

Rent Stabilization Program

Monthly Status Report

July 2019 through June 2020

Community Outreach and Education

Information Requests and Public Inquiries*



757

Public Inquiries Made



226

Email



476

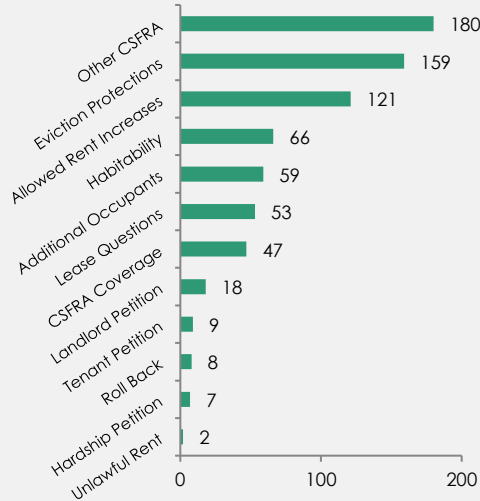
Phone



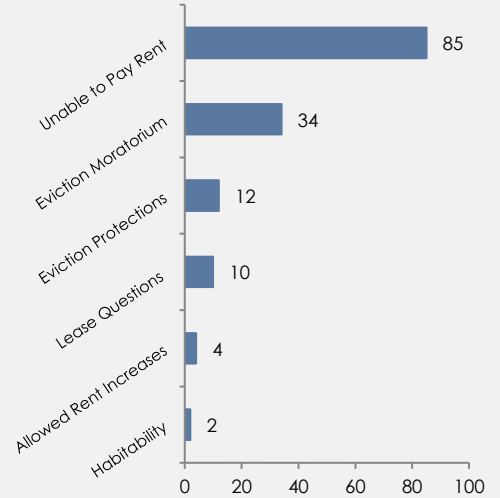
55

Walk-in

CSFRA Specific



COVID-19 Related



Workshops, Clinics and Outreach

Community Workshops



9

Workshops

119

Attendees

Clinics



19

Clinics

67

Attendees

Outreach



6

Mailings



38

MyMV Updates



14

MV Voice Ads



406

MyMV 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.



136

Mediations and Conciliations

100 of 136

Resolved

Required Noticing

Required Noticing



117
Banked Rent Increase Notices



711
Termination Notices



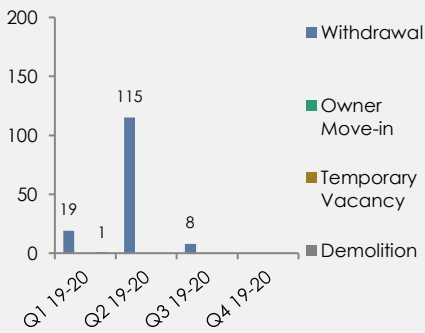
6
Tenant Buyout Notices



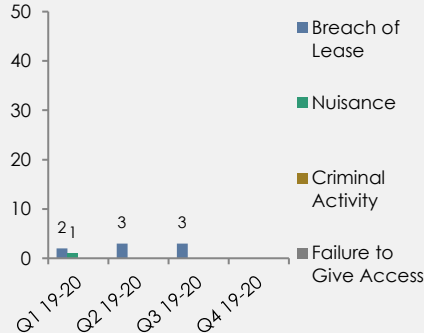
16
Additional Occupant Notices

Just Cause Eviction Submittals (as Received by the City)

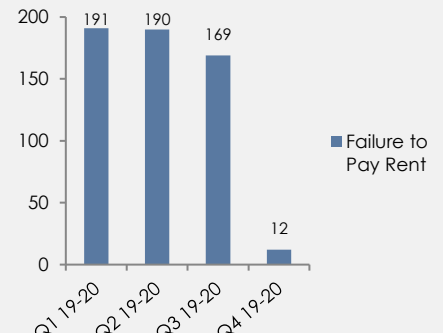
No-Fault Notices



At-Fault Notices



Failure to Pay Rent Notices



Tenant Relocation Assistance

Properties in Redevelopment

7	7	5	5	1
2016	2017	2018	2019	2020

Units Affected

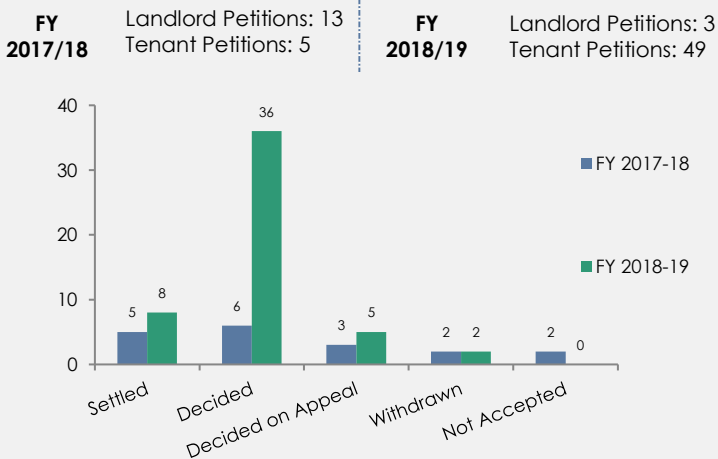
154	339	126	297	4
2016	2017	2018	2019	2020

Households that Received Assistance

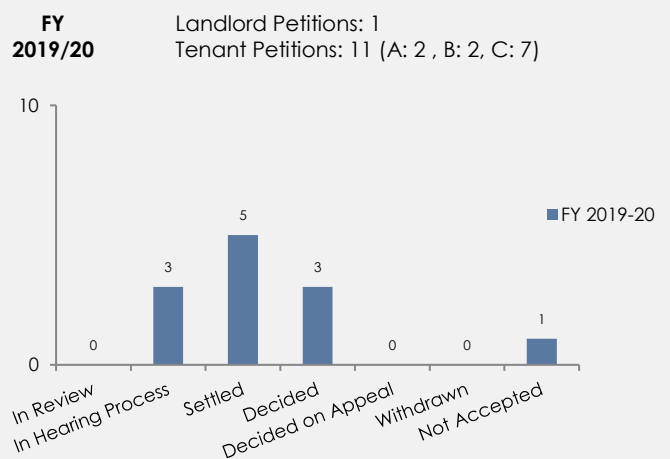
53	115	143	60	33
2016	2017	2018	2019	2020

Petitions

Prior Fiscal Years

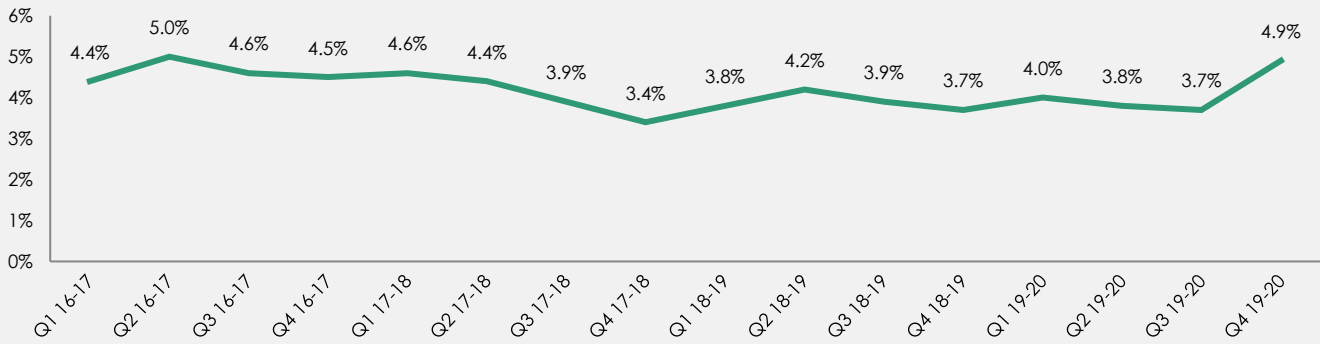


Current Fiscal Year



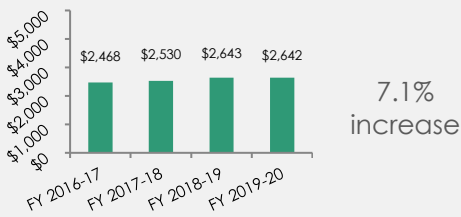
Market Conditions

Vacancy Rates for Fully Covered Units

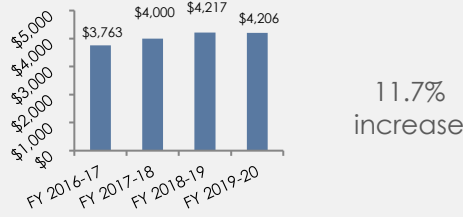


Average Market Rent

Fully-Covered Units



Partially Covered Units

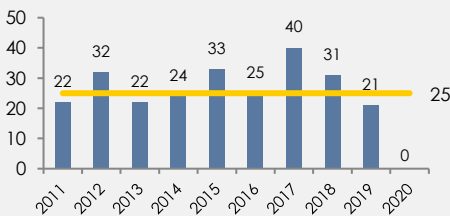


Newly Built Units

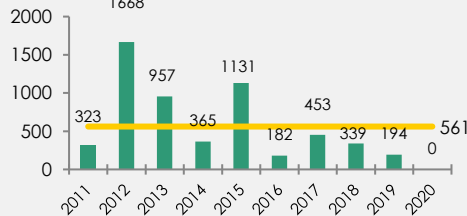


Property Sales for Fully Covered Units

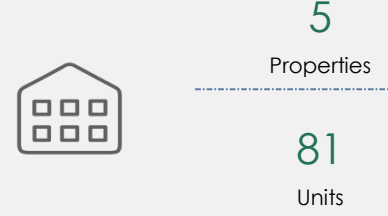
Properties Sold



Units Sold

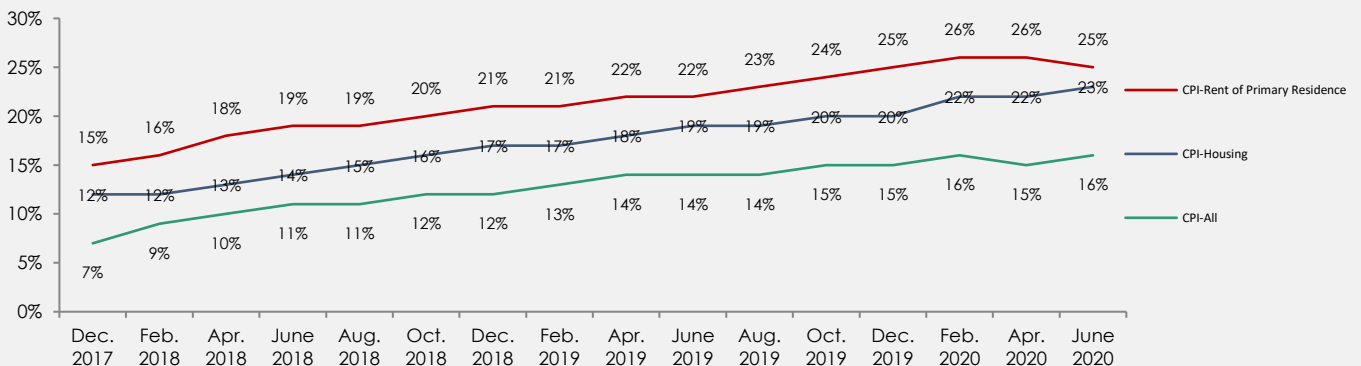


Properties for Sale



MNOI Consumer Price Indices

For use in Calculations of Fair Return in Upward Adjustment of Rent Petitions and Compounded over Time



*Mountain View Housing Helpline, June 2020; ** CoStar, June 2020; 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, June 2020 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 (Units Built Before 1995):** The search criteria for Vacancy Rate Data included multi-family properties with three or more units built before 1995 within Mountain View using the *Properties* database.
- **Average Market Rent Data:** The search criteria for Average Market Rent Data 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; and multi-family properties with three or more units after 2016 using the *Properties* database. These three data points illustrate the effective rent trends 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), and units not covered by the CSFRA (first occupancy after December 23, 2016) within Mountain View.
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Maintenance of Net Operating Income (MNOI) Consumer Price Index data was obtained via three Bureau of Labor Statistics (BLS) indices for comparative purposes:

- All items in San Francisco-Oakland-Hayward, CA, all urban consumers, not seasonally adjusted (<https://data.bls.gov/timeseries/CUURS49BSA0>)
- Housing in San Francisco-Oakland-Hayward, CA, all urban consumers, not seasonally adjusted (<https://data.bls.gov/timeseries/CUURS49BSAH>)
- Rent of primary residence in San Francisco-Oakland-Hayward, CA, all urban consumers, not seasonally adjusted (<https://data.bls.gov/timeseries/CUURS49BSEHA>)

This data was then calculated using the CPI Percentage for Fair Return Calculation. Please see the CSFRA Program's CPI Percentage for a Fair Return Calculation Instruction Sheet for more information at <https://www.mountainview.gov/civicax/filebank/blobdload.aspx?BlobID=25874>.

