and
- Landlord/owner-occupied single family residential units where the landlord/owner rents/leases no more than two units or bedrooms, including ADUs or JADUs.

Furthermore, there are also many circumstances under which a rental unit might be entirely exempted from and not be covered by the AB 1482 rent increase limitations¹ and/or evictions protections,² such as in the following instances:

- If the tenant has continually rented and occupied the housing for less than 12 months,
- Any housing (including apartments, duplexes, and single-family homes) if the unit received a certificate of occupancy within the previous 15 years,
- Duplexes in which the landlord/owner lives in one of the units as their primary residence commencing at the beginning of tenancy,
- Single family homes not owned by a corporation,
- Housing that is restricted as affordable housing or that is subject to an agreement that provides housing subsidies for affordable housing,
- Hotel occupancies,
- Housing in a nonprofit hospital or care facility,
- School dormitories, and

¹ On November 29, 2021, Palo Alto City Council declined to ask staff to return with a local ordinance that extended the AB 1482 rent increase limitations to those rental units in Palo Alto that are currently exempted and not covered by AB 1482. However, Council did refer the topic of expanding rent increase limitations and anti-gouging policies to the Policy & Services Committee (P&S). As such, staff will return to P&S with this discussion.

² On November 29, 2021, Palo Alto City Council asked staff to return with a local ordinance that closes the AB 1482 eviction protection gap for housing units in buildings (not single-family homes or duplexes) receiving certificates of occupancy within the previous 15 years so that the eviction protections of AB 1482 apply to those buildings. This would result in AB 1482 applying to more rental units in Palo Alto. City Council declined to cover additional units not covered by AB 1482's eviction protection requirements, such as single-family homes not owned by a corporation, renters who live in a duplex that is landlord/owner occupied, and for tenants renting a unit for less than one year.

- If local law is more protective than AB 1482 or units are already covered through a local rent-control law or local “just cause” law.

AB 978 (Mobile Homes) – [AB 978](#) came into effect in February 2021 and extends annual rent increase limitations and just cause eviction protections to renters in mobile home parks located within and governed by the jurisdictions of 2 or more incorporated cities. This legislation expires on January 1, 2030. Staff is unaware of any Palo Alto mobile homes that are covered by AB 978.

AB 838 (State Housing Law) – [AB 838](#) came into effect July 1, 2022. It requires jurisdictions to investigate any claims made about substandard housing in buildings and/or housing with lead hazards. Please see the text of AB 838, Health and Safety Code Section 17920.3, and Health and Safety Code Section 17920 for more information. This legislation does not expire.

California Civil Code 1950.5- [California Civil Code 1950.5](#) states that a landlord cannot charge more than two times the rent for an unfurnished unit and three times the rent for a furnished unit as a security deposit.

July 27, 2022

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Executive Director

Mayor Burt and Councilmembers
City of Palo Alto
250 Hamilton Avenue
Palo Alto, CA 94301

Dear Mayor Burt, Vice Mayor Kou, and Councilmembers Cormack, Filseth, DuBois, Stone, and Tanaka:

RE: Rent Registry

We are pleased to submit the attached policy memorandum with the intent of supporting the development of the forthcoming rental survey ordinance. The memorandum analyzes key components of existing rental survey ordinances in California, and identifies decision points to inform the policy making process in Palo Alto.

This memorandum was commissioned by SV@Home from The Renne Public Law Group®, LLP (RPLG), using technical assistance funds provided by the Partnership for the Bay's Future as a component of the Challenge Grant program, which has supported a partnership between the City of Palo Alto and SV@Home over the last two years. The memorandum was produced at RPLG by Shajuti Hossain under the supervision of Julian Gross. During the course of this work, Julian Gross separated from RPLG, but agreed to continue to support Ms. Hossain through the project under the auspices of his new firm, Law Offices of Julian Gross.

SV@Home has appreciated the value of the partnership we have had with the city, and looks forward to continued engagement as this process progresses.

Sincerely,



Mathew Reed
Policy Director

law office of julian gross

To: Mathew Reed, Silicon Valley at Home
From: Shajuti Hossain, Associated Attorney
Date: July 5, 2022
re: *Rental Survey Ordinances in California*

I. INTRODUCTION

This memorandum analyzes existing rental survey ordinances in California, describes key components of those ordinances, and identifies decision points for the City of Palo Alto (the “City”) to determine how it should address those issues in its forthcoming rental survey ordinance (“Ordinance”). This memorandum is not attorney-client privileged and does not constitute confidential legal advice.

The California Constitution grants expansive police powers to cities, authorizing them to enact policies regarding land use, rents, and evictions to serve the public good.¹ The City is thereby authorized to create rights and obligations on landlords and tenants as described below to protect the health, safety, and welfare of its residents. However, federal, state, and local laws impose some limitations on the exercise of municipal police power.² Those limitations include federal and state constitutional provisions.³

In California, general law cities must follow state law.⁴ Charter cities may adopt and enforce ordinances that address municipal affairs pursuant to their police power even if they conflict with state law.⁵ However, charter city ordinances that address matters of statewide concern must be consistent with state law.⁶ Charter cities must also follow the terms of their own charters.⁷

¹ Cal. Const. art. 11, § 7; *Birkenfeld v. City of Berkeley* (1976) 17 Cal.3d 129, 140, 159–160 [“police power [of a county or city] under this provision ... is as broad as the police power exercisable by the Legislature itself.”]; *Fonseca v. City of Gilroy* (App. 6 Dist. 2007) 56 Cal.Rptr.3d 374, 378-329.

² *Sacramentans for Fair Planning v. City of Sacramento* (App. 3 Dist. 2019) 37 Cal.App.5th 698, 709.

³ See *Concerned Dog Owners of California v. City of Los Angeles* (App. 2 Dist. 2011) 123 Cal.Rptr.3d 774, 778.

⁴ Cal. Const. art. 11, § 7.

⁵ *Id.* at § 5(a); *American Financial Services Assn. v. City of Oakland* (2005) 34 Cal.4th 1239, 1251.

⁶ *American Financial Services Assn.*, 34 Cal.4th at 1251.

⁷ Cal. Const. art. 11, § 5(a); *Sacramentans for Fair Planning*, 37 Cal.App.5th at 709.

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As of the date of this memorandum, we have found approximately a dozen California cities with rental survey ordinances. The table below lists those cities, their population size, and dates of adoption. This memorandum provides a summary of how each of them addresses key issues.

City	Date	Approximate Population	Local Rent Stabilization
Los Angeles	1983	4,000,000	Yes
Berkeley	1980	121,000	Yes
Santa Monica	1998	92,000	Yes
East Palo Alto	2010	28,000	Yes
Mountain View	2016	82,000	Yes
San Jose	2017	1,000,000	Yes
Beverly Hills	2017	34,000	Yes
El Cerrito	2019	25,000	NO
Alameda	2019	79,000	Yes
Concord	2020	129,000	NO
San Francisco	2020	802,000	Yes
Culver City	2020	39,000	Yes
Oakland	Expected 2022	425,000	Yes
<i>Palo Alto</i>		<i>67,000</i>	<i>NO</i>

Several of these ordinances, including those enacted in Los Angeles, Beverly Hills, and San Jose, have withstood federal constitutional challenges in court.⁸ Specifically, courts have dismissed constitutional claims of unreasonable search and seizure, Fourteenth Amendment due process, and equal protection against those

⁸ *Apt Ass'n of Greater Los Angeles v. City of Beverly Hills* (C.D. Cal. 2019) WL 4137414; *Apt Ass'n of Greater Los Angeles v. City of Los Angeles* (C.D. Cal. 2019) WL 7856767; *Hotop v. City of San Jose* (N.D. Cal. 2018) 2018 WL 4850405.

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ordinances.⁹ *Hotop v. City of San Jose* also dismissed a federal contracts clause argument against the city’s rental survey ordinance.¹⁰

Although most rental survey ordinances are tied to local rent stabilization laws, they do not have to be; for example, the cities of El Cerrito and Concord have rental survey ordinances but do not have local rent stabilization laws. Although both cities passed their rental survey ordinances simultaneously or shortly after the state passed its rent stabilization law (AB 1482, Cal. Civil Code § 1947.12) in fall of 2019, both cities require registration of a different range of rental units than those subject to AB 1482.¹¹

As described below, rental survey ordinances generally aim to achieve similar outcomes of increasing certainty, stability, and fairness in the rental market, while taking slightly different approaches.

II. DISCUSSION

A. Initial Rental Unit Registration

Rental survey ordinances require landlords to register their rental units by certain dates or timeframes to track changes and trends in the local rental market. Palo Alto Municipal Code Section 9.72.050 already requires “landlords” to register their “residential rental properties,” as defined in Palo Alto Municipal Code Section 9.72.080, with their name and contact information. However, other rental survey ordinances require landlords to provide additional information, as described in Section B below.

Some ordinances require landlords to register within a certain number of days after a particular event. For example, El Cerrito and Beverly Hills require registration within 30 days after receiving a notice from the city.¹² East Palo Alto requires landlords to submit their registration within 30 days after commencing a new tenancy for a specific unit.¹³ Other ordinances require landlords to submit their initial registration by a certain date each year.¹⁴ For example, Los Angeles requires landlords to submit their registration by the last day of February of each year and

⁹ *Id.*

¹⁰ *City of San Jose*, 2018 WL 4850405.

¹¹ For example, AB 1482 exempts new construction and single-family homes while El Cerrito does not (Cal. Civil Code § 1947.12(d)(4),(5); El Cerrito Municipal Code, § 10.100.020). However, Concord’s rental survey ordinance incorporates AB 1482 but also exempts multi-family homes of three units or less, unlike AB 1482 (Concord Municipal Code, §§ 19.40.010(a)(5), 19.40.110(a)).

¹² El Cerrito Municipal Code, § 10.100.030(A); Beverly Hills Municipal Code, § 4-6-10(A).

¹³ East Palo Alto Municipal Code, § 14.04.080(A).

¹⁴ See Culver City Municipal Code, § 15.09.230(B)(1).

Mountain View requires them by February 1 of each year.¹⁵ These two types of options are further described as follows:

Option 1: City sends a notice of required registration to all landlords.

The City can consider first sending a notice of required registration to all landlords, similar to El Cerrito. It may also consider starting with a longer deadline initially as landlords transition to complying with this new requirement. Under this option, other ordinances have set a certain number of days by which landlords must register any rental unit that was previously exempt but becomes governed by the ordinance for the first time. El Cerrito and Beverly Hills require landlords to register such a unit within 30 days after receiving notice from the city that it is no longer exempt.¹⁶ East Palo Alto requires registration within 60 days after the ordinance becomes applicable to the unit.¹⁷

Option 2: Ordinance requires landlords to register by a certain date each year.

Alternatively, the City could require landlords to register by a certain date each year, similar to Los Angeles and Mountain View. This option would require landlords of rental unit that were previously exempt to register by that same deadline instead of having a separate registration window.

B. Rental Unit Registration Information

Palo Alto Municipal Code Section 9.72.050 already requires landlords to submit their name and contact information to the City. Other ordinances collect information regarding individual units, such as their location and size, current and past rent, any utilities included with the rent, occupancy status, history of capital improvements and whether those expenses were passed through to tenants, and housing services included with the rent.¹⁸ They also seek information on tenants, such as their date of move-in, household composition, and whether they receive a housing voucher or rental subsidy.¹⁹

These data can help local governments understand the diversity of their rental units, rents, tenants, tenancies, and changes in tenancies to make informed policy

¹⁵ Los Angeles Municipal Code, § 151.05(A)(5); Mountain View Community Stabilization and Fair Rent Act Regulations, Chapter 11, § B(1); see San Francisco Administrative Code, § 37.15(c).

¹⁶ El Cerrito Municipal Code, § 10.100.030(D); Beverly Hills Municipal Code, § 4-6-10(A).

¹⁷ East Palo Alto Municipal Code, § 14.04.080(I).

¹⁸ Berkeley Municipal Code § 13.76.080(B); East Palo Alto Municipal Code, § 14.04.080(A); El Cerrito Municipal Code, § 10.100.030(C); San Francisco Administrative Code, § 37.15(b)(2); Santa Monica Charter, Article XVIII, § 1803(q); Culver City Municipal Code, § 15.09.230(B)(1).

¹⁹ *Id.*

interventions. Some ordinances allow the local government to seek additional information as it deems necessary.²⁰

C. Rental Unit Registration Renewal

El Cerrito, Mountain View, and Los Angeles require landlords to renew their registration each year.²¹ El Cerrito sets a default renewal deadline of June 30 each year but also requires the city to notify landlords of their renewal deadlines in case it should differ from June 30.²² Renewals can help local governments evaluate and ensure compliance with state and local eviction procedures.

The City could consider requiring more frequent renewals, requiring registration amendments upon certain changes as described in the following section, or both. Renewals and amendments both help provide real-time data.

Registration renewal can require landlords to include documentation of attempted changes such as landlords' notices of lease violation and tenants' notice of curing the violation. If a tenant's notice was not made in writing, the City could require the landlord to describe the content, method of communication, and date or approximate date of the tenant's notice. This data can help the City verify landlords' notices and attempted evictions, evaluate how often landlords inform tenants of lease violations, how often tenants cure those violations, compliance with the City's landlord-tenant dispute resolution process (Section 9.72.040 of the Palo Alto Municipal Code), and compliance with other existing law. The City can use this information to identify problems and design tailored policy interventions to address them.

D. Rental Unit Registration Amendment

In addition to requiring registration renewals, El Cerrito, Mountain View, San Francisco, and Beverly Hills require landlords to amend their registration within 30 days after a change in the registration information or termination or commencement of a tenancy.²³ Alameda requires landlords to amend their

²⁰ East Palo Alto Municipal Code, § 14.04.080(A)(7); El Cerrito Municipal Code, § 10.100.030(C)(11).

²¹ El Cerrito Municipal Code, § 10.100.030(B); Los Angeles Municipal Code, § 151.05(A)(5); Mountain View Community Stabilization and Fair Rent Act Regulations, Chapter 11, § B(1).

²² El Cerrito Municipal Code, § 10.100.030(A).

²³ El Cerrito Municipal Code, § 10.100.030(E) ["A landlord shall notify the city if there is a change to the registration information for any rental unit. A landlord shall contact the city within thirty days of a change in a rental unit's ownership or management, or a change in the owner's or manager's contact information."]; Mountain View Community Stabilization and Fair Rent Act Regulations, Chapter 11, §§ B(3)-(4) [requiring updates after a termination or commencement of a tenancy or change in ownership or management]; San Francisco Administrative Code, § 37.15(c) ["Unit information shall also be updated within 30 days of any change in the name or business contact information of the owner or designated property manager."]; Beverly Hills Municipal Code, §§ 4-5-801(C),(D), 4-6-10(C),(D), ["C. Reregistration: When a rental unit is rereanted after a vacancy, the landlord must reregister

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registration within 30 days after commencing a new tenancy and upon change of ownership of the unit.²⁴ Culver City requires landlords to amend their registration “upon a new tenancy, and when there are changes in housing services for the covered rental unit.”²⁵

East Palo Alto does not require registration renewals but requires registration amendments within 30 days after the commencement of a new tenancy.²⁶ It requires landlords to provide a reason for termination of tenancies, such as notice of termination or abandonment by the tenant or evictions pursuant to state law.²⁷ The City could require landlords to attach any related notices, such as the landlord’s notice of lease violation and intent to evict, unlawful detainer forms filed with a court, and/or the tenant’s notice of lease termination. State law already requires landlords to provide notices of lease violations to tenants in writing.²⁸

This documentation can help the City flag spikes in evictions in real-time and understand the factors that are driving those spikes to inform potential policy solutions. Registration amendments can help capture constructive evictions, which are when landlords seek to terminate tenancies without initiating unlawful detainer proceedings through the court system. This information can help the City evaluate displacement of tenants, changes in the availability of affordable rental units, and how to design policy interventions.

E. Affidavit

East Palo Alto and Berkeley require landlords to include affidavits with their registration, including amendments and renewals, declaring that the information they provided is true and correct.²⁹ El Cerrito’s rental survey treats providing false information as violations of the municipal code and chargeable as a misdemeanor or infraction.³⁰ The City can consider these options to ensure landlords report truthful information.

the unit with the City within thirty (30) days after the rental. D. Registration Amendment: A landlord must file a registration amendment with the City within thirty (30) days of a change in a rental unit's ownership or management, or a change in the owner's or manager's contact information.”].

²⁴ Alameda Municipal Code, § 6-58.55.

²⁵ Culver City Municipal Code, § 15.09.230(B)(3).

²⁶ East Palo Alto Municipal Code, § 14.04.080(A) [“Within thirty (30) days after the commencement of a new tenancy for a specific rental unit, a landlord shall file a registration statement on a form provided by the board.”].

²⁷ East Palo Alto Rent Stabilization Board Regulations for Residential Tenancies, § 600(F)(1)(l).

²⁸ Cal. Code Civ. Pro. § 1161(2)-(4).

²⁹ East Palo Alto Municipal Code, § 14.04.080(B); Berkeley Municipal Code, § 13.76.080(C).

³⁰ El Cerrito Municipal Code, § 10.100.030(C).

F. Tenant Portal

Along with its rental survey ordinance, San Jose developed a tenant portal through which tenants can view current information about the rent they pay and the date of their last rent increase by entering the address of their rental unit.³¹ They can also complete an online form to report a discrepancy.³² San Francisco's ordinance permits its rent board to develop procedures for tenants to also report optional information about their units.³³

The City could consider establishing a similar portal that includes optional questions of tenants such as their family size, ages, income, race or ethnicity, length of tenancy, prior place of residence, and number of years living in the City to better inform the City of its tenants' backgrounds. These questions would not ask tenants to provide their names or any other personally identifiable information.

This could be a helpful resource for the City because census data does not provide this type of information at granular levels and often includes information from outside of City boundaries. Tenants also may not feel comfortable sharing this information with their landlords but would be more willing to anonymously share the information with the City.

Although this portal would not show a complete picture of Palo Alto's tenants due to its optional nature, it would provide some data that is not currently available. Over time, the portal can become a common place for tenants to check their landlord's registration and share information about themselves in the meantime. The City could market this portal as an opportunity for tenants to help the City prioritize the resources they need.

G. Copy of Registration to Tenant

El Cerrito's ordinance allows the city to require landlords to provide tenants with a copy of their registration, including amendments and renewals, while allowing landlords to redact information that does not pertain to the particular tenant's unit.³⁴ Berkeley's ordinance requires its rent stabilization board to provide a copy of the landlord's registration statement with the occupant of the unit within 30 days after receiving it from the landlord.³⁵ Culver City requires landlords to post a notice

³¹ San Jose Tenant Portal available at https://sjrentregistry.force.com/s/tenantphase2?language=en_US.

³² *Id.*

³³ San Francisco Administrative Code, § 37.15(a).

³⁴ El Cerrito Municipal Code, § 10.100.030(F).

³⁵ Berkeley Municipal Code, § 13.76.080(H).

of its rent registration requirements in a common area.³⁶ The City can consider these options as well.

If the City includes some provision about providing a copy to the tenant, the City could consider requiring landlords to translate copies of their registration into other languages, or offering translation services to landlords, for limited English proficient tenants. This could further the purposes of fairness and transparency in the rental market. Culver City requires landlords to post its notice of rent registration requirements in English, Spanish, and any other languages as required by the city's housing division.³⁷ Alternatively, the City could translate this Ordinance and associated guidance into languages commonly used in the community, similar to East Palo Alto which publishes notices of its rent stabilization and just cause ordinance in common languages online for landlords to provide to their tenants.³⁸ The City already requires its landlord-tenant dispute facilitation administrator to provide notices of landlord-tenant dispute resolution rights under Chapter 9.72 of the Palo Alto Municipal Code in English, Spanish, Chinese, and Russian.³⁹ Los Angeles also requires landlords to post a notice about its rent stabilization ordinance in a conspicuous location of the property in English and Spanish.⁴⁰ San Jose and San Francisco have adopted more general language access policies that require city services to provide language assistance services as well.⁴¹

H. Administrative Regulations

Mountain View requires its rental housing committee to issue rules and regulations to implement its ordinance, while El Cerrito authorizes its community development director, East Palo Alto and Santa Monica authorize their rent stabilization boards, and San Jose authorizes its city manager to do the same.⁴² Similarly, Alameda's ordinance requires landlords to register their units "as provided in Regulations."⁴³ The City could authorize the City to promulgate regulations to implement the Ordinance as well.

³⁶ Culver City Municipal Code, § 15.09.230(B)(5).

³⁷ *Id.*

³⁸ East Palo Alto Municipal Code, § 14.04.060.

³⁹ Palo Alto Municipal Code, § 9.72.070(b).

⁴⁰ Los Angeles Municipal Code § 151.05(I).

⁴¹ San Francisco Municipal Code, § 91.1 et seq; San Jose Language Access Policy 6.1.10, available at <https://www.sanjoseca.gov/home/showdocument?id=17927>.

⁴² Mountain View Municipal Code, § 1709(e); El Cerrito Municipal Code § 10.100.030(G); East Palo Alto Municipal Code, § 14.04.070(D); Santa Monica Charter, Article XVIII, § 1803(g); San Jose Municipal Code § 17.23.040.

⁴³ Alameda Municipal Code, § 6-58.55.

I. Confidentiality

Other ordinances protect the privacy of individuals and proprietary information of businesses by prohibiting disclosure of most individual registration information. East Palo Alto requires its rent stabilization board to only use the information to enforce the rent stabilization and just cause ordinance, although it permits use of the data for taxing purposes.⁴⁴ East Palo Alto and Berkeley require their rent stabilization boards to adopt rules and regulations for ensuring confidentiality of information.⁴⁵ El Cerrito requires confidentiality and expects the City to compile the information in aggregate through a database.⁴⁶

Like El Cerrito, the City could create a database of this information to generate reports on the numbers, sizes, rents, and lengths of tenancies of rental units in the City. These aggregated reports can help the City better understand its tenants and rental market in particular areas and across the City.

J. Program Fee

Section 9.72.050 of the Palo Alto Municipal Code already directs City Council to set a fee amount that landlords must pay for each rental unit to reimburse the City for its costs of maintaining registration records.

Los Angeles sets the fee amount in its ordinance, while East Palo Alto, El Cerrito, Mountain View, Culver City and San Francisco direct the rent stabilization board, city council, or staff to set the fee amount.⁴⁷ For rental units that were formerly exempt for part of the year, East Palo Alto requires the fee to be prorated based on the number of months left until the next fee is due.⁴⁸ Palo Alto could consider adding a sentence to Section 9.72.050 of the Palo Alto Municipal Code to that effect.

Berkeley's ordinance set the initial fee amount and then directs its rent stabilization board to set subsequent annual fees.⁴⁹ Berkeley also prohibits landlords from passing on the fee to tenants without prior approval from the rent board.⁵⁰ Culver City permits landlords to pass through half of the initial registration fee to tenants, but requires noting it as a separate line item on the rent statement.⁵¹ Palo Alto could

⁴⁴ East Palo Alto Municipal Code, § 14.04.150(A).

⁴⁵ *Id.* at (B); Berkeley Municipal Code, § 13.76.090.

⁴⁶ El Cerrito Municipal Code § 10.100.030(H).

⁴⁷ Los Angeles Municipal Code § 151.05(B); East Palo Alto Municipal Code, § 14.04.150(C); El Cerrito Municipal Code § 10.100.040(B); Mountain View Municipal Code, § 1709(j)(1); Culver City Municipal Code, § 15.09.230(D)(1); San Francisco Administrative Code, § 37A.2(d).

⁴⁸ East Palo Alto Municipal Code, § 14.04.080(I).

⁴⁹ Berkeley Municipal Code, § 13.76.080(D).

⁵⁰ *Id.* at § .060(N).

⁵¹ Culver City Municipal Code, § 15.09.230(D)(2).

consider prohibiting landlords from passing the all or a portion of the fee onto tenants as well.

K. Penalties

Mountain View authorizes its rental housing committee to establish a schedule of penalties for noncompliance with the ordinance or its regulations.⁵² Los Angeles sets a penalty of 150 percent of delinquent fees and a penalty of \$250 per day after the 7th day of failing to post a notice about the rent stabilization ordinance at the rental property.⁵³ Berkeley sets a penalty of 100 percent of delinquent fees for every 6 months the fee and penalty remain delinquent.⁵⁴ Berkeley and East Palo Alto explicitly prohibit landlords from passing penalties onto tenants.⁵⁵ El Cerrito and Beverly Hills subjects any person violating its ordinance to the city's administrative penalties.⁵⁶ If a landlord in Santa Monica willfully and knowingly fails to register its unit, then its rent control board can authorize the tenant to withhold all or a portion of the rent until the landlord properly registers.⁵⁷ After the landlord registers, the rent control board must determine what portion, if any, the tenant then owes to the landlord.⁵⁸ The City could consider including similar provisions to enforce the Ordinance.

East Palo Alto, Los Angeles, and Berkeley include a provision permitting the City to waive penalties for landlords who make a good faith attempt to comply, file their registration, pay their fees, and fulfill any other requirements of the ordinance and its regulations.⁵⁹ El Cerrito's administrative penalty procedure provide landlords the opportunity to contest assessments of penalties against them.⁶⁰ The City could consider including a good faith exception and similar appeal procedure for landlords in this Ordinance.

L. Lien or Debt

East Palo Alto includes a provision that enforces the fees and penalties by deeming them debts to the city and authorizing the city to file a lien on properties for which

⁵² Mountain View Municipal Code, § 1709(d)(13).

⁵³ Los Angeles Municipal Code § 151.15.

⁵⁴ Berkeley Municipal Code, §§ 13.76.080(F).

⁵⁵ *Id.* at (K); East Palo Alto Municipal Code, § 14.04.180(E).

⁵⁶ El Cerrito Municipal Code § 10.100.050; Beverly Hills Municipal Code §§ 4-5-706, 4-6-12(E).

⁵⁷ Santa Monica Charter, Article XVIII, § 1803(q).

⁵⁸ *Id.*

⁵⁹ East Palo Alto Municipal Code, § 14.04.080(F); Los Angeles Municipal Code § 151.15; Berkeley Municipal Code, §§ 13.76.080(F) ["The board may waive the penalty if payment is made within thirty days of the original due date. A landlord may request the board to waive all or part of the penalty if he/she can show good cause for the delinquent payment."].

⁶⁰ El Cerrito Municipal Code § 1.14.080 et seq.

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registration and fees are delinquent for more than 180 days.⁶¹ Berkeley deems fees and penalties as debts to the city but is silent on whether the city can file a lien on the property.⁶² The City could consider these options to enforce the fees and penalties as well.

III. CONCLUSION

In sum, the above components of other rental survey ordinances in California provide options for the City of Palo Alto to consider and adapt for local circumstances, in an effort to achieve a balance between receiving valuable information and minimizing administrative costs for the involved parties.

⁶¹ East Palo Alto Municipal Code, § 14.04.080(G).

⁶² Berkeley Municipal Code, §§ 13.76.080(G).



2022 Rent Registry User Guide for Property Owners/Managers

Also available at www.el-cerrito.org/rentregistry

Step 1: To begin, access your account by visiting <https://elcerrito.progressivecloud.net/webrenewals/>. The screen below will then appear. To proceed, you will need your business license account number and security access code which can be located on your *Business License Renewal Notice* in the top right corner. Enter your *account number, security code* and click *Continue*.



Business License Payments

Enter Account Number:		Wednesday, June 17, 2020
Account Number	<input type="text" value="13459"/>	
Security Code	<input type="text" value="••••"/>	
Click to Continue when ready	<input type="button" value="Continue"/>	
<ul style="list-style-type: none"> • What to do if you lost your security code • Learn more about the security code 		
Powered by Progressive Solutions, Inc. Copyright 2020		

You may obtain information about your legal obligations and how to comply with disability access laws at the following agencies:

- The Division of the State Architect at www.dgs.ca.gov/dsa/Home.aspx
- The Department of Rehabilitation at www.rehab.cahwnet.gov
- The California Commission on Disability Access at www.cdda.ca.gov

[Report a Problem](#)

Step 2: Once you enter your *account number* and *security code*, you will automatically be taken to the *Business License Payments* screen. Here you will have the opportunity to review your account information and make changes, if needed.

Questions?

Website: www.el-cerrito.org/rentregistry | Email: housing@ci.el-cerrito.ca.us | Phone: 510-215-4314



Business License Payments

Please confirm that the following information provided is correct for account: **13459**

License Expiration Date:	
Expiration Date:	6/30/2020
Business Attributes:	
Business Name:	MY RENTAL PROPERTY
Business Type:	RENTALS
Account Number:	13459
Business Phone:	(510)215-4300
Business Address:	
Address:	10890 SAN PABLO AVE
City:	EL CERRITO
State:	CA
Zip code:	94530-2321
Mailing Address:	
Attention:	
Mailing Address:	10890 SAN PABLO AVE
City:	EL CERRITO
State:	CA
Zip code:	94530-2321

- Below you will have the choice to select either the *paper* or *email* renewal notice option for the next renewal period, **2023**, at which time renewals will be sent digitally only.
- If you need to modify your account information, indicate that your business has closed or print a copy of the current renewal notice, you can make that selection below. Otherwise, proceed by selecting *Make a Payment*, acknowledging the certification requirements, and clicking *Continue*.

Renewal Notice Delivery Method *

Please select how you would like to receive renewal notices in the future:

- Opt for Paper Only
 Opt for Email Only

Select Action Type:

- Make a Payment
 Modify: I wish to update information listed above.
 Business Closed: I am no longer conducting business in El Cerrito .
 Print Renewal Notice

Click Continue when ready:

- I certify under penalty of perjury that the information provided above is true and correct. Information provided may be verified through inspection and/or audit of business records as may be necessary to verify the amount of business license tax due.
 I hereby affirm under penalty of perjury that I am aware that the El Cerrito minimum wage is higher than the California minimum wage and will comply with all requirements of El Cerrito Municipal Code Chapter 6.95 including but not limited to payment of wages, notices, recordkeeping, access to records and non-retaliation.

Continue

Questions?

Website: www.el-cerrito.org/rentregistry | Email: housing@ci.el-cerrito.ca.us | Phone: 510-215-4314

Step 3, Rent Registry: Once you reach this point, you can begin the *Rent Registry*. Start by entering your *Business License Account Number* and your *Business Information* will appear. You can make updates, as necessary.



RENT REGISTRY 2022 Online Registration

* Required fields must be completed

Per El Cerrito Municipal Code, Chapter 10.100 Rent Registry, all residential rental properties are required to register units annually. Registration submissions are due within 30 days from the date of the business license renewal notice of July 31, 2022. You are required to complete and submit a registration for each rental building/property for the reporting period of July 1, 2021 - June 30, 2022. For more information, please visit www.el-cerrito.org/rentregistry.

Business Information			
Business License Account Number*	13459		
Business Name*	MY RENTAL PROPERTY		
DBA			
Attention			
Address*	10890 SAN PABLO AVE		
City*	EL CERRITO	State* CA	Zip* 94530-2321
<input type="checkbox"/> Mailing Address same as Business Address			
Mailing Address*	10890 SAN PABLO AVE		
Mailing City*	EL CERRITO	Mailing State* CA	Mailing Zip* 94530-2321

Property Owner Information			
Owner Information			
Property Owner Name*	JOHN SMITH		
Owner Address*	10890 San Pablo Ave		
City*	El Cerrito	State* CA	Zip* 94530
Phone*	() - -	Email*	fujitadt@yahoo.com
Property Manager			
Name			
Property Manager Address			
City		State	Zip
Phone	() - -	Email	

Step 4, Property Information: Here, you will begin to enter the *Rental Property Information*.

- The *Assessor Parcel Number (APN)* will auto populate from the 2020-2021 reporting period. You can also find the APN on your annual property tax statement or online [here](#) at the Contra Costa County Treasurer-Tax Collector's Office.

Questions?

Website: www.el-cerrito.org/rentregistry | Email: housing@ci.el-cerrito.ca.us | Phone: 510-215-4314

- B. Please indicate the *total number of unit* for all units at the property, including any unit that may be occupied by the owner and/or on-site property manager.
- C. If any of your rental unit(s) are *deed restricted*, meaning that they are designated as affordable housing, please indicate that in this section.
- D. Next, specify the *total number of rental units*. For example, if you own/manage a duplex where 1 unit is occupied by the owner and 1 is occupied by a tenant, the total number of rental units would be 1.
- E. Please be sure to provide information about the property including *year built*, *year purchased*, and *type of building*.
- F. If there were *capital improvements* made between 7/1/2021 – 6/30/2022, please list those as well as the costs. In general, capital improvements increase the value of your property by adding and/or improving existing items. Some examples include bathroom remodel, kitchen remodel, replacement of windows, replacing all plumbing, replacing all electric wiring, etc. Capital improvements often require a permit from the City’s Building Department. Maintenance and repairs are typically associated with general maintenance of the property, such as replacement of a toilet.

Step 5, Additional Questions: Please indicate if you are an *El Cerrito resident*, how many properties you own in *El Cerrito* (whether rented or owner-occupied), and the *total number of rental units in El Cerrito*.

Additional Questions	
Are you a resident of El Cerrito?*	<input checked="" type="radio"/> Yes <input type="radio"/> No
How many properties do you own in El Cerrito?*	<input type="text" value="1"/>
How many total rental units do you own in total in El Cerrito?*	<input type="text" value="2"/>
Have any of your tenants been impacted by COVID-19 and fallen behind on rent?*	<input type="radio"/> Yes <input checked="" type="radio"/> No

Step 6, Rental Unit/Property Information: Please provide the data for each rental unit. Most of this information will auto-populate from the 2020-2021 reporting period. If you need to add or edit information, follow these steps.

- A. Enter the basic *property street address* and *unit number* (if applicable).
- B. Indicate the *occupancy status* of the property: *rented*, *vacant* or *owner-occupied*.
- C. If a unit is *exempt*, please indicate that below. Some examples of exemptions include units where the rents are controlled/regulated (“deed restricted”) by a government agency, on-site manager’s living unit, and rental of rooms if the owner resides at the property. Visit www.el-cerrito.org/rentregistry for additional details.
- D. Please provide the number of *bedrooms*, *bathrooms*, and *square footage*. If you do not have information regarding the square footage, you can access this through the County’s ParcelQuest by clicking [here](#). There may be instances, such as multi-unit properties, where unit-specific square footage is not available. In these circumstances, you may submit the total livable square footage for the property/building.

Questions?

Website: www.el-cerrito.org/rentregistry | Email: housing@ci.el-cerrito.ca.us | Phone: 510-215-4314

Once you are done entering the *Rental Unit/Property Information*, click *Save*. If you need to add more units, click *Add Rental Unit Information*. If finished, click *Complete* to proceed. If there are any errors, the system will prompt you to enter the correct information. Please correct any errors to proceed.

Rental Unit/Property Information								
You are required to provide data for each unit at this property for the period July 1, 2021 – June 30, 2022. Please compile all necessary documentation in order to complete this section. If you need additional information, please visit http://www.el-cerrito.org/rentregistry . Include all rental units below. Click the "Add Rental Unit Information" button to enter information about a unit. When done entering information, click the Save to save the information for that rental unit. When you have entered all units, click "Continue" button.								
	Property Street Address	Unit Number	Occupancy Status	Exempt	Square Footage	# of Bedrooms	# of Baths	
Edit	10890 San Pablo Ave.	1	Rented	None	850	2	1.00	✘
Edit	10890 San Pablo Ave.	2	Rented	None	850	2	1.00	✘
<div style="display: flex; justify-content: space-between;"> Add Rental Unit Information Continue </div>								

Step 7, Tenant History: Here, you are required to report *Tenant History* at the property/units between 7/1/2021 – 6/30/2022. This information will auto-populate using the 2020-2021 reporting period. If there were no changes in tenancy, click *No change in tenant info*. If there were move-outs, you must report those along with the *move-out reason*. You will also need to include any move-ins that occurred between 7/1/2021 – 6/30/2022 by clicking *Add Additional Tenant History*. Please also be sure to indicate whether a tenant is renting the property/unit with a Housing Voucher, such as Section 8.

Tenant History								
You are required to provide data for each unit at this property for the period July 1, 2020 – June 30, 2021. Please review the tenant history below. If there were no changes in tenancy, click No change in tenant info. If there were any move-outs, you must report this information along with the move-out reason by clicking edit followed by save once you are done. You will also need to include any move-ins that occurred between 7/1/2020 – 6/30/2021 by clicking Add Additional Tenant History. If the current tenant has lived in the unit for 12-months or longer and still resides in the property, a move-out date is not applicable. Please also be sure to indicate whether a tenant is renting the property/unit with a Housing Voucher, such as Section 8.								
	Same Tenant	Property Address	Unit Number	Tenant Move in Date	Tenant Move Out Date	Move Out Reason	Housing Voucher Recipient	
		10890 San Pablo Ave.	1	10/1/2010 12:00:00 AM	1/1/2020 12:00:00 AM	Marriage/Divorce/Dissolution	No	
Edit		10890 San Pablo Ave.	1	2/1/2020 12:00:00 AM			No	✘
		10890 San Pablo Ave.	2	1/1/2016 12:00:00 AM	12/31/2020 12:00:00 AM	unknown	No	
Edit		10890 San Pablo Ave.	2	1/1/2021 12:00:00 AM			No	✘
<div style="display: flex; justify-content: space-between;"> Add Additional Tenant History </div>								

Step 8, Rental Rates: You are required to report *Rental Rates* for the period 7/1/2021 – 6/30/2022. Click *edit* to enter data for a unit.

Questions?

Website: www.el-cerrito.org/rentregistry | Email: housing@ci.el-cerrito.ca.us | Phone: 510-215-4314

- A. First, begin by providing the *Monthly Rent 2022* for each property/unit between 7/1/2021 – 6/30/2022.
- B. Second, please provide the *Date of Most Recent Rent Increase* and *Rent Increase Reason*. If a rent increase was not issued during 7/1/2021 – 6/30/2022, please select *Not Applicable*.
- C. Third, please indicate if any utilities are included with rent.
- D. Click *Save* once done.

