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by City Manager's Office

Memorandum

TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: Leslye Krutko

SUBJECT: SEE BELOW

DATE: July 9, 2007

Approved

Date

7/11/07

COUNCIL DISTRICT: Citywide

INFORMATION

SUBJECT: QUARTERLY REPORT DETAILING ACTIVITY IN THE HOUSING DEPARTMENT'S RENTAL RIGHTS AND REFERRALS PROGRAM

This report covers activities for the fourth quarter of the 2006-07 Fiscal Year. The Rental Rights and Referrals (RRR) Program provides education and information to protect the rights of, and improve relations between, tenants and landlords. In rental disputes, knowing the law, having access to resources, and exploring options, can minimize conflict.

Program Highlights

Major actions taken during the fourth quarter of FY 2006-07 include:

- **Regency Square Apartments** - During the month of May 2007, the Rental Rights and Referrals Program staff received Hearing Officer Decision of 54 petitions. Twenty four petitioners reached voluntary agreement with the landlord. Twenty six petitioners decide to appeal the case. Three petitioners moved out.
- **Petition Filed** - Fifteen petitions were filed with the Program between April 1, 2007 and June 30, 2007. Of the 15 petitions filed, 12 were eligible for services, two petitions for 60-day notices, and Program received one petition regarding rent increase.
- **Mobilehome Advisory Commission (MAC)** - The MAC had its regular Commission meeting on June 21, 2007. The MAC continues to discuss aging parking with infrastructure needs. Program staff continues to collaborate with the Rehabilitation Program to assess parks.

HONORABLE MAYOR AND CITY COUNCIL

Subject: Quarterly Report Detailing Activity in the Housing Department's Rental Rights and Referrals Program

July 9, 2007


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Quarterly Reports

The following reports are included in this document.

- ~~Public Outreach Report~~ - Rental Rights and Referrals Program staff participated in three community events, sponsored by the Neighborhood Associations and Community Organizations, and provided information regarding San José rent control and eviction notices. Staff made two presentations to a community group, educating residents on tenant/landlord rights provided under the Rent Control Ordinance. A detailed list of each outreach event is attached to this report (Attachment A).
- **Database Report** - The call log database tracked 503 inquiries during the fourth quarter of FY 2006-07. The Program received 267 incoming calls on voicemail, 196 callers left their phone number so that staff could return the call 35 were walk-in clients, and 5 clients received information by email. A detailed report showing the data collected is attached to this report (Attachment B).
- **Notice to Vacate** - During the fourth quarter of FY 2006-2007, the Rental Rights and Referrals Program received twelve 30-day notices, eleven 60-day notices, and twenty six 90-day notices. Information on these notices is attached to this report (Attachment C).
- **Case Log Report** - Fifteen petitions were filed with the Rental Rights and Referrals Program between April 1, 2007 and June 30, 2007. Twelve of these petitions were regarding service reductions, two petitions for 60-day notices, and one petition regarding rent increase. Information regarding these cases is attached to this report (Attachment D).



 LESLYE KRUTKO
Director of Housing

Attachments

Public Outreach Report
Fourth Quarter FY 2006-07
4/1/07 - 6/30/07

Date: April 13, 2007
Type: Fair Housing Symposium
Audience: Public
Location: Mountain View, California
Participants: 150

Staff from Rental Rights and Referrals attended the second annual Fair Housing Symposium to be updated on Mobilehome issues.

Date: April 18, 2007
Type: Community Meeting in Council District 7
Audience: Vietnamese speaking community
Location: Spanish Cove Mobilehome Park
Participants: 50

Rental Rights and Referrals Program staff gave a presentation to residents about the City's Mobilehome Rent Ordinance.

Date: May 19, 2007
Type: Affordable Housing Fair
Audience: Santa Clara Community
Location: Washington Community Center
Participants: 1,500

Staff from the Rental Rights and Referrals Program participated in the 2007 Affordable Housing Fair. The event serves as a resource for the public, and other members of the community including government and non-profit agencies. Rental Rights and Referrals Program staff distributed landlord/tenant information regarding rent controlled apartments and the City's Rent Control Ordinance.