Rent Stabilization Program

Monthly Status Report

July 2019 through May 2020

Community Outreach and Education

Information Requests and Public Inquiries*



694

Public Inquiries Made



204

Email



435

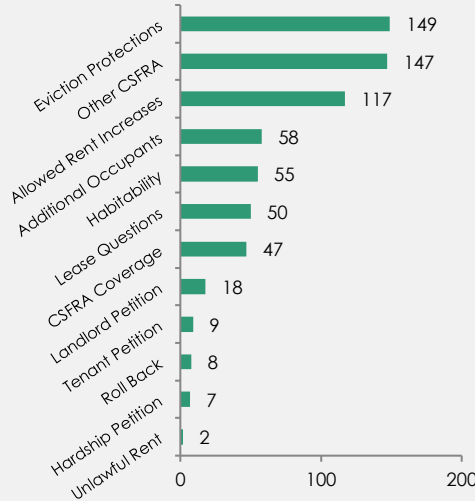
Phone



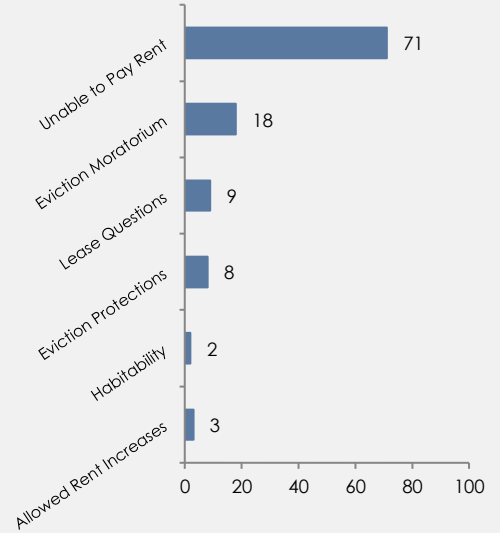
55

Walk-in

CSFRA Specific



COVID-19 Related



Workshops, Clinics and Outreach

Community Workshops



8

Workshops

114

Attendees

Clinics



17

Clinics

65

Attendees

Outreach



5

Mailings



36

MyMV Updates



14

MV Voice Ads



407

MyMV Subscribers

Mediations and Conciliations

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133

Mediations and Conciliations

Required Noticing

Required Noticing



117
Banked Rent Increase Notices



711
Termination Notices



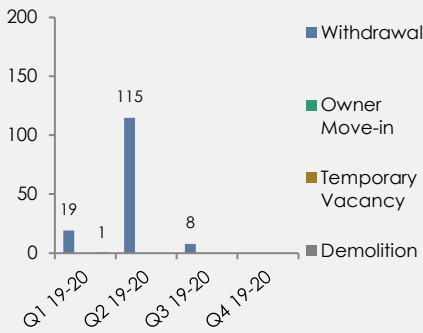
6
Tenant Buyout Notices



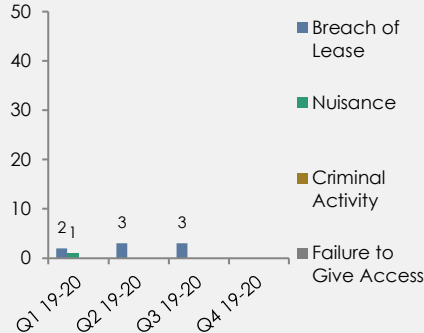
15
Additional Occupant Notices

Just Cause Eviction Submittals (as Received by the City)

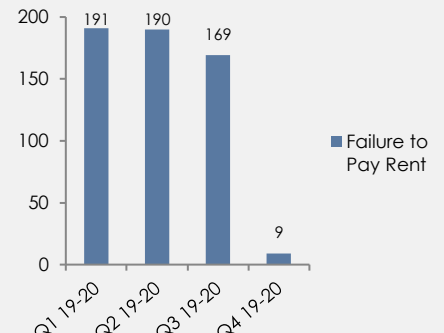
No-Fault Notices



At-Fault Notices



Failure to Pay Rent Notices



Tenant Relocation Assistance

Properties in Redevelopment

7	7	5	5	1
2016	2017	2018	2019	2020

Units Affected

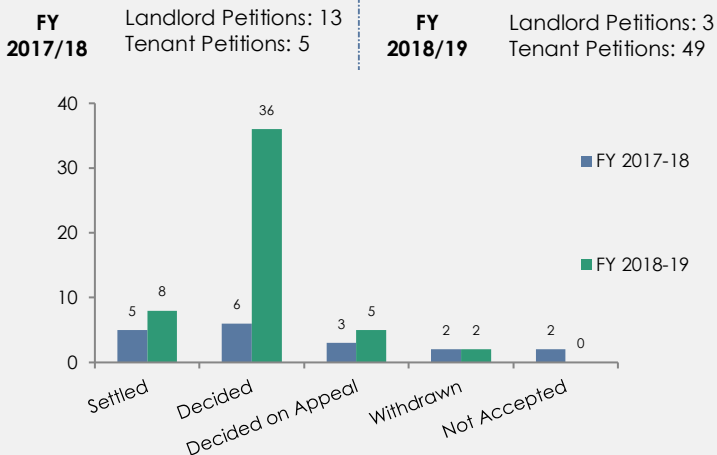
154	339	126	297	4
2016	2017	2018	2019	2020

Households that Received Assistance

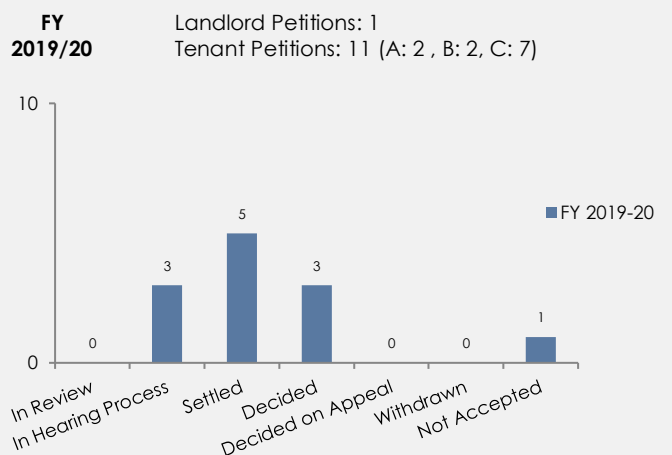
53	115	143	60	31
2016	2017	2018	2019	2020

Petitions

Prior Fiscal Years

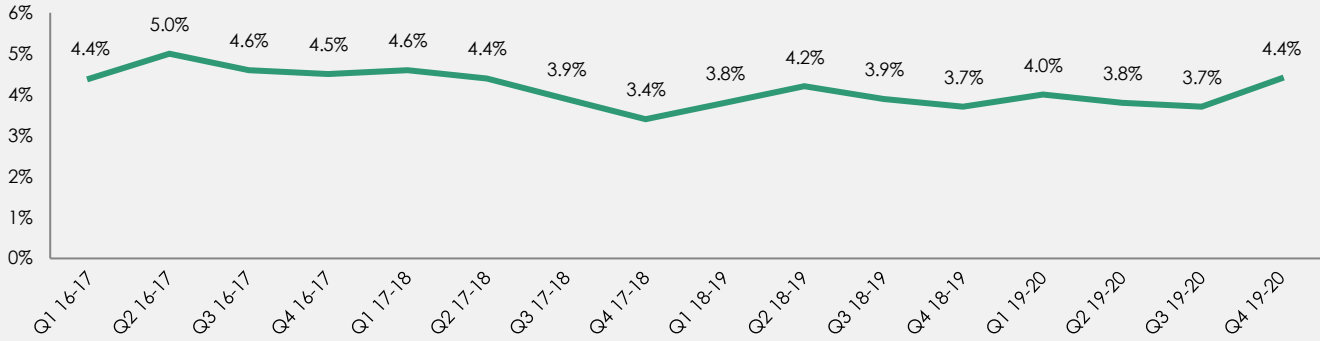


Current Fiscal Year

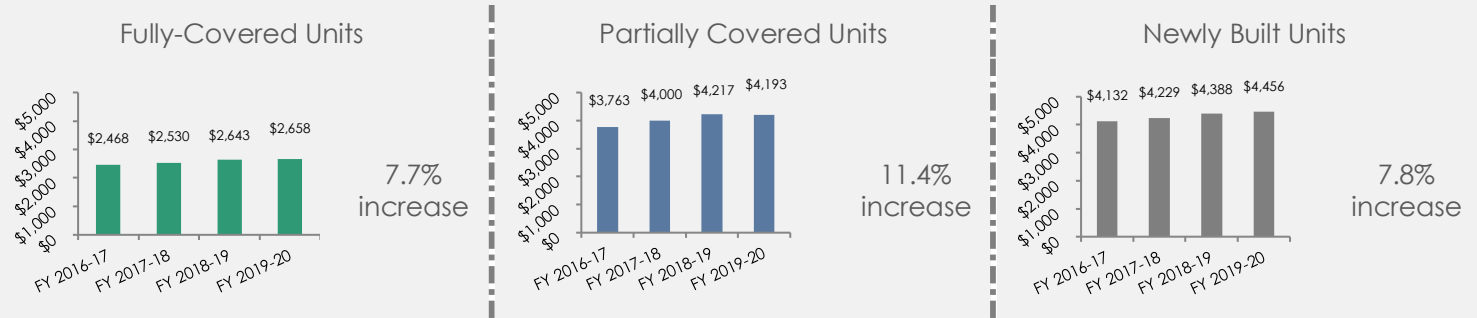


Market Conditions

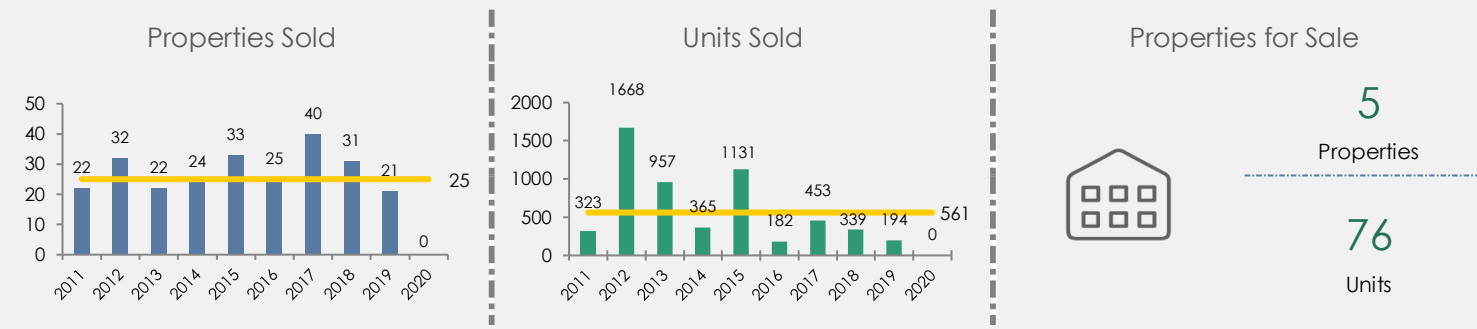
Vacancy Rates for Fully Covered Units



Average Market Rent

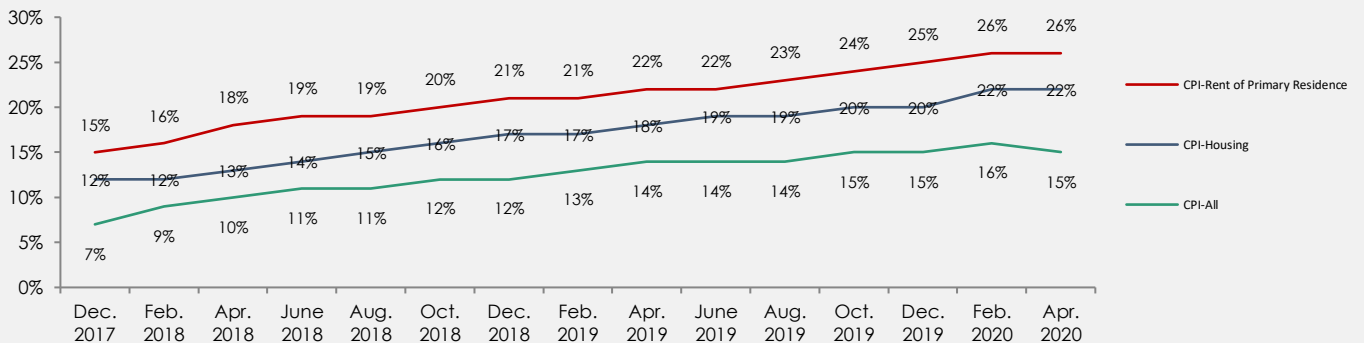


Property Sales for Fully Covered Units



MNOI Consumer Price Indices

For use in Calculations of Fair Return in Upward Adjustment of Rent Petitions and Compounded over Time



*Mountain View Housing Helpline, May 2020; ** CoStar, May 2020; 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, May 2020 Average Asking Rent (market rent rate).