Rental Rates

You are required to provide data about monthly rents and rent increases for each unit at this property for the period July 1, 2021 – June 30, 2022. If unit is no longer rented please put that date in the Most Recent Rent Change column.

	Property Address	Unit Number	Monthly Rent 2021	Monthly Rent 2022	Date of Most Recent Rent Change	Rent Change Reason	Included Utilities
Save Cancel	10890 San Pablo Ave.	1	1,800.00 <input type="checkbox"/> No Rent Received	1,850.00 <input type="checkbox"/> No Rent Received	1/1/2022	Rent increase not	Please check any included utilities Gas: <input type="checkbox"/> Water: <input checked="" type="checkbox"/> Electric: <input type="checkbox"/> Internet: <input type="checkbox"/> Cable: <input type="checkbox"/> Garbage: <input checked="" type="checkbox"/> Other: <input type="text"/>
Edit	10890 San Pablo Ave.	2	1900.00	1950.00	6/1/2021	Inflation/Cost of Living	Gas: No Water: Yes Electric: No Internet: No Cable: No Garbage: Yes

Step 9, Complete Registry: Once you reach this point, please review the information, and click *Complete Registry* to proceed to payment.

I declare, under penalty of perjury, that the information contained in this form is true and correct, and that all requirements are in full compliance of the El Cerrito Municipal Code Chapter 10.100.

Applicant Name:

[Complete Registry](#)

Step 10, Payment:

- A. Congratulations, you are almost done. To proceed, click *Calculate Amount Due* for an itemization of fees. To make payment, click *Submit Payment*.

Questions?

Website: www.el-cerrito.org/rentregistry | Email: housing@ci.el-cerrito.ca.us | Phone: 510-215-4314



Business License Payments

Account Number: 13459 Name: MY RENTAL PROPERTY
 Rate Type: RENTALS Expiration Date: 6/30/2020

Press Calculate to show amount due

Rental Business License Fee:
 Rental Registry Fee:
 Renewal Fee:

Late Fee: 0
 AB 1379: 0

Total due: 0

Calculate Amount Due Submit Payment

B. Enter your credit card information and submit.

Business License Payments

Amount Due: \$328.00

Card Information

Card Holder First Name
 Card Holder Last Name
 Card Number
 Accepted Card Types
 Expiration
 Security Code [What is a Security Code?](#)

Billing Address

Address
 City
 State
 Zipcode

Your use of this form constitutes agreement to our [Terms of Service](#)

Submit Payment

CONGRATULATIONS, YOU ARE DONE!

Next Steps: You will receive an email confirmation of your submission. Registration is deemed to be complete when all required information has been provided and all outstanding fees have been paid. A *Notice of Completion* will be provided upon review by City staff to property owners once all requirements are satisfied.

Questions?

Website: www.el-cerrito.org/rentregistry | Email: housing@ci.el-cerrito.ca.us | Phone: 510-215-4314



**City of Concord
Residential Rent Registry
Application**

8839 N Cedar Ave #212, Fresno, California 93720
PH (925) 350-6414 • FAX (909) 348-0465
Apply Online Today At: <https://concord.hdlgov.com>

OFFICIAL USE ONLY	1.e
Property Registration No. _____	
Expiration Date _____	
Reviewed By _____	

PLEASE TYPE OR PRINT WITH PEN

Rental Property Address _____ Parcel Number: _____

City, State & Zipcode _____ No. of Rental Units at this Property: _____

Mailing Address _____ Phone No. _____

City, State & Zip Code _____ Alt. No. _____

Email Address _____

Is the owner a trust, LLC, Corporation or business partnership? Yes or No

**If yes, please provide the full names and titles of all owners in the sections below.*

OWNERSHIP - Complete information below for all owners. If necessary, use the back of this form to list additional owners and their information.

Instructions: If Individual Owner, please provide your home address. If Trust, LLC or Corporation, please provide your business address.

1st Owner Name _____	Title _____	Ownership percentage _____
Home or Business Address _____	Phone No. _____	Email Address _____
		Is this person the primary contact? _____
2nd Owner Name _____	Title _____	Ownership percentage _____
Home or Business Address _____	Phone No. _____	Email Address _____
		Is this person the primary contact? _____

EMERGENCY CONTACT FOR RENTAL PROPERTY:

CONTACT NAME: _____ TITLE: _____

CONTACT PHONE: _____

AUTHORIZED AGENT OR PROPERTY MANAGER - PERSON AUTHORIZED TO COMPLETE RENT REGISTRY DOCUMENTS, IF DIFFERENT FROM THOSE LISTED IN THE OWNERSHIP SECTION ABOVE.

Company Name _____ Is this person the primary contact? _____

Agent Name _____ Email Address _____

Address _____ Phone No. _____

PLEASE FILL IN THE APPROPRIATE BOXES BELOW AND SIGN

CERTIFICATION AND ACKNOWLEDGEMENT

I declare under penalty of perjury under the laws of the State of California that the foregoing information is true and correct to the best of my knowledge. If an Authorized Agent or Property Manager has been designated, I hereby authorize and appoint the agent listed above to execute, under penalty of perjury, the City of Concord Rent Registry and other registration related documents for this property. I agree to be bound by each document filed by this person to the same extent as if I had completed the document and executed it under penalty of perjury myself.

→
SIGN HERE _____ Signature of Property Owner

_____ Date _____

PRINT HERE

Thank you for doing business in the City of Concord

**RETURN APPLICATION
BY MAIL TO:**

City of Concord
Rent Registry
8839 N. Cedar Ave #212
Fresno, CA 93720-1832

OR

**SCAN & RETURN APPLICATION
BY EMAIL TO:**

concord@hdlgov.com

Attachment: Attachment E: Rental Survey Program Information Collection Examples (14139 : Rental Survey Program Overview for Feedback)

RENTAL UNIT INFORMATION

Instructions: List ALL units including vacant. Please include information for all units as of **July 1, 2021**.

1. UNIT # OR ADDRESS (IF DIFFERENT THAN PROPERTY ADDRESS)

--

2. UNIT SQUARE FEET**3. NUMBER OF BEDROOMS IN UNIT**

--	--

4. # OF PARKING SPACES ASSIGNED TO UNIT**5. IS UNIT OCCUPIED AS OF JULY 1ST**

--	--

6. IS THERE AN ACTIVE LEASE IN WRITING? IF YES, WHAT TYPE OF LEASE? (12-MONTH, 6 MONTH, MONTH TO MONTH)

--

8. MOVE IN DATE OF CURRENT TENANT (MONTH & YEAR)**9. BASE RENT AS OF JULY 1ST**

--	--

10. MONTHLY COST OF ADDITIONAL NON-OPTIONAL CHARGES AS OF JULY 1ST

NON- OPTIONAL CHARGES	COST	COLLECTED BY OWNER	COLLECTED BY THIRD PARTY
ELECTRICITY			
NATURAL GAS			
CABLE			
WI-FI			
GARAGE			
RECYCLING			
WATER			
SEWER			
COMMON AREA MAINTENANCE			
OTHER			
TOTAL NON-OPTIONAL CHARGES			

11. MONTHLY COST OF ADDITIONAL OPTIONAL CHARGES AS OF JULY 1ST

OPTIONAL CHARGES	COST	COLLECTED BY OWNER	COLLECTED BY THIRD PARTY
PARKING			
STORAGE SPACE			
OTHER			
TOTAL OPTIONAL CHARGES			

THE FOLLOWING QUESTIONS REFER TO THE PERIOD OF JULY 1, 2021 THROUGH JUNE 30, 2022.

1. HOW MANY TIMES DID TENANCIES CHANGE ON THE PROPERTY?
2. FOR ALL TENANCY CHANGES, HOW MANY MOVE-OUTS WERE INITIATED BY THE TENANT?
3. HOW MANY MOVE-OUTS WERE INITIATED BY THE OWNER?

- a. HOW MANY OF THE FOLLOWING NOTICE OF TERMINATIONS WERE ISSUED?

3-DAY NOTICE	
15-DAY NOTICE	
30-DAY NOTICE	
60-DAY NOTICE	

- b. HOW MANY OF THE FOLLOWING TYPE(S) OF CAUSES OF ACTION FOR TERMINATION WERE USED?

NON-PAYMENT OF RENT	
LEASE VIOLATION OTHER THAN NON-PAYMENT OF RENT	
UNIT REMOVED FROM THE MARKET/ELLIS ACT	
OWNER OR RELATIVE MOVE IN	
DEMOLITION OR SUBSTANTIAL REMODEL	
COMPLIANCE WITH A GOVERNMENT OR COURT ORDER	
LEASE VIOLATION (IF DIFFERENT FROM NON-PAYMENT OF RENT)	

4. FOR EACH TIME A MOVE-OUT WAS INITIATED BY THE OWNER, WAS AN UNLAWFUL DETAINER CASE FILED IN COURT? YES or NO



City of East Palo Alto
 Office of the City Manager
 Rent Stabilization Program
 2415 University Avenue 2nd floor
 East Palo Alto, CA. 94303
 Tel: 650-853-3157 Fax: 650-853-3115
rentprogram@cityofepa.org

CHANGE IN REGISTRATION STATUS STATEMENT

Submit this form when a unit or property that was formally claimed as exempt under the Rent Stabilization Ordinance is no longer exempt and therefore must be registered.

Rental Property Address:			
Unit #: _____	# Units on property: _____	# Bedrooms: _____	# Bathrooms: _____

(If new Owner or agent, submit a Change of Ownership Form.)

Owner Check if new owner or address <input type="checkbox"/>	Agent Check if new agent or address <input type="checkbox"/>
Name	Name
Address	Address
City, State, Zip	City, State, Zip
Phone ()	Phone ()
Email	Email
Send all future notices, correspondence and invoices to: OWNER <input type="checkbox"/> AGENT <input type="checkbox"/>	

Reason this unit is no longer claimed as exempt under the Rent Stabilization Ordinance (Check all that apply):

- Tenant no longer under Section 8 contract
- Two or Three unit property no longer owner-occupied
- No longer owned by non-profit with rent covenants
- Determined by Rent Stabilization Program to be ineligible for the exemption claimed
- Other reason (Describe reason below or on page 3):

Date basis for exemption ended, if unit was once exempt: _____

Beginning date of current tenant's initial lease or rental agreement: _____

If rental unit is vacant, date unit became vacant: _____ and submit completed Vacancy Registration Statement. When vacant unit becomes rented, submit Change in Tenancy Statement.

For occupied units: Number of tenants included in initial rental agreement or lease: _____
Names of each tenant included in the lease or rental agreement:

- 1. _____ 2. _____
- 3. _____ 4. _____
- 5. _____ 6. _____
- 7. _____ 8. _____

Attachment: Attachment E: Rental Survey Program Information Collection Examples (14139 : Rental Survey Program Overview for Feedback)

For Current Tenant Report the Following Information	At Initial Occupancy when tenant first moved into Unit: or, if tenancy started between January 1, 1996 – Dec., 31, 2005 report instead charges and discounts on January 1, 2006:	At Current Date of _____
Rent Charged (before adjustment for discounts or fees)	\$ _____	\$ _____
Report Any Discount in Rent Provided (Leave blank if none)	\$ _____	\$ _____
Describe Type of Discount provided:		
Report Any Fees Charged Tenant for Regulated Housing Services (Leave blank if no fees are charged):		
Water	\$ _____	\$ _____
Garbage or Refuse Removal	\$ _____	\$ _____
Sewer	\$ _____	\$ _____
Gas / Heat	\$ _____	\$ _____
Electricity	\$ _____	\$ _____
Parking	\$ _____	\$ _____
Pet Accommodation	\$ _____	\$ _____
Gas / Heat	\$ _____	\$ _____
Total Net Rent (Rent less Discounts plus Fees Charged)	\$ _____	\$ _____
Report any Deposits Paid by Tenant that are being held by landlord (Leave blank if no deposits are held):		
Security Deposit	\$ _____	\$ _____
Cleaning Deposit	\$ _____	\$ _____
Pet Deposit	\$ _____	\$ _____
Key Deposit	\$ _____	\$ _____
Other Deposit:	\$ _____	\$ _____
Check all Housing Services provided by landlord that are included in rent and tenant does not pay separately:		
Laundry access <input type="checkbox"/>	Washer/dryer in unit <input type="checkbox"/>	Kitchen appliances <input type="checkbox"/>
Water <input type="checkbox"/>	Garbage / Refuse removal <input type="checkbox"/>	Pets allowed <input type="checkbox"/>
Gas <input type="checkbox"/>	Electricity <input type="checkbox"/>	Extra storage space <input type="checkbox"/>
Report Parking Assigned:	# Covered parking spaces: _____	# Uncovered parking spaces: _____

Attachment: Attachment E: Rental Survey Program Information Collection Examples (14139 : Rental Survey Program Overview for Feedback)

If this unit is now rented, submit with this Change in Status Registration Statement the initial lease or rental agreement signed by tenant at the time tenant moved into this unit, and any current lease or rental agreement.

If this unit is now vacant, complete the Vacancy Registration Statement below. When the unit becomes rented again, submit a Change in Tenancy Statement with the initial lease or rental agreement within 30 days of occupancy.

VACANCY REGISTRATION STATEMENT

Report Prior Tenancy Information:

Date unit became vacant: _____ Final rent charged to prior tenant: \$ _____
Reason unit became vacant: <input type="checkbox"/> Voluntary <input type="checkbox"/> Abandonment by prior tenant <input type="checkbox"/> For cause eviction pursuant to Code of Civil Procedure § 1161 <input type="checkbox"/> Notice by landlord pursuant to Civil Code § 827 or § 1946 <input type="checkbox"/> Other reasons for eviction

List changes in housing services, including parking spaces, offered to new tenant compared to the last tenant:

Was the former tenant charged more than the Maximum Allowable Rent for this unit?

Yes No

If yes, was a rebate provided to the former tenant for any overcharges paid above the Maximum Allowable Rent back to August 2010?

Yes No

Attachment: Attachment E: Rental Survey Program Information Collection Examples (14139 : Rental Survey Program Overview for Feedback)

Provide below information if there are other reasons this unit is no longer claimed as exempt under the Rent Stabilization Ordinance, or other relevant information about the Registration of this rental unit or its current occupancy:

Declaration: I declare under penalty of perjury under the laws of the State of California that to the best of my knowledge, the property is in compliance with the East Palo Alto Rent Stabilization Ordinance and that the information provided in this Change In Registration Status Statement is true and correct. I recognize that any inaccurate information contained in this statement may be deemed a misrepresentation.

Signature _____ Date: _____

Name (print) _____

Title: _____



City of East Palo Alto
Rent Stabilization Program
 2415 University Avenue, 2nd Floor
 East Palo Alto, CA 94303
 Tel: (650) 853-3114 / Fax: (650) 853-3115
rentprogram@cityofepa.org

CHANGE IN TENANCY / VACANCY REGISTRATION STATEMENT

Submit this form at the start of a new tenancy with a copy of the lease or rental agreement and a signed copy of the Notice of Existence of the Ordinance

Rental Property Address:			
Unit #:	# Units on property:	# Bedrooms:	# Bathrooms:

(If new Owner or Agent, submit a Change of Ownership Form.)

Owner	Agent
Name:	Name:
Address:	Address:
City, State, Zip:	City, State, Zip:
Phone:	Phone:
Email:	Email:

New Tenant Information:

Beginning Date of This Tenancy:	Initial Rent: \$	Section 8 Contract <input type="checkbox"/>
Provide the names of each tenant on the lease or rental agreement:		
1. 2. 3. 4.		
<i>Tenant names will be kept confidential in accordance with the Information Practices Act of 1977.</i>		
Tenant Phone Number:	Email:	
Security deposit: \$	Cleaning deposit: \$	Pet deposit: \$
Housing Service Fees required by Rental Agreement: Water: \$		
Electricity: \$	Gas: \$	Sewer: \$
Garbage removal: \$	Parking: \$	
Pet: \$	Storage: \$	Other fees charged: \$
Housing Services provided by landlord that are included in the rent include:		
# Parking spaces covered: <input type="text"/>	# Uncovered spaces: <input type="text"/>	Extra storage space <input type="checkbox"/>
Laundry access <input type="checkbox"/>	Washer/dryer in unit <input type="checkbox"/>	Kitchen appliances <input type="checkbox"/>
Water <input type="checkbox"/>	Garbage removal <input type="checkbox"/>	Pets allowed <input type="checkbox"/>
Gas <input type="checkbox"/>	Electricity <input type="checkbox"/>	Cable/satellite TV <input type="checkbox"/>
The amount of reduced, discounted, "free" rent offered: \$		None: <input type="checkbox"/>
Average rent over the first 12 months if discounts or concessions are provided: \$		

City of East Palo Alto
 Rent Stabilization Program
 Change in Tenancy / Vacancy Registration Statement

VACANCY REGISTRATION STATEMENT

Prior Tenancy Information:

Date unit became vacant:	Final rent charged to prior tenant: \$
Reason unit became vacant:	
<input type="checkbox"/> Voluntary <input type="checkbox"/> Abandonment by prior tenant <input type="checkbox"/> Non Payment of Rent <input type="checkbox"/> Due to Substantial Repairs <input type="checkbox"/> Permanent Removal From the Housing Market Through Demolition <input type="checkbox"/> Permanent Removal From the Housing Market Through Ellis Act <input type="checkbox"/> Owner / Relative Move-In <input type="checkbox"/> Government Agency Order (such a code enforcement action) <input type="checkbox"/> Court Order <input type="checkbox"/> Other Reasons for Termination of Tenancy:	

Was the former tenant charged more than the Maximum Allowable Rent for this tenant's unit?

Yes No

If yes, was a rebate provided to the former tenant for any overcharges paid above the Maximum Allowable Rent for this tenant's unit from August 2010 or after?

Yes No

Lease or rental agreement signed by the owner or owner's representative and the new tenant, or the Section 8 contract is attached.

Declaration: I hereby under penalty of perjury declare that all the information in this Change in Tenancy / Vacancy Registration Form is true and correct to the best of my knowledge and belief.

 Print Name

 Signature

 Date

Title:

Create an Online Account

mvrent.mountainview.gov



Table of Contents

- Register as New User
- Property Registration and Exemptions
- Add Units
- Submit Termination Notices
- Submit Banked Rent Increase Notices
- Submit Tenant Buyout Information

New User

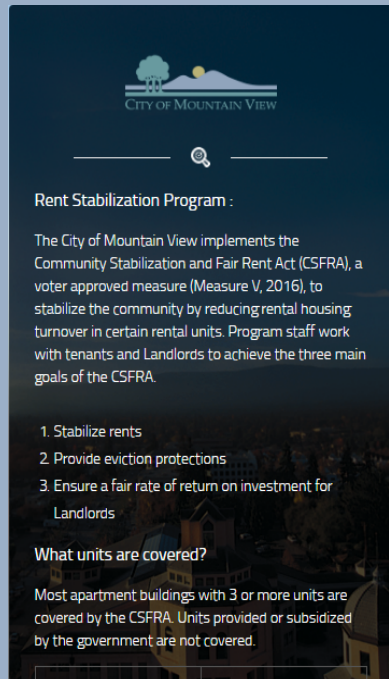
mvrent.mountainview.gov




Step 1: mvrent.mountainview.gov

Go to Website:
mvrent.mountainview.gov

Click the **Landlord** icon




CITY OF MOUNTAIN VIEW

Search

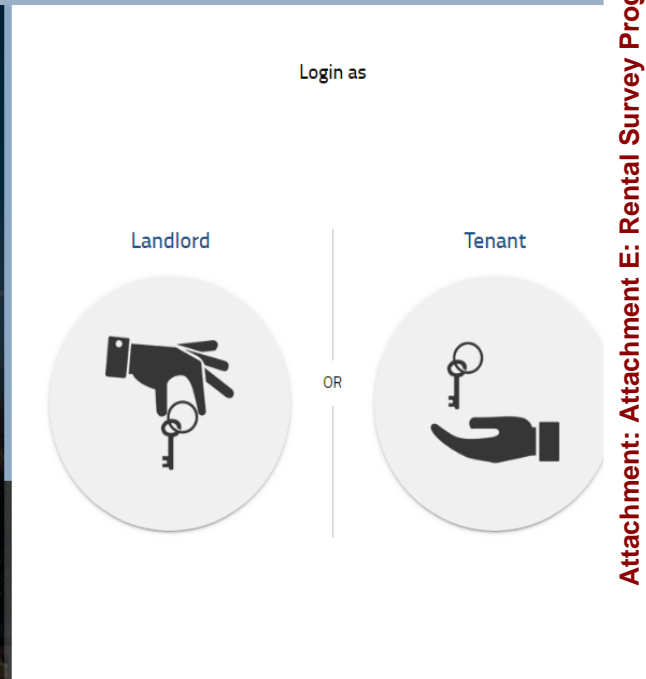
Rent Stabilization Program :

The City of Mountain View implements the Community Stabilization and Fair Rent Act (CSFRA), a voter approved measure (Measure V, 2016), to stabilize the community by reducing rental housing turnover in certain rental units. Program staff work with tenants and Landlords to achieve the three main goals of the CSFRA.

1. Stabilize rents
2. Provide eviction protections
3. Ensure a fair rate of return on investment for Landlords


What units are covered?

Most apartment buildings with 3 or more units are covered by the CSFRA. Units provided or subsidized by the government are not covered.




Login as

Landlord



Tenant

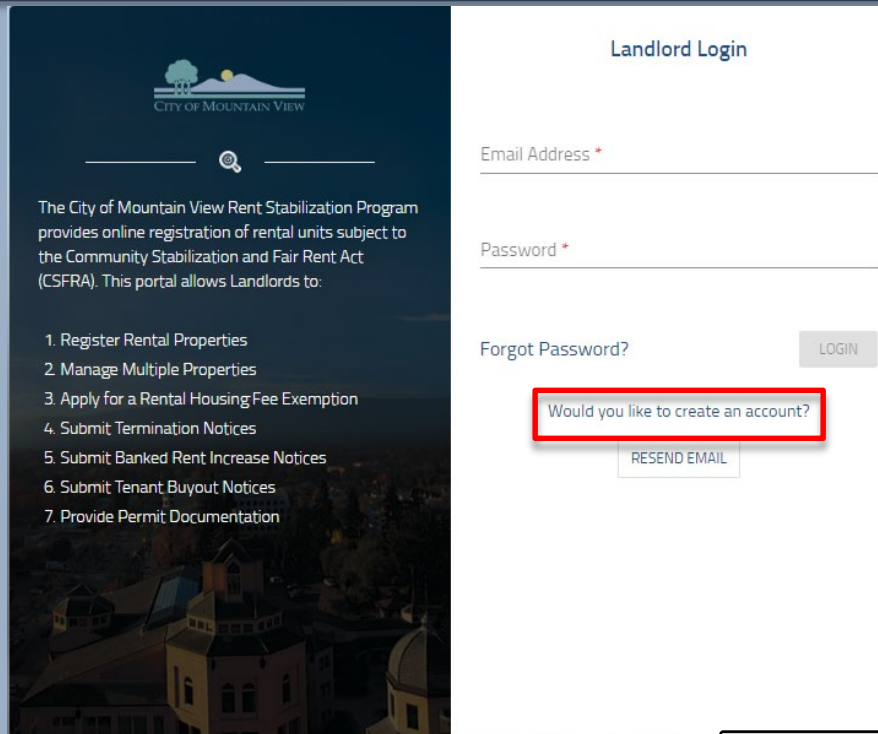


OR

Step 2: Register as New User

First time user:

Click **Would you like to create an account?** link



Landlord Login

Email Address *

Password *

Forgot Password? LOGIN

Would you like to create an account?

RESEND EMAIL

1. Register Rental Properties
2. Manage Multiple Properties
3. Apply for a Rental Housing Fee Exemption
4. Submit Termination Notices
5. Submit Banked Rent Increase Notices
6. Submit Tenant Buyout Notices
7. Provide Permit Documentation

Step 3: User Information & Password

Fill in required information and click
“**Submit**”

Password must be 8 to 16
characters, must contain a capital
letter, and must contain at least one
number.

The system will send a verification
email to the Email Address that was
provided.



Important Notice

The City of Mountain View Rent Stabilization Program provides online registration of rental units subject to the Community Stabilization and Fair Rent Act (CSFRA). Owners/ Property Managers can:

1. Register Rental Properties
2. Manage Multiple Properties
3. Review Registration Status
4. Apply for a Rental Housing Fee Exemption

Register

First Name *

Last Name *

Mobile Number (Optional)

Email *

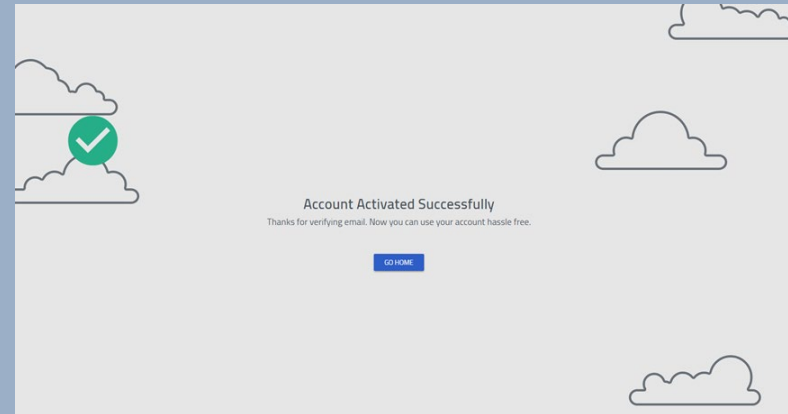
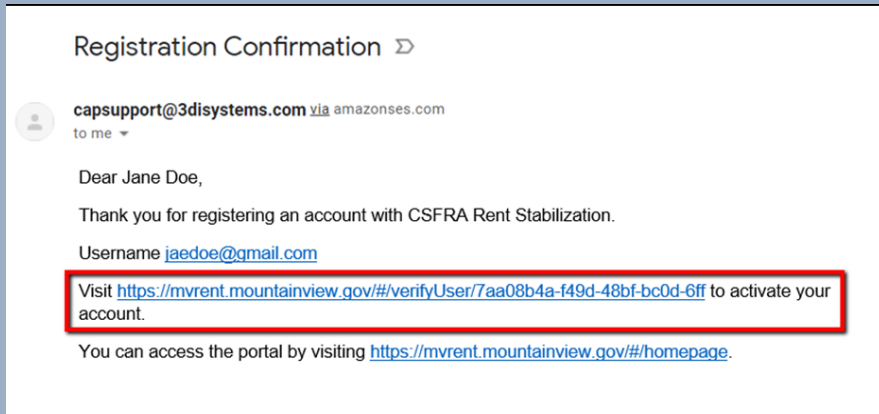
Password *

Confirm Password *

SUBMIT

E-mail verification pending.

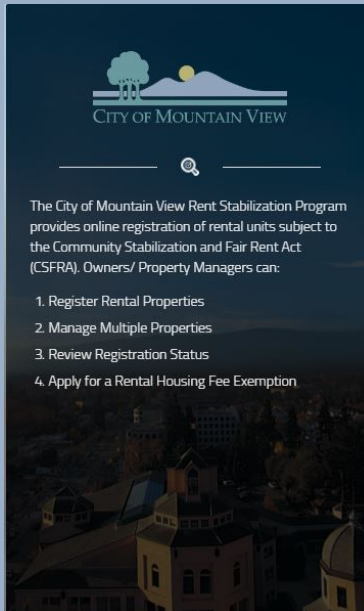
Step 4: E-mail Verification



Step 5: Log In

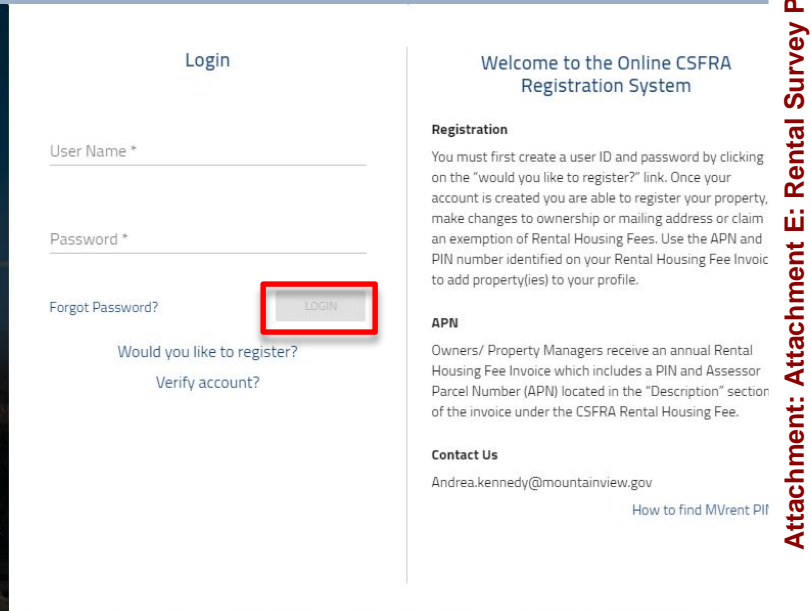
Enter your email address in the User Name field

Enter your password & Login



The City of Mountain View Rent Stabilization Program provides online registration of rental units subject to the Community Stabilization and Fair Rent Act (CSFRA). Owners/ Property Managers can:

1. Register Rental Properties
2. Manage Multiple Properties
3. Review Registration Status
4. Apply for a Rental Housing Fee Exemption



Login

User Name *

Password *

Forgot Password?

Would you like to register?
Verify account?

LOGIN

Welcome to the Online CSFRA Registration System

Registration

You must first create a user ID and password by clicking on the "would you like to register?" link. Once your account is created you are able to register your property, make changes to ownership or mailing address or claim an exemption of Rental Housing Fees. Use the APN and PIN number identified on your Rental Housing Fee Invoice to add property(ies) to your profile.

APN

Owners/ Property Managers receive an annual Rental Housing Fee Invoice which includes a PIN and Assessor Parcel Number (APN) located in the "Description" section of the invoice under the CSFRA Rental Housing Fee.

Contact Us

Andrea.kennedy@mountainview.gov

How to find MVrent PII

Step 6: Add Property

Click **"Add Property"** to bring you to the property pop up

Enter the APN and Pin combination for your property

Click **"Verify"** to confirm the property address

If all information is correct, click **"Register"**

Owned Properties

Previously Owned Properties



Add Property

Find APN

Enter APN *
XXXXXXXX

Enter PIN *

Enter APN Alias (optional)

Help

- Enter APN and PIN to verify it with us.
- Once your APN and PIN is verified, you will see a "Site Address" list.
- You can provide a "Nickname" for your property to help you quickly identify your property.
- After providing this information, you can add your property.
- [Where to find APN and PIN.](#)

* If you are adding a property, it will imply that you are agreeing to the terms and conditions.

For more help, [Click Here.](#)

Site Address List

- [REDACTED], MOUNTAIN VIEW, CA 94041

VERIFY

CANCEL


REGISTER

Packet Pg. 65

Step 7: APN & PIN Combo?

The PIN and Assessor Parcel Number (APN) is located in the "Description" section of the Rental Housing Fee invoice

If you need assistance please contact:
Andrea.Kennedy@mountainview.gov



CITY OF MOUNTAIN VIEW
 500 Castro Street • Post Office Box 7540
 Mountain View • California • 94039-7540
www.mountainview.gov

MULTI-HOUSING & CSFRA RENTAL HOUSING INVOICE
 FISCAL YEAR 2018-19 (JULY 1, 2018 - JUNE 30, 2019)
 Fire and CSFRA Rent Stabilization

Payment Inquiries - Finance Department: (650) 903-63
 MFH Billing Inquiries - Fire Department: (650) 903-64
 CSFRA Rent Stabilization Program: (650) 903-61

Invoice Number: AR
 Customer Number: C00
 Invoice Date: 01/02/2019
 Due Date: 02/01/2019

Description	Amount Due
COMMUNITY STABILIZATION & FAIR RENT ACT (CSFRA) RENTAL HOUSING FEE APNxxxxxxxx ,PIN xxxxx,UNIT3	
MULTIFAMILY HOUSING INSPECTION FEE (MFH) MFH,	
Total Amount Due	\$.

Pay online 24/7 at www.mountainview.gov/miscpayments. There are no additional payment processing fees to the business.

Attachment E: Rental Survey Program

Step 8: Property Profile

You have successfully added the property to your profile!

Click into the property to edit the property details or click **“Add Property”** to add another property to your profile

Owned Properties | Previously Owned Properties

APN: XXXXXXXX | Total Units: 17

Address: MOUNTAIN VIEW, CA 94041

+ ADD PROPERTY

No Image Available

Registration Open

Attachment: Attachment E: Rental Survey Program

Property Registration

mvrent.mountainview.gov



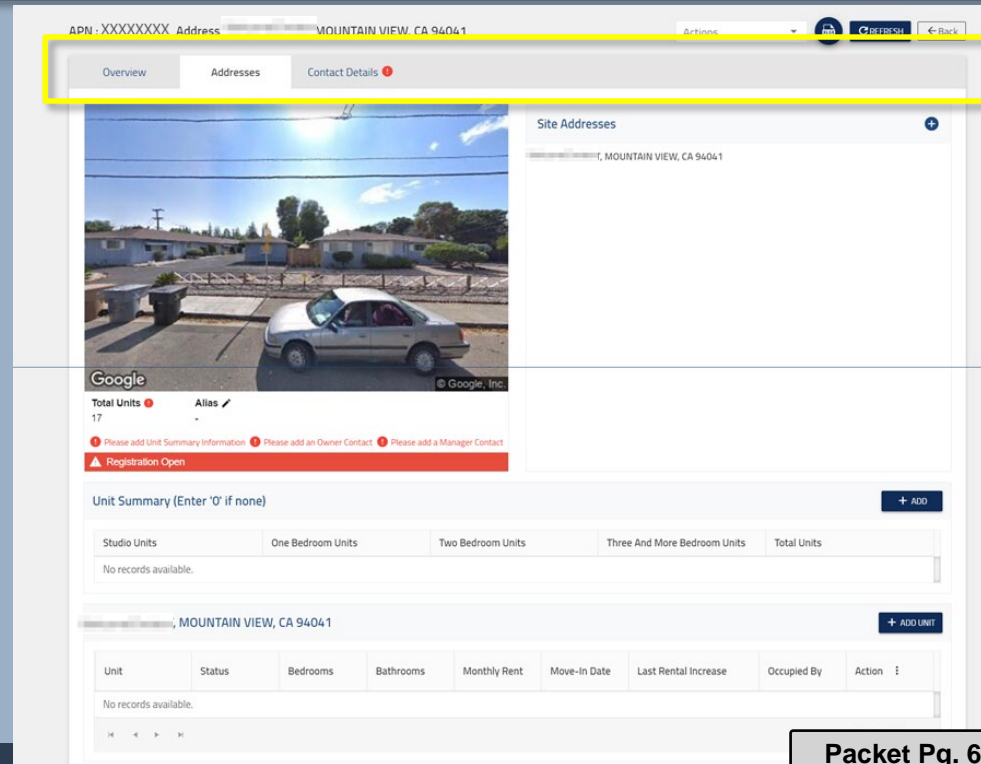
Step 1: Property Details

Property registration allows you to manage multiple properties, update contact information and file for exemptions

Navigate through the tabs on the top of the page to view/add property details

Required information is noted in red:

- Owner Contact
- Manager Contact
- Add unit information



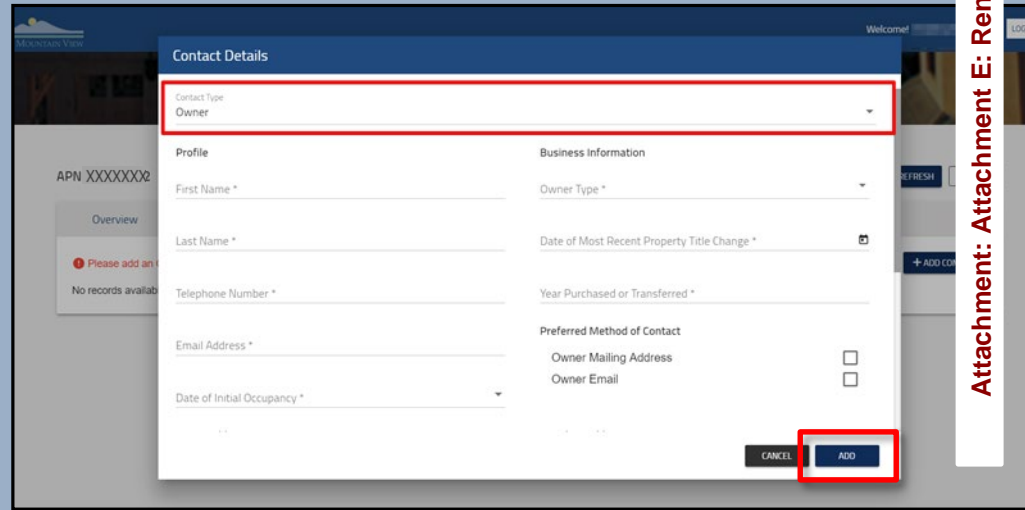
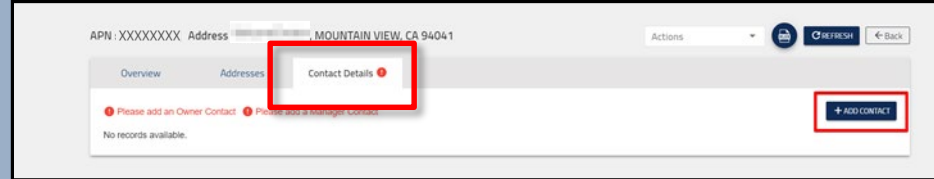
Attachment E: Rental Survey Program

Step 2: Owner Contact Information

Navigate to the **“Contact Details”** tab

Click **“Add Contact”** and select Owner from drop down menu

Fill in all required information and click **“Add”**
*be sure to scroll down to complete the form



Attachment E: Rental Survey Program

Step 3: Manager Contact Information

Navigate to the **“Contact Details”** tab

Click **“Add Contact”** and select Manager from drop down menu

Fill in all required information and click **“Add”**

*click “Same as Owner” box to prefill form with owner's information

This screenshot shows the 'Contact Details' tab selected in a web application. The 'Contact Details' tab is highlighted with a red box. Below the tabs, there is a red box around a '+ ADD CONTACT' button. The page header shows 'APN : XXXXXXXX | Address : MOUNTAINVIEW, CA 94041'.