Date: June 3, 2007
Type: Community Resource Fair
Audience: Vietnamese-American Community
Location: New City Hall
Participants: 3,000

Rental Rights and Referrals Program staff participated in the Vietnamese-American Community Festival in downtown San José and distributed landlord/tenant information regarding mobilehomes, apartments, and the City's Rent Control Ordinance.

Date: June 12, 2007

Type: Work to Future Job Fair

Audience: Community Event

Location: Center for Employment Training

Participants: 200

Rental Rights and Referrals Program staff participated in the Work to Future Job Fair at Center for Employment Training Center in San José and distributed landlord/tenant information regarding mobilehomes, apartments, and the City's Rent Control Ordinance.

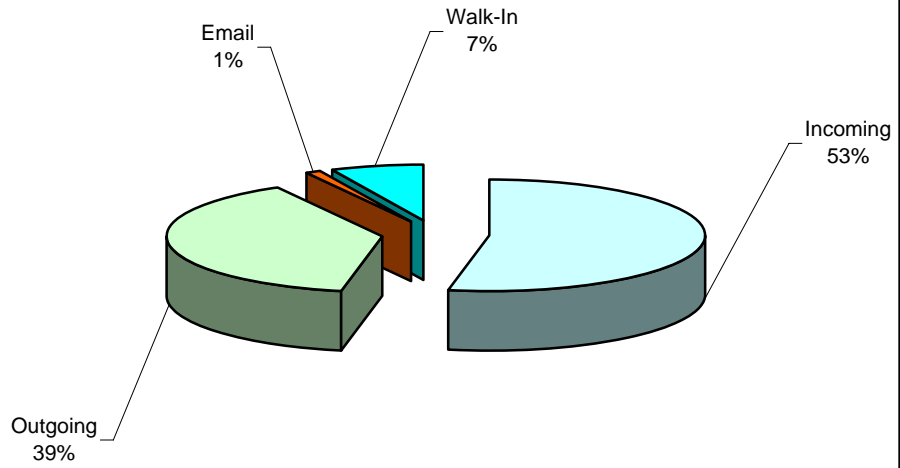
Telephone Database Report

Fourth Quarter FY 2006-07

4/1/07 - 6/30/07

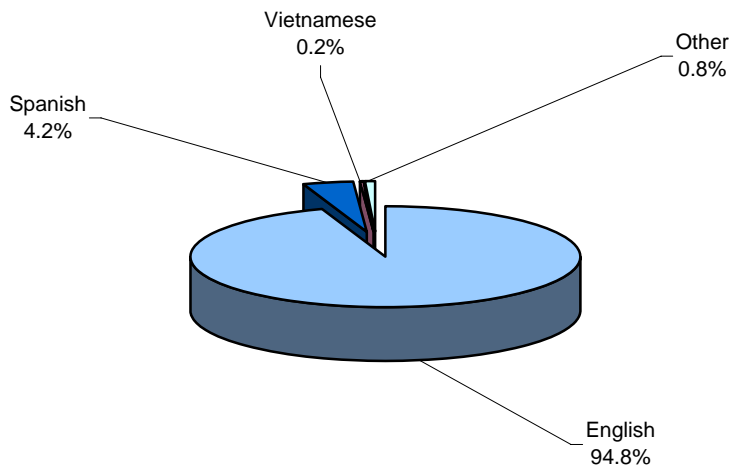
Incoming	267
Outgoing	196
Email	5
Walk-In	35
Total	503