Rent Stabilization Program

Monthly Status Report

July 2019 through April 2020

Community Outreach and Education

Information Requests and Public Inquiries*



599

Public Inquiries Made



166

Email



378

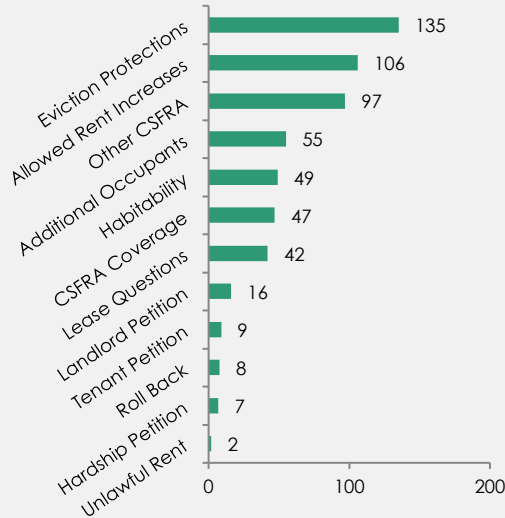
Phone



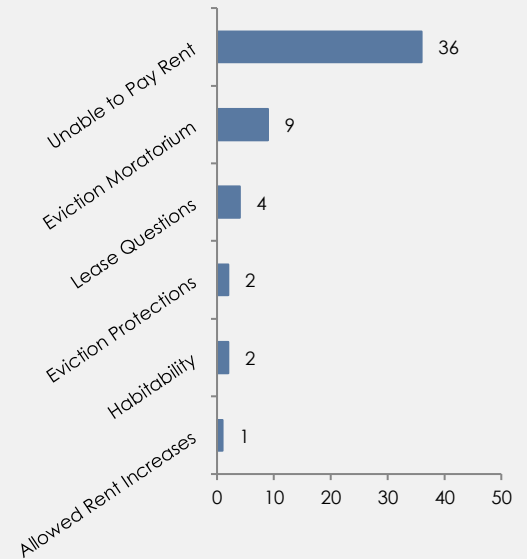
55

Walk-in

CSFRA Specific



COVID-19 Related



Workshops, Clinics and Outreach

Community Workshops



7

Workshops

103

Attendees

Clinics



17

Clinics

65

Attendees

Outreach



5

Mailings



30

MyMV Updates



14

MV Voice Ads



408

MyMV Subscribers

Mediations and Conciliations

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119

Mediations and Conciliations

Required Noticing

Required Noticing



116

Banked Rent Increase Notices



706

Termination Notices



6

Tenant Buyout Notices

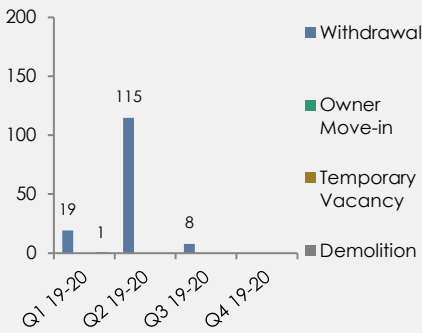


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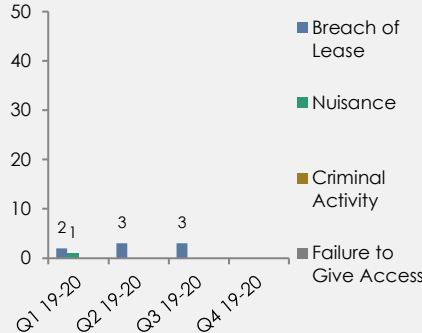
Additional Occupant Notices

Just Cause Eviction Submittals (as Received by the City)

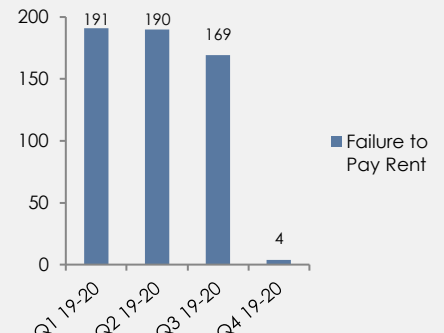
No-Fault Notices



At-Fault Notices



Failure to Pay Rent Notices



Tenant Relocation Assistance

Properties in Redevelopment

7	7	5	5	0
2016	2017	2018	2019	2020

Units Affected

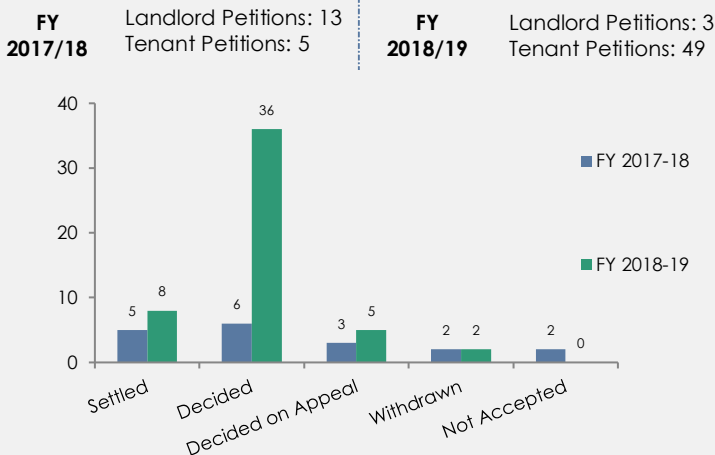
154	339	126	297	0
2016	2017	2018	2019	2020

Households that Received Assistance

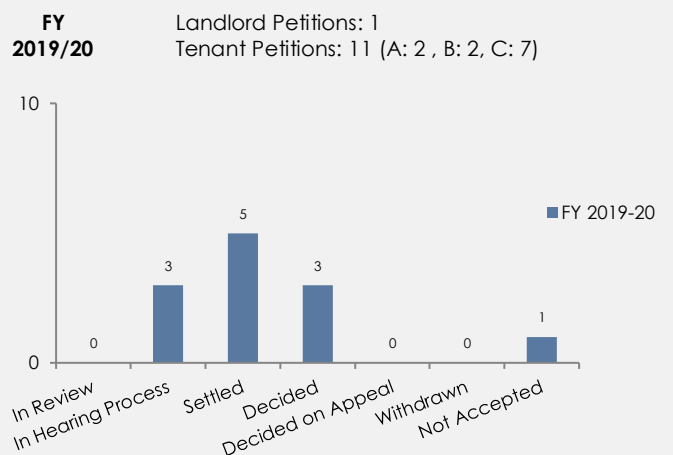
53	115	143	60	26
2016	2017	2018	2019	2020

Petitions

Prior Fiscal Years

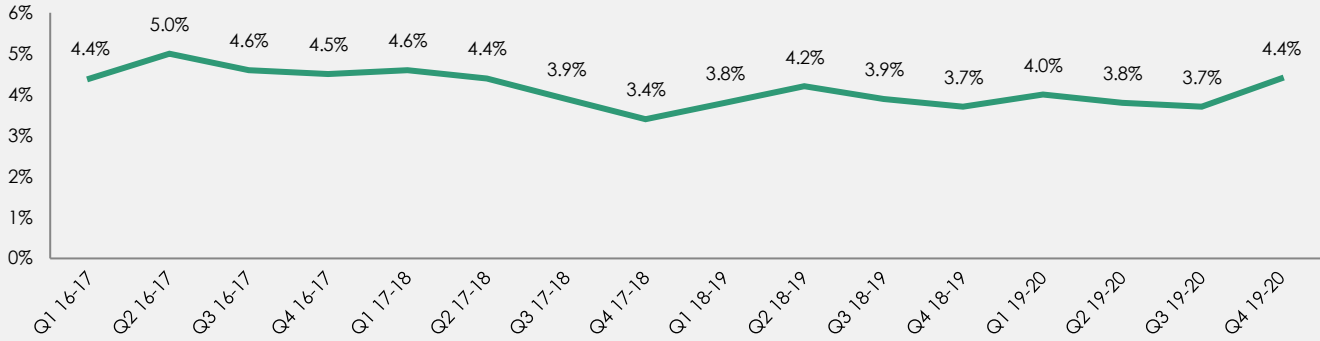


Current Fiscal Year

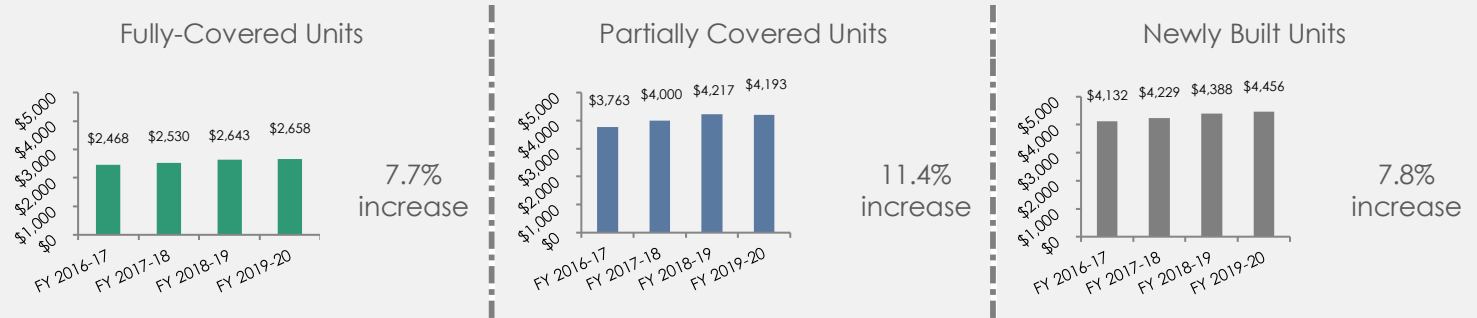


Market Conditions

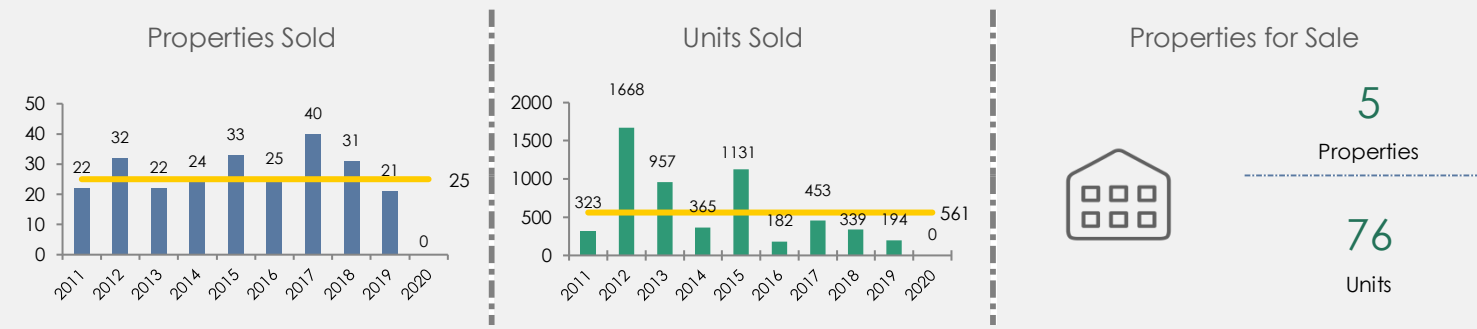
Vacancy Rates for Fully Covered Units



Average Market Rent

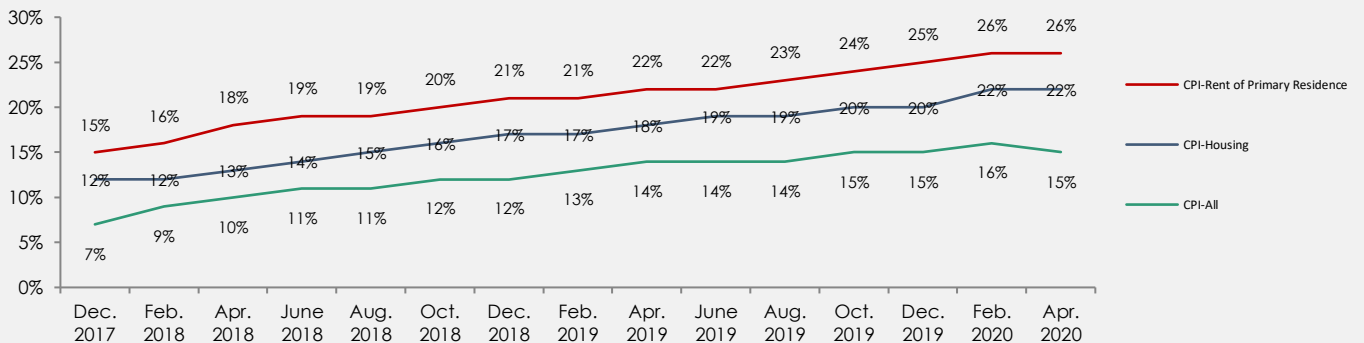


Property Sales for Fully Covered Units



MNOI Consumer Price Indices

For use in Calculations of Fair Return in Upward Adjustment of Rent Petitions and Compounded over Time



*Mountain View Housing Helpline, April 2020; ** CoStar, April 2020; 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, April 2020 Average Asking Rent (market rent rate).