This screenshot shows the 'Contact Details' form with the following fields filled out: Contact Type: Manager (selected from a dropdown menu, highlighted with a red box); Same as Owner: checked; Profile: First Name: Jane, Last Name: Doe, Telephone Number: (650) 555-1234, Email Address: janedoe@3dmail.com; Mailing Address: Street Address: 123 Main Street, City: MOUNTAIN VIEW, State: California, Zip Code: 94041; Preferred Method of Contact: Manager Mailing Address (checked). The 'ADD' button at the bottom right is highlighted with a red box.

Attachment: Attachment E: Rental Survey Program

Add Units to Property Profile

Add Units Individually or Mass Upload Unit Information

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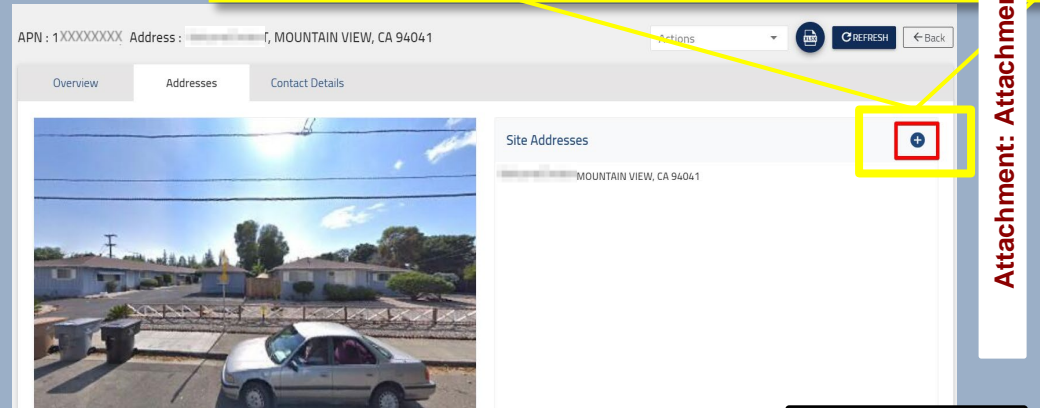
Add Site Address

If your property has more than one site address, you can add the Site Address to your APN

Click **“Add”** to add a new Site Address

Fill in required information and click **“Submit”**

Once the address has been added, it will appear in the Site Addresses section

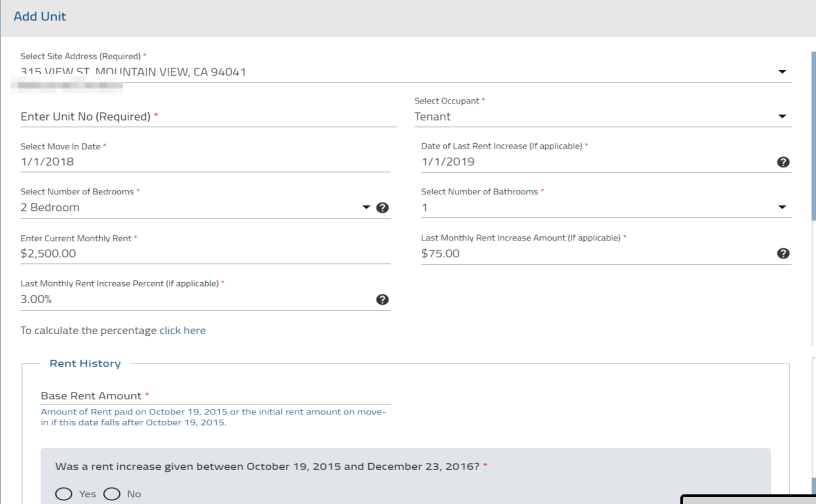
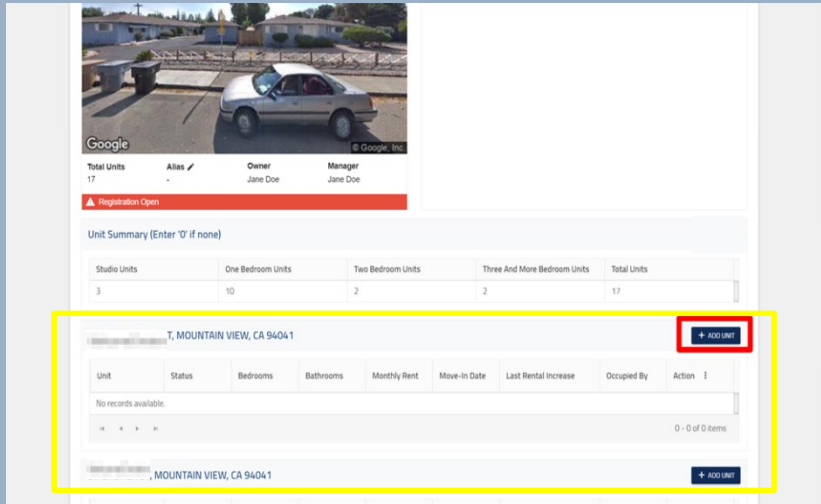


Add Units Individually

Click **“Add Unit”** in the property unit section

Enter the unit number and other required information

Click **“Add”** to save the unit information



Attachment: Attachment E: Rental Survey Program

Mass Upload Units

Select “**Add Multiple Units**” from property unit section

██████████, MOUNTAIN VIEW, CA 94041 ADD MULTIPLE UNITS

Unit	Bedrooms	Bathrooms	Status	Occupied By	Move-In Date	Current Monthly Rent	Date of Last Rent Increase	Last Monthly Rent Increase Amount	Last Monthly Rent Increase Percent	Action
No record found										


0 - 0 of 0

Click “**Download Fillable Spreadsheet**” from the pop up

Upload File

Select Site Address *
██████████ MOUNTAIN VIEW, CA 94041

Download fillable spreadsheet


BROWSE FOR FILE

Please upload at least one document.

0%

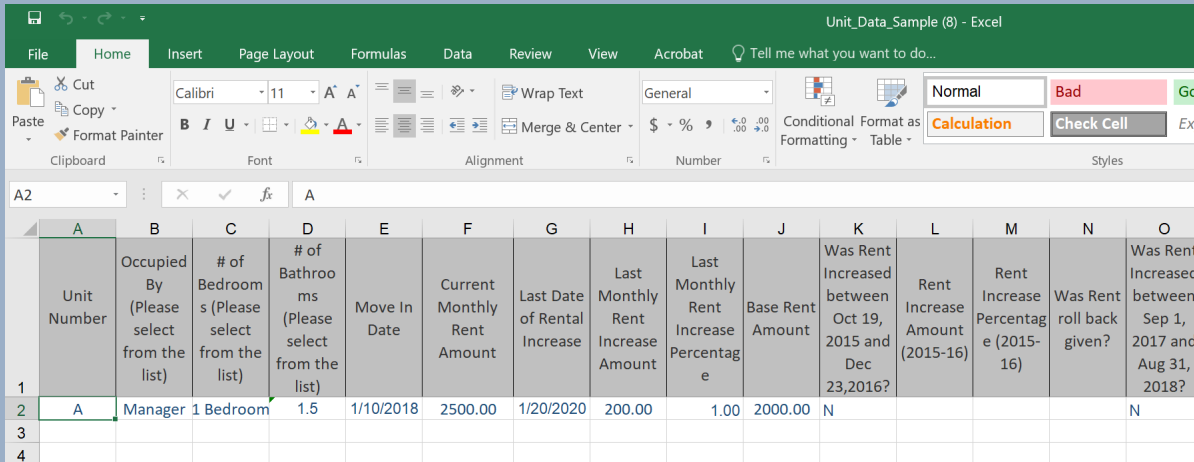
CANCEL ADD

Mass Upload Units

An Excel document will be uploaded to your computer
 *use "0" if there has been no rent increase

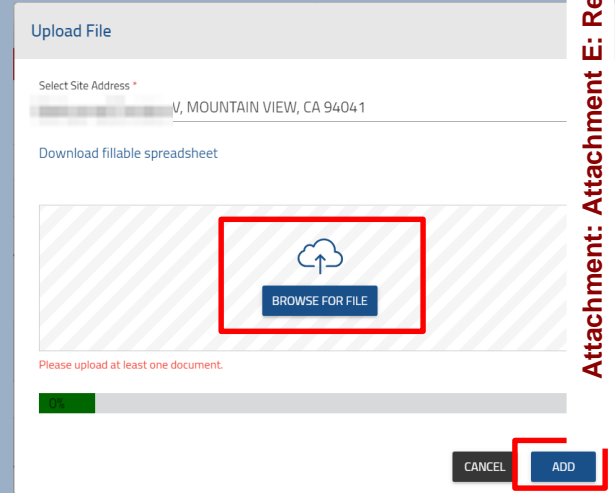
Save the completed Excel document to your computer
 Note: Any errors in the document may result in upload failure

Upload the Excel document by clicking "**Browse For File**"
 Click "**Add**" to upload unit information



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
	Unit Number	Occupied By (Please select from the list)	# of Bedrooms (Please select from the list)	# of Bathrooms (Please select from the list)	Move In Date	Current Monthly Rent Amount	Last Date of Rental Increase	Last Monthly Rent Increase Amount	Last Monthly Rent Increase Percentage	Base Rent Amount	Was Rent Increased between Oct 19, 2015 and Dec 23, 2016?	Rent Increase Amount (2015-16)	Rent Increase Percentage (2015-16)	Was Rent roll back given?	Was Rent Increased between Sep 1, 2017 and Aug 31, 2018?
1															
2	A	Manager	1 Bedroom	1.5	1/10/2018	2500.00	1/20/2020	200.00	1.00	2000.00	N				N
3															
4															

* Delete example row before uploading document



Upload File

Select Site Address *
 _____, MOUNTAIN VIEW, CA 94041

Download fillable spreadsheet

BROWSE FOR FILE

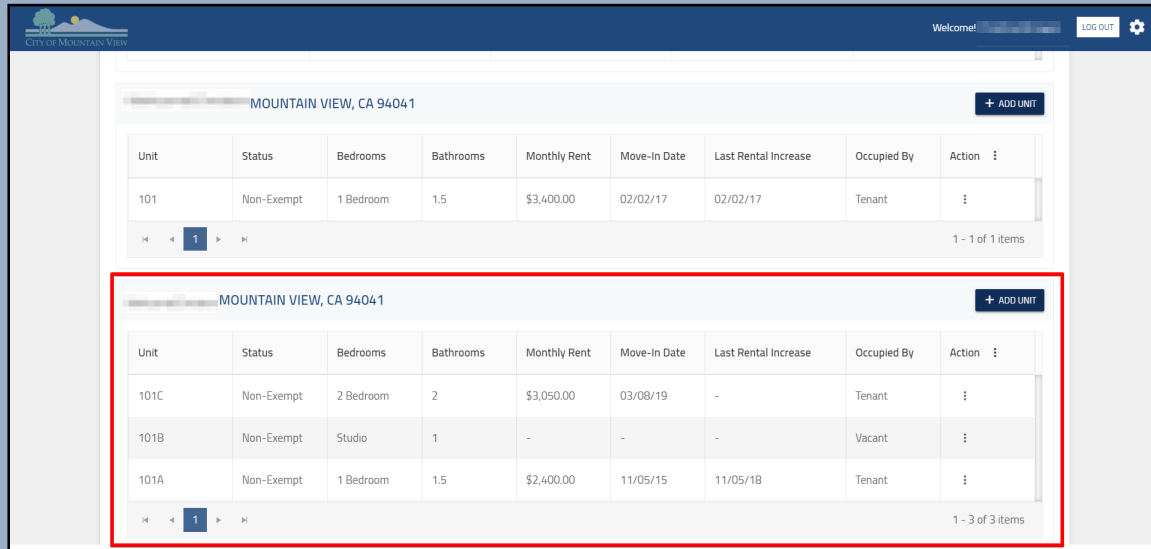
Please upload at least one document.

CANCEL **ADD**

Attachment: Attachment E: Rental Survey Program

Unit Display

The newly added unit(s) will appear in the Site Address's Unit table. If your unit qualifies for an Exemption, you will need to [submit an Exemption request](#)



MOUNTAIN VIEW, CA 94041

Unit	Status	Bedrooms	Bathrooms	Monthly Rent	Move-In Date	Last Rental Increase	Occupied By	Action
101	Non-Exempt	1 Bedroom	1.5	\$3,400.00	02/02/17	02/02/17	Tenant	⋮

1 - 1 of 1 items

MOUNTAIN VIEW, CA 94041

Unit	Status	Bedrooms	Bathrooms	Monthly Rent	Move-In Date	Last Rental Increase	Occupied By	Action
101C	Non-Exempt	2 Bedroom	2	\$3,050.00	03/08/19	-	Tenant	⋮
101B	Non-Exempt	Studio	1	-	-	-	Vacant	⋮
101A	Non-Exempt	1 Bedroom	1.5	\$2,400.00	11/05/15	11/05/18	Tenant	⋮

1 - 3 of 3 items

Attachment: Attachment E: Rental Survey Program

Step 5: Exemptions

If your property does not qualify for unit or property exemptions you can skip this step to finalize and submit your property registration.

[To skip click here](#)

If your unit or property qualifies for an exemption you **MUST submit these requests PRIOR to submitting your registration.**

To submit an exemption request on the property click [here](#)

To submit an exemption request on a unit(s) click [here](#)

Property Exemptions

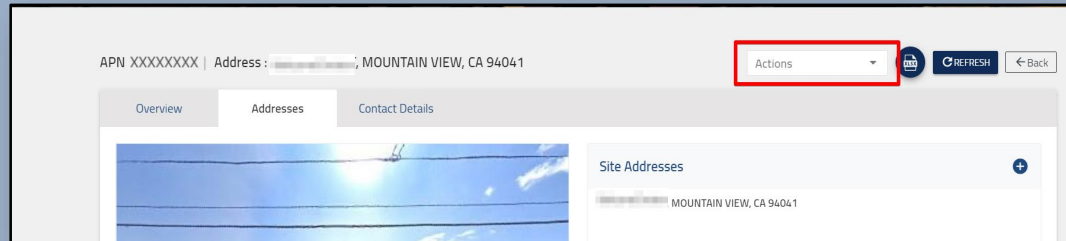
Property exemptions apply to:

- Properties built after December 23, 2016
- Government or subsidized rental properties

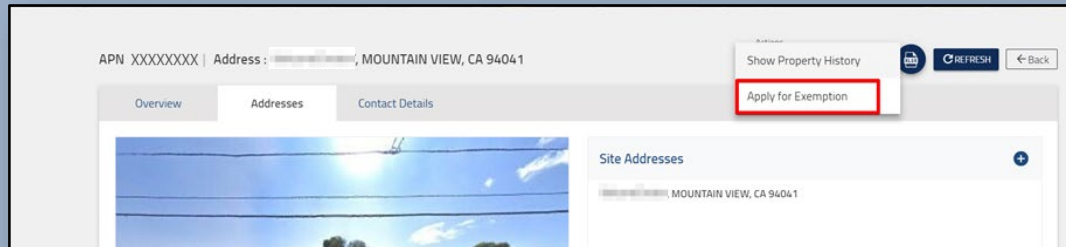


Step 1: Property Exemption

Click the **“Actions”** menu at the top of the property profile



Select **“Apply for Exemption”** in the dropdown menu



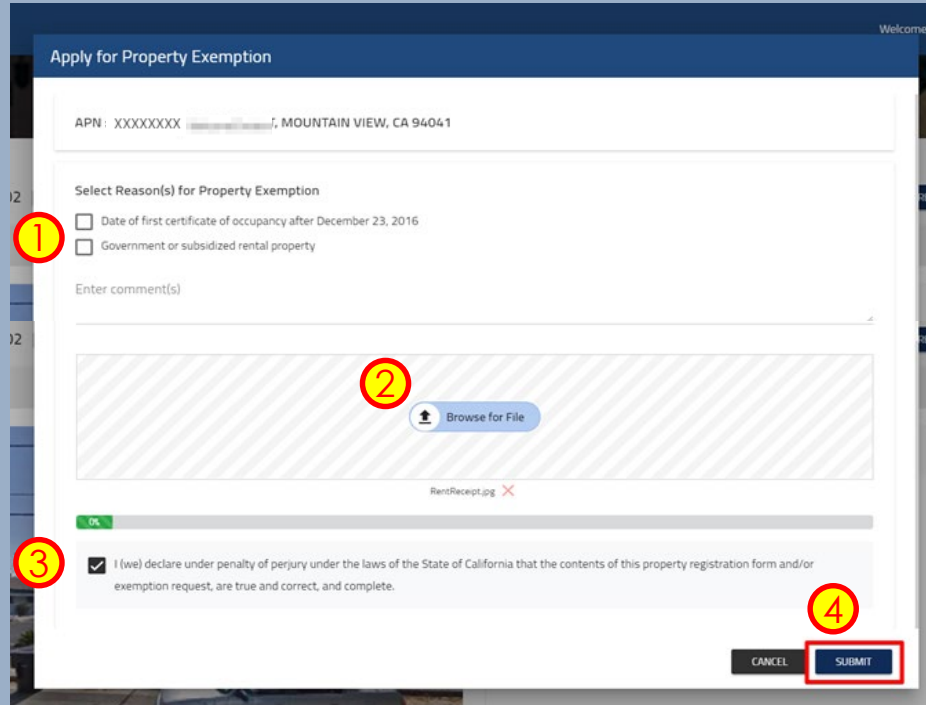
Step 2: Property Exemption

1. Select the reason for the property exemption

2. Upload document(s) to support your request by clicking "**Browse For File**"

3. Select the box indicating you are submitting the information under penalty of perjury

4. Click "**Submit**" to submit the exemption request



The screenshot shows the 'Apply for Property Exemption' web form. The form includes the following elements:

- APN: XXXXXXXX, MOUNTAIN VIEW, CA 94041
- Section: Select Reason(s) for Property Exemption
 - Date of first certificate of occupancy after December 23, 2016
 - Government or subsidized rental property
- Text input field: Enter comment(s)
- File upload area: A shaded box with a 'Browse for File' button (callout 2) and a file named 'RentReceipt.jpg' with a close icon.
- Declaration: A checkbox (callout 3) with the text: 'I (we) declare under penalty of perjury under the laws of the State of California that the contents of this property registration form and/or exemption request, are true and correct, and complete.'
- Buttons: 'CANCEL' and 'SUBMIT' (callout 4) buttons at the bottom right.

Unit Exemptions

Unit exemptions apply to:

- Owner occupies the unit as their primary residence
- Owner spouse, domestic partner, children, parent(s) or grandparent(s) occupy the unit as their primary residence
- Duplex

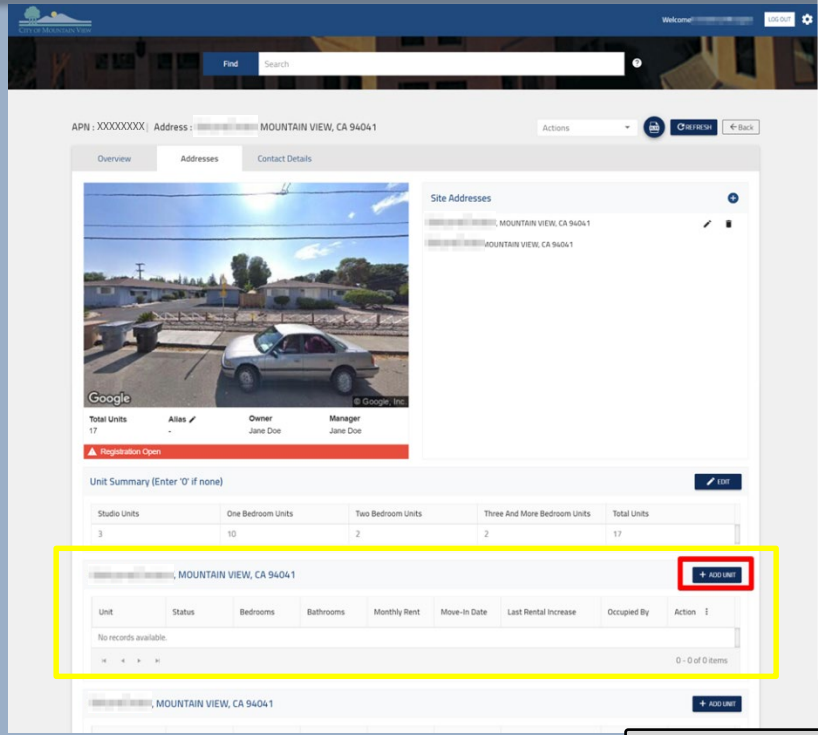


Step 1: Unit Exemption

In order to file a unit exemption, you must first add units to the property profile.

Click **“Add Unit”** in the property unit section
[Click here for “Add Unit\(s\) to Property” Instructions](#)

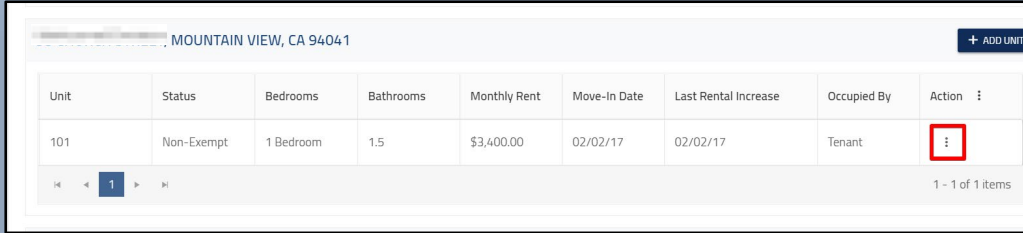
Enter unit number and other required information then click **“Add”**



Attachment: Attachment E: Rental Survey Program

Step 2: Unit Exemption

Click the Actions menu to the right of the desired unit

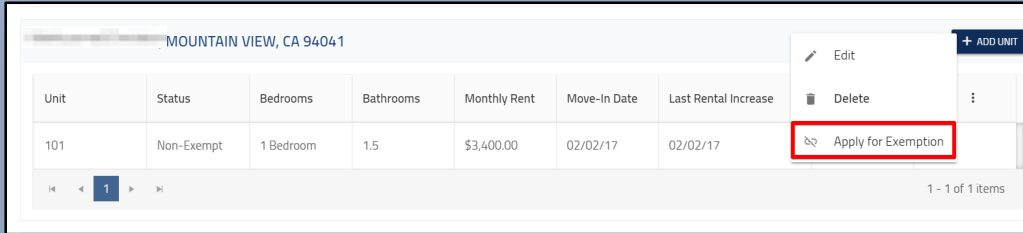


MOUNTAIN VIEW, CA 94041 + ADD UNIT

Unit	Status	Bedrooms	Bathrooms	Monthly Rent	Move-In Date	Last Rental Increase	Occupied By	Action
101	Non-Exempt	1 Bedroom	1.5	\$3,400.00	02/02/17	02/02/17	Tenant	⋮

1 - 1 of 1 items

Select **“Apply for Exemption”** in the dropdown menu



MOUNTAIN VIEW, CA 94041 + ADD UNIT

Unit	Status	Bedrooms	Bathrooms	Monthly Rent	Move-In Date	Last Rental Increase	Occupied By	Action
101	Non-Exempt	1 Bedroom	1.5	\$3,400.00	02/02/17	02/02/17	Tenant	<ul style="list-style-type: none"> ✎ Edit 🗑 Delete <li style="border: 2px solid red;">🔓 Apply for Exemption

1 - 1 of 1 items

Attachment E: Rental Survey Program

Step 3: Unit Exemption

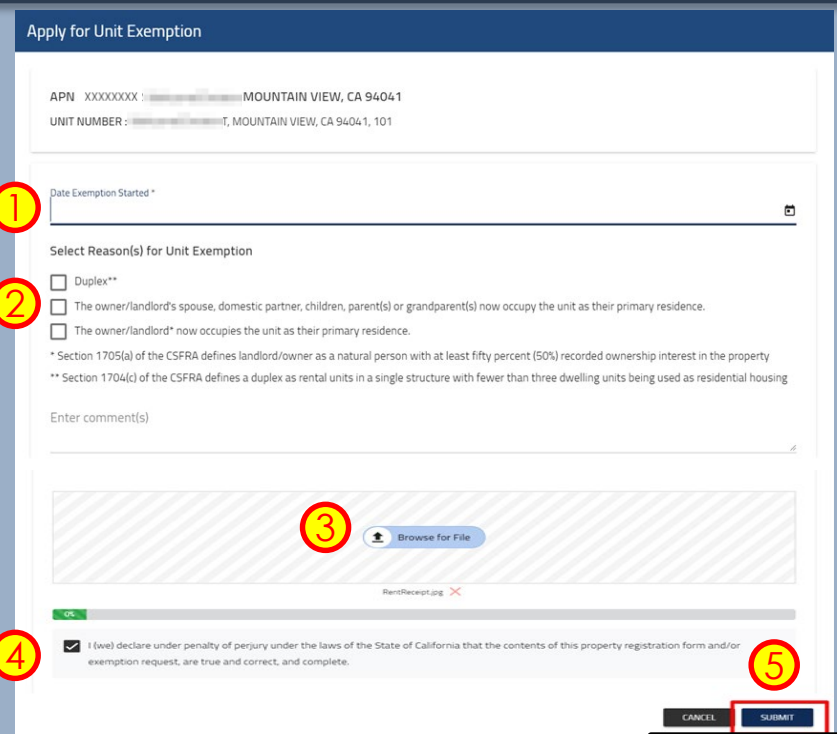
1. Enter the date exemption started

2. Select the reason for the exemption

3. Upload document(s) to support your request by clicking **"Browse For File"**

4. Select the box indicating you are submitting the information under penalty of perjury

5. Click **"Submit"** to submit the exemption request



Apply for Unit Exemption

APN XXXXXXXX : ██████████ MOUNTAIN VIEW, CA 94041
UNIT NUMBER : ██████████ T, MOUNTAIN VIEW, CA 94041, 101

1 Date Exemption Started *

Select Reason(s) for Unit Exemption

- Duplex**
- The owner/landlord's spouse, domestic partner, children, parent(s) or grandparent(s) now occupy the unit as their primary residence.
- The owner/landlord* now occupies the unit as their primary residence.

* Section 1705(a) of the CSFRA defines landlord/owner as a natural person with at least fifty percent (50%) recorded ownership interest in the property
** Section 1704(c) of the CSFRA defines a duplex as rental units in a single structure with fewer than three dwelling units being used as residential housing

Enter comment(s)

3

RentReceipt.jpg ✕

4 I (we) declare under penalty of perjury under the laws of the State of California that the contents of this property registration form and/or exemption request, are true and correct, and complete.

5

Attachment: Attachment E: Rental Survey Program

Finish and Submit

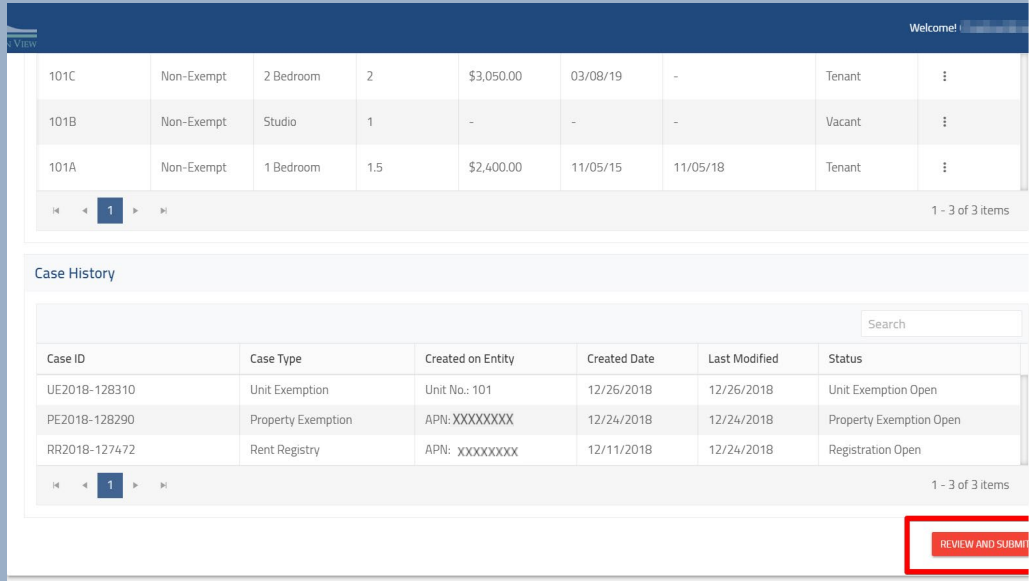
mvrent.mountainview.gov



Step 1: Finalize

Now that you have entered the required information, you are ready to submit your registration!

Click **“Review And Submit”** at the bottom of the page



The screenshot shows a web application interface for rental registration. At the top right, it says "Welcome!". Below this is a table with 10 columns: Case ID, Exemption Type, Unit Type, Units, Rent, Start Date, End Date, Status, and Actions. The table contains three rows of data. Below the table is a pagination control showing "1" of 3 items. Underneath is a "Case History" section with a search bar and a table with 6 columns: Case ID, Case Type, Created on Entity, Created Date, Last Modified, and Status. This table contains three rows of case history. At the bottom right of the interface, a red box highlights a button labeled "REVIEW AND SUBMIT".

Case ID	Exemption Type	Unit Type	Units	Rent	Start Date	End Date	Status	Actions
101C	Non-Exempt	2 Bedroom	2	\$3,050.00	03/08/19	-	Tenant	:
101B	Non-Exempt	Studio	1	-	-	-	Vacant	:
101A	Non-Exempt	1 Bedroom	1.5	\$2,400.00	11/05/15	11/05/18	Tenant	:

Case ID	Case Type	Created on Entity	Created Date	Last Modified	Status
UE2018-128310	Unit Exemption	Unit No.: 101	12/26/2018	12/26/2018	Unit Exemption Open
PE2018-128290	Property Exemption	APN: XXXXXXXX	12/24/2018	12/24/2018	Property Exemption Open
RR2018-127472	Rent Registry	APN: XXXXXXXX	12/11/2018	12/24/2018	Registration Open

Attachment E: Rental Survey Program

Step 2: Review

Review information for accuracy

If information is not correct, click the **“Back”** at the top of the page

If all information is correct, click **“Submit”**

1.e

Review and Submit

APN Information

APN : XXXXXXXX
 Address : ██████████, MOUNTAIN VIEW, CA 94041
 Total Units : 17
 Alias : -

Owner

Name : Jane Doe
 Home Address : 123 Main Street MOUNTAIN VIEW, CA 94041
 Mailing Address : 123 Main Street MOUNTAIN VIEW, CA 94041
 Telephone Number : (650) 555-1234
 Email Address : janedoe@3dmail.com

Site Addresses

██████████, MOUNTAIN VIEW, CA 94041
 ██████████, MOUNTAIN VIEW, CA 94041

Manager

Name : Jane Doe
 Mailing Address : 123 Main Street MOUNTAIN VIEW, CA 94041
 Telephone Number : (650) 555-1234
 Email Address : janedoe@3dmail.com

Unit Summary

Studio Units	One Bedroom Units	Two Bedroom Units	Three And More Bedroom Units	Total Units
3	10	2	2	17

██████████, MOUNTAIN VIEW, CA 94041

Unit	Status	Bedrooms	Bathrooms	Chapter 5/6	Monthly Rent	Move-In Date	Last Rental Increase	Occupied By
101	Applied for Exemption	1 Bedroom	1.5	-	\$3,400.00	02/02/17	02/02/17	Tenant

██████████, MOUNTAIN VIEW, CA 94041

Unit	Status	Bedrooms	Bathrooms	Chapter 5/6	Monthly Rent	Move-In Date	Last Rental Increase	Occupied By
101C	Non-Exempt	2 Bedroom	2	-	\$3,050.00	03/08/19	-	Tenant
101B	Non-Exempt	Studio	1	-	-	-	-	Vacant
101A	Non-Exempt	1 Bedroom	1.5	-	\$2,400.00	11/05/15	11/05/18	Tenant

Case History

Case ID	Case Type	Created on Entity	Created Date	Last Modified	Status
UE2018-128310	Unit Exemption	Unit No.: 101	12/26/2018	12/26/2018	Unit Exemption Open
PE2018-128290	Property Exemption	APN XXXXXXXXX	12/24/2018	12/24/2018	Property Exemption Open
RR2018-127472	Rent Registry	APN XXXXXXXXX	12/11/2018	12/24/2018	Registration Open

1 - 3 of 3 items

SUBMIT

Attachment: Attachment E: Rental Survey Program

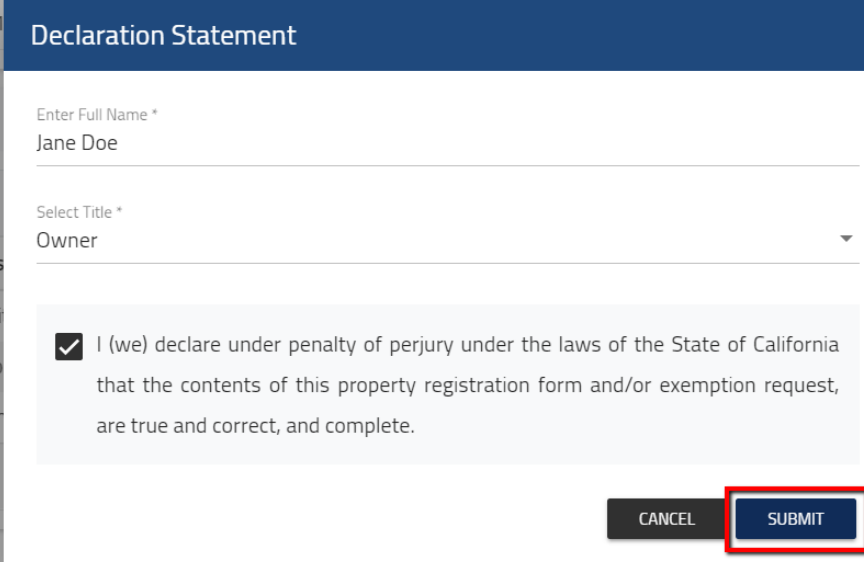
Step 3: Submit

Enter full name and title

Select the box indicating you are submitting the information under penalty of perjury

Click **“Submit”**

You will receive an email confirming the status of your registration



The screenshot shows a web form titled "Declaration Statement". It contains the following fields and elements:

- A text input field labeled "Enter Full Name *" with the value "Jane Doe".
- A dropdown menu labeled "Select Title *" with the selected value "Owner".
- A checkbox that is checked, followed by the text: "I (we) declare under penalty of perjury under the laws of the State of California that the contents of this property registration form and/or exemption request, are true and correct, and complete."
- At the bottom right, there are two buttons: a grey "CANCEL" button and a blue "SUBMIT" button. The "SUBMIT" button is highlighted with a red border.

Annual Registration

Review, update and resubmit property information

Apply for yearly unit exemptions



2020 Annual Registration NOW OPEN

Register your CSFRA Rental property at MVrent.mountainview.gov

Update Rental Property & Contact Information

Apply for Yearly Exemptions*

Submit Required Notices

Already have an account?
Please login to review, update & resubmit property information
***Unit exemption requests must be resubmitted each year**

The graphic features a green border, a computer monitor icon with a checkmark, and a city skyline at the bottom.

Attachment: Attachment E: Rental Survey Program

Next Steps

Once you submit your registration you can:

Submit Termination Notice

Submit Termination Notice Follow-up
(Coming Soon)

Submit Banked Rent Increase Notice

Submit Tenant Buyout Information

Submit Termination Notices

mvrent.mountainview.gov



Termination Notices

Notices of Termination must be filed with the Rental Housing Committee within three (3) days of serving the Notice on the tenant.

9 Reasons for Termination

- | | |
|--|--|
| <ol style="list-style-type: none">1. Failure to pay rent2. Breach of Lease*3. Nuisance*4. Criminal Activity*5. Failure to give Access* | <ol style="list-style-type: none">6. Repairs/temporary vacancies**7. Owner move-in**8. Withdrawal from rental market**9. Demolition** |
|--|--|

* Requires Notice to Cease, before termination notice

** Requires payment of relocation assistance to qualifying households and right of first return

Submit Termination Notice

Click the Actions menu for the Unit you wish to submit a notice

Select "Submit Termination Notice" in the dropdown menu

MOUNTAIN VIEW, CA 94041 + ADD UNIT

Unit	Status	Bedrooms	Bathrooms	Monthly Rent	Original Rent Amount	Move-In Date	Last Rental Increase	Occupied By	Action
101A	Non-Exempt	1 Bedroom	1.5	\$2,400.00	\$2,300.00	11/05/15	11/05/18	Tenant	⋮
101C	Non-Exempt	2 Bedroom	2	\$3,050.00	\$3,050.00	03/08/19	-	Tenant	⋮

MOUNTAIN VIEW, CA 94041 + ADD UNIT

Unit	Status	Bedrooms	Bathrooms	Monthly Rent	Original Rent Amount	Move-In Date	Last Rental Increase	Occupied By	Action
101A	Non-Exempt	1 Bedroom	1.5	\$2,400.00	\$2,300.00	11/05/15	11/05/18		<ul style="list-style-type: none"> Edit Delete Apply for Exemption Submit Banked Rent Increase Notice of 3 items Submit Tenant Buyout Agreement <li style="border: 2px solid red;"> Submit Termination Notice
101C	Non-Exempt	2 Bedroom	2	\$3,050.00	\$3,050.00	03/08/19	-		
101B	Non-Exempt	Studio	1	-	-	-	-		

Case History

Case ID	Case Type	Created on Entity	Created Date	Last Modified

Attachment E: Rental Survey Program

Submit Termination Notice

1. Enter the Tenant First and Last Name



2. Enter the date the notice was served to the tenant



3. Select the reason for eviction from the dropdown menu



Termination Notice

This form must be used by Landlords to file a copy of the Notice to Terminate. Notices of Termination must be filed with the Rental Housing Committee within three (3) days of serving the Notice on the tenant.