Service Type Percentages



English	477
Spanish	21
Vietnamese	1
Other	4
Total	503

Language Percentages

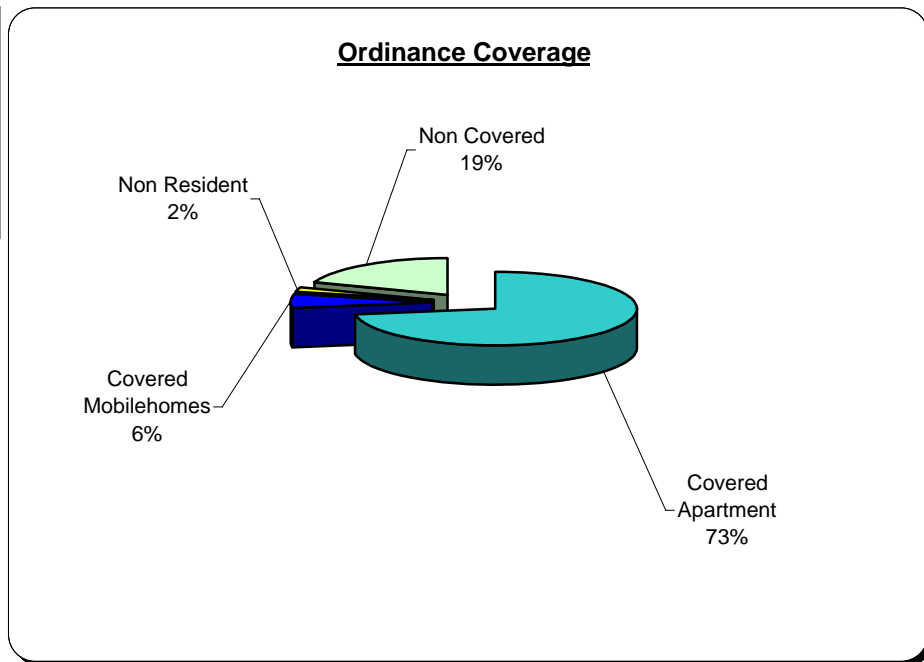


Telephone Database Report (Continued)

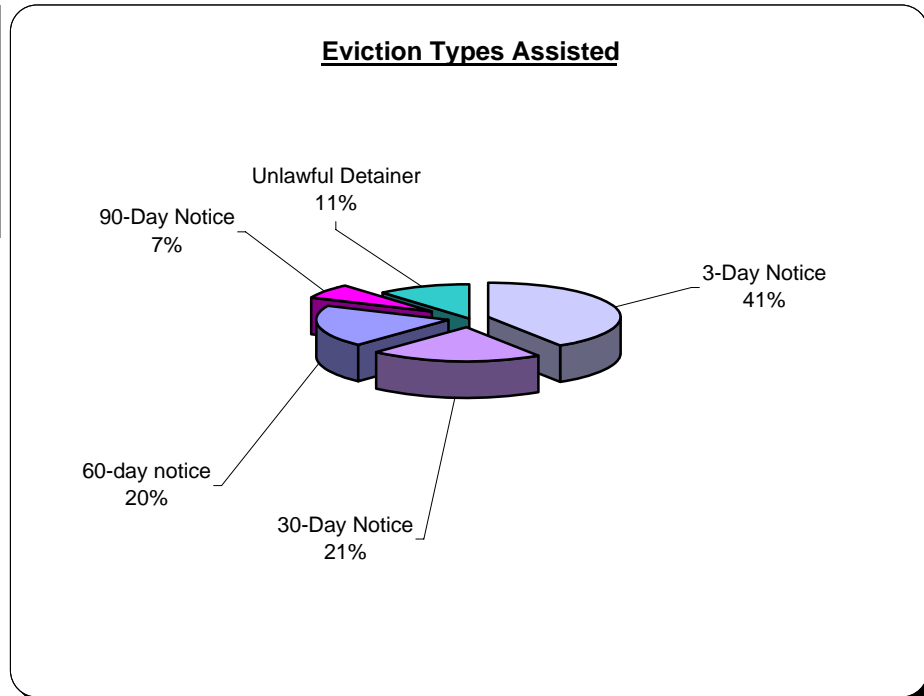
Fourth Quarter FY 2006-07

4/1/07 - 6/30/07

Covered Apartment	364
Covered Mobilehomes	31
Non Resident	10
Non Covered	98
Total	503



3-Day Notice	29
30-Day Notice	15
60-day notice	14
90-Day Notice	5
Unlawful Detainer	8
Total	71