CSFRA Monthly Status Report

July 2019 through March 2020

Information Requests*

149

Email

322

Phone Call

55

Walk-in

Information Requests*

Category	Count
Just Cause	135
Annual General Adjustment (AGA)	106
Landlord Petition	16
Tenant Petition	9
Additional Occupants	55
CSFRA covered	47
Unlawful Rent	2
Lease Questions	42
Roll Back	8
Hardship Petition	7
Habitability	49
Other CSFRA	97

Conciliations*

4

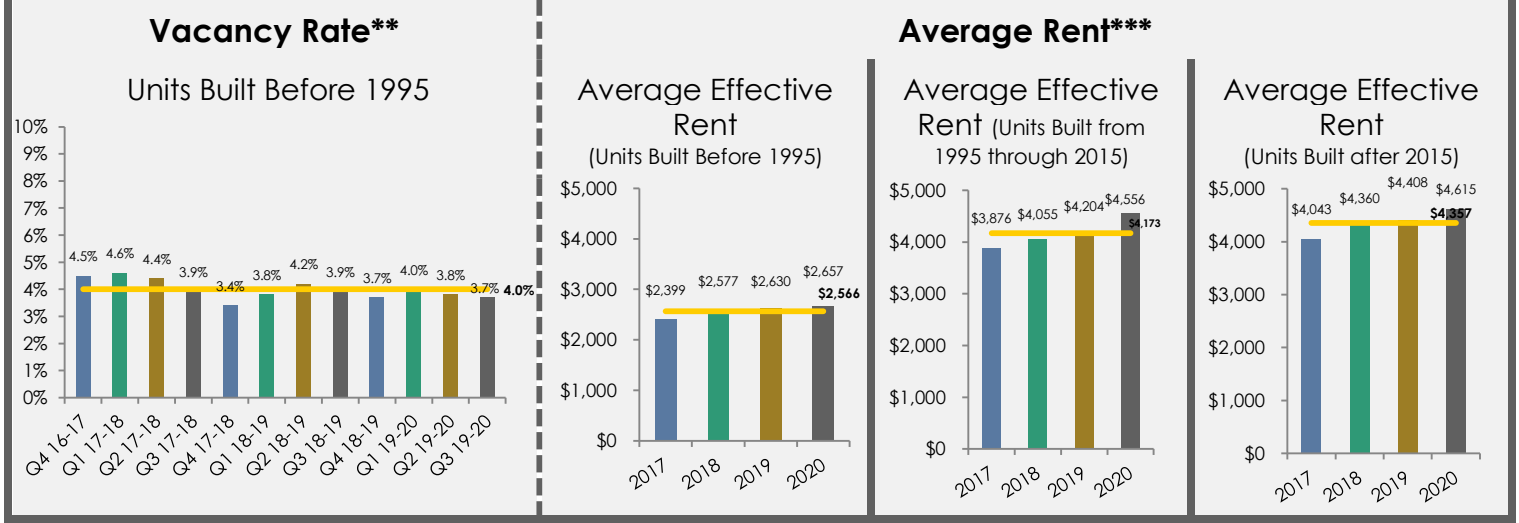
Landlord

8

Tenant

The Mountain View Housing Helpline provided consulting services resulting in a resolution.

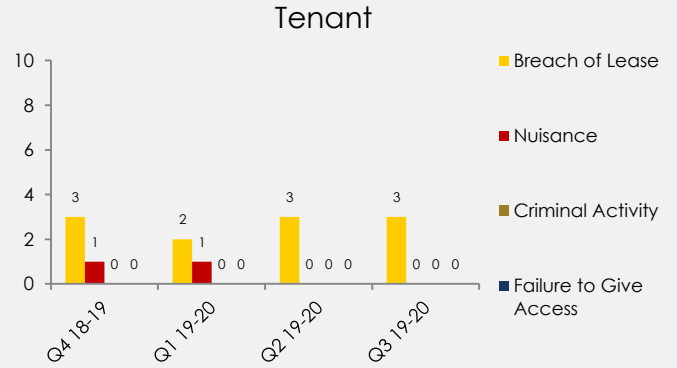
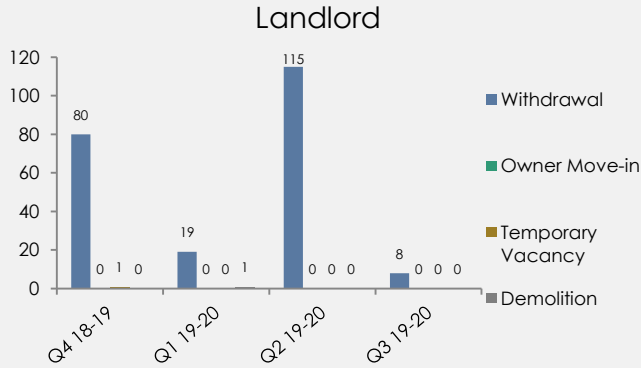
Petitions Overview (FY 2018/19)				Petitions Overview (FY 2019/20)											
Landlord Petitions: 3 Tenant Petitions: 49				Landlord Petitions: 1 Tenant Petitions: 11											
In Review		In Hearing Process		Settled		Decided		In Review		In Hearing Process		Settled		Decided	
0	0	0	0	1	7	1	40	0	0	1	2	0	5	0	3
0	1	1	1	0	0	0	0	0	1	0	0	0	0	0	0
Landlord	Tenant	Landlord	Tenant	Landlord	Landlord	Landlord	Landlord	Landlord	Tenant	Landlord	Tenant	Landlord	Tenant	Landlord	Tenant



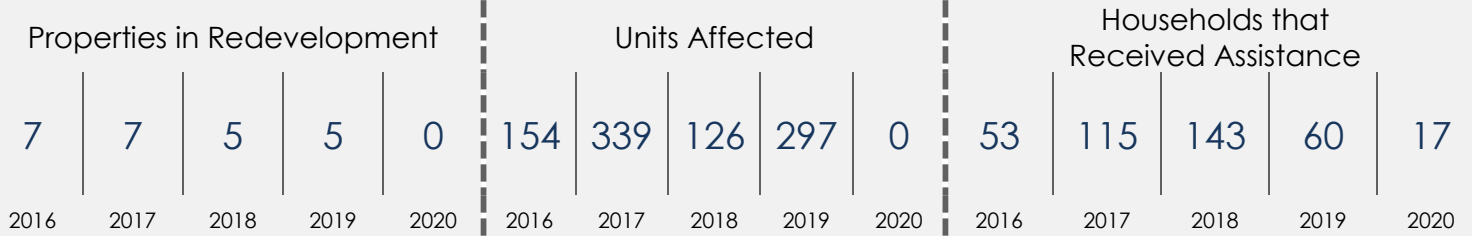
*Mountain View Housing Helpline, March 2020; ** CoStar, March 2020; Disclaimer: Vacancy Rate data is for informational purposes only and not intended to be used as a benchmark for suspension of the CSFRA. See Section 1718 of the CSFRA for details; *** CoStar, March 2020 Average Effective Rent (effective rent rate): The actual rental rate the landlord achieves after deducting the concession value from the base rental rate a tenant pays (WebFinance, Inc, investorwords.com).



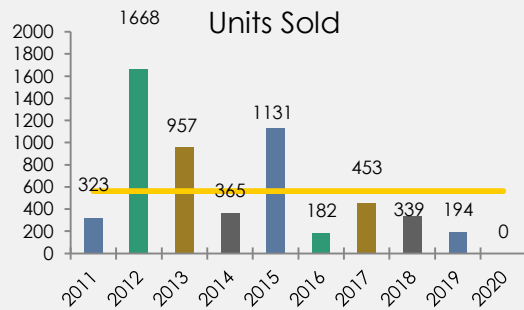
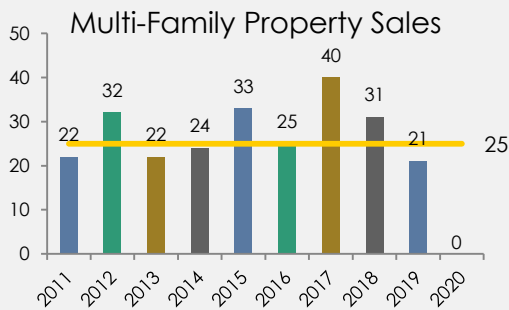
Termination Notices (as Received by the City)



Tenant Relocation Assistance



Multi-Family Property Sales for Units Built Before 1995**



Workshops and Clinics



32 (Landlord Attendees)
29 (Tenant Attendees)

Community Workshops
7 Workshops

103 Attendees

Community Outreach

5 Mailings

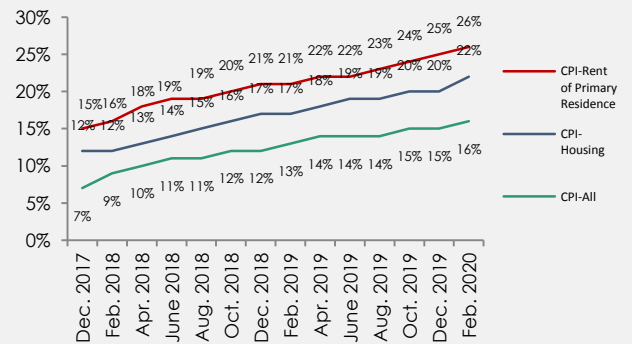
26 MyMV Updates

14 MV Voice Advertisements

406 MyMV Email Subscribers

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METHODOLOGY

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CSFRA Monthly Status Report

July 2019 through February 2020

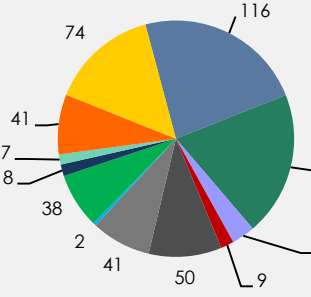
Information Requests*


128
 Email


278
 Phone Call



53
 Walk-in

Information Requests*



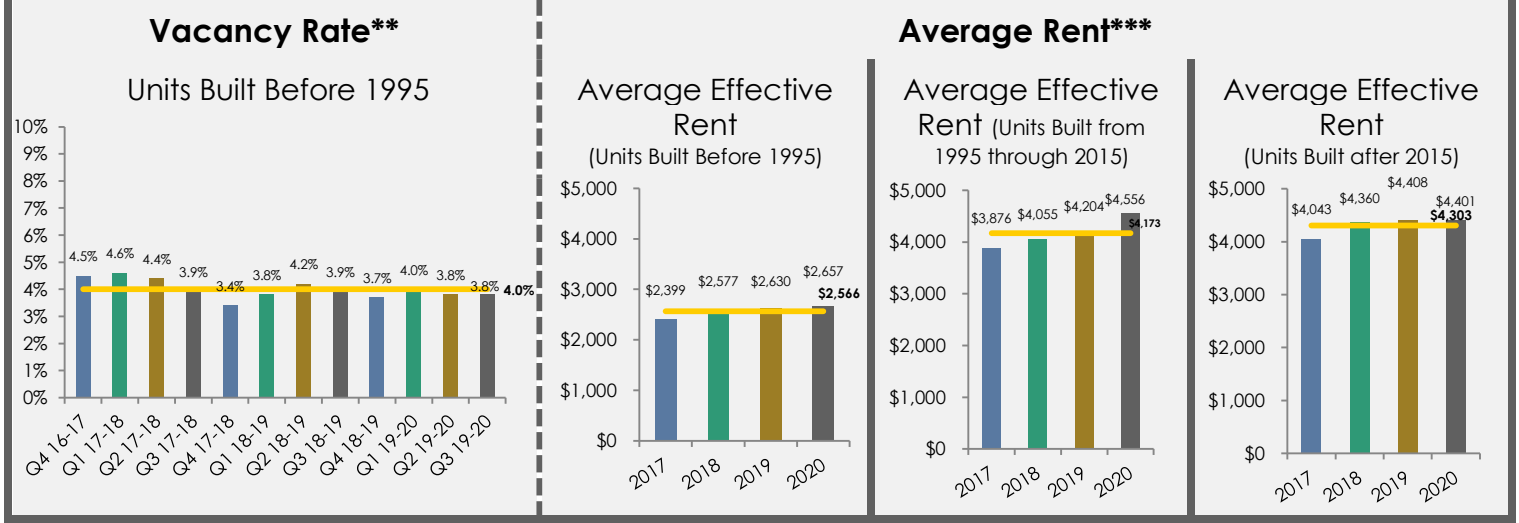
- Just Cause
- Annual General Adjustment (AGA)
- Landlord Petition
- Tenant Petition
- Additional Occupants
- CSFRA covered
- Unlawful Rent
- Lease Questions
- Roll Back
- Hardship Petition
- Habitability
- Other CSFRA

Conciliations*


4 | **7**
 Landlord | Tenant

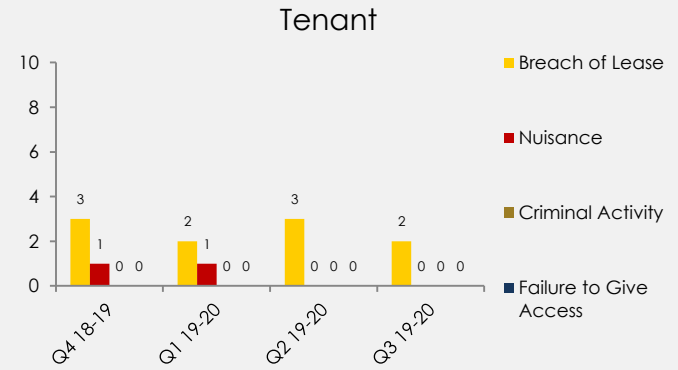
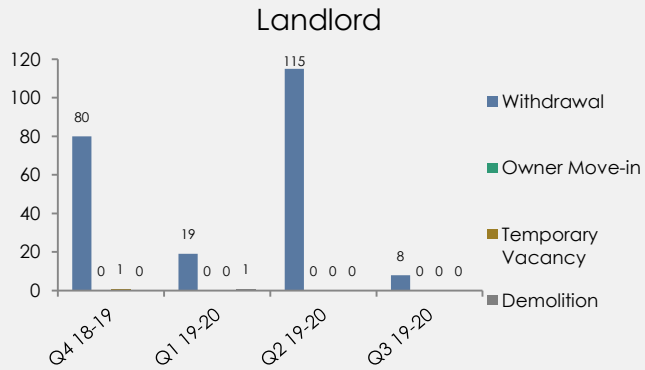
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0	0	0	0	1	7	1	40
Landlord	Landlord	Landlord	Tenant	Landlord	Tenant	Landlord	Tenant
Not Accepted		Withdrawn		Appealed		In Litigation	
0	1	1	1	0	0	0	0
Landlord	Tenant	Landlord	Tenant	Landlord	Landlord	Landlord	Landlord
Not Accepted		Withdrawn		Appealed		In Litigation	
0	1	0	0	0	0	0	0
Landlord	Tenant	Landlord	Tenant	Landlord	Landlord	Landlord	Landlord