APN : * xxxxxxxx [redacted], MOUNTAIN VIEW, CA 94041
UNIT NUMBER : [redacted] MOUNTAIN VIEW, CA 94041, 101A

Landlord/Company Name *

Tenant First Name * Tenant Last Name *

Date Notice Served to Tenant * **3** Select Reason for Eviction *

- Any notice to terminate tenancy must specify the basis on which the landlord seeks to terminate the tenancy, Section 1705(9)(e) of the CSFRA.
- For Breach of Lease, Nuisance, Criminal Activity and Failure to Give Access, the Landlord is required to serve the Tenant a Written Notice to Cease to provide the Tenant an opportunity to cure an alleged violation or problem prior to service of a notice to terminate tenancy. Section 1702(w) of the CSFRA.
- For terminations based on Necessary and Substantial Repairs Requiring Temporary Vacancy, Owner Move-in, Withdrawal of the Rental Unit Permanently from Rental Market and Demolition, the Landlord is required to notify the Tenant of their right to Relocation Assistance and may be required to pay relocation assistance. Section 1705(9)(b) of the CSFRA.

1

2

3

Attachment: Attachment E: Rental Survey Program

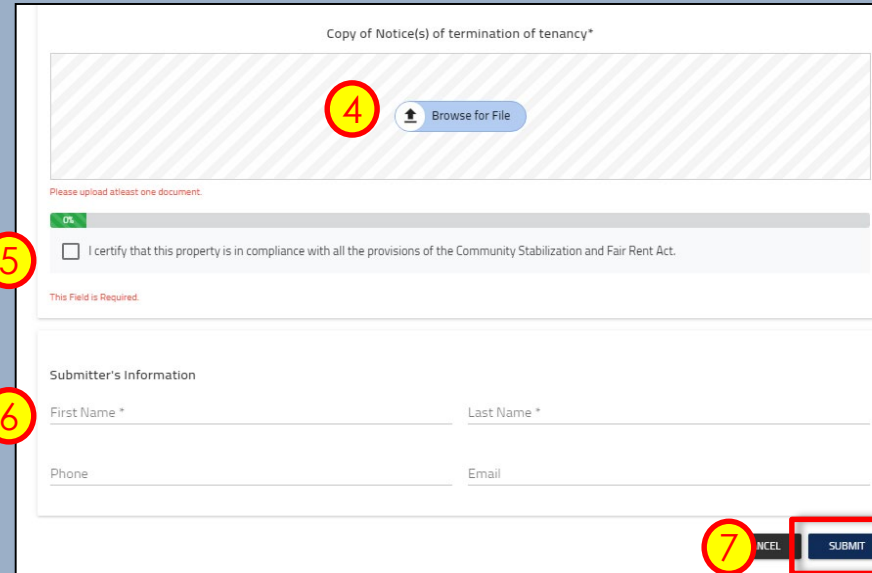
Submit Termination Notice

4. Upload the notice by clicking “**Browse For File**”

5. Check the “penalty of perjury” box

6. Enter the submitter's contact information

7. Click “**Submit**” to submit the termination notice for review



Withdraw Termination Notice

You may withdrawal your submission by clicking into the Case ID number in the Case History section to withdrawal the notice correct an error.

Attachment: Attachment E: Rental Survey Program

Case History

Case ID	Case Type	Created on Entity	Created Date	Last Modified	Status
TN2019-128819	Termination Notice	Unit No.: 101A	08/14/2019	08/14/2019	Termination Notice Pending Review
2019-128817	Rent Registry	APN: XXXXXXXX	08/14/2019	08/14/2019	Registration Open
TN2019-128816	Termination Notice	Unit No.: 101A	08/14/2019	08/14/2019	Termination Notice Accepted
UE2019-128342	Unit Exemption	APN: XXXXXXXX	01/07/2019	01/07/2019	Unit Exemption Denied
PE2019-128341	Property Exemption	APN: xxxxxxxx	01/07/2019	05/31/2019	Property Exemption Denied

1 - 5 of 15 items

Withdraw Termination Notice

Click “**Withdraw**” to formally withdraw your notice. An email confirmation will be sent to the email on file.

Case View REFRESH Back

APN	: XXXXXXXX	Case ID	: TN2019-128819
Primary Address	: [REDACTED], MOUNTAIN VIEW, CA 94041	Status	: Termination Notice Pending Review
Unit Number	: 101A	Created On	: 08/14/2019
No of Units	: 17	Modified On	: 08/14/2019
Case Type	: Termination Notice		

Overview

Date Notice Served To Tenant	: 08/14/2019		
Landlord/Company Name	: john Doe	Tenant Name	: jane doe
Eviction Reason	: Breach of Lease		

Submitter's Information

First Name	: andrea
Last Name	: kennedy

Action

WITHDRAW

Submit Banked Rent Increase Notices

mvrent.mountainview.gov



Banked Rent Increase Notice

Notices of Banked Rent Increase must be filed with the Rental Housing Committee within seven (7) days of serving the Notice on the tenant.

Rent Increases Not Previously Charged

- A rent increase, using both a Banked Rent Increase and the Annual General Adjustment may be higher than the AGA for a given year but cannot exceed an annual 10% increase of the current rent.

Noticing Requirements

- At least 30 days notice to tenant
- Required text in Notice

Submit Banked Rent Increase Notice

Click the Actions menu for the Unit you wish to submit a notice

Select "Submit Banked Rent Increase Notice" in the dropdown menu

MOUNTAIN VIEW, CA 94041 + ADD UNIT

Unit	Status	Bedrooms	Bathrooms	Monthly Rent	Original Rent Amount	Move-In Date	Last Rental Increase	Occupied By	Action
101A	Non-Exempt	1 Bedroom	1.5	\$2,400.00	\$2,300.00	11/05/15	11/05/18	Tenant	⋮
101C	Non-Exempt	2 Bedroom	2	\$3,050.00	\$3,050.00	03/08/19	-	Tenant	⋮

MOUNTAIN VIEW, CA 94041 + ADD UNIT

Unit	Status	Bedrooms	Bathrooms	Monthly Rent	Original Rent Amount	Move-In Date	Last Rental Increase	Occupied By	Action
101A	Non-Exempt	1 Bedroom	1.5	\$2,400.00	\$2,300.00	11/05/15	11/05/18		<ul style="list-style-type: none"> ✎ Edit 🗑 Delete 🔗 Apply for Exemption 🔗 Submit Banked Rent Increase Notice 🔗 Submit Tenant Buyout Agreement 🔗 Submit Termination Notice
101C	Non-Exempt	2 Bedroom	2	\$3,050.00	\$3,050.00	03/08/19	-		
101B	Non-Exempt	Studio	1	-	-	-	-		

Case History

Case ID	Case Type	Created on Entity	Created Date	Last Modified

Attachment E: Rental Survey Program

Banked Rent Increase Notice Template

Download the template by clicking "Download Template" in the pop up

Attachment: Attachment E: Rental Survey Program

ATTACHMENT TO NOTICE OF 2018 ANNUAL GENERAL ADJUSTMENT OF RENT UNDER THE COMMUNITY STABILIZATION AND FAIR RENT ACT (CSFRA)

Date Notice Issued: _____

Effective Date of Rent Increase: _____

Tenant Name(s): _____

Property Address: _____
(Street Number) (Street Name) (Apartment Number)
(City) (Zip Code)

The following table may be used to show the Annual General Adjustment of Rent:

1.	Current Rent	\$ _____
2.	2018 Annual General Adjustment <small>(Up to 3.6%)</small>	_____%
3.	2017 Banked Annual General Adjustment <i>(if not previously charged; see page 2 for details)*</i> MANDATORY TEXT IN NOTICE REQUIRED and FILE COPY WITH CITY <small>(Up to 3.4%)</small>	_____%
4.	2016 Banked Increase <i>(if eligible; see page 2 for details)*</i> MANDATORY TEXT IN NOTICE REQUIRED and FILE COPY WITH CITY <small>(Up to 2.6%)</small>	_____%
5.	Total Rent Increase Percentage <small>(Add Lines 2, 3, and 4, as applicable; increase cannot exceed 10% of rent charged in the past 12 months)</small>	_____%
6.	Total Amount of Rent Increase <small>(Multiply Line 1 by total Line 5)</small>	\$ _____
7.	New Total Rent Amount** <small>(Add Lines 1 and 6)</small>	\$ _____

** No rent increase shall be effective unless the Landlord has substantially complied with all the provisions of the CSFRA and all rules and regulations promulgated by the Rental Housing Committee (see CSFRA Section 1707(f)).

If a landlord charges a Banked Rent Increase, page 2 of this template should be attached to the Notice, and a copy of the Notice of Banked Rent Increase must be filed with the City at: www.mountainview.gov/rentstabilization/forms

DISCLAIMER: Pages 1-2 of this template comply with the CSFRA and implementing regulations. Neither the Rental Housing Committee nor the City of Mountain View makes any claims regarding the adequacy, validity, or legality of the use of this template under state or federal law. You may contact the Mountain View Rental Housing Helpline at 650-262-2514 or CSFRA@housing.org

ATTACHMENT TO NOTICE OF 2018 ANNUAL GENERAL ADJUSTMENT OF RENT UNDER THE COMMUNITY STABILIZATION AND FAIR RENT ACT (CSFRA)

***ADDENDUM for Banked Rent Increases**

A. Mandatory Text in Notice of a Banked Rent Increase

The rent increase requested with this notice exceeds the annual general adjustment authorized for the current year. Landlords may save "bank" annual general adjustments that were not imposed in previous years and implement them with the current annual general adjustment in accordance with the Community Stabilization and Fair Rent Act section 1707 and implementing regulations.

Rent may only be increased once every twelve months and rent increases cannot exceed ten percent (10%) of the rent actually charged in the previous year. Tenants have the right to petition the Rental Housing Committee (RHC) for relief if this rent increase will cause an undue hardship. The RHC defines a hardship based on either household income or if the household spends 50% or more of household income on rent, with specific definitions for households with children, seniors, or persons with disabilities or who are terminally ill.

If you believe the rent increase requested with this notice is incorrect, excessive or causes an undue hardship, you can (a) contact your landlord to discuss the increase, and/or (b) file a petition with the RHC. For more information about petitions or the hardship process, contact the Mountain View Rental Housing Helpline at (650) 262-2514 or CSFRA@housing.org.*

B. Required Qualifications for eligibility to use the 2016 Banked Rent Increase

The 2016 Banked Rent Increase of 2.6% may only be used by landlords for the following rental units:

1. The property has been continuously owned by the landlord since October 19, 2015, and
2. The unit has been occupied by the same tenant household since October 19, 2015, and
3. The unit was not subject to a rent increase between October 19, 2015 & December 23, 2016.
4. The 2016 Banked Rent Increase of 2.6% must be used by August 31, 2020 or it is forfeit.

C. Tenant Hardship Information

If the proposed rent increase includes any Banked Rent Increase a tenant may file an Undue Hardship Petition based on any of the following conditions:

Hardship Condition	Household Income Limit Or Rent Burden Status ¹	Additional Criteria
a. Inadequate Household Income	100% of AMI or Severe Rent Burden	n/a
b. Families with Children	120% of AMI or Severe Rent Burden	Primary residence of one or more persons under the age of 18
c. Senior Household	120% of AMI or Severe Rent Burden	Primary residence of individual who is 62 or older
d. Persons with Disabilities	120% of AMI or Severe Rent Burden	Primary residence of person who is disabled
e. Persons who are Terminally Ill	120% of AMI or Severe Rent Burden	Primary residence of person who is certified as terminally ill
f. Other	120% of AMI or Severe Rent Burden	Other extenuating circumstances

¹ Tenant may qualify if total household income does not exceed the listed percentage of area median income adjusted for household size (AMI), or if household spends more than 50% of household income on rent (Severe Rent Burden).

DISCLAIMER: Pages 1-2 of this template comply with the CSFRA and implementing regulations. Neither the Rental Housing Committee nor the City of Mountain View makes any claims regarding the adequacy, validity, or legality of the use of this template under state or federal law. You may contact the Mountain View Rental Housing Helpline at 650-262-2514 or CSFRA@housing.org

Submit Banked Rent Increase Notice

1. Enter the Tenant First and Last Name



2. Enter the date of the rent increase



3. Enter the date the notice was served



4. Enter the current rent and all applicable rent increase



Landlord/Company Name *	
Gary Johnson	
1 Tenant First Name *	Tenant Last Name *
Rent Calculation	
2 Effective Date of Rent Increase *	3 Date Notice Served to Tenant *
Current Rent Amount	4 Current Rent Amount *
2019 Annual General Adjustment (Up to 3.5 %)	2019 Annual General Adjustment (Up to 3.5%)
2018 Annual General Adjustment (Up to 3.6 %)	2018 Annual General Adjustment (Up to 3.6%)
2017 Annual General Adjustment (Up to 3.4 %)	2017 Annual General Adjustment (Up to 3.4%)
2016 Annual General Adjustment (Up to 2.6 %)	2016 Annual General Adjustment (Up to 2.6%)
Total Percentage of Rent Increase	Total Percentage of Rent Increase
Total Amount of Rent Increase	Total Amount of Rent Increase
New Total Rent Amount	New Total Rent Amount

Attachment: Attachment E: Rental Survey Program

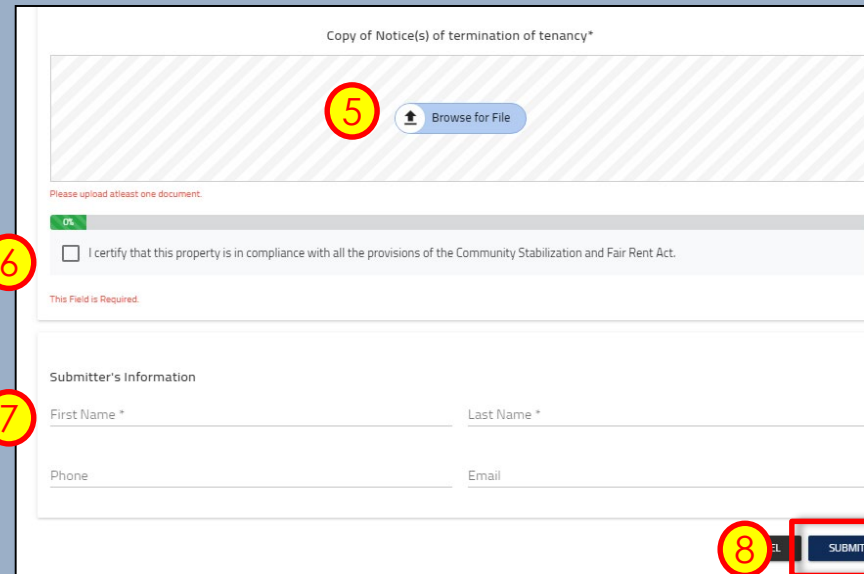
Submit Banked Rent Increase Notice

5. Upload a copy of the notice by clicking "**Browse For File**"

6. Check the "penalty of perjury" box

7. Enter the submitter's contact information

8. Click "**Submit**" to submit Banked Increase notice for review



Copy of Notice(s) of termination of tenancy*

5 Browse for File

Please upload atleast one document.

0%

6 I certify that this property is in compliance with all the provisions of the Community Stabilization and Fair Rent Act.

This Field is Required.

Submitter's Information

First Name * Last Name *

Phone Email

8 SUBMIT

Withdrawal Banked Notice (optional)

You may withdrawal your submission by clicking into the Case ID number in the Case History section to withdrawal the notice or correct an error.

Attachment: Attachment E: Rental Survey Program

Case History					
Case ID	Case Type	Created on Entity	Created Date	Last Modified	Status
TN2019-128819	Termination Notice	Unit No.: 101A	08/14/2019	08/14/2019	Termination Notice Pending Review
2019-128817	Rent Registry	APN: XXXXXXXX	08/14/2019	08/14/2019	Registration Open
TN2019-128816	Termination Notice	Unit No.: 101A	08/14/2019	08/14/2019	Termination Notice Accepted
UE2019-128342	Unit Exemption	APN: XXXXXXXX	01/07/2019	01/07/2019	Unit Exemption Denied
PE2019-128341	Property Exemption	APN: xxxxxxxx	01/07/2019	05/31/2019	Property Exemption Denied

1 - 5 of 15 items

Withdrawal BankedNotice (optional)

Click “**Withdraw**” to formally withdraw your notice. An email confirmation will be sent to the email on file.

REFRESH
← Back

<p>APN : 15804002</p> <p>Primary Address : ██████████, MOUNTAIN VIEW, CA 94041</p> <p>Unit Number : 101A</p> <p>No of Units : 17</p> <p>Case Type : Termination Notice</p>	<p>Case ID : TN2019-128819</p> <p>Status : Termination Notice Pending Review</p> <p>Created On : 08/14/2019</p> <p>Modified On : 08/14/2019</p>
---	---

Overview

<p>Date Notice Served To Tenant : 08/14/2019</p> <p>Landlord/Company Name : john Doe</p> <p>Eviction Reason : Breach of Lease</p>	<p>Tenant Name : jane doe</p>
--	--------------------------------------

Submitter's Information

First Name : andrea

Last Name : kennedy

Action

WITHDRAW

Attachment: Attachment E: Rental Survey Program

Submit Tenant Buyout Information

mvrent.mountainview.gov

Attachment: Attachment E: Rental Survey Program



Tenant Buyout Information

Buyout information and a signed copy of the Tenant Buyout Disclosure Form must be filed with the Rental Housing Committee (RHC) within fifteen (15) days of execution of a Tenant Buyout Agreement.

Tenant Buyout Disclosure Form

- Provides notice to tenants of their rights under the CSFRA regarding offers to vacate a rental unit in exchange for compensation by the landlord.


Buyout Information to RHC

- Landlord's full name
- Tenant's full name and address
- Amount paid to the tenant(s) and the date when paid to the tenant(s)

Tenant Buyout Disclosure Form Template

Download the template by clicking "Download Template" in the pop up

Attachment: Attachment E: Rental Survey Program



CITY OF MOUNTAIN VIEW

CSFRA TENANT BUYOUT DISCLOSURE FORM

This residential unit is subject to the City of Mountain View Community Stabilization and Fair Rent Act.

This form provides notice to tenants of their rights under the City of Mountain View's Community Stabilization and Fair Rent Act regarding offers to vacate a rental unit in exchange for compensation by the landlord. Tenants seeking advice regarding a buyout agreement may contact the Mountain View Rental Housing Helpline (650) 282-2514 or an attorney. This form must be signed on Page 2 prior to filing with the City by both the landlord and the tenant(s).

Date: _____

Address: _____

Unit Number(s): _____

Tenant Name(s): _____

A tenant has the following rights when considering whether to accept a landlord's buyout offer:

1. The right to refuse any buyout offer and the landlord is prohibited from retaliation.
2. The right to a translation of the disclosure form and buyout agreement.
3. The right to consult an attorney and/or the Housing Helpline before deciding whether to accept the offer.
4. The right to cancel the agreement within 10 calendar days after it is fully executed (applicable to tenants and landlords).
5. The right to rescind the buyout agreement at any time if it does not meet the requirements of the CSFRA regulations or the landlord failed to provide this disclosure form.

ATTENTION:

Filing requirement. The landlord must file a notice of the execution of a buyout agreement, along with this signed Tenant Buyout Disclosure form, with the Rental Housing Committee within 15 calendar days from the date the agreement is executed.

Payments may be taxable. Tenants should be aware that a buyout payment may be taxable as income, and they should seek advice from someone qualified to answer questions about possible tax implications.

Market Rents. Market rate rents in the area might be significantly higher than your current rent and you may wish to check rents for comparable rental units before entering into a buyout agreement.

Public Records. Certain information related to buyout agreements submitted to the City may be public, after redaction of personal information.

Este formulario está disponible en español y mandarín
此表格有西語和中文版本

Rental Housing Committee, PO Box 500, Mountain View, CA 94039 Rev. 2019.02.26 Page 1

Rent increases limited under the CSFRA. Rent increases for Covered Units can only be charged once per 12 months in accordance with the Annual General Adjustment ("AGA") as set by the Rental Housing Committee. For 2018 the allowed rent increase is limited to 3.6%.

Just Cause Termination Notices under the CSFRA. The CSFRA limits the reasons for which a landlord can issue termination notices ("Just Cause" evictions), including failure to pay rent, breach of lease, nuisance, criminal activity or failure to give access. Necessary repairs, owner move-in, withdrawal of the property from the rental market and demolition are also just causes for eviction and in these instances a landlord may be required to provide tenant relocation assistance, or where applicable offer first right of return to a terminated tenant.

Legally mandated relocation payments and first right of return under the CSFRA and TRA0. The CSFRA and the Tenant Relocation Assistance Ordinance require that landlords make relocation payments to their tenants under certain circumstances in which tenants are displaced or evicted through no fault of the tenant. Tenants also have a right to return after certain no-fault evictions, such as code compliance repairs or Ellis evictions if the unit is re-rented. These legally mandated relocation payments are not buyout agreements and do not limit the scope and applicability of buyout agreements in any way. Tenants and landlords with questions about whether a relocation payment may be required by law and what amount is mandatory may contact the Rental Housing Committee for more information.

Tenant Relocation Assistance Amounts per Household Q4 2018

	Studio	1-Bedroom	2-Bedroom	3-Bedroom
Average Comparable Rent in MV	\$2,062	\$2,583	\$3,270	\$3,855
TRA0 Assistance Base Amount for Household Income < 120% AMI	\$6,078	\$7,749	\$9,810	\$11,565
TRA0 Special Circumstances: Seniors 62 and up, disabled, legally dependent children < 18	\$3,389	\$3,389	\$3,389	\$3,389

Average Median Income per Household Size 2018

Household Size	1	2	3	4	5	6
120% AMI	\$105,200	\$120,200	\$135,250	\$150,250	\$162,250	\$174,300

Declaration of Landlord

I declare under penalty of perjury under the laws of the State of California that I have given copy of the Tenant Buyout Disclosure Form to the Tenant(s) immediately prior to making a buyout offer:

Executed on this ____ day of _____, 20____

Signature: _____

Print Name: _____

Address: _____

Acknowledgement of Tenant(s)

I verify that I have received a copy of the Tenant Buyout Disclosure Form under the CSFRA regarding buyout offers and agreements:

Tenant Signature(s): _____

Print Name(s): _____

Date: _____

Rental Housing Committee, PO Box 500, Mountain View, CA 94039 Rev. 2019.02.26 Page 2

Submit Tenant Buyout Information

Landlord's contact information will auto populate

Enter tenant contact information

Tenant Buyout Notice

Owner Details

First Name *	Gary	Last Name *	Johnson
Street Address *	111 Main Street	Apt/Unit Number	
This Field is Required.		State *	California
City *	MOUNTAIN VIEW	Zip Code *	94040

Tenant Details

First Name *		Last Name *	
Street Address *		Apt/Unit Number	
This Field is Required.		State	California
City	Mountain View		

Attachment: Attachment E: Rental Survey Program

Submit Tenant Buyout Information

1. Enter the date the Tenant Buyout Agreement was signed



2. Enter the date the Tenant Disclosure Form was signed



3. Enter the date of tenant move-out



4. Enter the benefit/money provided to tenant

Tenant Buyout Notice	
1 Date of Execution of Tenant Buyout Agreement *	2 Date Tenant Disclosure Form Signed *
3 Date of Tenant Move-out *	4 Benefit/Money Provided to Tenant

Submit Tenant Buyout Information

5. Upload a copy of the notice by clicking "**Browse For File**"



6. Check the "penalty of perjury" box



7. Enter the submitter's contact information



8. Click "**Submit**" to submit Tenant Buyout Information for review

Attachment: Attachment E: Rental Survey Program

Withdrawal Tenant Buyout (optional)

You may withdrawal your submission by clicking into the Case ID number in the Case History section to withdrawal the notice or correct an error.

Attachment: Attachment E: Rental Survey Program

Case History

Case ID	Case Type	Created on Entity	Created Date	Last Modified	Status
TN2019-128819	Termination Notice	Unit No.: 101A	08/14/2019	08/14/2019	Termination Notice Pending Review
2019-128817	Rent Registry	APN: XXXXXXXX	08/14/2019	08/14/2019	Registration Open
TN2019-128816	Termination Notice	Unit No.: 101A	08/14/2019	08/14/2019	Termination Notice Accepted
UE2019-128342	Unit Exemption	APN: XXXXXXXX	01/07/2019	01/07/2019	Unit Exemption Denied
PE2019-128341	Property Exemption	APN: xxxxxxxx	01/07/2019	05/31/2019	Property Exemption Denied

1 - 5 of 15 items

Withdrawal Tenant Buyout (optional)

Click “**Withdraw**” to formally withdraw your notice. An email confirmation will be sent to the email on file.

Case View REFRESH Back

APN	: 15804002	Case ID	: TN2019-128819
Primary Address	: ██████████, MOUNTAIN VIEW, CA 94041	Status	: Termination Notice Pending Review
Unit Number	: 101A	Created On	: 08/14/2019
No of Units	: 17	Modified On	: 08/14/2019
Case Type	: Termination Notice		

Overview

Date Notice Served To Tenant	: 08/14/2019		
Landlord/Company Name	: john Doe	Tenant Name	: jane doe
Eviction Reason	: Breach of Lease		

Submitter's Information

First Name	: andrea
Last Name	: kennedy

Action

WITHDRAW

2021 RENT REGISTRY FORM

Instructions

To ensure accuracy and avoid any delays, we strongly recommend that you register your apartments on-line at <https://sjrentregistry.force.com>. Incomplete submissions will not be processed. Apartments not registered by October 31, 2021, will be ineligible for annual rent increases and can result in an administrative citation.

If you have any questions, please contact us at rentregistry@sanjoseca.gov or 408-975-4480.

Mail completed forms to:
 Rent Stabilization Program
 Dept. of Housing
 200 E. Santa Clara St, 12th Floor
 San Jose, CA 95113

OWNERSHIP INFORMATION

Owner Name _____

Owner Address _____

Street Address	Apt/Unit #
City	State Zipcode

PROPERTY INFORMATION

Property Address _____

Street Address	
City	State Zipcode

Total # of Units on the Property _____

YOUR INFORMATION — Person completing the form

Name _____ Relationship _____

Phone _____ Email _____

DISCLAIMER AND SIGNATURE

I certify that my answers are true and complete to the best of my knowledge.

Signature _____ Date _____

Attachment: Attachment E: Rental Survey Program Information Collection Examples (14139 : Rental Survey Program Overview for Feedback)



RENT REGISTRY FORM 2021

PAGE 1

Instructions: Complete only one section (A, B, C, D, or E) per unit. For example: to report a rent increase, complete section / Please Note: Incomplete submissions will not be processed.

Unit #: _____

A. RENT INCREASE/DECREASE

- 1. New Monthly Rent \$ _____
- 2. Effective Date (MM/DD/YYYY) _____
- 3. Rental Assistance Voucher YES NO

B. NEW TENANT INFORMATION

- 1. Move Out Date of Previous Tenant _____ (MM/DD/YYYY)
- 2. Vacancy Reason — Select one

Voluntary Move Out	Unapproved Holdover Subtenant
Owner Move Out	Criminal Activity
Nonpayment of Rent	Substantial Rehabilitation to the Apartment
Material or Habitual Violation of the tenancy	Ellis Act Removal
Substantial Damage to the Apartment	Owner Move In
Refusal to Agree to a Like or New Rental Agreement	Order to Vacate
Nuisance Behavior	Vacation of Unpermitted Apartment
Refusing Access to the Apartment	

- 3. New Monthly Rent \$ _____ Effective Date of Rent _____
- 4. Move In Date (MM/DD/YYYY) _____ (MM/DD/YYYY)
- 5. Security Deposit Amount \$ _____
- 6. Rental Assistance Voucher YES NO
- 7. Services Included in Rent — Select all that apply
- Laundry Storage Pool
- 8. Number of Parking Spaces Included in Rent _____
- 9. Tenant Names — Enter at least one (1) tenant name
- _____
- _____
- _____

Attachment E: Rental Survey Program Information Collection Examples (14139 : Rental Survey Program Overview for Feedback)



RENT REGISTRY FORM **2021**

PAGE 2

C. VACANT UNIT

1. Move Out Date _____ (MM/DD/YYYY)
2. Vacancy Reason — Select one

Voluntary Move Out	Unapproved Holdover Subtenant
Owner Move Out	Criminal Activity
Nonpayment of Rent	Substantial Rehabilitation to the Apartment
Material or Habitual Violation of the tenancy	Ellis Act Removal
Substantial Damage to the Apartment	Owner Move In
Refusal to Agree to a Like or New Rental Agreement	Order to Vacate
Nuisance Behavior	Vacation of Unpermitted Apartment
Refusing Access to the Apartment	

D. OWNER OCCUPIED

1. Move Out Date of Previous Tenant _____ (MM/DD/YYYY)
2. Vacancy Reason — Select one

Voluntary Move Out	Unapproved Holdover Subtenant
Owner Move Out	Criminal Activity
Nonpayment of Rent	Substantial Rehabilitation to the Apartment
Material or Habitual Violation of the tenancy	Ellis Act Removal
Substantial Damage to the Apartment	Owner Move In
Refusal to Agree to a Like or New Rental Agreement	Order to Vacate
Nuisance Behavior	Vacation of Unpermitted Apartment
Refusing Access to the Apartment	

3. Owner Move In Date _____ (MM/DD/YYYY)

E. NO CHANGE

The rental information has not changed since the last registration of this unit.

Attachment E: Rental Survey Program Information Collection Examples (14139 : Rental Survey Program Overview for Feedback)

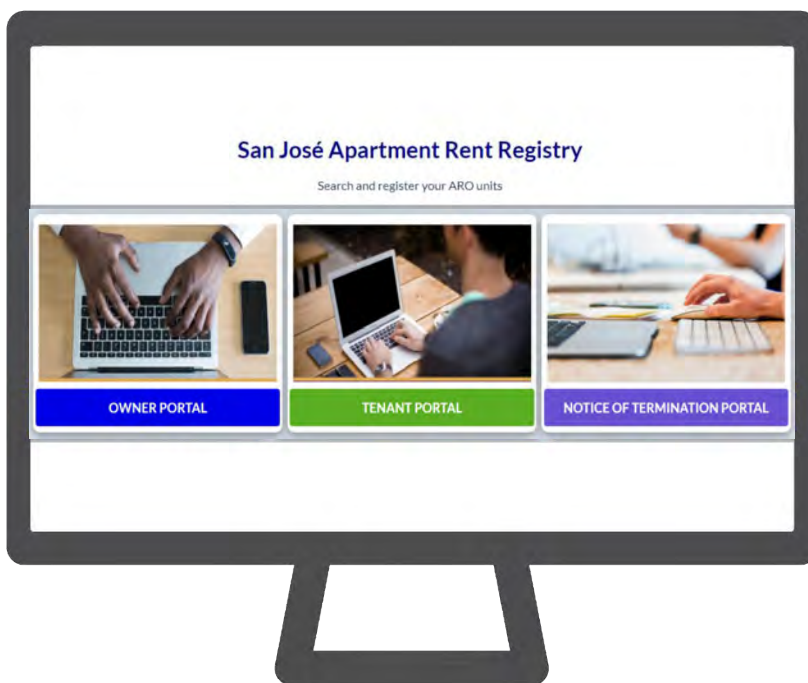


City of San José – Rent Registry User Guide



Housing Department
Rent Stabilization Program
Rent Registry User Guide

City of San José, August 2021



City of San José
Updated August 2021

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Attachment E: Rental Survey Program Information Collection Examples (14139 : Rental Survey Program Overview for Feedback)

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REGISTERING YOUR APARTMENTS FOR THE FIRST TIME..... 1

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CORRECT AN ERROR..... 1

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PURPOSE

All rental apartments subject to the Apartment Rent Ordinance (ARO) must be registered yearly with the Rent Stabilization Program.

The rent registry allows jurisdictions with rent-stabilization programs to collect data on apartments, monitor changes in tenancy and rents, and track allowable rent increases. The information will enhance the ability of City of San José staff to monitor compliance with the Apartment Rent Ordinance.

Portal User Requirements

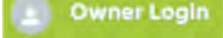
The Online Rent Registry Portal requires the use of the following web browsers:

- Google Chrome
- Mozilla Firefox
- Apple Safari

Microsoft Internet Explorer is not supported.

CREATING AN ACCOUNT

The Owner Portal in the Rent Registry is only accessible to authorized owners after enrolling in the Rent Registry. Enrolling requires entering the **[Property Owner Name]** and **[PIN]** mailed to owners of rent-stabilized properties in San José. Once enrolled, you will have access to review your list of properties, register your apartments, track rent increases, and update occupancy status after a move-out/move-in. Subsequent access to the Rent Registry will only require entering your User Name and Password to log in.

Step 1: Go to <https://sjrentregistry.force.com> and click on the  icon located at the upper right side of the screen.

Step 2: Click on “Not enrolled yet?” located at the bottom right of the login screen.



*If you lost the PIN and/or Property Owner Name that was mailed to you, contact the City of San José’s Housing Department at 408-975-4480 or by email at RentRegistry@sanjoseca.gov for assistance.

Owners of multiple properties under different ownership names will receive more than one unique PIN and Property Owner Name.

CREATING AN ACCOUNT

Step 3: You will be prompted to enter the following information to complete your enrollment:

- First and Last name
- User Name (Must be in an email format. Ex: John.Smith@cherryave.com (Duplicate User Name's will not be accepted)
- Create a Password (Must be at least 8 characters long & have a mix of letters and numbers. Ex: Housing25)
- Property Owner Name (Sent to you by mail)
- 6-digit PIN (Sent to you by mail)
- Phone Type
- Phone Number
- Email Type
- Email Address

Once you have entered the required information, click on "Sign Up" to complete the enrollment.

IMPORTANT: Refer to the Rent Registry letter mailed to you by the City of San José for your unique PIN # and Property Owner Name. These two pieces of information are unique to each owner.

For the (Property Owner Name and PIN), please refer to your City issued credentials. If you no longer have those credentials, please contact us for help.

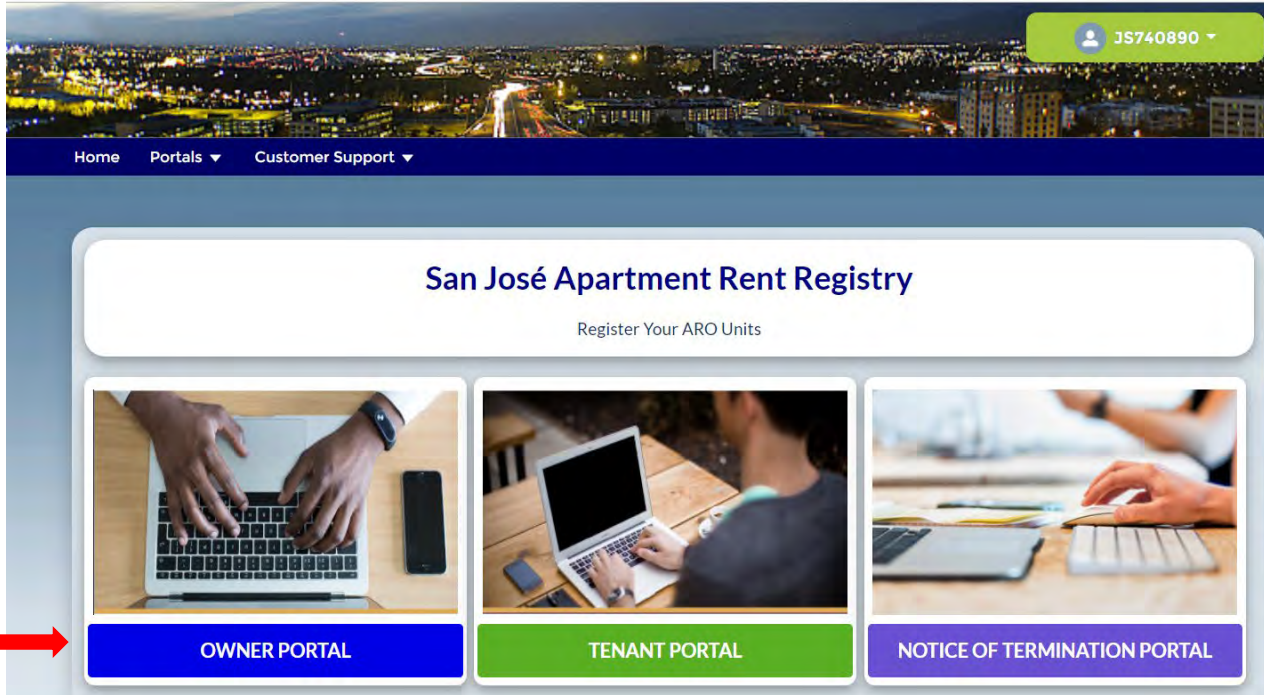
* First Name	* Property Owner Name
* Last Name	* Pin
* User Name [Email format]	Phone Type
* Create Password	Phone
* Confirm Password	* Email Type
	* Enter your Email Address
Sign Up	

*Required fields

ACCOUNT LOGIN

Logging in to your account will give you access to the Rent Registry to register your apartments, track rent increases, and update apartment information.

Step 1: Go to <http://sjrentregistry.force.com> and click on either the **Owner Login** icon located at the upper right side of the screen or the **OWNER PORTAL**.



Step 2: Enter your User Name and Password and then click on “Log in”.


A screenshot of the login form. It consists of two input fields: 'User Name [Email format]' and 'Password'. Below the fields is a blue 'Log in' button. A red arrow points to the 'Log in' button.

FORGOTTEN PASSWORD

If you forget your password, follow the steps below to reset it.

Step 1: To reset your password, click on the  icon located at the top right of the screen.

Step 2: Click on “Forgot your password” located at the bottom left of the login screen.



Step 3: Enter your User Name (in email format) and click on “Send Password Reset Email”. Instructions on how to reset your password will be sent to the email address on file.