Notice to Vacate Report

Attachment C

Fourth Quarter FY 2006/07

4/1/07 - 6/30/07

Notices to Vacate						
Address	Zip Code	Date Served	Date Received	Rent Controlled Units	Exempt Rental Units	Total Units
<u>30-Day Notices</u>						
56 Glen Eyrie Ave. # 7	95125	4/16/07	4/16/07	11	2	11
2233 McLaughlin Ave. # 4	95122	04/16/07	04/16/07	24		24
1260 N Bascom Ave. # 7	95128	04/20/07	04/20/07	42		42
2267 McLaughlin Ave. # 3	95122	04/20/07	04/23/07	24		24
560 N 2nd St. # 2	95112	04/27/07	04/27/07	6	1	6
914 College Dr. # 1	95128	04/26/07	04/30/07	10		10
3068 David Ave. # 9	95128	05/05/07	05/09/07	22		22
1510 S Bascom Ave. # 8	95008	05/18/07	05/18/07	24		24
93 W. Reed St. # 8	95110	06/05/07	06/12/07	11		11
914 College Dr. # 2	95128	06/11/07	06/12/07	10		10
68 N 10th St. # 4	95112	06/16/07	06/18/07	5		5
1221 Blossom Hill Rd. # A-6	95128	06/13/07	06/18/07	9		9
Subtotal: 12						
<u>60-Day Notices</u>						
660 S. Winchester Ave. # 24	95128	04/03/07	04/03/07	38		38
564 Menker Ave. # C	95128	03/31/07	04/03/07	3		3
970 Meridian Ave. # 73	95126	03/30/07	04/03/07	83		83
2352 Lucretia Ave. # 3	95122	04/23/07	04/23/07	24		24
82 N. Jackson St. # 17	95117	05/05/07	05/07/07	34		34
459 Willow St. # 22	95125	05/09/07	05/10/07	27		27
459 Willow St. # 19	95125	05/07/07	05/10/07	27		27
5055 Dent Ave. # 6	95118	05/08/07	05/10/07	8		8
1545 Scott St. # 12	95126	05/24/07	05/24/07	12		12
2274 Lucretia Ave. #4	95122	06/18/07	06/18/07	24		24
523 Chiechi # 5	95126	06/21/07	06/21/07	9		9
Subtotal: 11						

Notice to Vacate Report

Attachment C

Fourth Quarter FY 2006/07

4/1/07 - 6/30/07

Notices to Vacate						
Address	Zip Code	Date Served	Date Received	Rent Controlled Units	Exempt Rental Units	Total Units
<u>90-Day Notices</u>						
256 La Pala Dr. # 4	95127	04/02/07	04/02/07	38		38
460 S. 10th St. # 10	95112	04/10/07	04/10/07	18		18
1549 Brookvale Dr. # 3	95129	04/09/07	04/10/07	4		4
1549 Brookvale Dr. # 4	95129	04/09/07	04/10/07	4		4
1820 Southwest Expwy. # 4	95126	04/07/07	04/11/07	4		4
1820 Southwest Expwy. # 3	95126	04/07/07	04/11/07	4		4
1586 Parkview Ave. # 4	95130	04/21/07	04/23/07	4		4
1586 Parkview Ave. # 3	95130	04/21/07	04/23/07	4		4
1370 Lexington Dr. # F-7	95117	04/23/07	04/25/07	20		20
1122 Francisco Ave. # 4	95126	04/30/07	04/30/07	4		4
3036 Huff Ave. # 3	95128	04/22/07	05/01/07	12		12
272 Washington St. # 7	95112	05/07/07	05/10/07	7		7
158 Revey Ave. # 1	95129	05/11/07	05/16/07	12		12
158 Revey Ave. # 3	95129	05/11/07	05/16/07	12		12
158 Revey Ave. # 5	95129	05/11/07	05/16/07	12		12
158 Revey Ave. # 6	95129	05/11/07	05/16/07	12		12
158 Revey Ave. # 7	95129	05/11/07	05/16/07	12		12
158 Revey Ave. # 8	95129	05/11/07	05/16/07	12		12
158 Revey Ave. # 9	95129	05/11/07	05/16/07	12		12
158 Revey Ave. # 10	95129	05/11/07	05/16/07	12		12
1549 Brookvale Dr. # 2	95129	05/14/07	05/21/07	4		4
1664 Merrill St. # 66	95124	06/01/07	06/04/07	156	156	156
1779 Lancaster Dr. # 14	95124	06/01/07	06/04/07	14		14
944 Del Mar Ave. # 5	95128	06/07/07	06/11/07	16		16
1783 Lancaster Dr. # 5	95124	06/12/07	06/18/07	14		14
1058 N 4th St. # 12	95112	06/19/07	06/21/07	16		16
Subtotal: 26						
Total: 49						