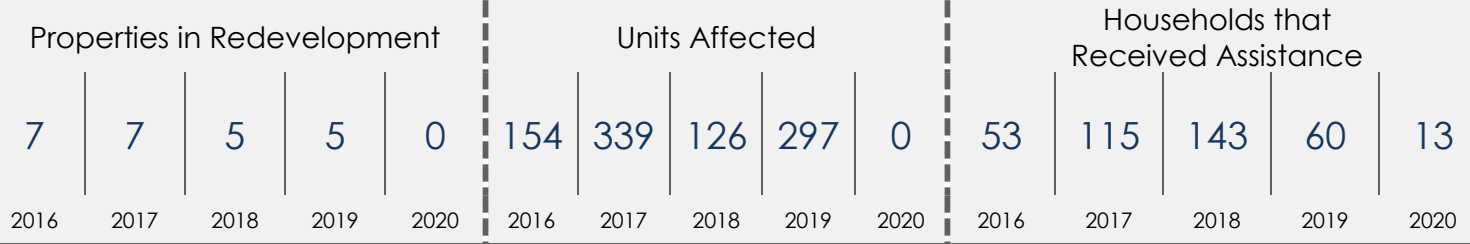




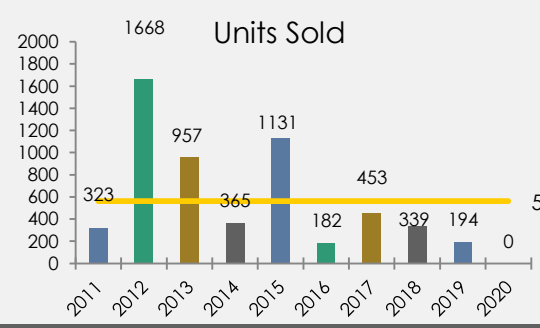
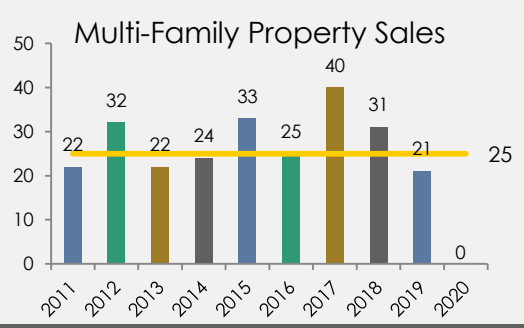
Termination Notices (as Received by the City)



Tenant Relocation Assistance



Multi-Family Property Sales for Units Built Before 1995**



Properties Currently for Sale

3 Properties

31 Units

Workshops and Clinics

Petition Clinics
1st and 3rd Friday of the month

31 (Landlord Attendees)

28 (Tenant Attendees)

Community Workshops

7 Workshops

103 Attendees

Community Outreach

5 Mailings

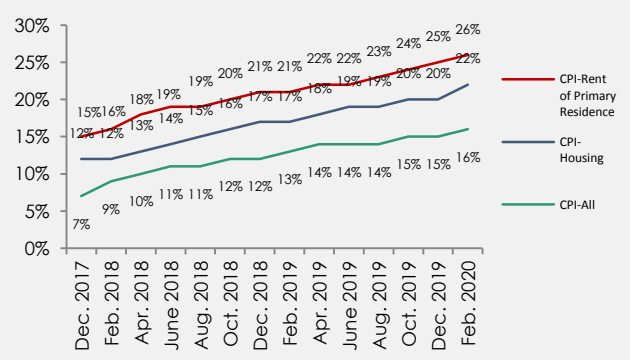
22 MyMV Updates

14 MV Voice Advertisements

406 MyMV Email Subscribers

MNOI Consumer Price Indices

For use in Calculations of Fair Return in Upward Adjustment of Rent Petitions and Compounded over Time








CSFRA Monthly Status Report

July 2019 through January 2020

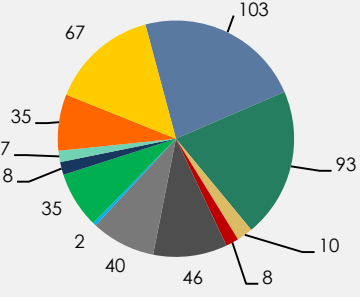
Information Requests*


128
 Email


278
 Phone Call



48
 Walk-in

Information Requests*



- Just Cause
- Annual General Adjustment (AGA)
- Landlord Petition
- Tenant Petition
- Additional Occupants
- CSFRA covered
- Unlawful Rent
- Lease Questions
- Roll Back
- Hardship Petition
- Habitability
- Other CSFRA

Conciliations*

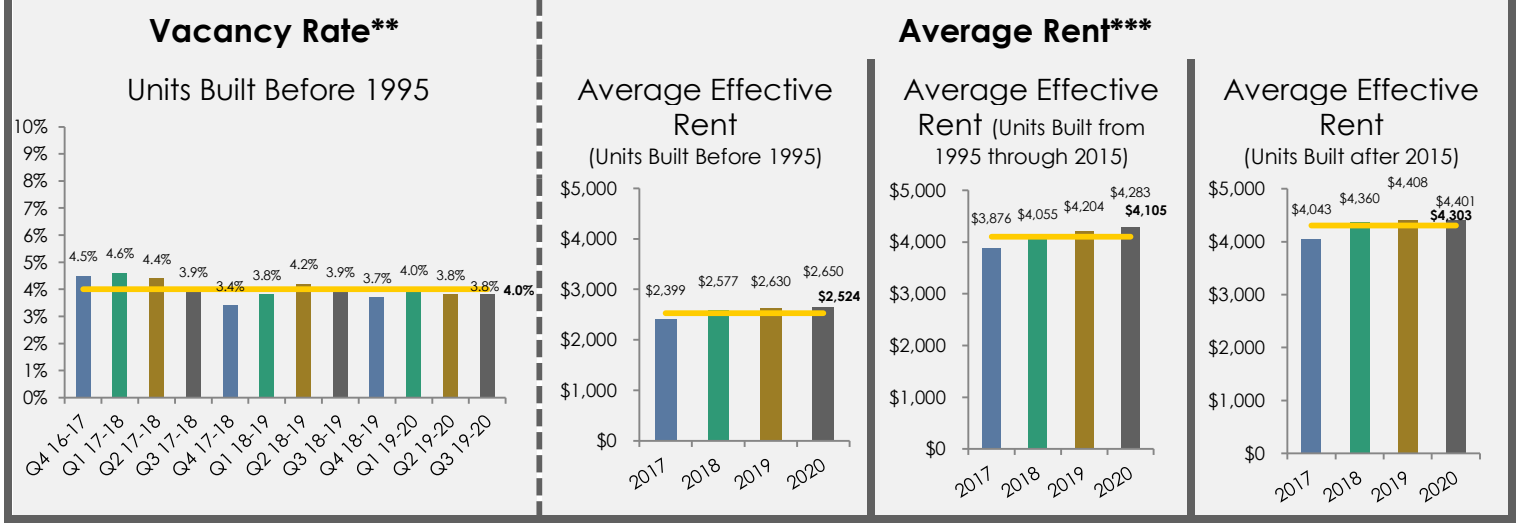


4
 Landlord

7
 Tenant

The Mountain View Housing Helpline provided consulting services resulting in a resolution.

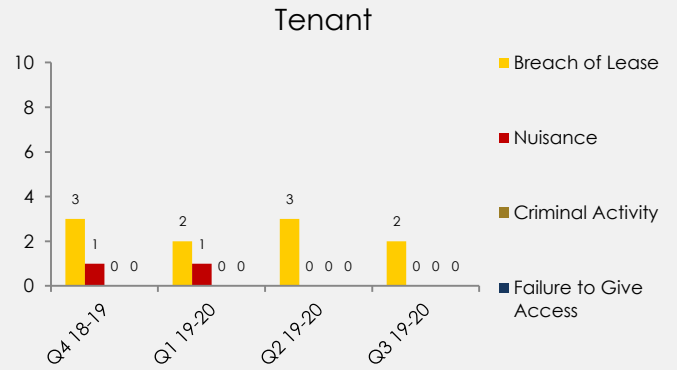
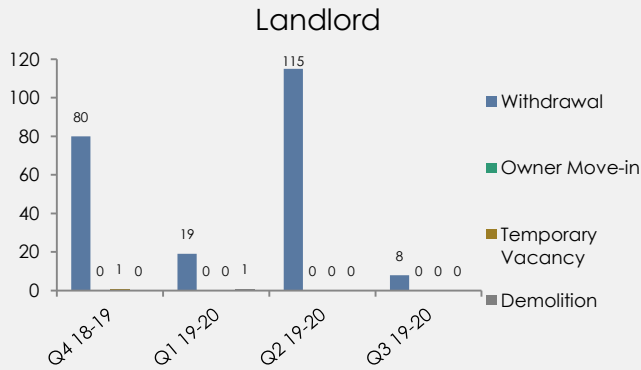
Petitions Overview (FY 2018/19)				Petitions Overview (FY 2019/20)											
Landlord Petitions: 3 Tenant Petitions: 49				Landlord Petitions: 1 Tenant Petitions: 10											
In Review		In Hearing Process		Settled		Decided		In Review		In Hearing Process		Settled		Decided	
0	0	0	0	1	7	1	40	0	0	1	1	0	5	0	3
Landlord	Landlord	Landlord	Tenant	Landlord	Tenant	Landlord	Tenant	Landlord	Tenant	Landlord	Tenant	Landlord	Tenant	Landlord	Tenant
Not Accepted		Withdrawn		Appealed		In Litigation		Not Accepted		Withdrawn		Appealed		In Litigation	
0	1	1	1	0	0	0	0	0	1	0	0	0	0	0	0
Landlord	Tenant	Landlord	Tenant	Landlord	Landlord	Landlord	Landlord	Landlord	Tenant	Landlord	Tenant	Landlord	Tenant	Landlord	Tenant



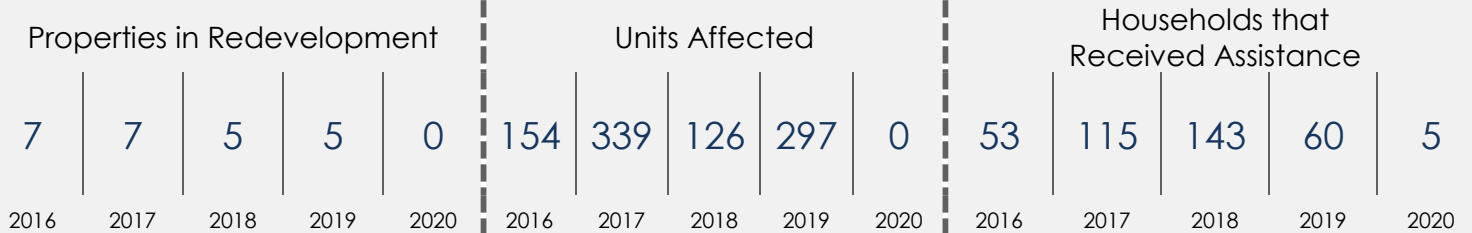
*Mountain View Housing Helpline, January 2020; ** CoStar, January 2020; Disclaimer: Vacancy Rate data is for informational purposes only and not intended to be used as a benchmark for suspension of the CSFRA. See Section 1718 of the CSFRA for details; *** CoStar, January 2020 Average Effective Rent (effective rent rate): The actual rental rate the landlord achieves after deducting the concession value from the base rental rate a tenant pays (WebFinance, Inc, investorwords.com).