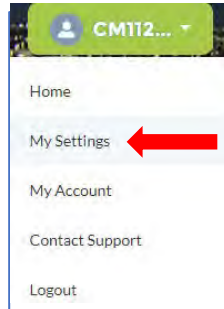


Note: You cannot reuse old password

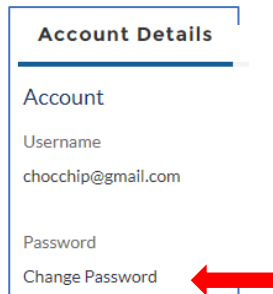
UPDATING YOUR PASSWORD

Step 1: [Log in](#) to your account.

Step 2: Click on the green login icon located in the upper right-hand side of the screen to access the drop-down menu. From the drop-down menu, click on “My Settings”.



Step 3: Under Account Details, click on “Change Password”.



Step 4: Enter your current password and new password. The new password must be at least 8 characters long and have a mix of letters and numbers (example: Housing25). Click “Save” when done.

 A screenshot of a password change form. It contains three input fields: 'Current Password', 'New Password', and 'Verify New Password'. Each field has a small asterisk to its left. At the bottom right of the form, there are two buttons: 'Cancel' and 'Save'.

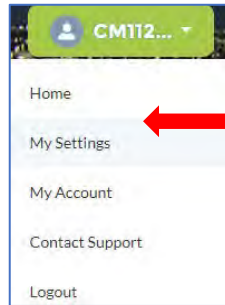
UPDATING YOUR EMAIL ADDRESS

Updating your email address will change where email correspondence from the Rent Registry is sent.

Note: your email address is not the same as your User Name.

Step 1: [Log in](#) to your account.

Step 2: Click on the green login icon located in the upper right-hand side of the screen. From the drop-down menu, click on “My Settings”.



Step 3: Delete your current email address and then enter the new one in the email address field. Click “Save” to complete the update.

Account Details

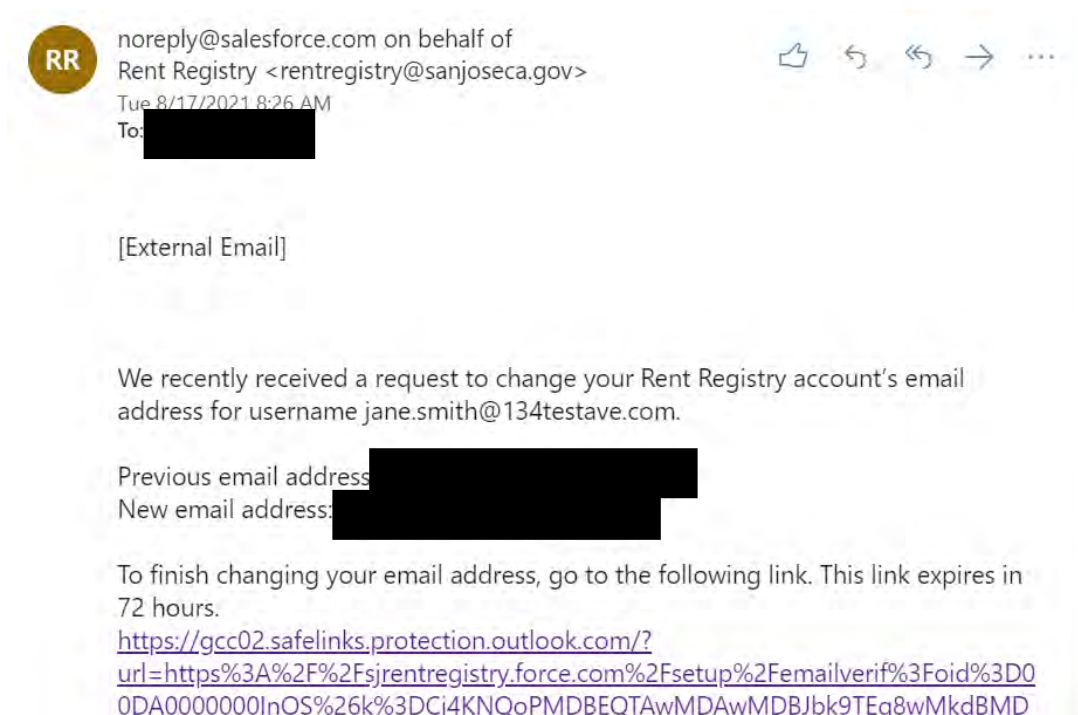
Account

<p>Username</p> <p>mv@yahoo.com</p>	<p>Email Address *</p> <input style="width: 90%; height: 20px;" type="text"/>
<p>Password</p> <p>Change Password</p>	

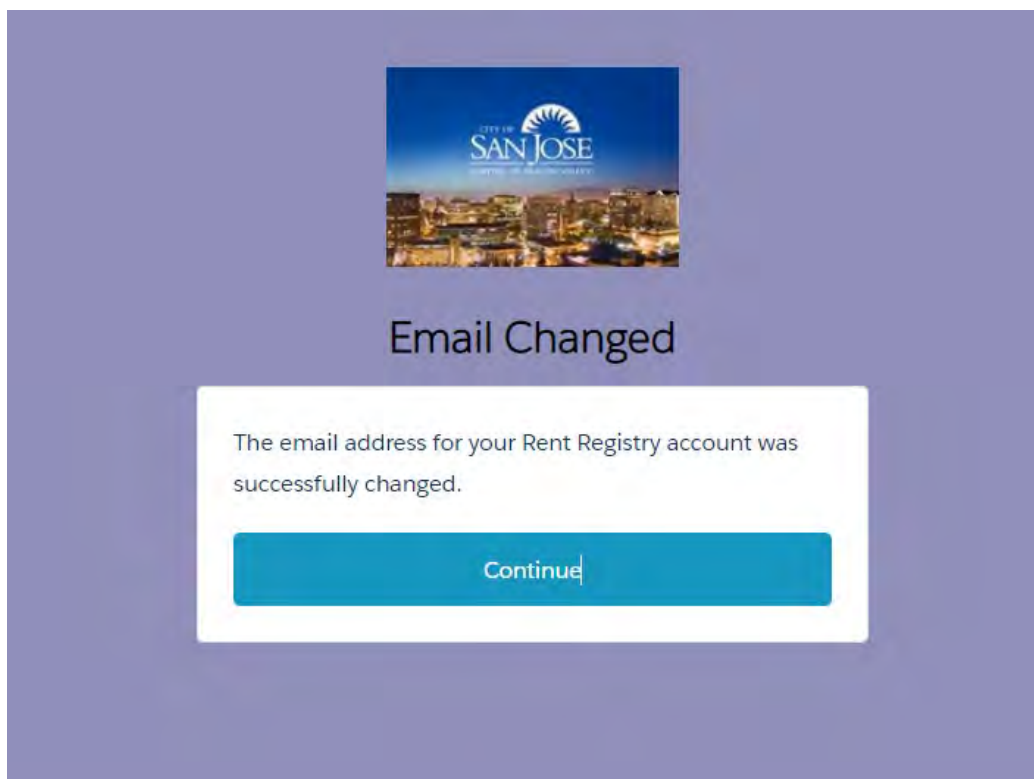
[Cancel](#) [Save](#)

UPDATING YOUR EMAIL ADDRESS

Step 4: Check your email to finish changing your email address.



Once you clicked the link that will conclude changing your email address.



DIRECT ENTRY

The Rent Registry offers two ways of registering your apartments: **Direct Entry** or **Excel Template**. The system will automatically default to Direct Entry mode. This section will show you how to register your apartments for the first time or how to make an update to your apartments by using Direct Entry.

Step 1: [Log in](#) to the Rent Registry and then click on "OwnerPortal".



OWNER PORTAL

Step 2: If you own multiple properties, you will need to select a property address from the drop-down list. Otherwise, page will automatically display the list of units located within the property.

Properties Owned: ⓘ


--Select One--





Step 3: Every registration period the buttons will reset to Register [Register](#) or No Change [No Change](#).

Unit Address	Current Monthly Rent	Move in Date	Date of Last Increase	Services Included in Rent	Occupancy Status	Last Updated	Action	Register as 'No Change'
158 TEST2 AVE APT 1	\$3,000.00	09/14/2020	09/14/2021	Laundry Access; Storage	Occupied	10/26/2020	Register	No Change
158 TEST2 AVE APT 2	\$3,000.00	05/21/2021	05/21/2021	Laundry Access	Occupied	05/07/2021	Register	No Change
158 TEST2 AVE APT 3	\$2,000.00	09/01/2020	09/01/2020	Laundry Access	Occupied	09/11/2020	Register	No Change

DIRECT ENTRY


Step 4: After registration of a unit, the button will change to Update .

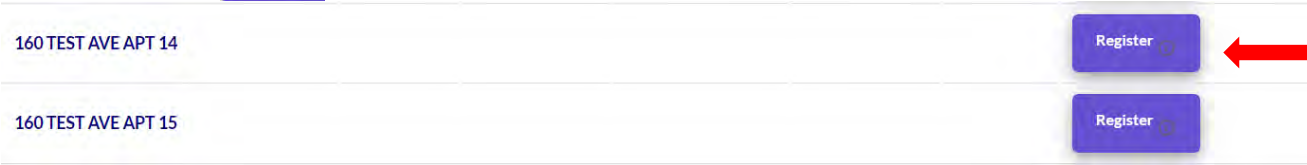
Click on Register  or Update  on the main screen in the row that corresponds to the unit you want to register. Throughout the year, you can register a unit as many times as there are changes in tenancy or rental information.

Unit Address	Current Monthly Rent	Move in Date	Date of Last Increase	Services Included in Rent	Occupancy Status	Last Updated	Action	Register as 'No Change'
122 Grahaam AVE APT 1	N/A	N/A	N/A	N/A	Vacant	06/09/2021		
122 Grahaam AVE APT 2	\$2,500.50	06/19/2021	06/01/2021	Laundry Access; Storage; Pool	Occupied	06/09/2021		
122 Grahaam AVE APT 3	N/A	N/A	N/A	N/A	Vacant	06/09/2021		
122 Grahaam AVE APT 4	N/A	06/01/2021	N/A	N/A	Owner Occupied	06/09/2021		
122 Grahaam AVE APT 5	\$3,100.00	06/01/2021	06/01/2021	Storage; Pool	Occupied	06/15/2021		
122 Grahaam AVE APT 6								


REGISTERING YOUR APARTMENTS FOR THE FIRST TIME

If your apartment has never been registered in the Rent Registry, this section will show you how using the Direct Entry feature. By using Direct Entry, you register each unit one at a time.

Step 1: Navigate to the main screen to view your list of units. If you own multiple properties, select the property address from the drop down menu of which you would like to register. Click on the Register button  in the row that corresponds with the unit you want to register.






Step 2: Select the occupancy status from the drop down menu. You can select between Occupied, Vacant, or Owner Occupied.

Step 3: The rental information you must enter will depend on the occupancy status selected. All required fields must be completed in order for the system to accept your registration. Once you are done filling in the information, click on Register Unit. 

Unit # (14) First-Time Registration

This page allows you to register a unit for the first time. You have the option of listing the apartment as vacant, occupied, or owner occupied. * Please fill out all required fields.

*Occupancy Status:

Step 4: After successful registration of a unit, a summary of the information entered will appear.

134 TEST2 AVE APT 1 - Rent History



Last Updated	Tenant Status	Occupancy Status	Previous Rent	Rent Limit	Current Rent	Date of Last Increase	% Increased	Voucher?	Pass Through Type(s)	Pass-Through Amount
08/17/2021	Initial Registration	Vacant	N/A	N/A	N/A	N/A	N/A	N/A		

ENTERING A RENT INCREASE FOR AN EXISTING TENANT

An allowable rent increase is up to 5% once every 12 months. Follow the steps below to enter a rent increase for an existing tenant through the Direct Entry feature. Rent increases can only be entered after the unit has been registered in the Rent Registry.

Step 1: [Log in](#) to the Rent Registry.

Step 2: If you own multiple properties, select a property address from the drop-down list. Otherwise, page will automatically display the list of units located within the property.

Step 3: From the list of units displayed on the main page, select the unit you wish to register a rent increase for by clicking on the purple Register button. If this button is not displayed, it means the unit has already been registered for the annual registration period. (You can still register the rent increase by clicking on the green "Update" button.)

Unit Address	Current Monthly Rent	Move in Date	Date of Last Increase	Services Included in Rent	Occupancy Status	Last Updated	Action
160 TEST AVE APT 1	N/A	06/11/2021	N/A	N/A	Owner Occupied	06/11/2021	Register
160 TEST AVE APT 2	N/A	N/A	N/A	N/A	Vacant	06/10/2021	Register
160 TEST AVE APT 3	\$2,999.00	05/06/2021	07/01/2021	Laundry Access; Storage; Pool	Occupied	07/21/2021	Update

Step 4: Click on the green Rent Increase/Decrease button.



Step 5: Enter the new monthly rent amount and effective date of increase. Then click Submit.

Unit # (14) - Rent Increase/Decrease

* New Monthly Rent:
Enter total monthly rent, including any portion paid by a government subsidy (including Section 8).

* New Effective Date:


* Rental Assistance Voucher?

Attachment: Attachment E: Rental Survey Program Information Collection Examples (14139 : Rental Survey Program Overview for Feedback)

ENTERING A RENT INCREASE FOR AN EXISTING TENANT

Step 6: Review the rent history for this unit, as well as the percentage of increase to make sure the rent increase is in compliance with the Apartment Rent Ordinance (ARO). Rent increases over 5% will show in red under column heading “% Increased”.

160 TEST AVE APT 14 - Rent History

 [Unit Summary](#)

Last Updated	Tenant Status	Occupancy Status	Previous Rent	Rent Limit	Current Rent	Date of Last Increase	% Increased	Voucher?	Pass Through Type(s)
07/21/2021	Same Tenant	Occupied	\$2,000.00	\$2,100.00	\$2,100.00	07/01/2021	5%	No	
07/21/2021	Initial Registration	Occupied	N/A	N/A	\$2,000.00	01/01/2020	N/A	No	

[Back to Main Page](#)
[Rent Increase/Decrease](#)
[New Tenant](#)
[Vacant](#)
[Owner Occupied](#)
[Correct an Error](#)

Note: If any of the rental information in your last registration is incorrect, click on the **Correct an Error** button to make corrections.

ENTERING A NO CHANGE


This section will guide you through the steps to register a no change by using Direct Entry when there has not been a rent increase or tenancy change since the last time information was entered. Please note that this feature is only available to use once each registration period.

Step 1: [Log in](#) to the Rent Registry.




Step 2: Navigate to your list of apartments.

Step 3: If nothing has changed since the last registration period, click on “No Change” in the row that corresponds with the unit you are registering.

Step 4: Review all the previously registered information. If everything is correct, click “OK”.



158 TEST2 AVE
 Owner: TEST2 LLC
 Date: 08/17/2021
 Property/Building has 6 units

 Excel Template
  Contact Us
  Print View

Unit Address	Current Monthly Rent	Move in Date	Date of Last Increase	Services Included in Rent	Occupancy Status	Last Updated	Action	Register as 'No Change'
158 TEST2 AVE APT 1	\$3,000.00	09/14/2020	09/14/2021	Laundry Access; Storage	Occupied	10/26/2020	Register	No Change
158 TEST2 AVE APT 2	\$3,000.00	05/21/2021	05/21/2021	Laundry Access	Occupied	05/07/2021	Register	No Change
158 TEST2 AVE APT 3	\$2,000.00	09/01/2020				09/11/2020	Register	No Change
158 TEST2 AVE APT 4	N/A	N/A				10/26/2020	Register	No Change
158 TEST2 AVE APT 5							Register	
158 TEST2 AVE APT 6							Register	

No Change Registration
 Are you sure you want to register this unit as 'No Change'?


ENTERING A NEW TENANT (WHEN PREVIOUS TENANT HAS MOVED OUT)




This section will guide you through the steps to register a new tenant in Direct Entry when the previous tenant has moved out.

Step 1: [Log in](#) to the Rent Registry.

Step 2: Navigate to your list of apartments.

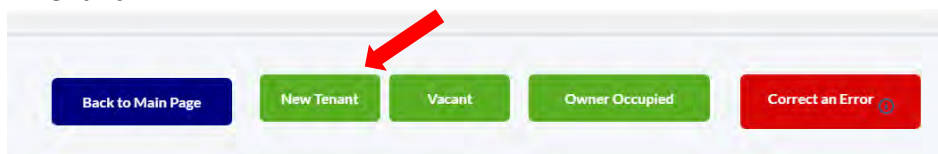
Step 3: From the list of units displayed, select the unit you wish to update the tenancy of by clicking on the **Register** or **Update** button.

 **160 TEST2 AVE**
 Owner: TEST2 LLC
 Date: 08/17/2021
 Property/Building has 15 units

 [Excel Template](#)
 [Contact Us](#)
 [Print View](#)

Unit Address	Current Monthly Rent	Move in Date	Date of Last Increase	Services Included in Rent	Occupancy Status	Last Updated	Action	Register as 'No Change'
160 Test2 AVE APT 1	N/A	07/20/2021	N/A	N/A	Owner Occupied	08/06/2021	Update	
160 TEST2 AVE APT 2	\$2,800.00	09/11/2021	09/11/2021	Laundry Access; Storage	Occupied	08/04/2021	Update	
160 Test2 AVE APT 3	\$3,000.00	09/23/2021	09/23/2021	Laundry Access	Occupied	08/04/2021	Update	
160 Test2 AVE APT 4	N/A	N/A	N/A	N/A	Vacant	08/12/2021	Update	
160 Test2 AVE APT 5	\$3,000.00	01/01/2021	08/27/2021	Laundry Access	Occupied	08/12/2021	Update	
160 Test2 AVE APT 6	N/A	N/A	N/A	N/A	Vacant	02/02/2021	Register	No Change

Step 4: Click on New Tenant.



Step 5: Answer the questions related to the new tenancy, including the vacancy reason for last tenant and move-out date of last tenant. Click on submit to complete the update.

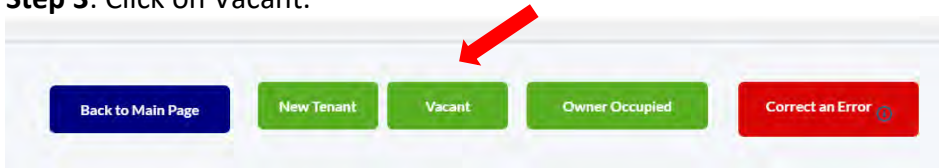
UPDATING A UNIT AS VACANT

When there is a change in occupancy such as a vacancy, you can update the apartment information in the Rent Registry to reflect the change. If the apartment became vacant for any reason other than a voluntary move-out, a copy of the notice issued to the tenant must be submitted to the Rent Stabilization Program.

Step 1: [Log in](#) to the Rent Registry (refer to pg. 4 for login instructions).

Step 2: Navigate to the unit and click on Register or Update.

Step 3: Click on Vacant.



Step 4: Select the vacancy reason for last tenant and enter the move-out date of last tenant. Click on **Submit** to complete the registration.

UPDATING A UNIT AS OWNER OCCUPIED

When there is a change in occupancy such as an owner move-in, you can update the apartment information in the Rent Registry to reflect the change.

Step 1: [Log in](#) to the Rent Registry.

Step 2: Navigate to your list of apartments.

Step 3: Click on Register or Update button.

Click on the  or  button

Step 4: Click on “Owner Occupied”.

Step 5: Select the vacancy reason for last tenant, enter the moveout date of last tenant, and the owner’s move-in date. Click on **Save** to complete the update.

Unit # (1) - Owner Occupied

** Please fill out all required fields to update the tenancy information on this unit.*

* Vacancy Reason for Last Tenant:	<input style="width: 100%;" type="text"/>
* Moveout Date Of Last Tenant: <small>?</small>	<input style="width: 100%;" type="text"/>
* Owner's Move-in Date: <small>?</small>	<input style="width: 100%;" type="text"/>

CORRECT AN ERROR

This feature allows you correct an error in your last entry of a registered unit. Please note this feature is only available in Direct Entry.

Step 1: [Log in](#) to the Rent Registry.

Step 2: Click on the Register or Update button next to the unit on the main page. Then click on Correct an Error button.



Step 3: After making corrections, click on **Update** to submit the changes.

Edit Unit # 1 Last Entry

This page allows you to:

- Edit the last entry you made and correct your mistakes.

* Occupancy Status:	<input type="text" value="Occupied"/>
* Move-in Date:	<input type="text" value="09/01/2018"/>
* New Monthly Rent:	<input type="text" value="\$1,785.00"/>
<small>Enter total monthly rent, including any portion paid by a government subsidy (including Section 8).</small>	
* Effective Date of this Increase:	<input type="text" value="09/01/2019"/>
* Tenant's Name:	<input type="text" value="Test Test"/>
Tenant2 Name:	<input type="text"/>
Tenant3 Name:	<input type="text"/>
* Rental Assistance Voucher?	<input type="text" value="No"/>
Security Deposit:	<input type="text" value="\$1,000.00"/>
* Services Included in Rent:	<input type="text" value="Laundry Access"/>
* # of Parking Spaces Included in Rent:	<input type="text" value="1"/>
* # of Bedrooms:	<input type="text" value="1"/>

EXCEL TEMPLATE

The Excel Template is a useful tool for registering several units at once when they are located within the same building. When registering your apartments, you will need to report general unit information such as rent amounts, occupancy information, and the services included in the rent.

Step 1: [Log in](#) to the Rent Registry and go to your list of properties.



Step 2: On the main page click the icon titled "Excel Template".

Step 3: Click the Excel icon **1-Generate and Download Template** option.

Owner Portal

Properties Owned: 1

122 TEST2 AVE

Excel Template Download / Upload



1 - Generate and Download Template

1. Click on **Excel icon** to Preview the Current Unit Information.
2. To update a unit, select the checkbox that corresponds with the change.
3. Download the Excel Template by clicking on **Download Template**.
4. Complete the Excel Template with the required information for each unit.
5. Submit the completed Excel Template to your computer.



2 - Upload Template

1. Click on **Excel icon** to upload your saved Excel Template.
2. Errors or missing information (if any) will show in red.
3. Update the saved Excel Template with any missing information and resave.
4. Click on **Reupload** button.
5. Continue steps 3 and 4 until there are no more errors. Then click **Submit**.

EXCEL TEMPLATE

Step 4: Click on the box that corresponds with the action (e.g., No Change, Rent Increase/Decrease, New Tenant, etc.) that you want to apply to a unit. Once you have completed your selections, click on **Download Template** to generate an Excel sheet containing the units that had a check mark action applied to it.

160 TEST2 AVE - Current Tenancy information
As of: 08/22/2021

i **How To ...**

First Time Register	Select All No Change	Select All Rent Increase/Decrease	Select All New Tenant	Select All Owner Occupied	Select All Vacant	Unit Address	Current Occupancy	Last Time Registered
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	160 Test2 AVE APT 1	Occupied	2021
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	160 TEST2 AVE APT 2	Owner Occupied	2021
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	160 Test2 AVE APT 3	Occupied	2021
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	160 Test2 AVE APT 4	Vacant	2021
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	160 Test2 AVE APT 5	Occupied	2021
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	160 Test2 AVE APT 6	Vacant	2020
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	160 Test2 AVE APT 7	Vacant	2021
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	160 Test2 AVE APT 8	Occupied	2020
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	160 Test2 AVE APT 9	Occupied	2021
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	160 Test2 AVE APT 10	Owner Occupied	2021

Cancel
Download Template
←

Step 5: Enter the new rental information into each corresponding row. Some fields require that you select from a drop-down list.

Row	Action Selected	Property Address	Unit #	Occupancy Status	Move-in Date (mm/dd/yyyy)	New Monthly Rent	Effective Date of New Increase (mm/dd/yyyy)	Rental Assistant
1	Initial Registration	158 TEST2 AVE APT 6	6	<div style="background-color: #000080; color: white; padding: 2px;">Occupancy Status</div> <div style="border: 1px solid #000; padding: 2px; margin-top: 2px;"> Vacant Occupied Owner Occupied </div>				
3								
4								
5								

EXCEL TEMPLATE

Step 6: Once you've completed entering the rental information into the spreadsheet, click save and return to the Rent Registry web page and click on **2 - Upload Template**.

The screenshot displays the 'Owner Portal' interface. At the top, there is a section titled 'Properties Owned.' with a dropdown menu showing '158 TEST2 AVE'. Below this is the 'Excel Template Download / Upload' section, which contains two main steps:

- 1 - Generate and Download Template**
 - 1. Click on Excel icon to Preview the Current Unit Information.
 - 2. To update a unit, select the checkbox that corresponds with the change.
 - 3. Download the Excel Template by clicking on **Download Template**.
 - 4. Complete the Excel Template with the required information for each unit.
 - 5. Submit the completed Excel Template to your computer.
- 2 - Upload Template** (indicated by a red arrow)
 - 1. Click on Excel icon to upload your saved Excel Template.
 - 2. Errors or missing information (if any) will show in red.
 - 3. Update the saved Excel Template with any missing information and resave.
 - 4. Click on **Reupload** button.
 - 5. Continue steps 3 and 4 until there are no more errors. Then click **Submit**.

At the bottom of the interface, there are two buttons: 'Back to Main Page' and 'Contact Us'.

EXCEL TEMPLATE

Step 7: Units with missing or incomplete rental information will have a red box next to it that says, 'View Missing Data.' Units with complete data will have a green box labeled 'View Data'. If there are errors, click on **View Missing Data** to identify the fields that require attention. Update the corresponding fields in the saved Excel template and then go back to the Rent Registry and click on **Reupload**. Continue this step until there are no more errors in your spreadsheet.

Uploaded Rent Data - Preview before Submitting
As of : 07/15/2021

In order to complete the upload of rental information from your Excel spreadsheet to the Rent Registry all required fields must be completed. If you receive an error follow the steps below to troubleshoot.

How To ...

Row #	Action Selected	Property Address	
1	Rent Increase/Decrease	160 TEST AVE APT 3	View Missing Data
2	New Tenant	160 TEST AVE APT 4	View Missing Data
3	Vacant	160 TEST AVE APT 5	View Data
4	Rent Increase/Decrease	160 TEST AVE APT 6	View Missing Data

[Cancel](#)
[Reupload](#)
[Submit](#)

Step 8: Once there are no errors, click on **Submit**.

Uploaded Rent Data - Preview before Submitting
As of : 08/19/2021

In order to complete the upload of rental information from your Excel spreadsheet to the Rent Registry all required fields must be completed. If you receive an error message, follow the steps below to troubleshoot.

How To ...

Row #	Action Selected	Property Address	
1	Initial Registration	158 TEST2 AVE APT 6	View Data



[Cancel](#)
[Reupload](#)
[Submit](#)

Update Current Rent

To update the current rent charged for a tenancy, follow the instructions below.

1. Click on the EYE icon to view your registration submission.

866 WALNUT ST ALAMEDA CA 94501

Unit Name	Unit Fee Status	Number of Bedrooms	Base Rent	Start Date of Tenancy	Occupant Type	More
LOWER	Non-Exempt	1	\$1,000.00	01/01/19	Tenant	ACTIONS ▾ 
UPPER	Exempt	0	-	-	Owner	ACTIONS ▾ 

1 - 2 of 2 items

2. The Unit Details screen will appear. If the current rent and date of last rent increase need to be updated, follow the instructions below.

Unit Details

Unit Name : LOWER

Occupant Type : Tenant

Number of Bedrooms : 1

Current Rent : 1,000

Base Rent : 1,000



Start Date of Tenancy : 01/01/2019

Date of Last Rent Increase : 09/01/2019

Included with Rent : Parking


3. Click on the 'ACTIONS' button where the Current Rent needs to be updated. The Action Menu for the Unit will appear with a drop-down list of available actions.
4. Select 'Update Current Rent' from the drop-down menu.

866 WALNUT ST ALAMEDA CA 94501

Unit Name	Unit Fee Status	Number of Bedrooms	Base Rent	Start Date of Tenancy	Occupant Type	More
LOWER	Non-Exempt	1	\$1,000.00	01/01/19	Tenant	ACTIONS ▾ 
UPPER	Exempt	0	-	-	Own	

1 - 2 items

Case History

-  Update Current Rent

5. The Update Current Rent pop-up window will appear. Enter the updated Current Rent and the Date of the Last Rent Increase.
 - a. If the Base Rent needs to be updated, please contact Alameda Rent Program staff.

Update Current Rent

APN : 074123003500 | 866 WALNUT ST ALAMEDA CA 94501
UNIT NUMBER : 866 WALNUT ST ALAMEDA CA 94501, LOWER

Occupant Type: Tenant
Base Rent: 1000
Current Rent *: 1050
Date of Last Rent Increase *: 9/1/2022
Start Date of Tenancy: 1/1/2019

6. Check the Declaration Statement and enter your full name and title.

Declaration Statement

By checking this box, I declare under penalty of perjury under the laws of the State of California that the information I have provided in this form is true and correct to the best of my knowledge and belief. Any attachments included here are either original documents or true and correct copies of the original documents.

Submitter's Information

Enter Full Name *: [Red Box]
Select Title *: [Red Box]

CANCEL UPDATE

7. Click the 'UPDATE' button at the bottom right of the window to update the Current Rent.

Declaration Statement

By checking this box, I declare under penalty of perjury under the laws of the State of California that the information I have provided in this form is true and correct to the best of my knowledge and belief. Any attachments included here are either original documents or true and correct copies of the original documents.



Submitter's Information

Enter Full Name *: John Smith
Select Title *: Owner

CANCEL UPDATE [Red Box]

8. Click on the EYE icon to verify the Current Rent and Date of Last Rent Increase is up to date.

866 WALNUT ST ALAMEDA CA 94501

Unit Name	Unit Fee Status	Number of Bedrooms	Base Rent	Start Date of Tenancy	Occupant Type	More
LOWER	Non-Exempt	1	\$1,000.00	01/01/19	Tenant	ACTIONS 
UPPER	Exempt	0	-	-	Owner	ACTIONS 

1 - 2 of 2 items

Unit Details

Unit Name	: LOWER
Occupant Type	: Tenant
Number of Bedrooms	: 1
Current Rent	: 1,050
Base Rent	: 1,000
Start Date of Tenancy	: 01/01/2019
Date of Last Rent Increase	: 09/01/2022
Included with Rent	: Parking

Submit Unit Exemption Request

Certain units are exempt from the Rent Program Annual Fee. A landlord must submit a Unit Exemption request for any unit at the property that qualifies to be exempt from the Rent Program Annual Fee.

The Unit Exemption applies to the upcoming fiscal year.

The eligible grounds for a Unit Exemption:

- Unit is owner-occupied.
- Unit is vacant and will remain vacant during the upcoming fiscal year.
- Unit is occupied by a ‘temporary tenancy’ defined in section 6-58.15.TT, Alameda Municipal Code.
- Unit occupant does not pay rent.
- Unit has a commercial use and is not used as a residential rental unit.
- Unit is occupied by a property manager and there is a written agreement with the landlord under which the property manager does not pay the full amount of rent that would otherwise be paid for a comparable rental unit on the property.
- The rent registry has an error in the number of units on this property. This unit does not exist on the property.

Please take note:

1. Applying for a Unit Exemption does not guarantee it will be granted. Staff reviews each submission to determine eligibility.
2. The appropriate documentation must be submitted to substantiate the grounds for the exemption.
3. If you have already submitted a Unit Exemption request, you cannot submit another request for the same unit unless the Unit Exemption request is denied by Alameda Rent Program staff.
4. A landlord may only apply for a Unit Exemption before registration is submitted when the property status is ‘Registration Open’ or ‘Registration Denied’.

Process to apply for a Unit Exemption:

1. Navigate to the Address tab and click on the ‘ACTIONS’ button for the Unit for which an exemption needs to be submitted.

1524 WILLOW ST ALAMEDA CA 94501

Unit Name	Unit Fee Status	Number of Bedrooms	Base Rent	Start Date of Tenancy	Occupant Type	More
A	Non-Exempt	0	\$1,000.00	01/01/00	Tenant	ACTIONS ▾
B	Non-Exempt	0	-	-	Manager	ACTIONS ▾
C	Non-Exempt	0	-	-	Owner	ACTIONS ▾
D	Non-Exempt	0	-	-	Vacant	ACTIONS ▾
E	Non-Exempt	0	-	-	Vacant	ACTIONS ▾

1 - 5 of 5 items

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org.

2. The Action Menu will display a drop-down list. Select 'Apply for Exemption'.

1524 WILLOW ST ALAMEDA CA 94501

Unit Name	Unit Fee Status	Number of Bedrooms	Base Rent	Start Date of Tenancy	Occupant Type	More
A	Non-Exempt	0	\$1,000.00	01/01/00	Tenant	ACTIONS ▾
B	Non-Exempt	0	-	-	Manager	ACTIONS ▾
C	Non-Exempt	0	-	-	Owner	ACTIONS ▾
D	Non-Exempt	0	-	-	Vacant	Apply for Exemption Register New Occupant
E	Non-Exempt	0	-	-	Vacant	Buyout Agreement Capital Improvement Plan

3. The Apply for Unit Exemption pop-up window will appear. At the top of the pop-up window, the APN, Primary Address, and Unit Address are displayed to verify that the correct Unit was selected for the Unit Exemption application.

Apply for Unit Exemption

APN : 071023402900 | 1524 WILLOW ST ALAMEDA CA 94501
UNIT NUMBER : 1524 WILLOW ST ALAMEDA CA 94501, C

***Instructions :**
Certain units are exempt from the Rent Program annual fee. Please submit this form for any unit at the property that qualifies as an exempt unit for the upcoming fiscal year based on the reasons listed below.

Select Reason for Unit Exemption

- Unit is owner-occupied.
- Unit is vacant and will remain vacant during the upcoming fiscal year.
- Unit is rented or leased to transient guest(s) for 30 consecutive days or less.
- Unit is occupied by a "temporary tenancy" defined in section 6-58.15.TT, Alameda Municipal Code.
- Unit occupant does not pay rent.
- Unit has a commercial use and is not used as a residential rental unit.
- Unit is occupied by a property manager and there is a written agreement with the landlord under which the property manager does not pay the full amount of rent that would otherwise be paid for a comparable rental unit on the property.
- The rent registry has an error in the number of units on this property. This unit does not exist on the property.

Upload Document Document upload will begin when the user clicks the SUBMIT button below.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org.

4. Select the Reason for the Unit Exemption application. Only one option may be selected.

Apply for Unit Exemption

Select Reason for Unit Exemption

- Unit is owner-occupied.
- Unit is vacant and will remain vacant during the upcoming fiscal year.
- Unit is rented or leased to transient guest(s) for 30 consecutive days or less.
- Unit is occupied by a "temporary tenancy" defined in section 6-58.15.TT, Alameda Municipal Code.
- Unit occupant does not pay rent.
- Unit has a commercial use and is not used as a residential rental unit.
- Unit is occupied by a property manager and there is a written agreement with the landlord under which the property manager does not pay the full amount of rent that would otherwise be paid for a comparable rental unit on the property.
- The rent registry has an error in the number of units on this property. This unit does not exist on the property.

Upload Document Document upload will begin when the user clicks the SUBMIT button below.

Browse for File

0%

If you are unable to upload the document here, please submit the paperwork by email or by mail and indicate the property address.

Email: rentprogram@alamedahsg.org
Mail: Rent Program, 701 Atlantic Ave, Alameda, CA 94501

Enter comment(s)

CANCEL **SUBMIT**

5. Once the Reason for the Unit Exemption is selected, instructions will appear above the 'Upload Document' section to explain the required documents that must be submitted to substantiate the grounds for the Unit Exemption.

Apply for Unit Exemption

Select Reason for Unit Exemption

- Unit is owner-occupied.
- Unit is vacant and will remain vacant during the upcoming fiscal year.
- Unit is rented or leased to transient guest(s) for 30 consecutive days or less.
- Unit is occupied by a "temporary tenancy" defined in section 6-58.15.TT, Alameda Municipal Code.
- Unit occupant does not pay rent.
- Unit has a commercial use and is not used as a residential rental unit.
- Unit is occupied by a property manager and there is a written agreement with the landlord under which the property manager does not pay the full amount of rent that would otherwise be paid for a comparable rental unit on the property.
- The rent registry has an error in the number of units on this property. This unit does not exist on the property.

Required Documentation

Please submit at least two documents to verify the reason for this exemption:

- A copy of a driver's license, voter registration card, or other government-issued identification showing the address of the unit as the owner's primary residence.
- A bank statement, dated within 90 days of the date of submission, in the name of the owner that shows the address to which the bank statement is sent, or the address associated with the bank statement as the address of the unit.
- A credit card statement, dated within 90 days of the date of submission, in the name of the owner that shows the address to which the credit card statement is sent, or the address associated with the credit card statement as the address of the unit.
- A utility bill, dated within 90 days of the date of submission, in the name of the owner that shows the address to which the utility bill is sent, or the address associated with the utility bill as the address of the unit.

Upload Document Document upload will begin when the user clicks the SUBMIT button below.

Browse for File

CANCEL **SUBMIT**

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org.

6. Upload the required documentation. Click on the 'Browse for File' area to select a document(s) from your device to upload.

Apply for Unit Exemption

ADDRESS TO WHICH THE UTILITY BILL IS SENT, OR THE ADDRESS ASSOCIATED WITH THE UTILITY BILL SHOWN AS THE address of the unit;

- A utility bill, dated within 90 days of the date of submission, in the name of the owner that shows the address to which the utility bill is sent, or the address associated with the utility bill as the address of the unit.