Rental Rights and Referrals Program Case Log Report

Fourth Quarter FY 2006-07

4/1/07 - 6/30/07

Attachment D

General Information						Violation						Mediation and Arbitration		Disposition of Cases	
Address	Zip	Date	Date	# Of	Ineligible	Excess									
Street Number	Code	Filed	Approved	Petitions	Petitions	%	SR	NTV	Schedule	Pre-Hearing	Reschedule	Vol.	Decis.	Closed	
1756 Senter Rd #4; 1768 Senter Rd #3	95112	0 2/04/07	02/20/07	2			2		04/23/07		04/30/07			05/03/07	Owner agrees to waive May 2007 rent, repair and repaint bathroom within 30days. Tenants will pay \$875 monthly rent effective June 1, 20007.
439 S. 4th St. #14	95112	03/23/07	03/26/07	1			1		0 5/02/07						current
4963 Campbell Ave. #4	95130	03/21/07	03/27/07	1			1		05/08/07		05/08/07			05/21/07	Voluntary agreement was reached. The landlord agreed that the tenants may move from #4 to #18 with on May 26, 2007. Tenants will pay new deposit of \$1000, and the new rent will be \$1695 per month including new rental agreement.
2970 Van Sansul Ave #10	95128	03/27/07	03/28/07	1			1		04/24/07		04/24/07			04/27/07	A voluntary agreement was reached. Landlord agreed to one time rent credit of \$925 effective May 1, 2007.
870 Di Fiore Dr #4	95128	03/26/07	04/03/07	1			1		04/26/07	04/16/07				04/17/07	Tenant withdrew petition.
1220 N. Bascom Ave #51	95128	04/11/07	04/12/07	1			1		05/03/07		05/03/07			05/11/07	A voluntary agreement was reached. The landlord agreed that the tenant didact \$300 June monthly rent. Settlement is a full and complete to the all issues relating to the unit 51.
1110 Bryan Ave #1	95118	04/10/07	04/12/07	1				1	05/01/07		05/01/07			05/03/07	Voluntary agreement was reached. The landlord will replace garage door latch, repair sink drains, blinds, check shower door, repair front door, and bleach bathroom cabinet drawers.
143 N. 8th St. #4	95112	04/20/07	04/23/07	1			1		05/07/07						pending
104 Glen Eyrie #10	95125	04/17/07	04/24/07	1			1		05/10/07						current
3036 Huff Ave #3	95128	04/23/07	04/23/07	1			1		05/15/07		05/15/07			05/22/07	Voluntary agreement was reached. The tenants agreed to move out from their apartment no later than June 30, 2007. The landlord will send a deposit check for \$600 no later than 5 days after the tenants move July 5, 2007.
670 N 4th St #5	95112	04/20/07	04/26/07	1			1		06/04/07		06/04/07			06/05/07	Voluntary agreement was reached. Owner agreed to waive June 07 monthly rent \$850. Owner agreed to return deposit \$800 upon move out.
3510 Moorpark #A-129	95117	04/23/07	05/02/07	1			1								pending
3615 Greelee #18	95117	04/30/07	05/01/07	1				1	05/22/07		05/22/07			05/29/07	The landlord and the tenant agreed to a 12 month lease effective June 1, 2007 monthly rent \$955.
3510 Moorpark Ave C206	95117	04/27/07	04/30/07	1		18%									A voluntary agreement was reached before the meeting was scheduled. Landlord withdrew rent increase.
Total Petitions for Fourth Qt. FY 2006/07				15											

* Each petition may have more than one type of violation indicated.

Legend	
Rent Increase Beyond 8%	%
Service Reduction	SR
Housing Code Violation	HC
Frequent Rent Increase	Freq
Notification of Rights	Rights
Notice to Vacate	NTV