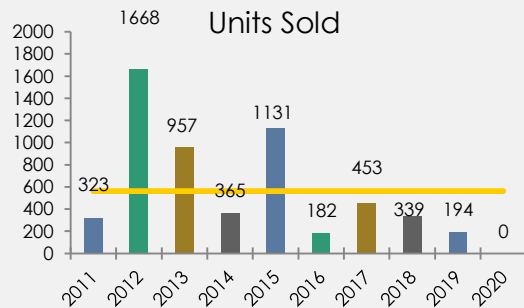
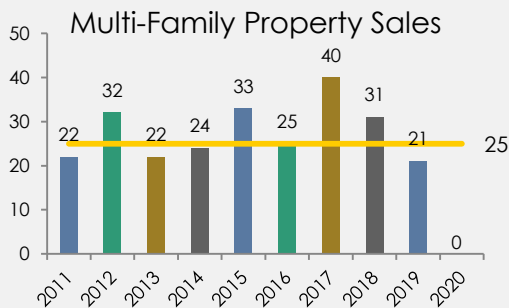
Termination Notices (as Received by the City)



Tenant Relocation Assistance



Multi-Family Property Sales for Units Built Before 1995**



Workshops and Clinics

Petition Clinics
1st and 3rd Friday of the month

30
(Landlord Attendees)

26
(Tenant Attendees)

Community Workshops

7
Workshops

103
Attendees

Community Outreach

4
Mailings

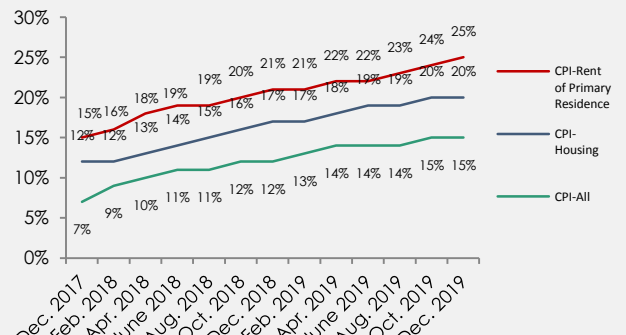
20
MyMV Updates

12
MV Voice Advertisements

392
MyMV Email Subscribers

MNOI Consumer Price Indices

For use in Calculations of Fair Return in Upward Adjustment of Rent Petitions and Compounded over Time








CSFRA Monthly Status Report

July 2019 through December 2019

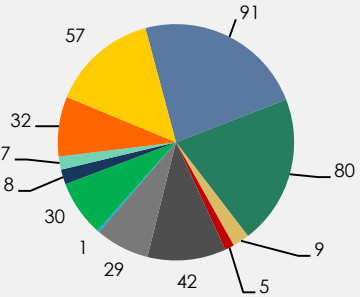
Information Requests*


106
 Email


244
 Phone Call



41
 Walk-in

Information Requests*



- Just Cause: 91
- Annual General Adjustment (AGA): 80
- Landlord Petition: 57
- Tenant Petition: 32
- Additional Occupants: 7
- CSFRA covered: 8
- Unlawful Rent: 30
- Lease Questions: 1
- Roll Back: 29
- Hardship Petition: 42
- Habitability: 5
- Other CSFRA: 9

Conciliations*

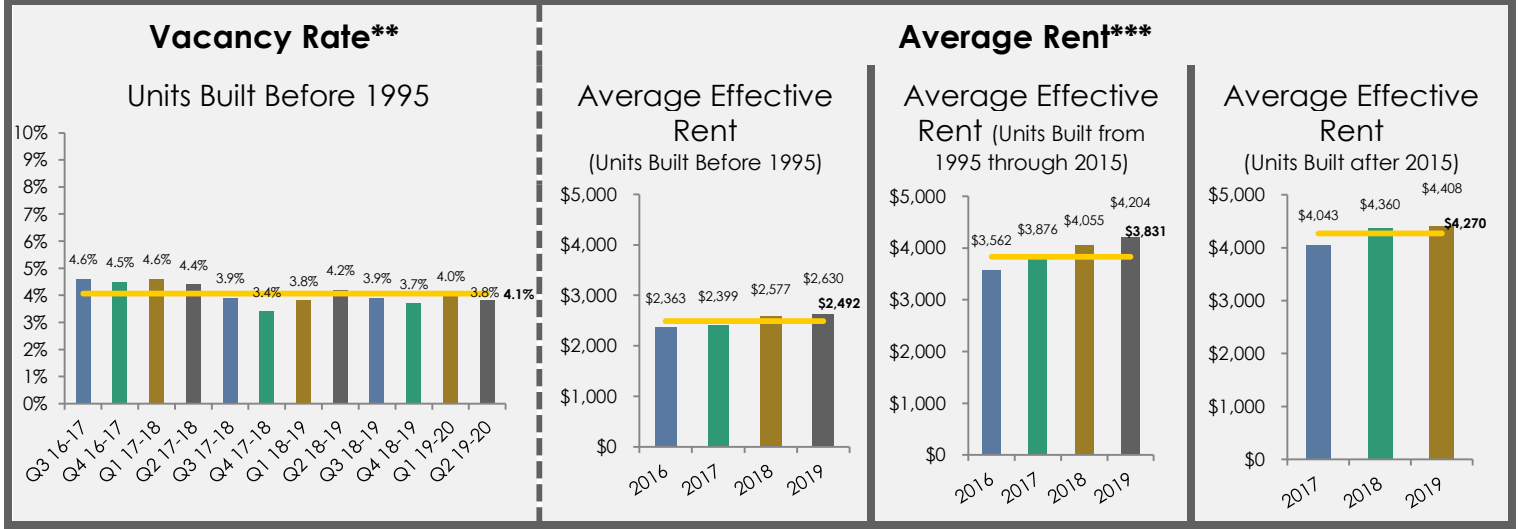


4
 Landlord

6
 Tenant

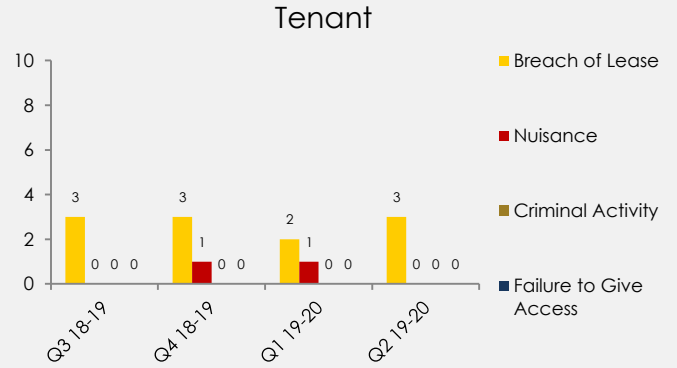
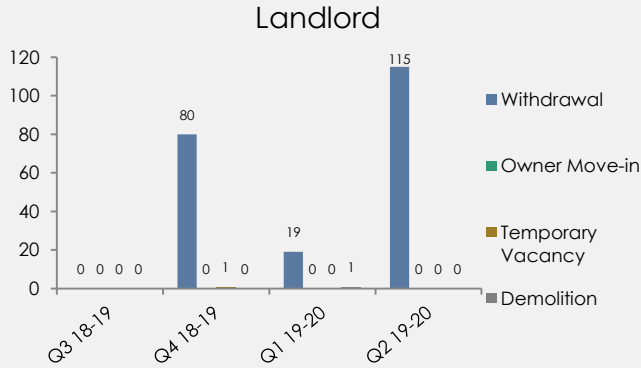
The Mountain View Housing Helpline provided consulting services resulting in a resolution.

Petitions Overview (FY 2018/19)				Petitions Overview (FY 2019/20)											
Landlord Petitions: 3 Tenant Petitions: 49				Landlord Petitions: 1 Tenant Petitions: 10											
In Review		In Hearing Process		Settled		Decided		In Review		In Hearing Process		Settled		Decided	
0	0	0	0	1	7	1	40	1	0	0	3	0	5	0	1
Landlord	Landlord	Landlord	Tenant	Landlord	Tenant	Landlord	Tenant	Landlord	Tenant	Landlord	Tenant	Landlord	Tenant	Landlord	Tenant
Not Accepted		Withdrawn		Appealed		In Litigation		Not Accepted		Withdrawn		Appealed		In Litigation	
0	1	1	1	0	0	0	0	0	1	0	0	0	0	0	0
Landlord	Tenant	Landlord	Tenant	Landlord	Landlord	Landlord	Landlord	Landlord	Tenant	Landlord	Tenant	Landlord	Tenant	Landlord	Tenant





Termination Notices (as Received by the City)



Tenant Relocation Assistance

Properties in Redevelopment



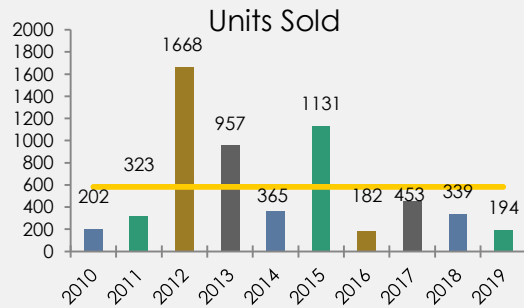
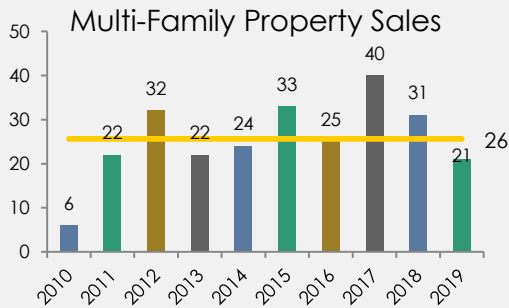
Units Affected



Households that Received Assistance



Multi-Family Property Sales for Units Built Before 1995**



Workshops and Clinics



Petition Clinics

1st and 3rd Friday of the month

21

(Landlord Attendees)

24

(Tenant Attendees)

Community Workshops

6

Workshops

97

Attendees

Community Outreach



3

Mailings



14

MyMV Updates



9

MV Voice Advertisements

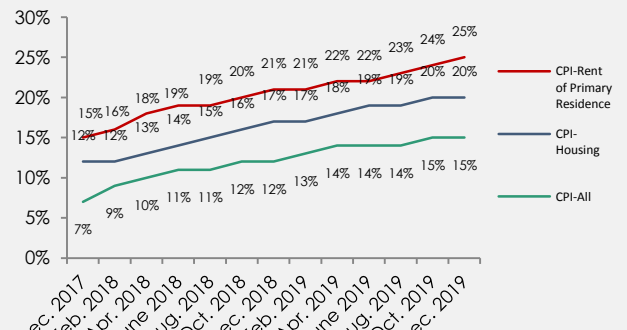


391

MyMV Email Subscribers

MNOI Consumer Price Indices

For use in Calculations of Fair Return in Upward Adjustment of Rent Petitions and Compounded over Time





CSFRA Monthly Status Report

July 2019 through November 2019

Information Requests*

100
Email

218
Phone Call

38
Walk-in

Information Requests*

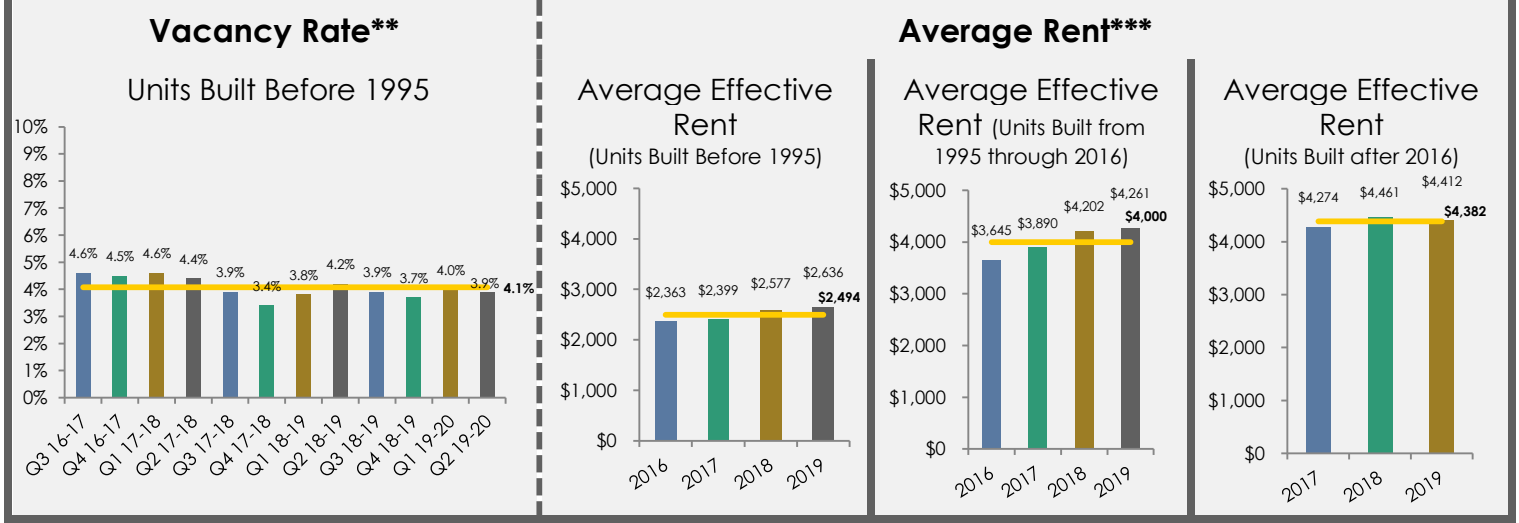
Conciliations*

4
Landlord

6
Tenant

The Mountain View Housing Helpline provided consulting services resulting in a resolution.