Upload Document*

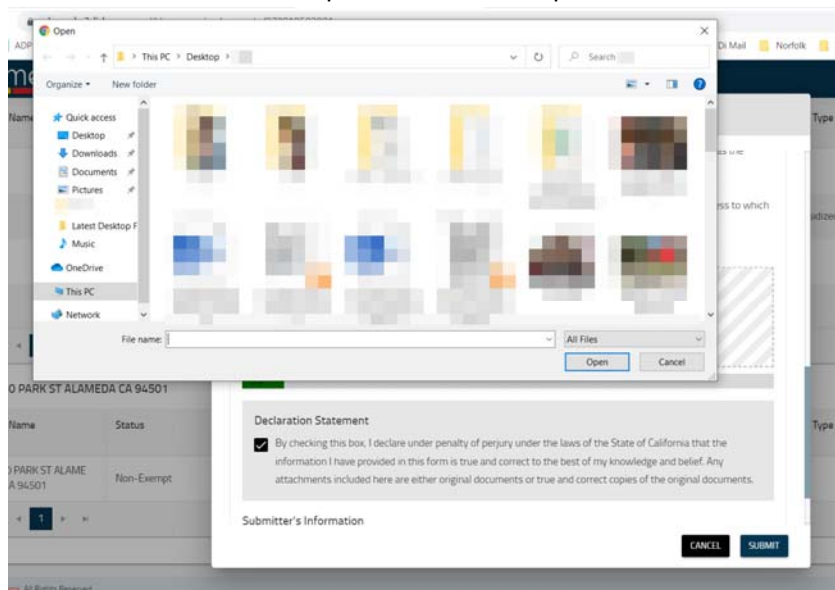
Declaration Statement

By checking this box, I declare under penalty of perjury under the laws of the State of California that the information I have provided in this form is true and correct to the best of my knowledge and belief. Any attachments included here are either original documents or true and correct copies of the original documents.

Submitter's Information

CANCEL SUBMIT

7. Select one or more documents to upload to the Unit Exemption case. Please ensure the uploaded documents meet the Required Documents qualifications.



8. Once the appropriate document(s) have been selected and uploaded to the Unit Exemption pop-up window, the document names will be listed below the 'Browse for File' area. There is also an 'X' next to each document name, which allows the user to delete the document if it was uploaded by mistake.

Apply for Unit Exemption

• A utility bill, dated within 90 days of the date of submission, in the name of the owner that shows the address to which the utility bill is sent, or the address associated with the utility bill as the address of the unit.

Upload Document*

Browse for File

Cert of Occupancy.jpg X

Declaration Statement

By checking this box, I declare under penalty of perjury under the laws of the State of California that the information I have provided in this form is true and correct to the best of my knowledge and belief. Any attachments included here are either original documents or true and correct copies of the original documents.

Submitter's Information

CANCEL SUBMIT

9. Enter comments if you would like to share more information. This is optional.
10. Review all information entered on the Unit Exemption pop-up window. If all data is accurate, complete the Declaration Statement and Submitter's Information sections. Click on the Declaration Statement check box, enter your Full Name, enter your Title from the drop-down list.

Apply for Unit Exemption

Browse for File

Cert of Occupancy.jpg X

Declaration Statement

By checking this box, I declare under penalty of perjury under the laws of the State of California that the information I have provided in this form is true and correct to the best of my knowledge and belief. Any attachments included here are either original documents or true and correct copies of the original documents.

Submitter's Information

Enter Full Name * Select Title *

CANCEL SUBMIT

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org.

11. Click on the 'SUBMIT' button to submit the Unit Exemption request.

12. Once the Unit Exemption request is submitted, the Address tab will display an updated Unit Status titled, 'Applied for Exemption'.

1332 PARK ST ALAMEDA CA 94501

Unit Name	Status	Number of Bedrooms	Base Rent	Current Rent	Start Date of Tenancy	Date of Last Rent Increase	Occupant Type	Action
A	Non-Exempt	2	\$2,500.00	\$2,500.00	12/01/19	12/01/19	Tenant	MORE ▾
B	Non-Exempt	0	-	\$1,250.00	05/02/18	12/18/19	Rent Subsidized Tenant	MORE ▾
C	Non-Exempt	2	-	-	-	-	Manager	MORE ▾
D	Applied for Exemption	3	-	-	-	-	Owner	MORE ▾

1 - 4 of 4 items

13. The Case History section on the Address tab will update to include the new Unit Exemption case that was submitted. The case status will display 'Pending Review'.

Case History

Case Id	Created on Entity	Case Type	Created Date	Last Modified	Case Status	Action
UE2019-50073	Unit: D, 1332 PARK ST ALAMEDA CA 94501	Unit Exemption	12-20-2019	12-20-2019	Pending Review	
RR2019-49853	APN: 070018502801	Rent Registry	12-19-2019	12-20-2019	Registration Open	

1 - 2 of 2 items

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org.

- 14. The Alameda Rent Program staff will review the Unit Exemption case submission.
- 15. If staff approves the Unit Exemption request, the case status will update to 'Approved' in the Case History section. The unit status in the section above will be updated to 'Exempt.'

Unit Name	Status	Number of Bedrooms
A	Non-Exempt	2
B	Non-Exempt	2
C	Exempt	3

Case History					
Case Id	Created on Entity	Case Type	Created Date	Last Modified	Case Status
UE2020-60411	Unit C, 1114 F...	Unit Exemption	01-10-2020	01-10-2020	Approved

- 16. If the Staff denies the Unit Exemption request, the case status will update to 'Denied' and the unit status will be updated back to 'Non-Exempt.' Staff will inform the Landlord of the reason the Unit Exemption case was denied.

UE2020-60412	Unit B, 1114 F...	Unit Exemption	01-10-2020	01-10-2020	Denied
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Register Rental Units

This section will describe how to register each Unit at the property.

As a reminder, units will be treated differently based on their Regulation Type (see Regulation Type section for definitions):

- Fully Regulated – more fields are required when the Occupant Type is a tenant
- Partially Regulated – fewer fields are required when the Occupant Type is a tenant

The instructions and screenshot images below describe the process for adding Unit Details to properties that are Fully Regulated. The process for adding Fully Regulated and Partially Regulated properties is the same; only the required fields will differ.

Registering an Occupant

1. Click on the 'ACTIONS' button for the Unit where a Tenant Occupant needs to be added. The Action Menu for the Unit will appear with a drop-down list of available actions. This action menu will have different menu options depending on property status. When the property status is 'Registration Open' or 'Registration Denied', the Action Menu will display two options: 1) Register New Occupant; 2) Apply for Exemption.

NOTE: The Unit Name cannot be edited. If there is an error in the Unit Name, please contact the Alameda Rent Program and explain the issue.

The screenshot shows a web interface for property management. At the top, there are two photos of an apartment interior. Below the photos, it displays 'Total Units: 5' and 'Property Status: Registration Open'. A link 'Click Here to Complete Registration' is present. Below this is a list of instructions:

1. Click the blue "Actions" button next to the unit you would like to update.
2. To report a change in tenancy for a unit, select "Register New Occupant". If any unit may qualify for an exemption, select "Apply for Exemption".
3. To update the Current Rent amount for a unit, select "Update Current Rent".

 Below the instructions, the address '1332 PARK ST ALAMEDA CA 94501' is shown. A table lists two units, A and B. Unit A is 'Non-Exempt', has 0 bedrooms, and a base rent of '-'. Unit B is also 'Non-Exempt', has 0 bedrooms, and a base rent of '-'. Both units are 'Vacant'. The 'ACTIONS' button for unit A is highlighted with a red box.

Unit Name	Unit Fee Status	Number of Bedrooms	Base Rent	Start Date of Tenancy	Occupant Type	More
A	Non-Exempt	0	-	-	Vacant	ACTIONS ▾
B	Non-Exempt	0	-	-	Vacant	ACTIONS ▾

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org.

- 2. Select 'Register New Occupant' from the drop-down menu.

1332 PARK ST ALAMEDA CA 94501

Unit Name	Unit Fee Status	Number of Bedrooms	Base Rent	Start Date of Tenancy	Occupant Type	More
A	Non-Exempt	0	-	-	Vacant	ACTIONS ▾
B	Non-Exempt	0	-	-	Vacant	Apply for Exemption Register New Occupant Buyout Agreement Capital Improvement Plan
C	Non-Exempt	0	-	-	Vacant	
D	Non-Exempt	0	-	-	Vacant	

- 3. The Register New Occupant pop-up window will appear. There is a 'Reason of Change' drop-down list and a field for 'Occupant Type'. If the unit has not yet been registered, select "Late Registration" in the drop-down menu.

Register New Occupant

APN : 070018502801 | 1332 PARK ST ALAMEDA CA 94501
UNIT NUMBER : 1332 PARK ST ALAMEDA CA 94501, A

What is the reason for the change in tenancy?
Reason of Change *

What is the new tenant occupant type?
Occupant Type *

Declaration Statement
 By checking this box, I declare under penalty of perjury under the laws of the State of California that the information I have provided in this form is true and correct to the best of my knowledge and belief. Any attachments included here are either original documents or true and correct copies of the original documents.

Submitter's Information
Enter Full Name * Select Title *

CANCEL SUBMIT

4. Next, choose the occupant type for the unit. There is an 'Occupant Type' drop-down list and a field for 'Number of Bedrooms'. The Number of Bedrooms will only need to be provided when you first register unless a change happens to the unit size over time.

The screenshot shows the 'Register New Occupant' form. At the top, it displays the APN: 070018502801 | 1332 PARK ST ALAMEDA CA 94501 and the UNIT NUMBER: 1332 PARK ST ALAMEDA CA 94501, A. Below this, the question 'What is the reason for the change in tenancy?' is followed by a dropdown menu. The menu is open, showing several options: 'Tenant vacated after receiving a For Cause termination notice', 'Tenant vacated after receiving a No Fault termination notice', 'Tenant vacated after agreeing to a Buyout Offer', 'Unit was not previously occupied by Tenant', and 'Late Registration'. The 'Late Registration' option is highlighted with a red box. Below the dropdown, there is a text input field for 'correct copies of the original documents.' and a section for 'Submitter's Information' with fields for 'Enter Full Name *' and 'Select Title *'. At the bottom right, there are 'CANCEL' and 'SUBMIT' buttons.

NOTE: If a tenant is a Rent Subsidized Tenant (such as a participant in the Section 8 Housing Choice Voucher Program), please select Rent Subsidized Tenant.

NOTE: If you select the occupant type of Owner, Manager, or Non-Residential Commercial, please submit a unit exemption request. If the unit is vacant and will remain vacant for the entire fiscal year (July 1 – June 30), you may also be eligible for a unit exemption.

The screenshot shows the 'Register New Occupant' form. It displays the same APN and UNIT NUMBER as the previous screenshot. Below the 'Reason of Change' dropdown, which is set to 'Late Registration', is the question 'What is the new tenant occupant type?'. The dropdown menu for this question is open, and the 'Occupant Type *' option is highlighted with a red box. Below this, there is a text input field for 'Number of Bedrooms' with a question mark icon to its right, also highlighted with a red box. Below these fields is a 'Declaration Statement' section with a checkbox and the text: 'By checking this box, I declare under penalty of perjury under the laws of the State of California that the information I have provided in this form is true and correct to the best of my knowledge and belief. Any attachments included here are either original documents or true and correct copies of the original documents.' Below the declaration is the 'Submitter's Information' section with 'Enter Full Name *' and 'Select Title *' fields. At the bottom right, there are 'CANCEL' and 'SUBMIT' buttons.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org.

5. In this example, we will submit registration information for a Tenant in a Fully Regulated unit. In the 'Occupant Type' field, select Tenant in the drop-down menu.

The screenshot shows the 'Register New Occupant' form. At the top, it displays the APN (070018502801) and the unit address (1332 PARK ST ALAMEDA CA 94501). Below this, there is a section for 'What is the reason for the change in tenancy?' with a dropdown menu set to 'Late Registration'. The next section is 'What is the new tenant occupant type?' with a dropdown menu where 'Tenant' is selected and highlighted with a red box. Other options in the dropdown include 'Rent Subsidized Tenant', 'Vacant', 'Manager', and 'Owner'. At the bottom, there is a 'Submitter's Information' section with fields for 'Enter Full Name' and 'Select Title', and 'CANCEL' and 'SUBMIT' buttons.

6. After selecting 'Tenant' in the drop-down menu, the Tenant fields will appear on screen. (Reminder: The image below is displaying the Tenant fields for a Fully Regulated unit)

The screenshot shows the 'Register New Occupant' form with the 'Occupant Type' dropdown menu set to 'Tenant'. The dropdown menu is highlighted with a red box. Below the dropdown, there are several required fields: 'Number of Bedrooms', 'Start Date of Tenancy', 'Base Rent', 'Current Rent', and 'Date of Last Rent Increase'. There is also a section for 'Housing Services Included in the Base Rent' with checkboxes for Parking, Laundry, Storage, N/A, Water, Refuse / Recycling, Gym / Pool, Electric, Gas, Pets, and Other. At the bottom, there is a 'Tenant Information' section with a field for 'Tenant 1' and 'CANCEL' and 'SUBMIT' buttons.

7. Enter all the required fields for the Occupant Type - Tenant.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org.

- 8. To add Tenant Information, there are three buttons: 1) Add Phone; 2) Add Email; and 3) Add Tenant. Use the appropriate buttons to add/enter the Tenant Information.

Register New Occupant

Housing Services Included in the Base Rent *:

Do not include housing services or amenities that are identified (a) in a separate written agreement between the landlord and the tenant, or (b) specifically within the rental agreement itself but the landlord and tenant have agreed in the rental agreement that the amount is not to be included in the Base Rent. The Rent Program will presume that housing services not identified in (a) or (b) in the prior sentence will be included in the Base Rent.

Parking Water Gas
 Laundry Refuse / Recycling Pets
 Storage Gym / Pool Other
 N/A Electric

Tenant Information ⓘ

Tenant 1

Tenant First Name * Tenant Last Name *

Tenant Preferred Language
English

+ ADD PHONE

+ ADD EMAIL

+ ADD TENANT

CANCEL SUBMIT

- 9. If there are any errors or missing fields, the system will display error messages in red on the screen to indicate what is missing.

Register New Occupant

What is the reason for the change in tenancy?
Reason of Change *
Late Registration

What is the new tenant occupant type?
Occupant Type *
Tenant

Number of Bedrooms ⓘ Start Date of Tenancy *
This Field is Required

Base Rent * Current Rent *
This Field is Required This Field is Required

Date of Last Rent Increase * ⓘ
This Field is Required

Housing Services Included in the Base Rent *:

Do not include housing services or amenities that are identified (a) in a separate written agreement between the landlord and the tenant, or (b) specifically within the rental agreement itself but the landlord and tenant have agreed in the rental agreement that the amount is not to be included in the Base Rent. The Rent Program will presume that housing services not identified in (a) or (b) in the prior sentence will be included in the Base Rent.

Parking Water Gas
 Laundry Refuse / Recycling Pets
 Storage Gym / Pool Other
 N/A Electric

Please Select At Least One Option

Tenant Information ⓘ

*Please fill in all required fields

CANCEL SUBMIT

10. The following is a list of fields for the Occupant Type – Tenant with a description of the field and information as to whether the field is required.

Field Name	Instructions	Fully Regulated Unit Requirement	Partially Regulated Unit Requirement
Number of Bedrooms	If the Unit is a Studio, enter '0'	Required	Required
Start Date of Tenancy	Enter the date the current Tenancy established was established	Required	Required
Base Rent	Enter the amount of rent that was charged to the tenant on September 1, 2019. If the unit was not occupied by the current tenant at that time, enter the rent charged on the first date that rent was charged following September 1, 2019	Required	Not Applicable
Current Rent	Enter the current monthly rent for the Tenant.	Required	Required
Date of Last Rent Increase	Enter the effective date of the last rent increase. If current tenant has never had a rent increase, enter the Start Date of the Tenancy.	Required	Required
Housing Services Included with Rent	Select all the Housing Services that are included with the Rent for the current tenant.	Required	Not Applicable
Tenant Name	Submit contact information for tenants who are aged 18 or older.	Required	Not Applicable
Tenant Preferred Language	Enter the Tenant Preferred Language, if known.	Optional	Not Applicable
Tenant Phone	Enter the Tenant Phone Number.	Optional	Not Applicable
Tenant Email	Enter the Tenant Email Address.	Optional	Not Applicable

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org.

11. Once all required fields are accurate, complete the Declaration Statement and Submitter's Information sections. Click on the Declaration Statement check box, enter your Full Name, enter your Title from the drop-down list.

Declaration Statement

By checking this box, I declare under penalty of perjury under the laws of the State of California that the information I have provided in this form is true and correct to the best of my knowledge and belief. Any attachments included here are either original documents or true and correct copies of the original documents.

Submitter's Information

Enter Full Name *

Select Title *

CANCEL **SUBMIT**

12. Click on the 'SUBMIT' button at the bottom right of the window to register the new occupant.

Register New Occupant

Tenant Information

Tenant 1

Tenant First Name * Tenant Last Name *

Tenant Preferred Language

+ ADD PHONE

+ ADD EMAIL

+ ADD TENANT

Declaration Statement

By checking this box, I declare under penalty of perjury under the laws of the State of California that the information I have provided in this form is true and correct to the best of my knowledge and belief. Any attachments included here are either original documents or true and correct copies of the original documents.

Submitter's Information

Enter Full Name * Select Title *

CANCEL **SUBMIT**

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org.

13. The new occupant's information will be updated.

1332 PARK ST ALAMEDA CA 94501

Unit Name	Unit Fee Status	Number of Bedrooms	Base Rent	Start Date of Tenancy	Occupant Type	More
A	Non-Exempt	2	\$1,000.00	01/01/00	Tenant	ACTIONS ▾
B	Non-Exempt	0	-	-	Vacant	ACTIONS ▾
C	Non-Exempt	0	-	-	Vacant	ACTIONS ▾
D	Non-Exempt	0	-	-	Vacant	ACTIONS ▾

1 - 4 of 4 items

14. Repeat for all units.

Submit Property Exemption Request

Certain properties are exempt from Rent Ordinance 3250 and the Rent Program Annual Fee. A landlord must submit a Property Exemption request for any property that qualifies to be exempt from the Rent Program Annual Fee.

The Property Exemption applies to registration and the upcoming fiscal year.

The eligible grounds for a Property Exemption:

- Commercial units, such as office condominiums, commercial storage units or units subject to Section 30-15 of the Alameda Municipal Code (Work Live Studios).
- Community cabins
- Dwelling Units in which the Landlord owns the Rental Unit, occupies the Rental Unit as the Landlord's Primary Residence and shares kitchen or bath facilities with one or more Tenants.
- Dwelling Units that are rented or leased to transient guests for 30 consecutive days or less.
- Dwelling Units, regardless of ownership, for which the Rents are subsidized or regulated by federal law or by regulatory agreements between a Landlord and (i) the City, (ii) the Housing Authority or (iii) any agency of the State of California or the Federal Government; provided, however, if the Dwelling Unit is in the Housing Choice Voucher Section 8 Program and is not owned by a public entity or a bonafide not for profit organization dedicated to the provision of affordable housing, as further defined by Regulations, the Dwelling Unit is exempt only as to the rent control provisions of the ordinance. If a Dwelling Unit no longer qualifies for the full or partial exemption under this subsection A, for example, the Landlord withdraws from a subsidy program or a regulatory agreement expires and/or is not renewed, the Dwelling Unit will immediately be subject to all provisions of the ordinance.
- Houseboats
- Mobile homes or mobile home lots
- Rooms in a building or Dwelling Unit that provides a structured living environment that has the primary purpose of helping formerly homeless persons obtain the skills necessary for independent living in permanent housing and where occupancy is limited to a specific period of time and where the occupant has been informed in writing of the temporary nature of the arrangement at the inception of the occupancy.
- Rooms in a building or Dwelling Unit where the primary use is providing short-term treatment, assistance or therapy for alcohol, drug or other substance abuse and the room is provided incident to the recovery program and where the occupant has been informed in writing of the temporary or transitional nature of the arrangement at the inception of the occupancy.
- Rooms in a convent, monastery, fraternity or sorority house or in a building owned, operated or managed by a bonafide education institution for occupancy by students.
- Rooms in a facility that provide a menu of services including, but not limited to, meals, continuing care, medication management, case management, counseling, transportation and/or a wellness clinic, and for which services an occupancy agreement is typically required, and regardless of whether the occupant must pay additionally for some services.
- Rooms in a facility that require, as part of a person's occupation and use of the room and the facility, some or all of the following: intake, case management, counseling and an occupancy agreement.

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org.

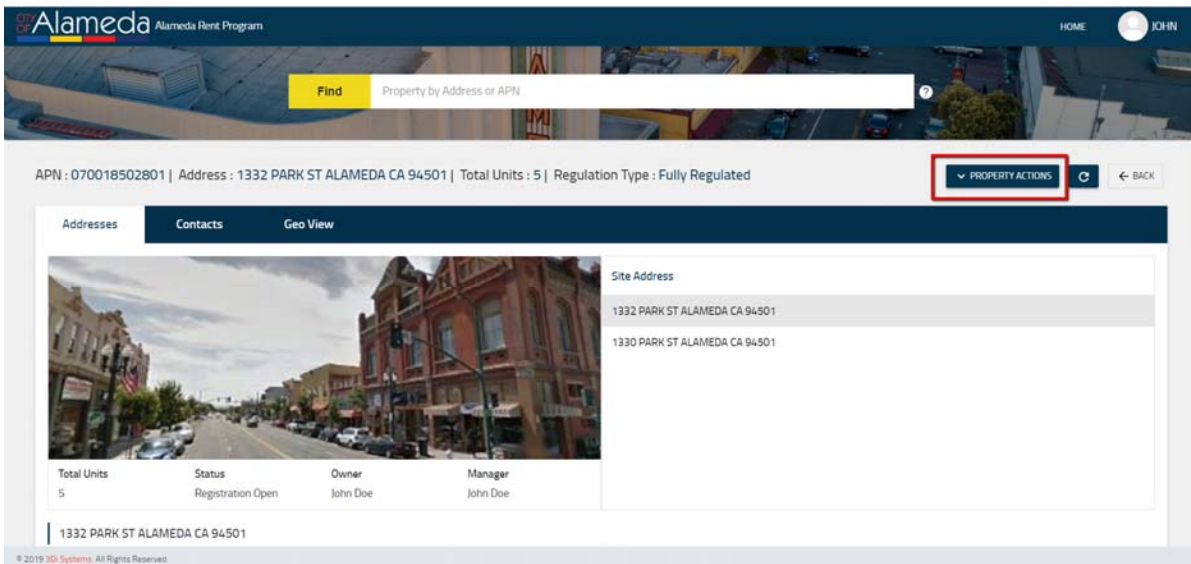
- Rooms in any hospital or in a facility for assisted living, skilled nursing, convalescence or extended care.
- Rooms in hotels, motels, inns, tourist homes, short-term rentals, rooming or boarding houses, provided that such rooms are not occupied by the same occupant or occupants for more than 30 consecutive days.

Please take note:

1. Applying for a Property Exemption does not guarantee it will be granted. Staff reviews each submission to determine eligibility.
2. The appropriate documentation must be submitted to substantiate the grounds for the exemption.
3. If you have already submitted a Property Exemption request, you cannot submit another request unless the Property Exemption request is denied by Alameda Rent Program staff.
4. A landlord may only apply for a Property Exemption before registration is submitted when the property status is 'Registration Open' or 'Registration Denied'.

Process to apply for a Property Exemption:

1. Navigate to the Address tab for the property that needs an exemption. Click on the 'PROPERTY ACTIONS' button on the top right of the page.



2. A drop-down menu will appear. Select 'Apply for Property Exemption.'



Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org.

3. The Apply for Property Exemption pop-up window will appear. At the top of the pop-up window, the APN and Primary Address are displayed to verify that the correct APN was selected for the Property Exemption application.

Apply for Property Exemption

APN : 070018502801 | 1330 PARK ST ALAMEDA CA 94501

Please explain the grounds for your exemption that qualify under 6-58.20 of the Alameda Municipal Code

- Commercial units, such as office condominiums, commercial storage units or units subject to Section 30-15 of the Alameda Municipal Code (Work Live Studios).
- Community cabins
- Dwelling Units in which the Landlord owns the Rental Unit, occupies the Rental Unit as the Landlord's Primary Residence and shares kitchen or bath facilities with one or more Tenants.
- Dwelling Units that are rented or leased to transient guests for 30 consecutive days or less.
- Dwelling Units, regardless of ownership, for which the Rents are subsidized or regulated by federal law or by regulatory agreements between a Landlord and (i) the City, (ii) the Housing Authority or (iii) any agency of the State of California or the Federal Government; provided, however, if the Dwelling Unit is in the Housing Choice Voucher Section 8 Program and is not owned by a public entity or a bonafide not for profit organization dedicated to the provision of affordable housing, as further defined by Regulations, the Dwelling Unit is exempt only as to the rent control provisions of the ordinance. If a Dwelling Unit no longer qualifies for the full or partial exemption under this subsection A, for example, the Landlord withdraws from a subsidy program or a regulatory agreement expires and/or is not renewed, the Dwelling Unit will immediately be subject to all provisions of the ordinance.

CANCEL SUBMIT

4. Select the applicable grounds for the Property Exemption. Only one option may be selected. Use the scroll bar to see the all eligible grounds for a Property Exemption.

Apply for Property Exemption

Please explain the grounds for your exemption that qualify under 6-58.20 of the Alameda Municipal Code

- Commercial units, such as office condominiums, commercial storage units or units subject to Section 30-15 of the Alameda Municipal Code (Work Live Studios).
- Community cabins
- Dwelling Units in which the Landlord owns the Rental Unit, occupies the Rental Unit as the Landlord's Primary Residence and shares kitchen or bath facilities with one or more Tenants.
- Dwelling Units that are rented or leased to transient guests for 30 consecutive days or less.
- Dwelling Units, regardless of ownership, for which the Rents are subsidized or regulated by federal law or by regulatory agreements between a Landlord and (i) the City, (ii) the Housing Authority or (iii) any agency of the State of California or the Federal Government; provided, however, if the Dwelling Unit is in the Housing Choice Voucher Section 8 Program and is not owned by a public entity or a bonafide not for profit organization dedicated to the provision of affordable housing, as further defined by Regulations, the Dwelling Unit is exempt only as to the rent control provisions of the ordinance. If a Dwelling Unit no longer qualifies for the full or partial exemption under this subsection A, for example, the Landlord withdraws from a subsidy program or a regulatory agreement expires and/or is not renewed, the Dwelling Unit will immediately be subject to all provisions of the ordinance.

CANCEL SUBMIT

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org.

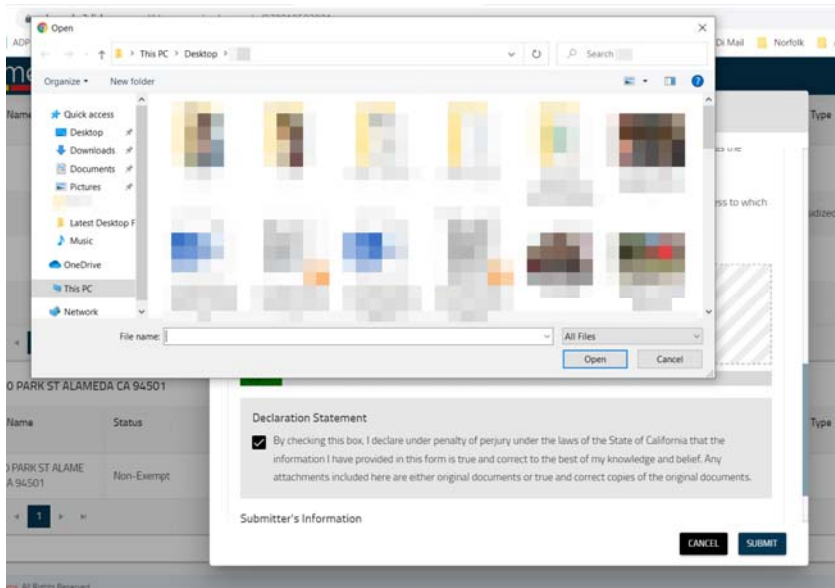
5. Once a selection is made, instructions will appear above the 'Upload Document' section to explain the required documents that must be submitted to substantiate the grounds for the Property Exemption.

The screenshot shows the 'Apply for Property Exemption' form. It features three radio button options for exemption grounds. The third option, 'Rooms in hotels, motels, inns, tourist homes, short-term rentals, rooming or boarding houses, provided that such rooms are not occupied by the same occupant or occupants for more than 30 consecutive days,' is selected. Below these options, a red box highlights the 'Required Documentation' section, which states: 'Please submit a copy of the current business license to verify the reason for this exemption.' Underneath is an 'Upload Document*' section with a 'Browse for File' button. At the bottom right are 'CANCEL' and 'SUBMIT' buttons.

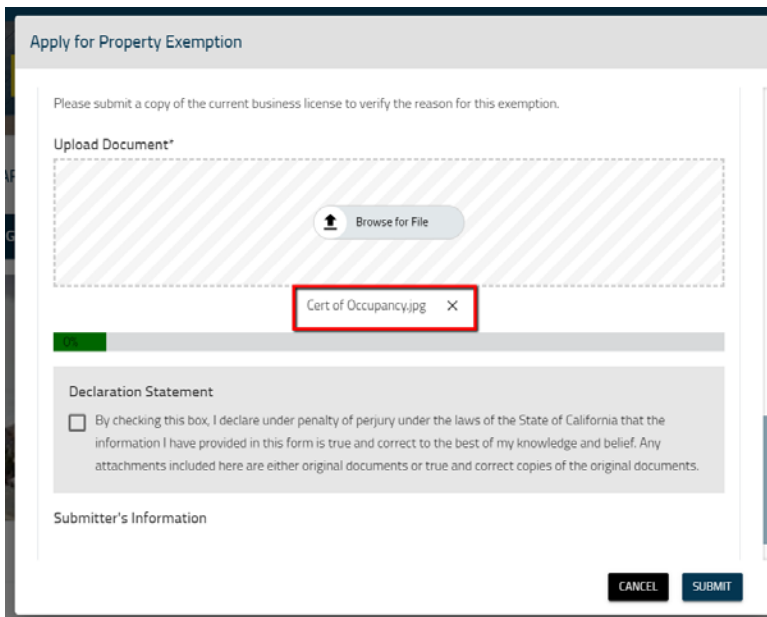
6. Upload the required documentation to the Property Exemption request. Click on the 'Browse for File' area to select a document(s) from your device to upload to the Property Exemption pop-up window.

This screenshot shows the same form as above, but with the 'Upload Document*' section highlighted in red. The 'Browse for File' button is also highlighted with a red box. Below this section is a 'Declaration Statement' with a checkbox and a paragraph of text. At the bottom, there is a 'Submitter's Information' section with input fields for 'Enter Full Name' and 'Select Title', and 'CANCEL' and 'SUBMIT' buttons.

- 7. Select one or more documents to upload to the Unit Exemption case. Please ensure the uploaded documents meet the Required Documents qualifications



- 8. Once the appropriate document(s) have been selected and uploaded to the Property Exemption pop-up window, the document names will be listed below the 'Browse for File' area. There is also an 'X' next to each document name, which allows the user to delete the document if it was uploaded by mistake.



Attachment: Attachment E: Rental Survey Program Information Collection Examples (14139 : Rental Survey Program Overview for Feedback)

9. Review all information entered on the Property Exemption pop-up window. If all data is accurate, complete the Declaration Statement and Submitter's Information sections. Click on the Declaration Statement check box, enter your Full Name, enter your Title from the drop-down list.

Apply for Property Exemption

Upload Document

Browse for File

Cert of Occupancy.jpg X

Declaration Statement

By checking this box, I declare under penalty of perjury under the laws of the State of California that the information I have provided in this form is true and correct to the best of my knowledge and belief. Any attachments included here are either original documents or true and correct copies of the original documents.

Submitter's Information

Enter Full Name * Select Title *

CANCEL SUBMIT

10. Click on the 'SUBMIT' button to submit the Property Exemption request.

Apply for Property Exemption

Upload Document

Browse for File

Cert of Occupancy.jpg X

Declaration Statement

By checking this box, I declare under penalty of perjury under the laws of the State of California that the information I have provided in this form is true and correct to the best of my knowledge and belief. Any attachments included here are either original documents or true and correct copies of the original documents.

Submitter's Information

Enter Full Name * Select Title *

John Doe Owner

CANCEL SUBMIT

Questions? Contact the Alameda Rent Program at (510) 747-4346 or rentprogram@alamedahsg.org.

11. The Case History section on the Address tab will update to include the new Property Exemption case that was submitted. The cases status will display 'Pending Review.'


Case Id	Created on Entity	Case Type	Created Date	Last Modified	Case Status	Action
PE2019-50074	APN: 070018502801	Property Exemption	12-20-2019	12-20-2019	Pending Review	
UE2019-50073	Unit: D, 1332 PARK ST ALAMEDA CA 94501	Unit Exemption	12-20-2019	12-20-2019	Pending Review	
RR2019-49853	APN: 070018502801	Rent Registry	12-19-2019	12-20-2019	Registration Open	

12. The Alameda Rent Program staff will review the Property Exemption case submission.

13. If staff approves the Property Exemption case, the case status will update to 'Approved' in the Case History section. The property status in the section above will be updated to 'Property Exempt.'

APN | 069008505400 | Address | 3215 BRIGGS AVE #0 Alameda

Addresses | Contacts | Photos



Total Units: 1 | Status: Property Exempt

Case Id	Created on Entity	Case Type	Created Date	Last Modified	Case Status
PE2020-60439	APN: 072037800400	Property Exemption	01-10-2020	01-10-2020	Approved

14. If the Staff denies the Property Exemption, the case status will update to 'Denied.' Staff will inform the Landlord of the reason the Property Exemption request was denied.

Case Id	Created on Entity	Case Type	Created Date	Last Modified	Case Status
PE2020-60417	APN: 069001600600	Property Exemption	01-10-2020	01-10-2020	Denied



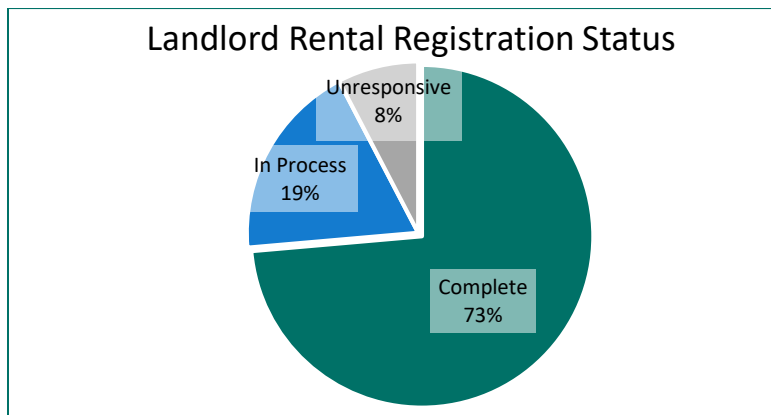
Date:	March 31, 2022
From:	City of Concord
Subject:	Landlord Rental Registration Activity- Update to December 13, 2021 Report

Overview

The City of Concord established a Rent Registry Program on July 1, 2021. Since May, 2021, HdL Companies, on behalf of the City, has contacted Concord property owners to notify them of and assist them with the City’s Rent Registry Program. Registration of units was due by July 31, 2021. As of the date of this report, 73 percent of landlords have completed their registration and 19 percent are in the process of registering their units.

The data below provides baseline information as of July 1, 2021, for those properties currently registered; subsequent annual reports will build upon this data. Attached is the raw data spreadsheet from which this report is derived. Identifying information has been redacted. The raw data spreadsheet and this report reflect information obtained from units that have completed their registration.

Please note, the City has continued to register units and update the data presented below since the December, 2021, report. As a result, the data presented in this report is an update to the December report and not a direct comparison.



Landlord Registration Analysis

Tables 1 – 3 illustrate the estimated inventory in the City and provide more detail about the status of the Rent Registry Program.

Table 1 - Inventory

Inventory	Landlords	Property Units*
Landlord and Unit Estimates	379	9,281

*Units are estimated as several owners have not registered.

Table 2 – Completion Status

Status	Landlords	% of Total (L)	Property Units	% of Total (U)
Completed	279	73.6%	6,730	72.5%
In-Process*	71	18.7%	2,293	24.7%
Unresponsive	29	7.7%	258	2.8%
Totals	379	100%	9,281	100%

*In-process of registering units in the City's Rent Registry database but not yet complete.

Table 3-- Unresponsive (Please see Appendix A for more details on the Unresponsive Landlords)

Current Status	Landlords	% of Total (L)	Property Units	% of Total (U)
Returned to Sender	16	55.2%	176	68.22%
Unresponsive	13	44.8%	82	31.78%
Totals	29	100%	258	100%

Registration of units was due by July 31, 2021. As of March 15, 2022, HdL has sent four notices to property owners by standard mail to offer assistance with the registration process and to ensure compliance. Several attempts were also made to contact property owners directly by phone and/or email when that information was available; however, the return from these efforts was minimal. To further drive compliance, three assessment notices were sent via certified mail and follow-up calls/emails were made to urge the remaining non-compliant property owners to register. Despite these efforts, 71 owners are still in the process of completing the registration of their properties and 29 owners have not responded (Appendix A). The HdL team and City staff are continuing to work with the in-process owners to complete their registration. HdL is currently undertaking collection actions on those accounts that are not fully registered.

Citywide Rental Property Analysis

Table 4a – Summary

Attribute	Avg. Value
Rent	\$1,716.90
Square ft.	776.4
Rent per Sq. ft.	\$2.25
Occupancy Rate	96.7%
Bedrooms	1.63
Bathrooms	1.17

As noted below, there were 702 tenant-initiated and 103 owner-initiated changes in occupancy. Included within those 103 owner-initiated changes in occupancy are four unlawful detainers.* Please note that a countywide eviction moratorium was in place during the reporting period that offered protections for those tenants whose inability to pay rent was a direct result of the COVID-19 pandemic; if a tenant's ability to pay was not a direct result of the COVID-19 pandemic, owner-initiated terminations were still permissible per California State law

*An unlawful detainer is a legal way for a landlord to evict a tenant who maintains possession of real property without legal rights to do so. An unlawful detainer lawsuit is the step before eviction measures can be taken.

Table 4b – Change of Occupancy

Change in Occupancy	Count	% of completed units	% of Est. Total Units in Concord*
Total	805	12%	9%
Tenant Initiated	702	10%	8%
Owner Initiated	103	2%	1%
3-day notice	2		
15-day notice	96		
30-day notice	1		
60-day notice	0		
Unlawful Detainer	4		

* Units are estimated as several owners have not registered. See Table 1.