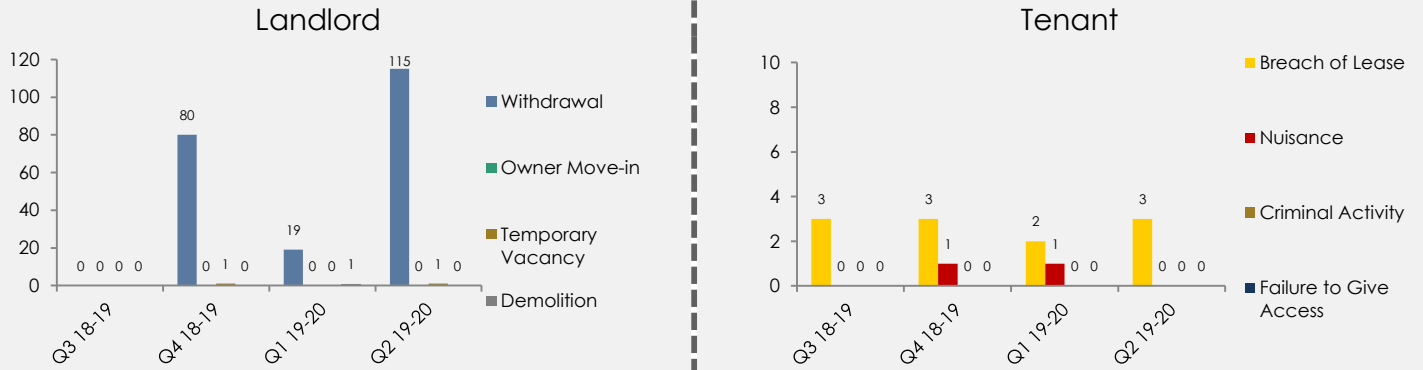
Petitions Overview (FY 2018/19)				Petitions Overview (FY 2019/20)											
Landlord Petitions: 3 Tenant Petitions: 49				Landlord Petitions: 0 Tenant Petitions: 10											
In Review		In Hearing Process		Settled		Decided		In Review		In Hearing Process		Settled		Decided	
0	0	0	0	1	7	1	40	0	1	0	4	0	4	0	0
0	1	1	1	0	0	0	0	0	1	0	0	0	0	0	0
0	1	1	1	0	0	0	0	0	1	0	0	0	0	0	0



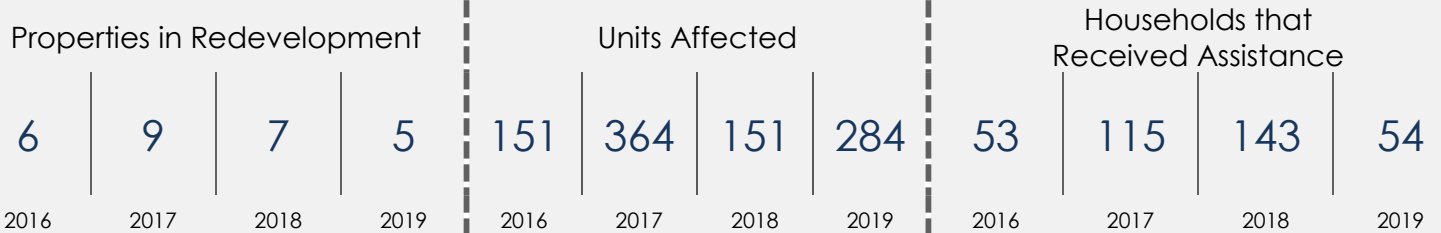
*Mountain View Housing Helpline, December 2019; ** CoStar, December 2019; Disclaimer: Vacancy Rate data is for informational purposes only and not intended to be used as a benchmark for suspension of the CSFRA. See Section 1718 of the CSFRA for details; *** CoStar, December 2019 Average Effective Rent (effective rent rate): The actual rental rate the landlord achieves after deducting the concession value from the base rental rate a tenant pays (WebFinance, Inc. investorwords.com).



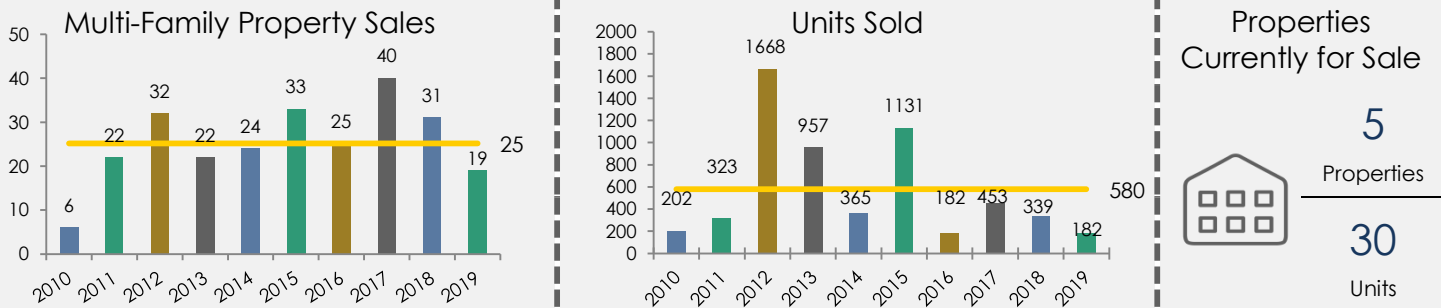
Termination Notices (as Received by the City)



Tenant Relocation Assistance



Multi-Family Property Sales for Units Built Before 1995**



Workshops and Clinics

Petition Clinics
1st and 3rd Friday of the month

18
(Landlord Attendees)

22
(Tenant Attendees)

Community Workshops

5
Workshops

50
Attendees

Community Outreach

3
Mailings

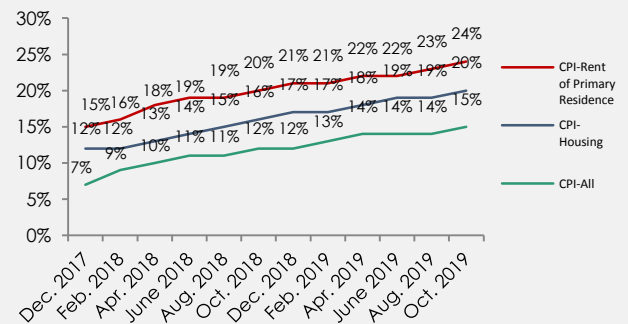
14
MyMV Updates

9
MV Voice Advertisements

387
MyMV Email Subscribers

MNOI Consumer Price Indices

For use in Calculations of Fair Return in Upward Adjustment of Rent Petitions and Compounded over Time





CSFRA Monthly Status Report

July 2019 through October 2019

Information Requests*

85
Email

187
Phone Call

33
Walk-in

Information Requests*

- Just Cause: 61
- Annual General Adjustment (AGA): 72
- Landlord Petition: 45
- Tenant Petition: 20
- Additional Occupants: 7
- CSFRA covered: 7
- Unlawful Rent: 22
- Lease Questions: 2
- Roll Back: 25
- Hardship Petition: 39
- Habitability: 4
- Other CSFRA: 2

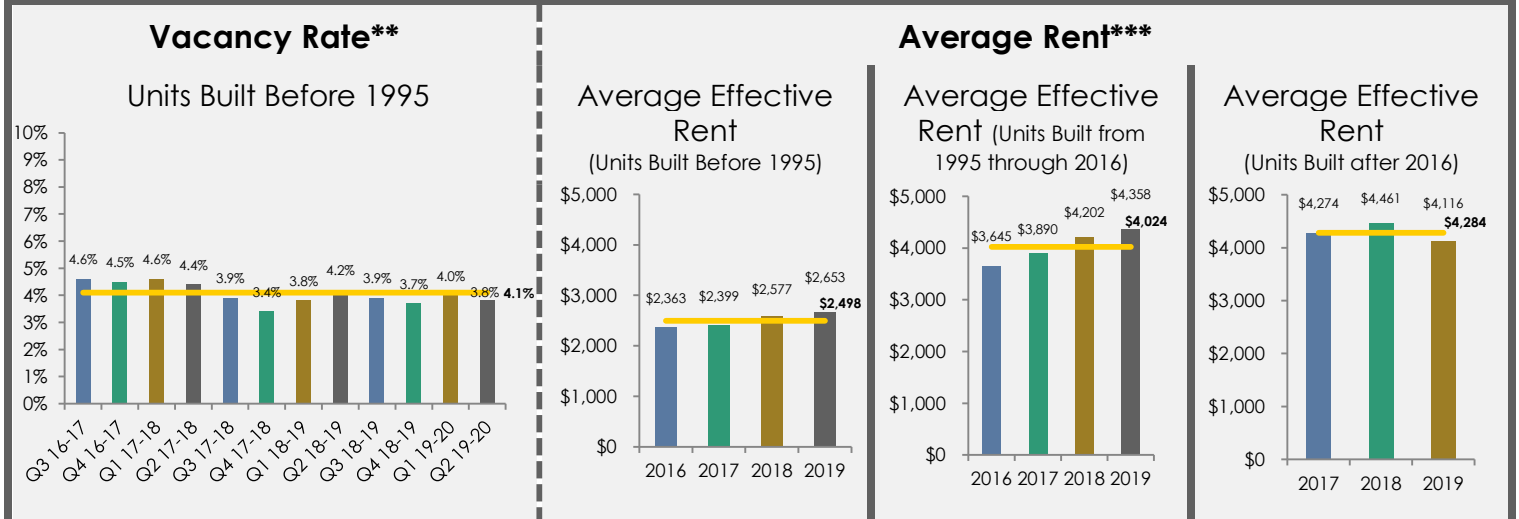
Conciliations*

3
Landlord

5
Tenant

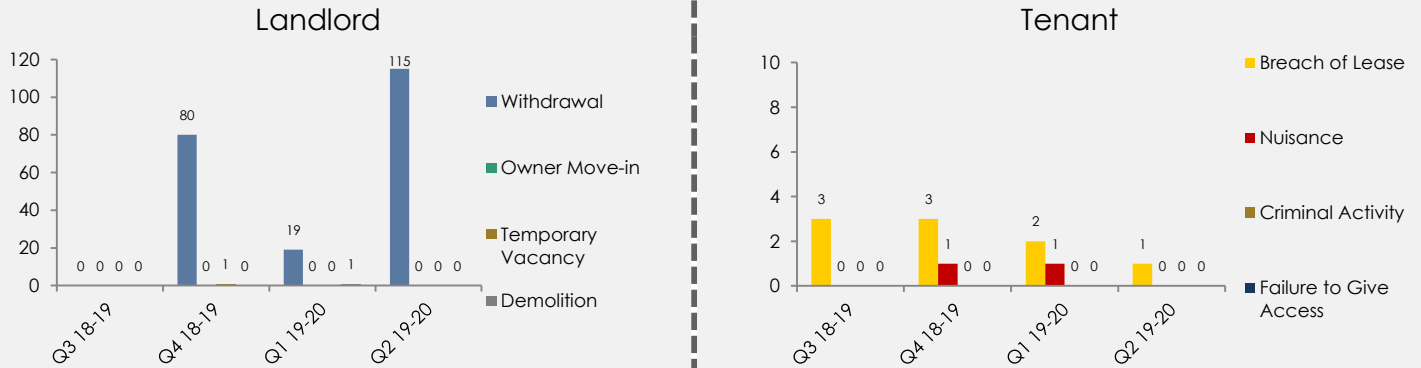
The Mountain View Housing Helpline provided consulting services resulting in a resolution.

Petitions Overview (FY 2018/19)				Petitions Overview (FY 2019/20)			
Landlord Petitions: 3 Tenant Petitions: 49				Landlord Petitions: 0 Tenant Petitions: 8			
In Review	In Hearing Process	Settled	Decided	In Review	In Hearing Process	Settled	Decided
0 Landlord	0 Landlord	1 Landlord	7 Tenant	1 Landlord	40 Tenant	0 Landlord	2 Tenant
0 Landlord	0 Tenant	1 Landlord	1 Tenant	0 Landlord	1 Tenant	0 Landlord	4 Tenant
Not Accepted	Withdrawn	Appealed	In Litigation	Not Accepted	Withdrawn	Appealed	In Litigation
0 Landlord	1 Tenant	0 Landlord	0 Landlord	0 Landlord	1 Tenant	0 Landlord	0 Tenant
1 Landlord	1 Tenant	0 Landlord	0 Landlord	1 Landlord	0 Tenant	0 Landlord	0 Tenant

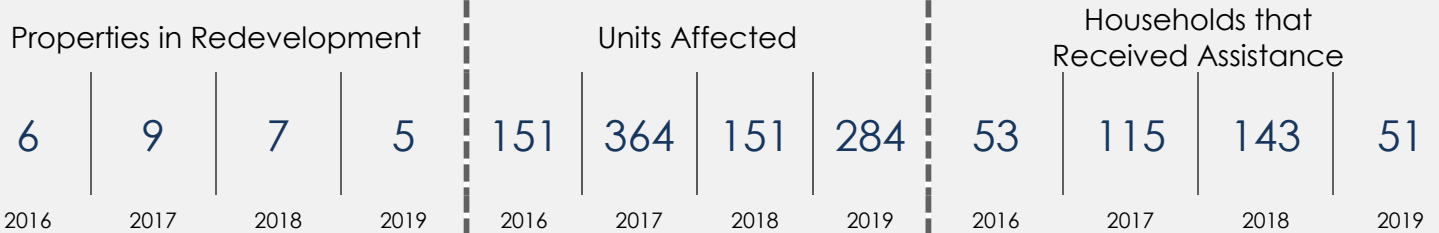




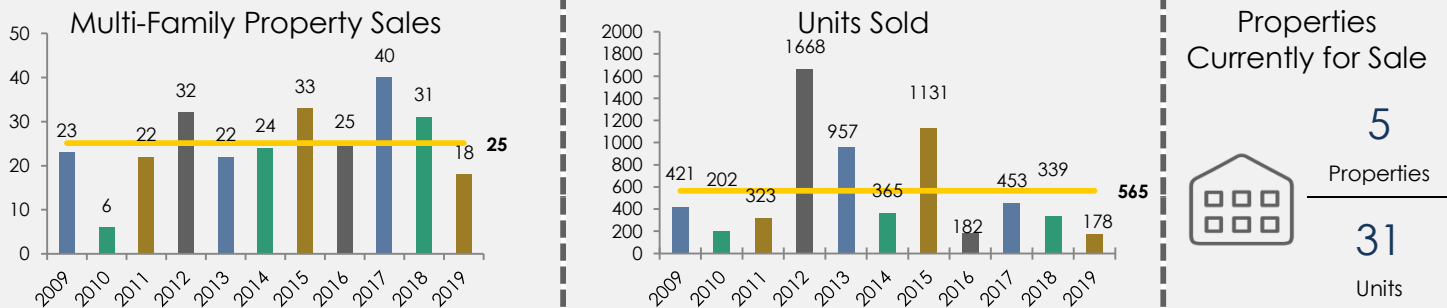
Termination Notices (as Received by the City)