Table 4c – Owner-Initiated Termination Cause

Termination Cause	Count
Non-Payment of Rent	98
Lease violation other than non-payment of rent	1
Unlawful Detainer	4
Compliance with a Government or Court Order	0
Demolition or Substantial Remodel	0
Owner or Relative Move-In	0
Unit Removed from the Market/Ellis Act	0

Table 3d – Occupancy and Vacancy Percentage

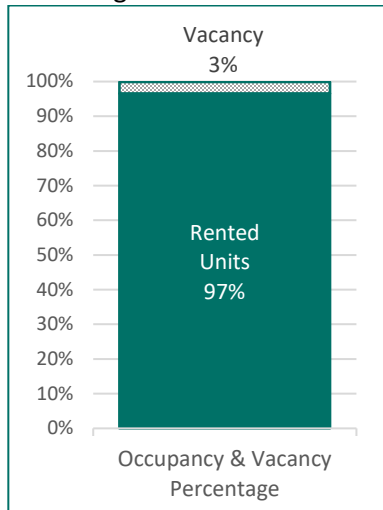


Table 3e – New Leases

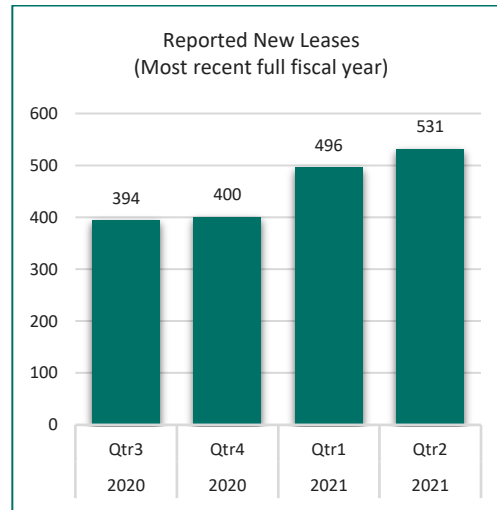


Table 5 – Apartment Complex Size (Based on Completed Registrations)

Size	Count
4 Units	89
5-12 Units	70
13-24 Units	36
25-60 Units	47
More than 60	28

*"Properties" are represented by the number of account numbers and not by parcels or apartment names

Table 6 – Analysis of Average Monthly Rent + Non-Optional Charges

By Number of Units

Unit Ranges	Average Rent & Fees
4 Units	\$1,594.75
5-12 Units	\$1,639.57
13-24 Units	\$1,649.59
25-60 Units	\$1,646.39
More than 60	\$1,829.73

By Avg. Cost Per Sq. Foot

Room Size	Avg. Rent & Fees Per SqFt
One Bedroom	\$2.50
Two Bedroom	\$2.12
Three Bedroom	\$2.00
Four Bedroom	\$1.63

By Geo-Area

Area Name	Average Rent & Fees
Clayton Road	\$1,640.84
Downtown	\$1,994.60
Monument	\$1,719.03
North Concord	\$1,676.38

By Number of Bedrooms

Room Size	Average Rent & Fees
One Bedroom	\$1,547.62
Two Bedroom	\$1,843.29
Three Bedroom	\$2,250.92
Four Bedroom	\$2,258.25

Appendix A:

Table of Unresponsive Landlords

DBA	Business Street Address	Business City and Zip	# of Units (Est)
BALHAN APTS	5319 BALHAN CT	CONCORD, CA 94521-3729	4
BALHAN COURT APTS	5281 BALHAN CT	CONCORD, CA 94521-3724	4
BERNAL APTS	1651 DETROIT AVE	CONCORD, CA 94520-3356	27
BRISENO HALLER APTS	1661 HALLER CT	CONCORD, CA 94520-4178	6
CASA DEL SOL	2061 GRANT ST	CONCORD, CA 94520-2376	17
CLAYTON SIERRA APTS	2023 SIERRA RD E	CONCORD, CA	4
COTTON HILLSBOROUGH APTS	2248 HILLSBOROUGH CT	CONCORD, CA 94520-1646	4
DETROIT APTS	1201 DETROIT AVE	CONCORD, CA 94520-5983	6
DIABLO GLEN APTS	4462 CLAYTON RD	CONCORD, CA 94521-2837	4
FIFTH ST APTS	1737 FIFTH ST	CONCORD, CA	6
FOURPLEX APTS	2300 PACHECO ST	CONCORD, CA 94520-2018	4
GUZMAN BALHAN APTS	5305 BALHAN CT	CONCORD, CA 94521-3727	4
LARRABEE QUEENS APTS	1906 QUEENS RD	CONCORD, CA 94519-1702	10
LI MARCLAIR APTS	1462 MARCLAIR DR	CONCORD, CA 94521-5369	4
MAJOR LACEY APTS	1132 LACEY LN	CONCORD, CA 94520-4235	4
MARTIN CHESTNUT APTS	3550 CHESTNUT AVE	CONCORD, CA 94519-2443	8
MASTER DETROIT APTS	1151 DETROIT AVE	CONCORD, CA 94520-3140	5
MEADOW LN APTS	1145 MEADOW LN	CONCORD, CA 94520-3795	8
MORSE CARLETON APTS	1472 CARLETON DR	CONCORD, CA 94518-1117	4
NEW DETROIT APTS	1650 DETROIT AVE	CONCORD, CA 94520-3392	12
NORD FRISBIE APTS	1590 FRISBIE CT	CONCORD, CA 94520-4281	6
NORD HILLSBOROUGH APTS	2237 HILLSBOROUGH CT	CONCORD, CA 94520-1655	4
OAKVIEW APTS	2055 FOX WAY	CONCORD, CA 94518-2973	35
SABIN OLIVERA APTS	2415 OLIVERA RD	CONCORD, CA 94520-1678	20
SHERBOURNE CAMARA APTS	2543 CAMARA CIR	CONCORD, CA 94520-3160	4
SHIELD WALTERS APTS	2499 WALTERS WAY	CONCORD, CA 94520-3674	4
SUN TERRACE APTS	3401 HILLSBOROUGH DR	CONCORD, CA 94520-1567	30
TROLAN CONCORD APTS	1930 CONCORD LN	CONCORD, CA	6
VLAHAKOS MARCLAIR APTS	1468 MARCLAIR DR	CONCORD, CA 94521-7679	4

Rent Stabilization Program Monthly Status Report FY 2021-22 (as of November 2021)

Community Outreach and Education

Information Requests and Public Inquiries*



834

Public Inquiries Made

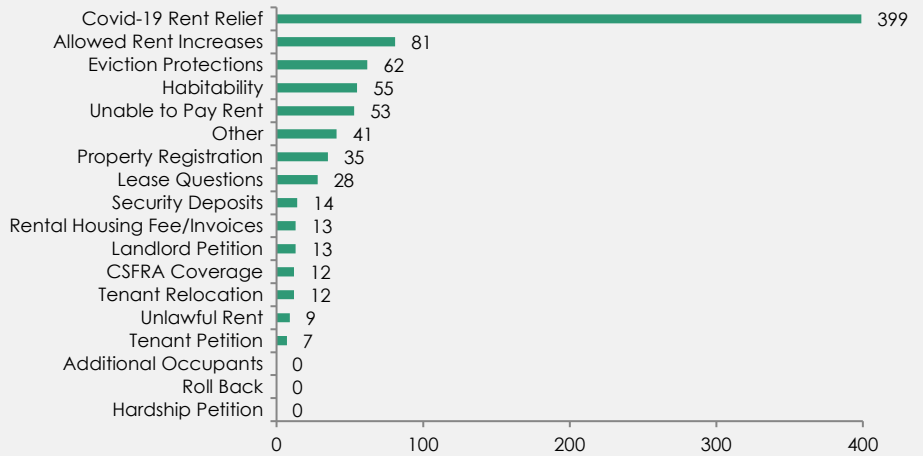
Tenant: 649 | Landlord: 150
Other: 35

Bilingual Services via Helpline
(Spanish as Primary Language)

293

(44% of all inquires)

Public Inquiry Topics



Community Workshops and Trainings, Office Hours, Events and Outreach

Workshops and Trainings, Office Hours, Events



14

Workshops

143

Attendees

22

Office Hours

141

1:1 Support Provided

23

Eviction Help Center Clinics and Pop-ups

403

Attendees

Outreach

4

mass mailings

307

targeted letters

Mailings

11

Email Updates



12

MV Voice Ads



733

Email Subscribers

Mediations and Conciliations

The Mountain View Rental Housing Helpline and the Mountain View Mediation Program assist the Rent Stabilization Program by providing free mediation and conciliation services to landlords and tenants in Mountain View. These services help people come together to talk about and potentially solve their disputes in a controlled environment with the help of trained volunteer mediators. They help to resolve issues for rental properties in Mountain View, reducing the number of petitions filed with the City.



66

Mediations and Conciliations

44 of 66

Resolved
(21 Pending, 1 Unresolved)

Attachment F: Rental Survey Program Report Examples (14139 : Rental Survey Program Overview for Feedback)

Required Noticing

Required Noticing



165
Banked Rent Increase Notices



432
Termination Notices



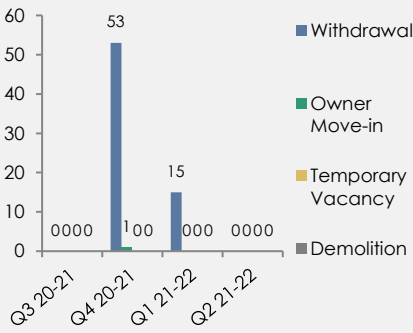
0
Tenant Buyout Notices



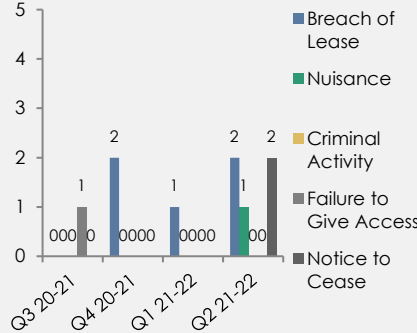
1
Additional Occupant Notices

Just Cause Eviction Submittals (as Received by the City)

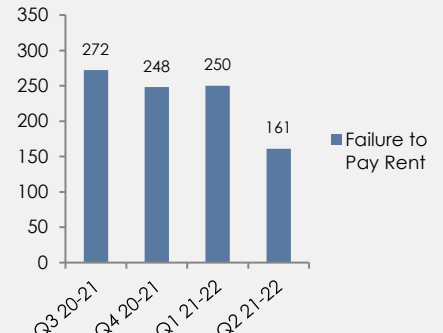
No-Fault Notices



At-Fault Notices



Failure to Pay Rent Notices



Tenant Relocation Assistance (Calendar Year)

Properties in Redevelopment

7	5	5	1	0
2017	2018	2019	2020	2021

Units Affected

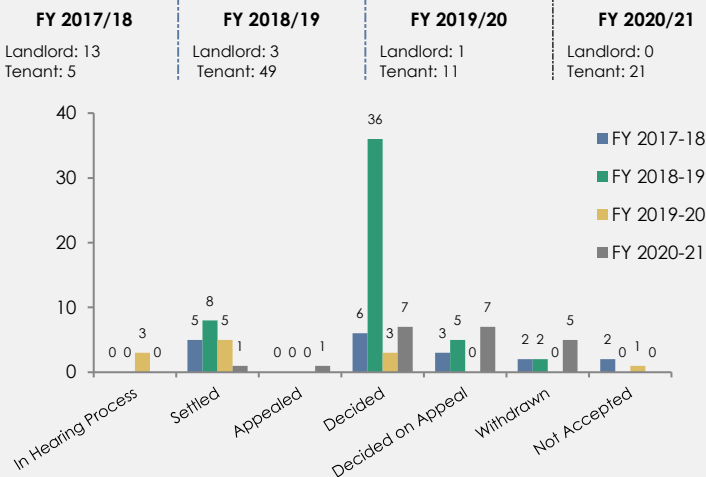
339	126	297	4	0
2017	2018	2019	2020	2021

Households that Received Assistance

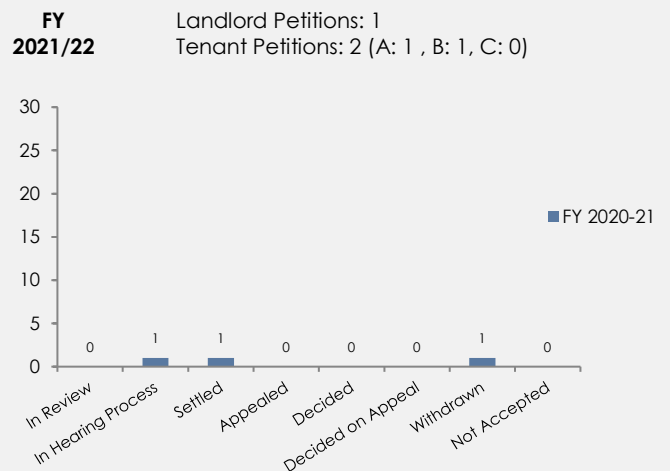
115	143	60	53	29
2017	2018	2019	2020	2021

Rent Adjustment Petitions

Prior Fiscal Years

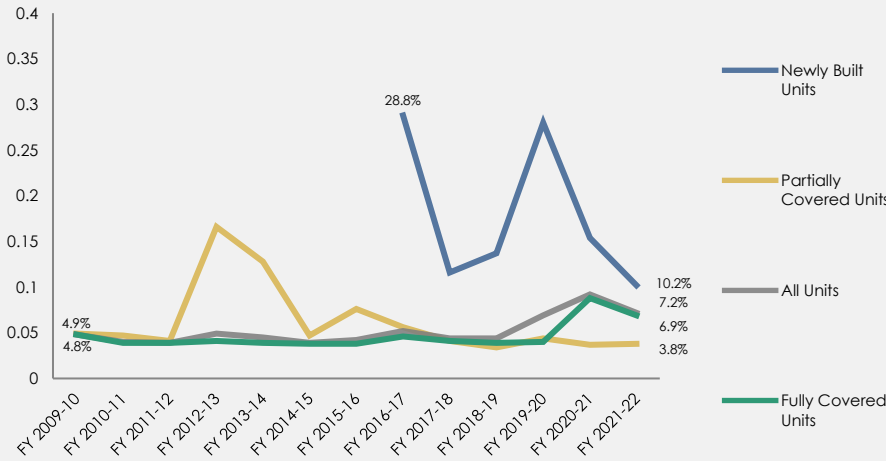


Current Fiscal Year

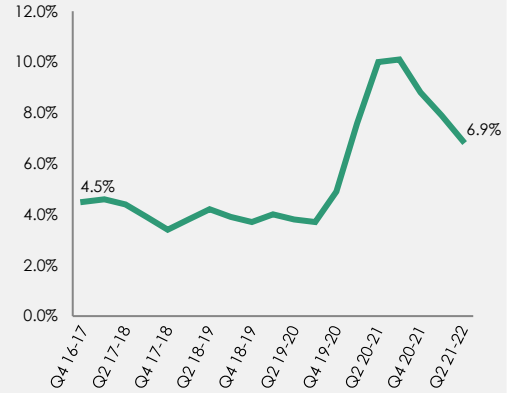


Market Conditions

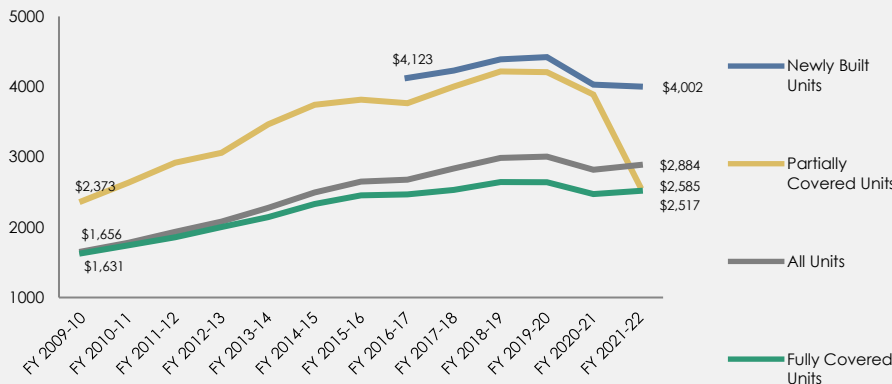
Vacancy Rates**



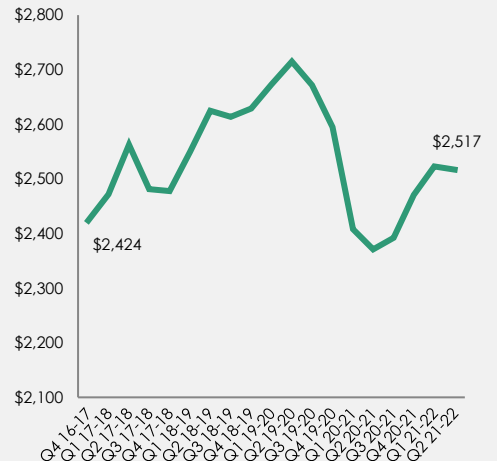
Fully Covered Units after CSFRA



Average Market Rent***



Fully Covered Units after CSFRA



54.3%
increase

Fully Covered Units

74.2%
increase

All Units

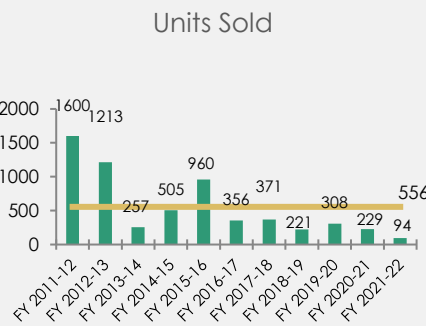
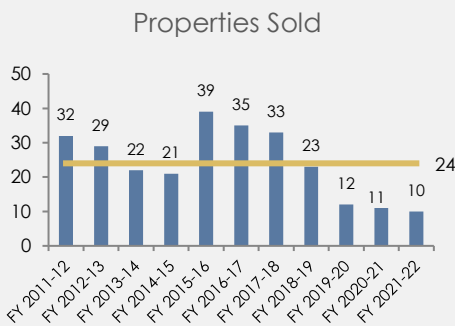
8.9%
increase

Partially Covered Units

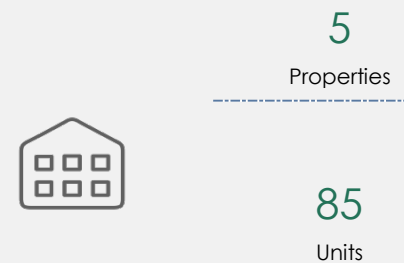
2.4%
decrease

Newly Built Units

Property Sales for Fully Covered Units



Properties for Sale



*Mountain View Rental Housing Helpline, November 2021; ** CoStar, November 2021; Disclaimer: Vacancy Rate data is for informational purposes only and not intended to be used as a benchmark for suspension of the CSFRA. See Section 1718 of the CSFRA for details; *** CoStar, November 2021 Average Asking Rent (market rent rate).

METHODOLOGY

Data unrelated to the CoStar databases or the MNOI CPI Indices was obtained by staff through use of internal record keeping and in partnership with external consultants and vendors, including Associated Right of Way Services (ARWS) and the Mountain View Rental Housing Helpline. Data gathered from CoStar utilizes as regimented and consistent search terms within the database as possible in an effort to adhere to the specifics of the CSFRA.

The data provided by CoStar and used in the CSFRA Monthly Report was obtained as follows:

- **Vacancy Rate Data and Average Asking Rent Data (Average Market Rent):** The search criteria included multi-family properties with three or more units built before 1995; multi-family properties with three or more units built from 1995 through 2015; multi-family properties with three or more units built after 2016; and all multi-family properties with three or more units using the *Properties* database. These four data points illustrate the average vacancy rate and average asking rent trends of vacant units for the total market, including units fully covered by the CSFRA (first occupancy before 1995), units partially covered by the CSFRA (first occupancy from 1995 through 2015), newly built units not covered by the CSFRA (first occupancy after December 23, 2016) and all units within Mountain View.
- **Multi-Family Property Sales for Units Built Before 1995:** The search criteria for Multi-Family Property Sales for Units Built Before 1995 included multi-family apartment properties with three or more units that sold from 2011 through 2021 within Mountain View using the *Sales Comp* database. Non-Arm's Length Sales, in which there is a relationship between the buyer and the seller of the property, were excluded.
- **Properties Currently for Sale:** The search criteria for Properties Currently for Sale included multi-family apartment properties built before 1995 with three or more units currently for sale within Mountain View using the For Sale database.



2020
2021

Rent Stabilization Program Annual Report

MESSAGE FROM THE HOUSING DIRECTOR

While the past year challenged our City in unprecedented ways, it also illuminated the sense of community, togetherness and compassion that make San José such a special place. Nowhere was this spirit more apparent than in the work of the Rent Stabilization Program (RSP).

As the COVID-19 pandemic continued, the Rent Stabilization Program (RSP) shifted its long-term priorities to focus on the recovery and continuation of housing stability for thousands of San José residents facing financial hardships due to the pandemic.

The RSP team continued implementing the eviction moratorium and moratorium on rent increases to protect tenants.

This urgent work was done while the RSP team continued to carry out its responsibilities to oversee the City's ordinances that govern rental housing, implement the next phase of the San José Rent Registry, research and analyze housing trends, and educate property owner and tenants about their rights and obligations.



JACKY MORALES-FERRAND, *DIRECTOR OF HOUSING*

ABOUT THE RENT STABILIZATION PROGRAM (RSP)

The Rent Stabilization Program provides services to tenants in the City of San José who live in apartments and mobilehomes, property owners, and managers. The services include:

- Responding to general inquiries and meeting with property owners and tenants to address issues, develop solutions, and answer questions;
- Policy development and implementation,
- Managing notices of tenancy termination, including reviewing notices to examine accuracy and analyze trends,
- Managing tenant and property owner petitions, as well as scheduling mediations and administrative hearings,
- Engaging and educating community members and community-based organizations through printed and digital medias, community presentations, site visits to both apartment complexes and mobilehome communities, and multilingual workshops.

OUR TEAM

PROGRAM STAFF



CHRISTOPHER ALEXANDER
Deputy City Attorney



RONA ABELLA
Analyst



MICHEAL BACA
Analyst



LUISA GALDAMEZ
Staff Specialist



GUADALUPE GONZALEZ
Analyst



ELIZABETH GUZMAN
Analyst



VIVIANE NGUYEN
Senior Analyst



MARI PADILLA
Office Specialist



VANESSA PACHECO
Staff Specialist



NOEL PADILLA
Analyst



RAMO PINJIC
Analyst



THERESA RAMOS
Senior Analyst



LOURDES SAUCEDO
Staff Specialist



FRED TRAN
Division Manager



RACHEL VANDERVEEN
Deputy Director



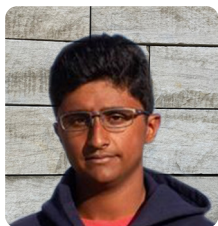
MARISA VELA
Analyst



MONICA VELARDE
Analyst



LORIE FIBER
FUSE Fellow



ABHINAV GANESH
Intern



NAZ BALKAM
Intern

Attachment F: Rental Survey Program Report Examples (14139 : Rental Survey Program Overview for Feedback)

ACCOMPLISHMENTS

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& Citations

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Mobilehomes

WORKLOAD OUTPUT SUMMARY



PETITIONS PROCESSED



WEBINAR MEETINGS



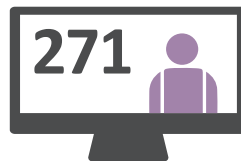
COMMUNITY EVENTS

20 for Landlords & Tenants
4 for Landlords
14 for Tenants



INQUIRIES ADDRESSED

6,135 English
709 Spanish
162 Vietnamese
2 Others



WEBINAR VIEWS



INFORMATIONAL VIDEOS



EMAIL BLASTS



MAILERS SENT TO
LANDLORDS AND/OR
TENANTS

HOUSING DATA—RENT REGISTRY

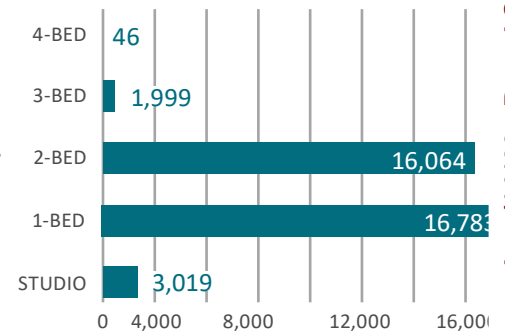
The Rent Stabilization Program collects data for rent stabilized properties, which are apartment buildings with three or more apartments, built before September 7, 1979. The Rent Registry allows Program staff to monitor compliance and analyze trends for rent stabilized properties subject to the Apartment Rent Ordinance.

The Rent Registry is an online portal where property owners or managers register their rent stabilized apartments. San José’s Rent Registry collects information relating to rent increases, security deposits, vacancies, and vacancy reasons, and helps ensure San José tenants’ rights are protected.

RENT REGISTRY GOALS

- Utilize Rent Registry to track rent stabilized rents and annual rent increases. In addition, analyze the length of tenancy and turnover rates in rent stabilized apartments to measure effects of rent stabilization and compare to market rate turnover rates.
- Leverage database as an enforcement mechanism of rent increases to ensure rent stabilization by informing landlords of improper rent increases beyond allowable 5% in the Rent Registry and allowing tenants to verify rent levels through the future Tenant Portal.

Rent Stabilized Apartments in the Rent Registry



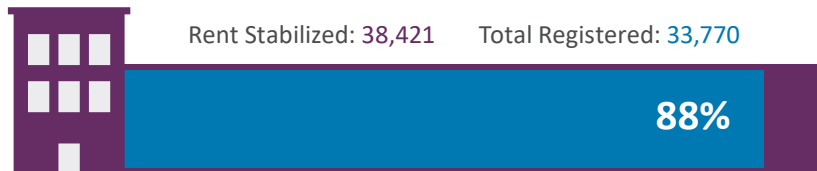
APARTMENTS TOTALS

Total Rent Stabilized: **38,421**

Total Registered: **33,770**

Apartments withdrawn through Ellis Act Ordinance: **12**

88% Registered

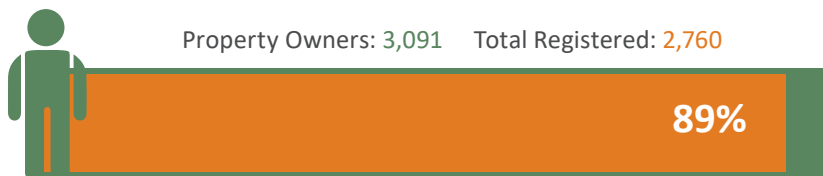


PROPERTY OWNERS

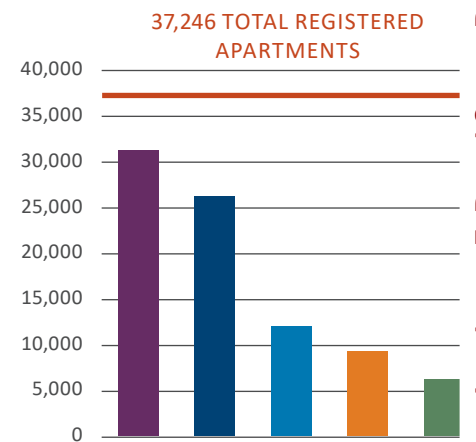
Unique Property Owners: **3,091**

Total Registered Property Owners: **2,760**

89% Registered



Apartments with Services



- 31,774 (86%)** Parking
- 26,080 (75%)** Laundry
- 12,409 (37%)** Pool
- 9,358 (27%)** Storage
- 6,626 (20%)** None of the four

HOUSING DATA—PROGRAMS



ELLIS ACT ORDINANCE WITHDRAWALS

The City of San José's Ellis Act Ordinance provides the legal process for owners who want to withdraw a Rent Stabilized apartment building from the rental market.

During Fiscal Year 2020-2021, the Program received one notice of an intention to withdraw a 12-unit rent stabilized building under the Ellis Act Ordinance. This withdrawal impacts one tenant housed who is currently still housed in the building. The tenant is receiving relocation assistance and benefits consistent with the Ellis Act. The former tenants located negotiated tenant buyout agreements with the owner consistent with the Apartment Rent Ordinance requirements. The reason for the withdrawal was for demolishing for redevelopment to build new units.

TOTAL RENT STABILIZED APARTMENT UNITS WITHDRAWN FROM MARKET

# OF UNITS		DETAILS
2020–2021	12	<ul style="list-style-type: none"> 1 apartment with tenants receiving Ellis Act Ordinance notice and relocation benefits 9 tenants accepted tenant buyout 2 apartments were vacant at time of withdrawal
2019–2020	10	<ul style="list-style-type: none"> 8 apartments with tenants receiving Ellis Act Ordinance notice and relocation benefits 2 apartments were vacant at time of withdrawal
2018–2019	4	
TOTAL UNITS	26	

TOTAL MARKET RATE APARTMENT UNITS WITHDRAWN FROM MARKET

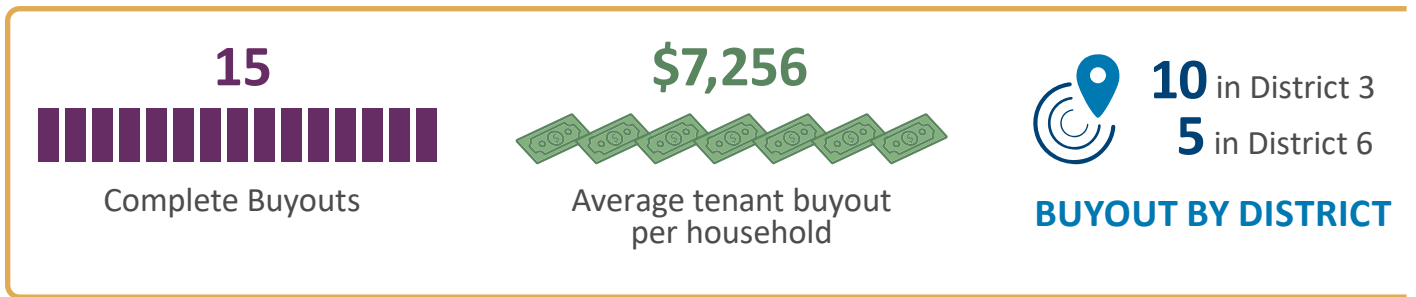
	# OF UNITS
2020–2021	0
2019–2020	0
2018–2019	5
TOTAL UNITS	5

ELLIS ACT PROGRAM GOALS

- Evaluate the impacts of the Ellis Act Ordinance by monitoring withdrawn properties that have been developed or have not been redeveloped, as well as evaluate impacts on tenants displaced by the economics of redevelopment
- Monitor coordination of project management with the Planning, Building, and Code Enforcement for compliance with SB 330

HOUSING DATA—TENANT BUYOUTS

A tenant buy-out occurs when a property owner of a rent stabilized property enters into a mutual agreement with the tenant to terminate the tenancy through a voluntary agreement. Typically, the property owner offers the tenant money to voluntarily agree to vacate the apartment on an agreed-upon date. The City regulates voluntary agreements under the Apartment Rent Ordinance Regulations (“Regulations”). They contain disclosure requirements to the tenants and noticing to the City whenever they are executed so that the City can review them for consistency with the Regulations. The tenant has 45 days after signing the agreement to change their mind.



POLICY CHANGES & COVID-19



IMPACT ON PROGRAMS

Throughout the COVID-19 pandemic, the City of San José enacted an Eviction Moratorium and Moratorium on Rent Increases to ensure that residents that were still facing impacts of the pandemic were protected. These Moratoriums were extended several times as the pandemic progressed into 2021.

POLICY PROGRAM GOALS:

- Understand the effectiveness of policies intended to promote city-wide housing stability during COVID-19 relief and recovery efforts.
- Educate and inform the rental community of rights and responsibilities with targeted outreach to renters with limited English proficiency, and renters with special needs such as seniors and people with disabilities.

REDUCTION IN RENT STABILIZATION PROGRAM PER UNIT FEES FOR PROPERTY OWNERS

To help reduce the financial burden on property owners during the pandemic, Rent Stabilization Program fees were temporarily reduced 35% in FY 20-21 for the Apartment Rent Ordinance Fee, 37% for the Tenant Protection Ordinance Fee, 20% for the Tenant Protection Ordinance, and 17% for the Mobilehome Rent Ordinance.

	ARO FEE	TPO FEE	EAO FEE	MHRO FEE
2019–2020 Fee Levels	\$85.04	\$8.76	\$2,469	\$24.24
2020–2021 Fee Levels	\$55.00 (-35%)	\$5.45 (-37%)	\$2,464 (-20%)	\$20.00 (-17%)

EVICTIION MORATORIUM

Since March 2020, local and statewide eviction moratoria have served as critical tools to keep San José residents safe and housed during the pandemic. The public health measures put in place to control the spread of disease resulted in significant economic hardship for many business owners and their employees, leading to business closures and loss of jobs and work hours. Additionally, the transition to remote learning led to many workers being unable to return to the workplace due to childcare needs. To address the mounting financial impacts and the risk that residents would not be able to cover their rent, federal, state, and local governments enacted targeted eviction moratoria and dedicated billions of dollars in funding to rental assistance, aimed at mitigating the harmful effects of COVID-19 on housing stability. Now, federal rental assistance is available for tenants, property owners, and managers through the State of California and the local program, providing a resource to pay rental arrears before property owners pursue an eviction.

The Moratoriums were intended to protect all residential tenants impacted by COVID-19 from evictions for nonpayment of rent. As the pandemic persisted for months, concerns were raised over the ability of tenants to pay their rental arrears.

Compared to last year in 2019-2020, the Program received 608 unlawful detainers. This year, the program received 121 unlawful detainers.

COVID-19 DATA



8

E-blasts related to the moratorium



3,418

Views of moratorium videos on social platforms



38,429

Informational postcards mailed to landlords and residents



1,324

Moratorium-related calls handled by the Rent Stabilization team

POLICY CHANGES & COVID-19

AMENDMENTS TO THE SAN JOSÉ EVICTION MORATORIUM FROM AUGUST 2020 TO JUNE 2021

To prevent a pending “eviction cliff”, the San José City Council extended protections for renters. The following events describe the actions taken by the City Council and Program staff:

- **August 25, 2020**

The City reviewed the RSP staff recommendation to extend the Eviction Moratorium until September 30, 2020, and a staff report detailing the economic indicators that informed this recommendation. The memorandum also provides information on moratoria actions taken by government entities, impacts to property owners, and resources available to both property owners and tenants.

- **September 29, 2020**

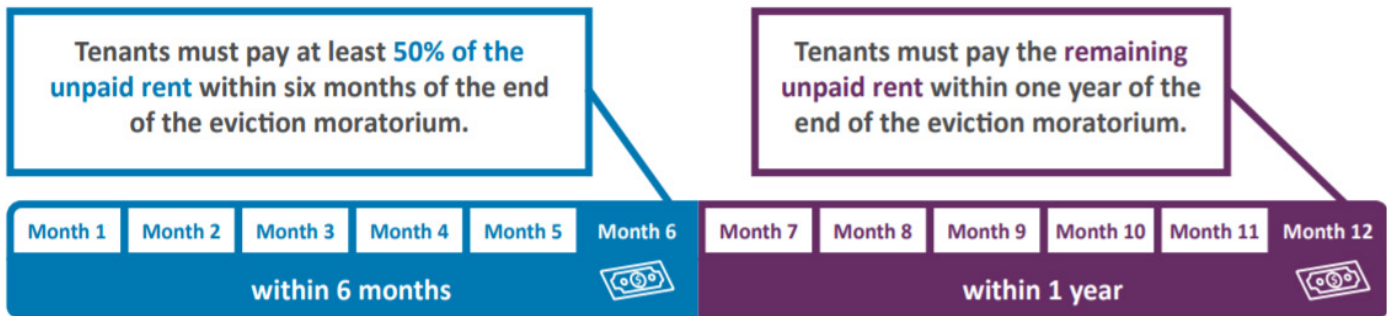
Staff provided to City Council a summary of the key differences between the components of the City of San José Eviction Moratorium, Santa Clara County Eviction Moratorium, and State Executive Order N-37-20. The following were analyzed in the summary: 1) Coverage, term and expiration, and nonpayment of rent protection 2) How to qualify as an affected tenant, notification by tenant to property owner, rent repayment period, and late fees 3) Eviction procedures.

- **January 26, 2021**

The City passed the 2021 Eviction Moratorium as a stopgap measure in the event that the State did not extend its eviction protection measures following a sharp increase in COVID-19 cases and deaths during the winter.

- **June 22, 2021**


The City passed the 2021 Eviction Moratorium extension on residential evictions until August 31, 2021 as a measure to protect tenants who continue to struggle to pay rent due to COVID-19 related financial hardship and ensure rental assistance can be disbursed to pay the outstanding rent debt. California Assembly Bill 832 was also passed in late June, replacing San José’s residential eviction moratorium. AB 832 applies to San José residential properties and similarly required tenants to pay at least 25% of rent due in July and August and provide their property owners with a signed declaration of continuing COVID-19 related financial distress to receive the eviction protections.



CITY OF SAN JOSÉ MORATORIUM ON RENT INCREASES

- On April 28, 2020, the San José City Council enacted a temporary moratorium on rent increases for rent-stabilized apartments and rent-controlled mobilehomes. The moratorium expired on December 31, 2020.
- On February 2, 2021, City Council enacted an additional temporary 2021 Moratorium on Rent Increases that prohibited rent increases from being charged between February 2, 2021 and June 30, 2021. Only apartments subject to the Apartment Rent Ordinance or Mobilehome Rent Ordinance are covered under this Moratorium on Rent Increases. This moratorium expired on June 30, 2021. As staff reviewed measures put in place over the last 14 months to protect the most vulnerable residents from housing instability and mounting debt, significant outreach in the community resulted in the recommendation that the 2021 Moratorium on Rent Increases end on its expiration date June 30, 2021.
- On June 22, 2021, City Council approved sunsetting the 2021 Moratorium on Rent Increases. The 2021 Moratorium on Rent Increases fulfilled its purpose to promote housing stability during the COVID-19 pandemic by mitigating against increases to rent debt that could lead to increased homelessness. While the temporary 2021 Moratorium was necessary for the immediate preservation of public peace, health, and safety, staff's recommendation to the Commission is to sunset the 2021 Moratorium on Rent Increases on its current expiration date of June 30, 2021, based upon research and public outreach with property owners, property managers, tenants from the rent stabilized apartments, and mobilehome community.

POLICY CHANGES & COVID-19




**COVID-19
RENT-INCREASE
MORATORIUM**

**MORATORIA DE
AUMENTO DE
ALQUILER**


**COVID-19 ĐẠO
LUẬT CẤM TĂNG
TIỀN NHÀ**

sanjoseca.gov/covid19housing

APARTMENTS / APARTAMENTOS / CHUNG CƯ


 Apartment landlords are not allowed to increase rents for properties covered by the Apartment Rent Ordinance before January 1, 2021.

MOBILEHOMES / CASA MÓVIL / NHÀ DI ĐỘNG

 Mobilehome park owners are not allowed to increase the amount of rent they collect for properties covered by the Mobilehome Rent Ordinance before January 1, 2021.

Los propietarios de apartamentos y casas móviles no pueden aumentar los alquileres de propiedades cubiertas por la ordenanza de alquiler de apartamentos o la ordenanza de renta de casas móviles.

Chủ nhà của chung cư và nhà di động sẽ không thể tăng tiền nhà trước tháng Giêng ngày 1 năm 2021. Những chung cư với ba căn trở lên và nhà di động cất trước tháng 9 năm 1979 sẽ được bảo vệ dưới Đạo Luật này.

 Contact the Housing Department for more information.
Para más detalles / Để biết thêm chi tiết
408-975-4480 • RSP@sanjoseca.gov

The City's Rent Increase
Moratorium Postcard mailer

STATE OF CALIFORNIA EXTENSIONS OF EVICTION MORATORIUM

- Effective August 31, 2020, the COVID-19 Tenant Relief Act (“CTRA”) enacted temporary protections from eviction for residents unable to pay rent and other charges due on or after March 2020. CTRA was extended in January 2021 by SB 91, and again by AB 832, effective June 28, 2021. CTRA’s protections now apply to rent due between March 1, 2020 through September 30, 2021 and extend additional requirements through March 2022. AB 832 effectively replaced the City’s residential eviction moratorium with a statewide eviction moratorium.

THE COVID-19 TENANT RELIEF ACT UNDER CALIFORNIA ASSEMBLY BILL 3088 AND SENATE BILL 91

- The COVID-19 Tenant Relief Act of 2020 (“CTRA”), commonly referred to as AB 3088, took effect on August 31, 2020. CTRA provides protections from eviction for residents unable to pay their full rent and other charges due between March 1, 2020 and January 31, 2021 due to circumstances directly related to the COVID-19 pandemic. It also extends “just cause” protections (as defined by the Tenant Protection Act, AB 1482), to all

residential properties and tenancies through January 31, 2021. CTRA has been extended twice (under SB 91 and AB 832). The moratorium expired September 30, 2021.

THE COVID-19 RENTAL HOUSING RECOVERY ACT UNDER AB 832

- Assembly Bill 832 (AB 832) and its predecessor bills created a robust rental assistance program for tenants who make less than 80% of the “area median income.” This program will pay 100% of a tenant’s back rent owed since April 1, 2020. Either a property owner or a tenant can begin the application process. If the property is the first to apply, the tenant must be sure to complete their application within 15 days. If a property owner refuses to participate, the tenant can receive the rent assistance money directly. AB 832 also extended protections through September 30, 2021 that were originally established under AB 3088, and further extended under SB 91. Under AB 832 tenants cannot be evicted for COVID-19 rent debt (rent due between March 1, 2020 to September 30, 2021) so long as they:
 - Pay at least 25% of rent due by September 30, 2021 for the period of September 1, 2020 through September 30, 2021. Tenants may do this by paying at least 25% each month, or by paying a lump sum equaling 25% of their cumulative rent owed during the time period, or by some other means; and
 - Submit to their property owner a signed Declaration of COVID-19 Related Financial Distress within 15 days of receiving a notice for nonpayment of rent.
- These protections end September 30, 2021. AB 832 contains further provisions preventing local jurisdictions from adopting eviction protection measures in response to the COVID-19 pandemic until April 1, 2022.

AB 3088 Tenants' Rights

The Tenant, Homeowner and Small Landlord Relief and Stabilization Act of 2020 (AB 3088) is a state law that outlines new rights and responsibilities for tenants and landlords due to the COVID-19 pandemic. The law applies to all tenants, regardless of their immigration status or whether they have a formal lease.



Staying SAFE after an eviction notice

Stay in your home. If you receive an eviction notice, that does not mean you need to leave immediately. There may be legal protections to help you stay in your home.

Advice from a lawyer is key. You should consult with a lawyer as quickly as possible. Visit lawhelpca.org to find local legal aid options.

Forms must be returned to landlord within 15 days of receiving a Notice to Pay Rent or Quit for missed rent. Tenants should sign and return a Declaration of COVID-19 Financial Distress form to their landlord if they have been financially impacted by the pandemic. Quickly returning this form within 15 business days is the critical step for tenants to be protected from eviction.

Everything should be documented. You should keep records as proof of all action and correspondence (e.g., sending the declaration, paying any portion of rent, etc.).

Customized protections report, declaration forms, and more at housingiskey.com.

How am I protected from eviction for unpaid rent under AB 3088?

If you received a pay-or-quit eviction notice for missed rent since March 1, 2020, due to COVID-19 financial challenges, landlords are required to provide a Declaration of COVID-19 Financial Distress form with the 15-day pay-or-quit eviction notice. Signing and returning the form to your landlord within 15 business days of receiving the eviction notice is the critical step to being protected from eviction. If your household income is below \$100,000/year, you are not required to provide any additional documentation besides the signed form.

If I received any other type of eviction notice?

Until February 1, 2022, a landlord can only evict you if they provide a legally valid reason. It is illegal for a landlord to give an eviction notice without a stated reason, and this stated reason must match one of the valid reasons allowed by the law. You may also be protected through other federal, state, and local laws. Seek legal assistance to determine what protections apply.

If I returned the form within 15 business days, how am I protected?

Missed Rent from	Mar. 1, 2020 - Aug. 31, 2020	Sept. 1, 2020 - Jan. 31, 2021
How are you protected from eviction?	You will not be evicted for failing to pay this rent. You may pay 25% of your rent due during the period beginning on January 1, 2021, and ending on your next lease anniversary.	You will not be evicted for failing to pay this rent. You may pay 25% of your rent due during the period beginning on your next lease anniversary.
What about the rent owed?	You still owe the missed rent, even if you cannot be evicted for it. Your landlord is required to pay for your back rent to qualify for protection from eviction.	You still owe the missed rent, even if you cannot be evicted for it. Your landlord is required to pay for your back rent to qualify for protection from eviction.

LawHelpCA.org
HOUSING IS KEY

RENT REGISTRY

The Rent Registry website went live for the second registration period on October 1, 2020. Property owners and managers were provided 60 days to register their apartments in the portal.

As of June 30, 2021, there were 33,770 apartments registered out of the total 38,421 apartments subject to the Apartment Rent Ordinance. That is a compliance rate of 88%.



The steps taken by the Rent Stabilization Program to ensure a successful launch of the Rent Registry are depicted below.

RENT REGISTRY KEY INITIATIVES



6 Rent Registry workshops



1 mailer to property owners and managers



5 email blasts sent to email subscribers



243 paper registration forms provided to landlords who prefer not to submit information electronically



26 video tutorials



1,257 phone, email, and in-person interactions to provide support

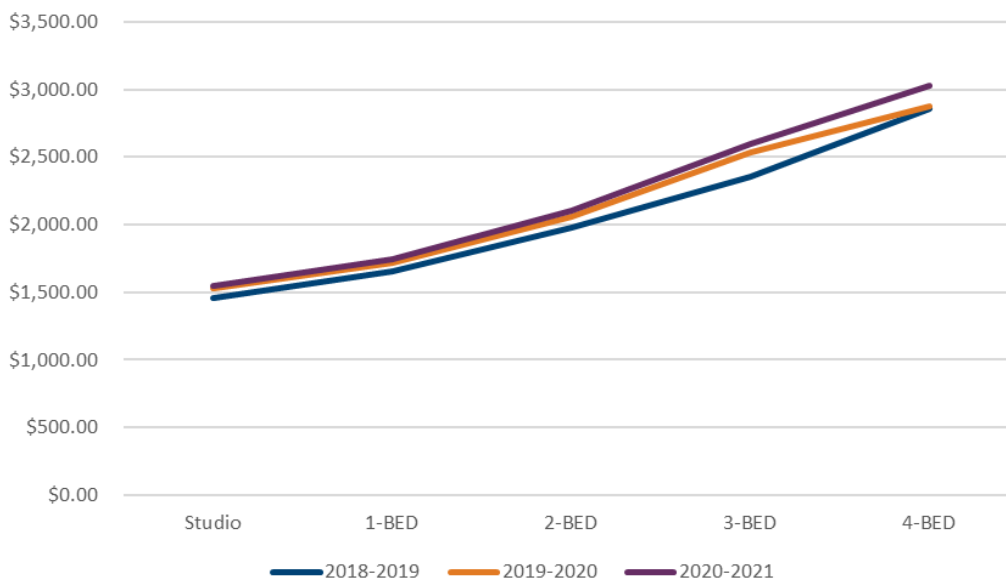


User guide produced in three languages

The Rent Registry has enabled staff to better understand what is occurring in the rent-stabilized community, help promote and sustain compliance with the Apartment Rent Ordinance (“ARO”), as well as provide an invaluable tool for policymaking to support the rent stabilization community and carry out the purpose of the ARO.

Data entered in the Rent Registry since the first registration period began in 2018 shows that rents for rent stabilized apartments have been increasing year over year. This data shows the importance of having a 5% allowable rent increase every 12 months is crucial to having affordable housing for San José residents. Without the Apartment Rent Ordinance, rent increases would not be regulated and tenants could potentially receive extremely high rent increases.

RENT INCREASES IN RENT REGISTRY SINCE 2018



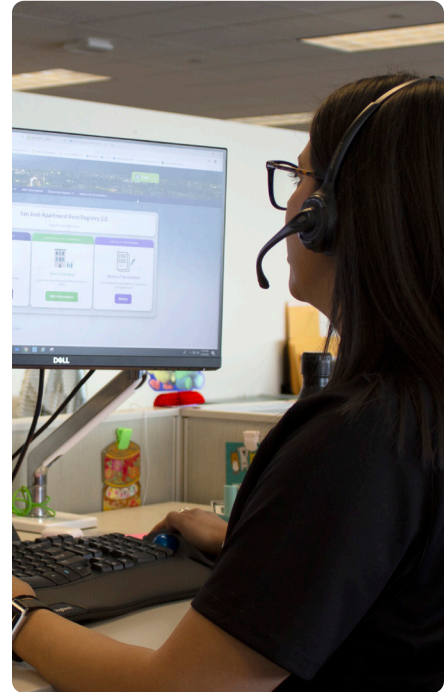
The focus for staff during Fiscal Year 2020–2021 was informing property owners about the Rent Registry, educating them about their obligations, and providing technical assistance throughout the registration process. The majority of properties were registered through the online portal. 243 properties were registered via the paper form for the second registration period.

Due to the closure of City Hall, staff provided webinars and video tutorials to help property owners and managers register for the second registration period. These webinars and videos were done in English, Spanish, and Vietnamese.

RENT REGISTRY

The Rent Registry has also proven to be an essential tool in monitoring compliance with the City's Ordinance. The 2020 Moratorium on Rent Increases prohibited rent increases to be issued to rent stabilized properties from April 28, 2020 to December 31, 2020. Staff contacted property owners and managers who identified in the Rent Registry that they increased their tenants' rent during the time the 2020 Moratorium on Rent Increases was in effect. In response, staff has contacted property owners who indicated that they increased to determine whether the increase occurred and to educate the property owners on the moratorium and correct any improper rent increases. The education outreach campaign is ongoing. Thus far, the common outcomes of the campaign reported to staff were:

- Owners made an error on the date of the rent increase such that the increase occurred outside of the moratorium
- Owners actually negotiated rent decreases with their tenants
- Owners, who improperly increased the rent, issued rent credits to their tenants

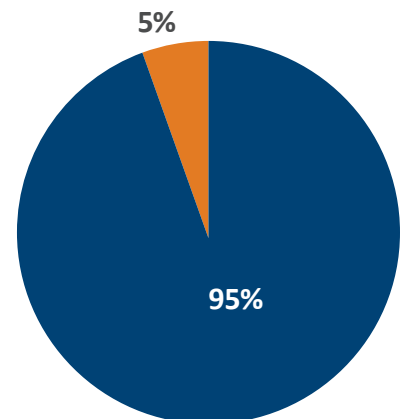


HOUSING CHOICE VOUCHERS

Housing Choice (Section 8) vouchers provide financial assistance to very low-income families, the elderly, and the disabled to help them afford housing in the private market. Voucher holders can live in rent stabilized apartments and are protected under the Apartment Rent Ordinance, however, voucher holders are exempt from the rent increase limits under the ARO. In Fiscal Year 2020-2021, 2,025 ARO apartments had tenants in the Housing Choice Voucher Program.

Pie Chart: Registered Apartments participating in Housing Choice Voucher Program

36,396 (95%): Apartments not receiving voucher assistance
2,025 (5%): Apartments with voucher assistance



PETITIONS

The Rent Stabilization Program oversees tenant and property owner-initiated petitions. Through the Programs hearing officers, mediations and administrative hearings are conducted to assist in resolving rental issues under the Apartment Rent Ordinance.

Mediations are held to settle disputes without the need for a more formal hearing. Participation in a mediation is voluntary. Hearings are held for cases not resolved through mediation. At these hearings, the hearing officer reviews evidence and hears testimony from the parties. After the hearing process, the hearing officer issues a detailed written decision. Most petitions are resolved through mutual agreement.

PETITION PROGRAM GOALS

- Ensure tenants and landlords who participate in the Petitions or Housing Mediation Programs follow through with the process, are accountable with the outcomes, and are satisfied or above satisfied with the process when completing Program survey.
- Continue outreach and multilingual engagement to vulnerable communities to provide petition and mediation services to resolve tenant and landlord conflicts.



ZOOM MEDIATIONS

As part of the COVID-19 pandemic response, the RSP team transitioned its mediation and hearings processes to the online Zoom platform for the entire 2020-2021 Fiscal Year. Prior to the end of the Fiscal Year, the team successfully closed all outstanding petition cases that were placed on hold at the beginning of the pandemic. While certain petitioners and respondents preferred to wait until in-person meetings were permitted as per Santa Clara County Health Orders, with the continued extension of stay-at-home orders due to the pandemic, the parties elected to hold the mediations over zoom.

SUMMARY OF PETITIONS

There were 63 petitions submitted in the last year. The Service Reduction Petition claims included infestation of cockroaches, rats, bedbugs, and mold, as well as leakage of water and lack of heat.

PETITIONS DATA



63

Total Petitions



23

Zoom Mediations/Hearings
resulting in Voluntary
Agreement

PETITIONS

SUMMARY OF PETITIONS

There were 63 petitions submitted in the last year. The Service Reduction Petition claims included infestation of cockroaches, rats, bedbugs, and mold, as well as leakage of water and lack of heat.

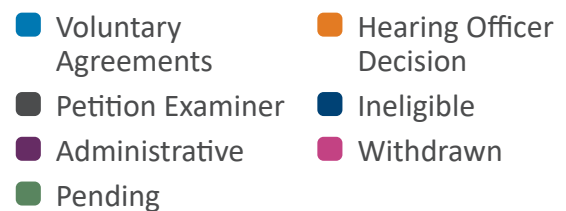
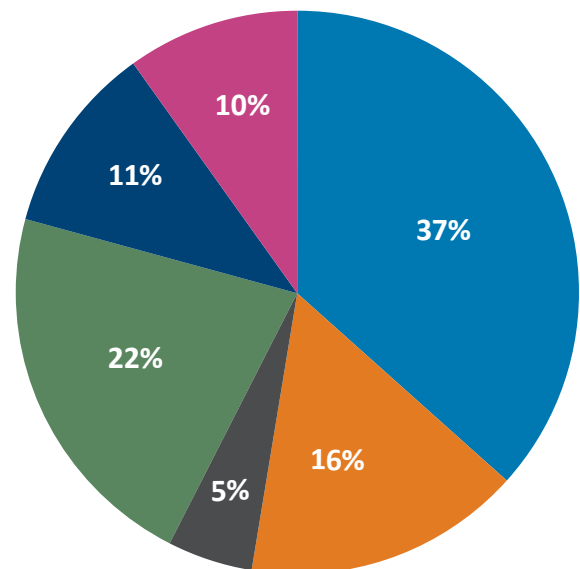
YEAR	TOTAL PETITIONS
2014–2015 (Base Year)	300
2015–2016	415
2016–2017	375
2017–2018	162
2018–2019	263
2019–2020	113
2020–2021	63

Tenant Petitions	
Service Reduction	56
Joint	4
Rent Increases	3
Total	63

Landlord Petitions	
Capitol Improvements	0
Fair Returns	0
	-
Total	0

RESOLUTIONS OF PETITIONS SUBMITTED FROM 2020-2021

Resolutions	Petition	% of Total
Voluntary Agreement Arranged by Hearing Officer/ Mediator	23	37%
Voluntary Agreement Arranged by Staff	0	0%
Hearing Officer Decision	10	16%
Staff Decision	3	5%
Pending	14	22%
Ineligible	7	11%
Withdrawn	6	10%
TOTAL	63	100%



MEDIATIONS

MEDIATION PROGRAM GOAL

- Continue incorporating options to provide referrals and conduct online mediations and hearings to increase participation and flexibility for participants to complete process.

HOUSING MEDIATION PROGRAM

The Housing Mediation Program is a partnership between the Rent Stabilization Program and the Santa Clara County Office of Mediation and Ombuds Services (OMOS) and is designed to provide mediation services to property owner and tenant participants.

Mediation offers a neutral platform for tenants and property owners to resolve housing related issues. The mediation is offered via electronic communication technology. Mediation offers tenants and property owners the opportunity to work with a mediator whose role is to help parties have difficult conversations, generate options, and reach voluntary resolution of their conflicts. It does not provide legal advice. Participants may also elect to receive coaching from the mediator, wherein the participant receives helpful communication tools.

RSP staff are responsible for fielding inquiries and submitting referral paperwork to OMOS to get the mediation process started. The Program submitted 33 referrals to OMOS in the 2020-2021 year. Of these cases, the outcomes were: 20 cases mediated or conciliated with 3 reaching no agreement; 12 cases were coached, with 3 deciding mediation was not needed and 3 in which no response from one party resulted in no mediation; and 1 case seeking information only.

JUST CAUSE NOTICES

All apartment buildings with three or more units in the City of San José are subject to the Tenant Protection Ordinance. The Tenant Protection Ordinance requires all notices of termination provided to a tenant living in an apartment must receive one of the 13 “just cause” reasons.

Property owners must submit copies of any notices provided to their tenants to the City of San José Rent Stabilization Program.

TPO PROGRAM GOAL

- Monitor notice compliance to reduce avoidable displacement by providing access to resources, and analyze data compiled to understand trends among just cause terminations.

TERMINATION OF TENANCY NOTICES WITH JUST CAUSE REASONS FROM 1–13

Quarter	2017-2018	2018-2019	2019-2020	2020–2021
1	2,521	2,537	2,339	1,479
2	2,076	2,393	2,183	2,688
3	2,050	2,475	2,375	2,754
4	2,160	2,311	1,724	2,796
Total	8,807	9,716	8,621	9,717

From July 1, 2020 through June 30, 2021, the City received 9,717 Just Cause Notices

Under the Tenant Protection Ordinance, there are 13 Just Causes. Certain causes require the property owner to provide relocation assistance to the tenant. The table below illustrates the number of each type of termination of tenancy notice filed with the Rent Stabilization Program during this time period.

JUST CAUSE SUBMISSIONS 2020-2021

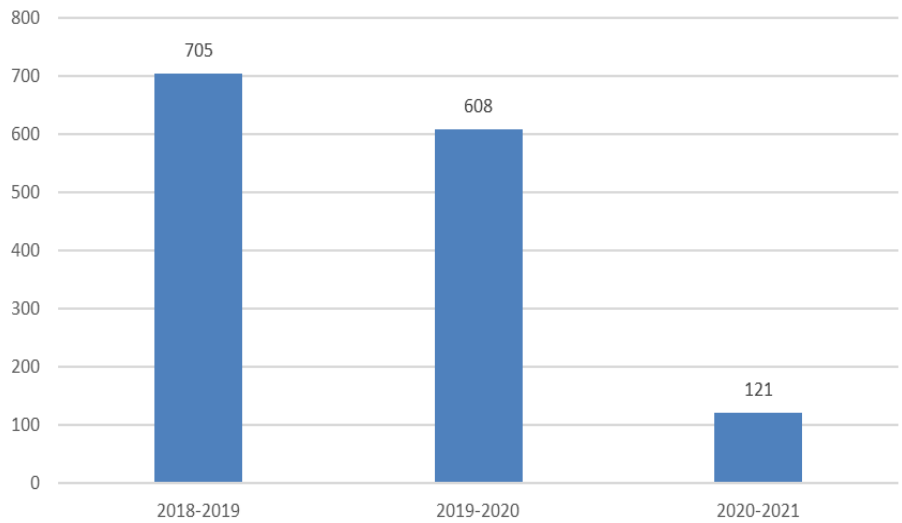
#	Just Cause Submissions	Total	%
1	Nonpayment of Rent	9,055	93.19
2	Material or Habitual Violation of Tenancy	378	3.89
3	Substantial Damage to the Rental Agreement	18	0.19
4	Refusal to Agree to a Like or New Rental Agreement	2	0.02
5	Nuisance Behavior	204	2.10
6	Refusing Access to the Apartment	3	0.03
7	Unapproved Holdover Subtenant	28	0.29
8	Criminal Activity	22	0.23
9	Substantial Rehabilitation of the Apartment	0	0.00
10	Ellis Act Removal	1	0.01
11	Landlord Move In	4	0.04
12	Order to Vacate	1	0.01
13	Vacation of Unpermitted Apartment	1	0.01
Subtotal with Just Causes 1–13		9,717	-
TPO Exemptions		670	-
Total with Just Causes 1–13 + Exemptions		10,387	

May include apartments both covered and not covered by TPO e.g. single family homes, condos, townhouses

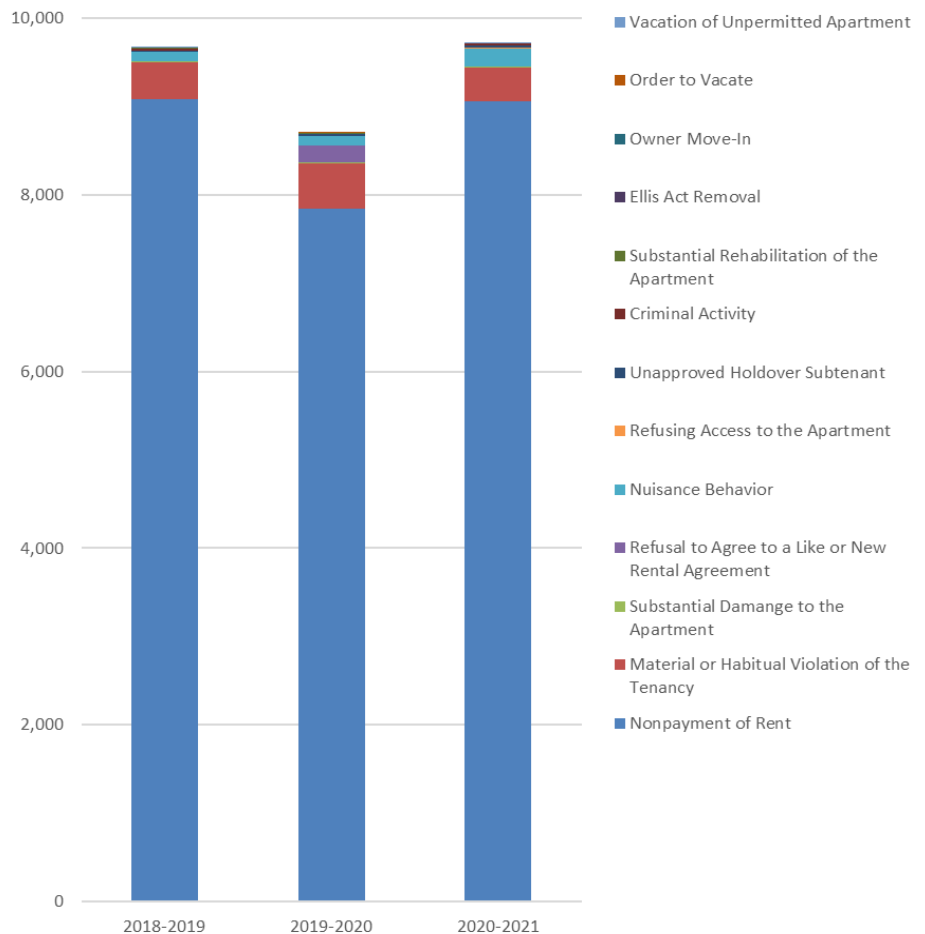
JUST CAUSE NOTICES

There were approximately 121 unlawful detainer notices submitted. An Unlawful Detainer is filed with the Santa Clara County Court to initiate the eviction process. In 2020-2021, the number of Unlawful Detainers submitted to the program decreased by 80%. The decrease in Unlawful Detainers was due to the Eviction Moratorium which placed eviction protections for all residents who were unable to pay their rent due to the COVID-19 pandemic.

UNLAWFUL DETAINERS SUBMITTED



JUST CAUSE SUBMISSIONS WITH JUST CAUSES 1-13



ADMINISTRATIVE WARNING & CITATIONS

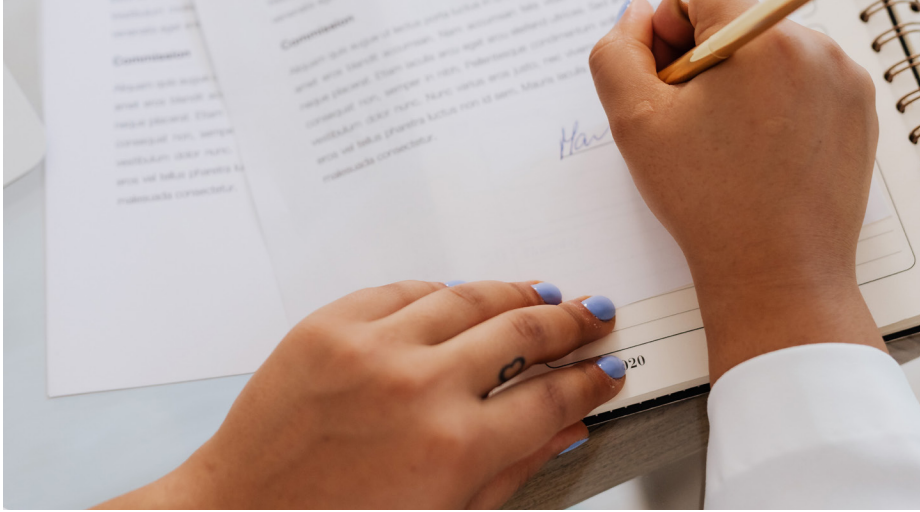
On December 3, 2019, the City established an administrative citation process and schedule of fines for violations of the Apartment Rent Ordinance, Tenant Protection Ordinance, and Ellis Act Ordinance.

ADMINISTRATIVE CITATION PROGRAM GOALS

- Foster compliance with the Ordinances through educating the rental community on their rights and responsibilities, correcting curable violation, and citing instances of violations when necessary.
- Identify instances of potential non-compliance and investigate and enforce such instances, and have a targeted approach to inform residents and landlords of their rights and responsibilities.
- Strengthen enforcement with follow up on key requirements of the Ordinances, including landlords' filing of tenancy termination notice to identify potential non-compliance

After completing the first and second Rent Registry registration periods, Program staff conducted a review of non-registered ARO property owners and identified 157 property owners in violation. Program staff also found that of those property owners in violation, 37 have had a recent address change. Following the analysis of the Rent Registry data, 2,564 Notice of Violation and Corrective Action letters were mailed in December 2020 and 108 in January 2021. Since the initial 2,564 letters were issued in December 2020, an additional 1,713 properties have registered completely. As a result, the number of registered apartments increased from 49% to 87%. The Program will continue to provide these Notices and opportunities for property owners to comply with the requirements of the Rent Registry before issuing Administrative Citations. Program staff is currently working with the Finance Department to issue citations for property owners who remain out of compliance with Rent Registry requirements following the issuance of notices of violation and corrective action.

LEGAL SERVICES: EDUCATION & REFERRALS



San José Housing Consortium (comprised of Law Foundation, Bay Area Legal Aid, Senior Adults Legal Assistance, Asian Law Alliance, and Project Sentinel), was awarded a \$500,000 contract to provide legal education and services to tenants and property owners beginning Fall 2018.

The goal of the program is to increase housing stability by providing free property owner /tenant counseling, education, referrals, and legal assistance to low-income tenants and property owners. These services also include outreach and education to low-income tenants and property owners citywide. This year, the San José Housing Consortium held a total of 22 outreach and educational meetings.

PUBLIC ENGAGEMENT

22

Outreach events to property owners & tenants

1,092

Phone Calls to Legal Services Hotline

86

Legal Consultations

19

Legal Representation for Eviction Proceedings and Administrative Hearings

LEGAL SERVICES CLIENT DATA BY INCOME

	Q1	Q2	Q3	Q4	Total	%
Extremely Low At or below 30% of Median Family Income	171	126	161	163	621	55.30%
Very Low Exceeds 30%, but does not exceed 50%	25	23	20	29	97	8.64%
Low/Moderate Exceeds 50%, but does not exceed 80%	91	85	132	97	405	36.06%
Totals	287	234	313	289	1,123	100%

LEGAL SERVICES CLIENT DATA BY INCOME BY YEAR

	2019–2020	2020–2021
Extremely Low At or below 30% of Median Family Income	1,017	621
Very Low Exceeds 30%, but does not exceed 50%	195	97
Low/Moderate Exceeds 50%, but does not exceed 80%	414	405
Totals	1,626	1,123

RACE AND ETHNICITY

	Q1	Q2	Q3	Q4	Total	%
White	105	71	121	90	387	28.29%
Hispanic	57	34	56	64	211	15.42%
African American or Black	15	14	12	10	51	3.73%
Asian	64	58	52	46	220	16.08%
American Indian or Alaska Native, Other Pacific Islander	15	11	2	10	38	2.78%
Other	117	80	131	133	461	33.70%
Totals	373	268	374	353	1,368	100%

RACE AND ETHNICITY BY YEAR

	2019–2020	2020–2021
White	751	387
Hispanic	455	211
African American or Black	118	51
Asian	224	220
American Indian or Alaska Native, Other Pacific Islander	16	38
Other	517	461
Totals	2,081	1,368

MOBILEHOMES



The Rent Stabilization Program provides services to mobilehome owners, park owners, park managers, and park residents. There are 59 mobile home parks in San José that are home to approximately 35,000 residents. The City is home to the largest number of mobilehome households in California.

The Mobilehome Rent Ordinance covers 59 mobilehome parks and approximately 10,840 mobilehome spaces. 12 mobilehome parks are age-restricted communities, serving individuals fifty-five years and older, many of whom live on fixed incomes. The Mobilehome Rent Ordinance allows annual mobilehome space rent increases equal to 75% of the regional Consumer Price Index increase, with a minimum increase of 3% and a maximum of 7%.

The Mobilehome Rent Ordinance permits annual rent increases calculated based upon the Consumer Price Index (CPI). Under the Ordinance, a property owner has the right to file a fair return petition for a rent increase beyond the maximum allowable rent increase, filing the petition with the Rent Stabilization Program (RSP). Service reduction claims may be heard by the Mobilehome Law Residency Program by submitting a complaint with the California Department of Housing and Community Development (HCD). A mobilehome owner or tenant may pursue their own civil action for a service reduction through a court of competent jurisdiction as well. Beginning July 1, 2020, the Mobilehome Residency Law Protection Program, as established by HCD, began taking Mobilehome Residency Law-related complaints and coordinating assistance to help resolve the most severe alleged violations that the Department receives.

MOBILEHOMES IN SAN JOSÉ



59 Mobilehome Parks



10,840 Mobilehome Spaces



12 Age-Restricted Parks
(Ages 55+)



47 Family Parks

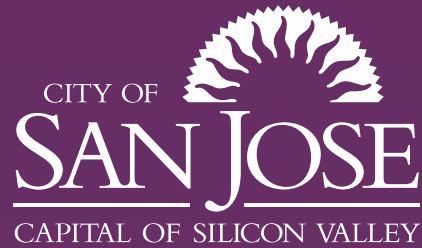
MOBILEHOME PROGRAM GOALS

- Preservation of mobilehomes and mobilehome parks as a source of affordable housing for senior citizens, residents on limited or fixed incomes, and other vulnerable residents.
- Facilitate coordination and communications between mobilehome residents, park managers, and park owners as needed to streamline information.
- Provide efficient and effective customer service to process petitions submitted by park owners covered by the Mobilehome Rent Ordinance and provide referrals to resolve conflicts to ensure continuation of tenancy for mobilehome residents.

SUMMARY OF MOBILEHOME ISSUES

The Rent Stabilization Program received 169 inquiries from the mobilehome community during 2020–2021. The types of inquiries are explained below. Due to restrictions in State law, the Rent Stabilization Program has limited authority to respond to many mobilehome issues. However, the Program provides the mobilehome community with education and information through outreach to protect the rights of residents and park owners as well as assisting in maintaining positive relationships. Program staff has continued to also provide remote services to the mobilehome community via phone, email and the online platform, Zoom. Program staff has also conducted site visits to help resolve issues or provide referrals to legal or social services information as needed.

Type of Inquiry	2019–2020	2020–2021
Rent Increases	52	33
Code Issues, maintenance, service	47	25
COVID-19	64	0
Evictions, Eviction Information	28	5
Fees, lease disputes, harassment, & deposits	23	13
Ordinances	42	0
Referrals	0	15
Miscellaneous, Requests for information	64	71
Site Visits	0	7
Total	317	169



Housing

2020–2021 Rent Stabilization Program Annual Report
San José Housing Department
200 E. Santa Clara St. 12th Floor, San José CA, 95113
sjhousing.org • 408-975-4480



City of Palo Alto

Policy and Services Committee Staff Report

(ID # 14731)

Meeting Date: 9/13/2022

Report Type: Action Items

Title: Discussion and Recommendation to the City Council Regarding the City Council Values Statement (Follow up to City Council Referral from February 2022)

From: City Manager

Lead Department: City Manager

Recommendation

Staff recommends that the Policy and Services Committee Discuss and Make a Recommendation to the City Council to Consider Adopting a City Council Values Statement.

Background

At the April 12, 2022 Policy and Services Committee [CMR #14243](#), the Committee discussed and reviewed the February 5th [City Council retreat](#) referral to recommend a set of values that would continue over successive years. The Committee voted to create an Ad Hoc committee consisting of Councilmember Cormack and staff. The motion stated the following:

Direct staff to work with Council Member Cormack as an ad hoc to draft a set of values for the City to include Fiscal Sustainability, Environmental Sustainability, Social Justice, Healthy City Healthy Community, Innovation, Accountability/Transparency, Diversity and Equity, and consider describing City services such as Public Safety. ([Minutes](#))

The Ad Hoc met and developed a draft set of values and factored in mind existing missions and values statements that currently exist. These statements include the City's Mission Statement, the Equity Mission Statement, and the Annual Budget Values Statement. Those statements are included here as reference material.

City Mission Statement (Shown in the "[Our City at Work](#)" Document):

The government of the City of Palo Alto exists to promote and sustain a superior quality of life in Palo Alto. In partnership with our community, our goal is to deliver cost-effective services in a personal, responsive and innovative manner.

Equity Mission Statement:

The City of Palo Alto is committed to creating a respectful, fair, and professional workplace and city. We will identify prejudices, eliminate inequities, welcome many

perspectives, and use a collaborative approach to create an environment that works for everyone. The City's commitment to achieve equity in Palo Alto is the shared responsibility of our residents, organizations, governments, and other institutions. (link: www.cityofpaloalto.org/raceandequity)

Values Statement in the Annual [City Budget](#):

- Quality: Superior delivery of services
- Courtesy: providing service with respect and concern
- Efficiency: Productive, effective use of resources
- Integrity: straightforward, honest, and fair relations
- Innovation: excellence in creative thought and implementation

Discussion

City of Palo Alto Values

Values are organizational characteristics that are both stated explicitly and regularly reinforced. When defining values, there is a trade-off between being specific and covering all aspects of an organization. The effort to define a set of values can ideally both reinforce current practice and recommit to organizational focus. While the City Council is engaged in this effort to define the City Council Values Statement that responds to community priorities, it is also important that staff engage in a parallel effort to refresh the workforce organizational values. This effort will take place this Fall.

For the City Council Values Statement, based on the topics the Committee asked the Ad Hoc Committee to explore for a values statement, as well as the existing mission statements, the Ad Hoc recommends the following statement for Committee review and feedback.

Draft City Council Values Statement:

The Palo Alto City Council has universally shared values that help guide our decisions and the work we do. These values include:

1. We will make decisions that balance revenues and expenses, now and in the future.
2. We will make decisions that respect the environment, now and in the future.
3. We will integrate equity into our decisions, considering how decisions affect people differently based on their identity or circumstances.
4. We are a learning environment that believes in trying new things and leading the way.
5. We will build a healthy, safe, and welcoming environment for all in our community.
6. We follow through on our commitments and believe in open communication with all members of our community.

Timeline and Resource Impact

The next step after the Committee review is to take the recommendation to the full City Council for consideration this calendar year. The goal would be to have the values statement adopted prior to the 2023 City Council retreat. There is no resource impact for the City Council Values Statement process.

Stakeholder Engagement

Annually at the City Council retreat and in the weeks preceding the retreat, the City Council solicits information from the public about the priorities the City Council should consider for annual priorities. The topic areas included in the draft City Council Values Statement above are based on topics that regularly come up as priority areas for the City Council.