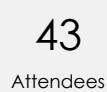
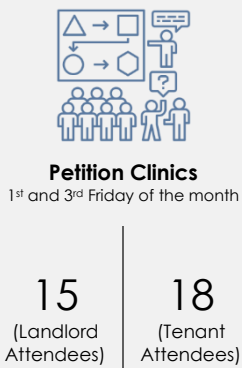
Tenant Relocation Assistance



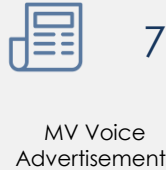
Multi-Family Property Sales for Units Built Before 1995**



Workshops and Clinics

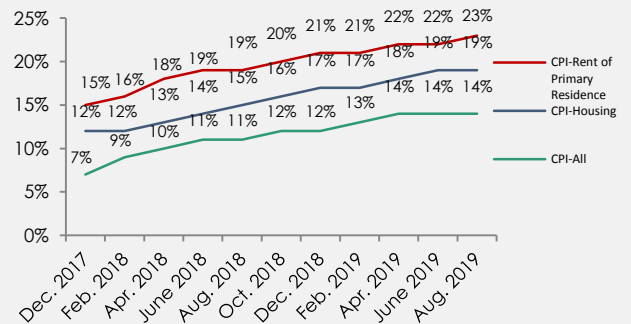


Community Outreach



MNOI Consumer Price Indices

For use in Calculations of Fair Return in Upward Adjustment of Rent Petitions and Compounded over Time





CSFRA Monthly Status Report

July 2019 through September 2019

Information Requests*

70

Email

150

Phone Call

28

Walk-in

Information Requests*

- Just Cause: 50
- Annual General Adjustment (AGA): 64
- Landlord Petition: 36
- Tenant Petition: 6
- Additional Occupants: 7
- CSFRA covered: 12
- Unlawful Rent: 2
- Lease Questions: 23
- Roll Back: 28
- Hardship Petition: 2
- Habitability: 3
- Other CSFRA: 2

Conciliations*

2

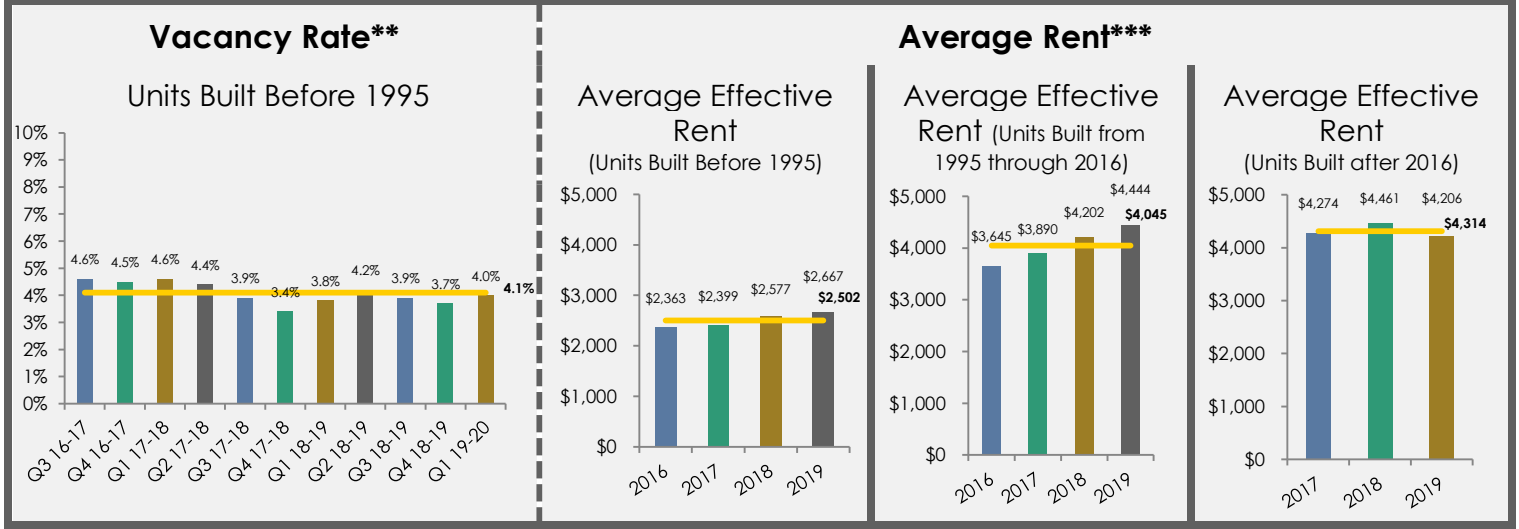
Landlord

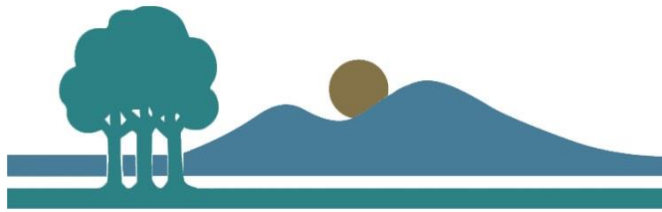
3

Tenant

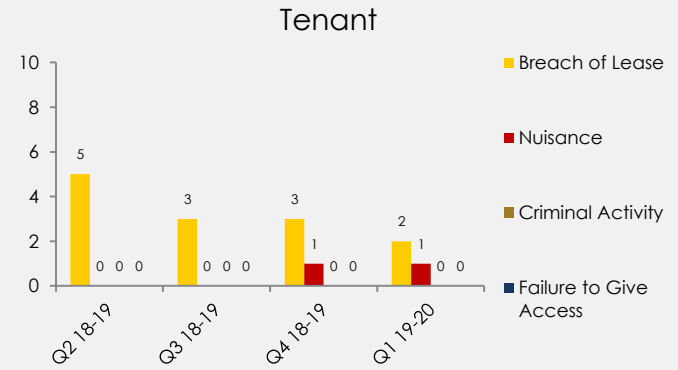
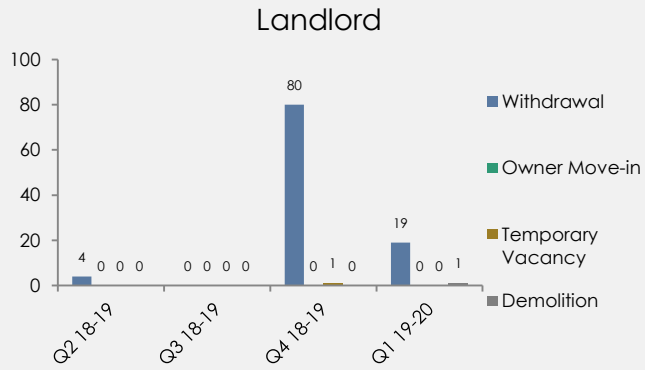
The Mountain View Housing Helpline provided consulting services resulting in a resolution.

Petitions Overview (FY 2018/19)				Petitions Overview (FY 2019/20)											
Landlord Petitions: 3 Tenant Petitions: 49				Landlord Petitions: 0 Tenant Petitions: 7											
In Review		In Hearing Process		Settled		Decided		In Review		In Hearing Process		Settled		Decided	
0	0	0	0	1	7	1	40	0	0	0	5	0	1	0	0
0	1	1	1	0	0	0	0	0	1	0	0	0	0	0	0
0	1	1	1	0	0	0	0	0	1	0	0	0	0	0	0





Termination Notices (as Received by the City)



Tenant Relocation Assistance

Properties in Redevelopment



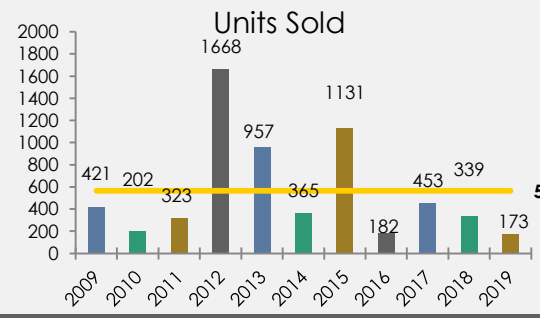
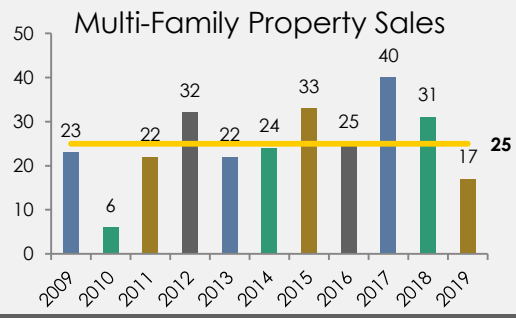
Units Affected



Households that Received Assistance



Multi-Family Property Sales for Units Built Before 1995**



Workshops and Clinics



Petition Clinics
1st and 3rd Friday of the month

13	14
(Landlord Attendees)	(Tenant Attendees)

Community Workshops

3
Workshops

Community Outreach

Mailings

2

MV Voice Advertisements

5

MyMV Updates

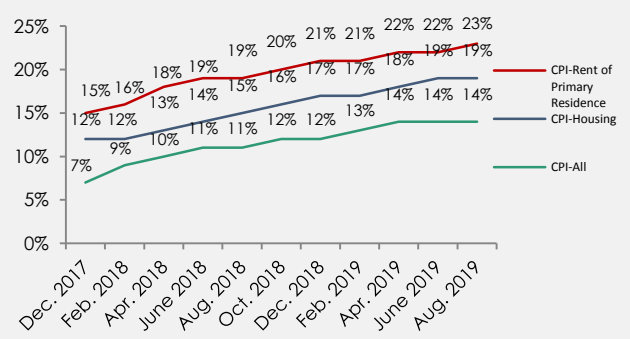
7

MyMV Email Subscribers

380

MNOI Consumer Price Indices

For use in Calculations of Fair Return in Upward Adjustment of Rent Petitions and Compounded over Time








CSFRA Monthly Status Report

July through August 2019

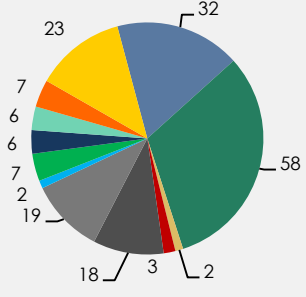
Information Requests*


44
 Email


114
 Phone Call



24
 Walk-in

Information Requests*



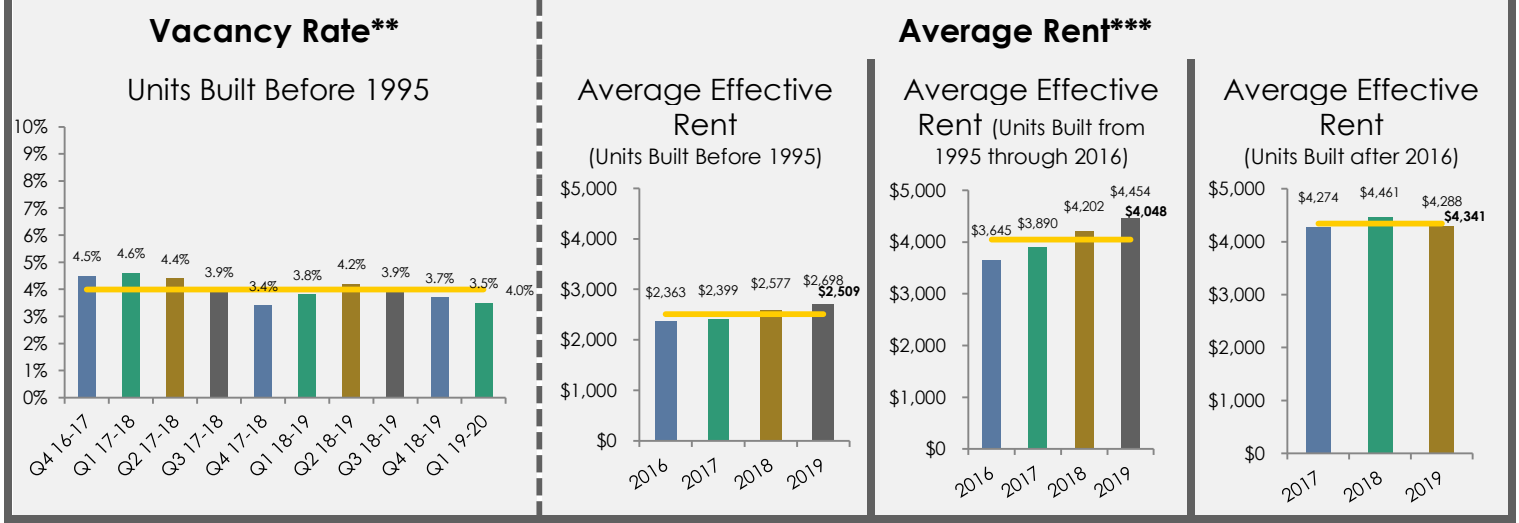
- Just Cause
- Annual General Adjustment (AGA)
- Landlord Petition
- Tenant Petition
- Additional Occupants
- CSFRA covered
- Unlawful Rent
- Lease Questions
- Roll Back
- Hardship Petition
- Habitability
- Other CSFRA

Conciliations*


1 | **2**
 Landlord | Tenant

The Mountain View Housing Helpline provided consulting services resulting in a resolution.

Petitions Overview (FY 2018/19)				Petitions Overview (FY 2019/20)											
Landlord Petitions: 3 Tenant Petitions: 49				Landlord Petitions: 0 Tenant Petitions: 6											
In Review		In Hearing Process		Settled		Decided		In Review		In Hearing Process		Settled		Decided	
0	0	0	4	1	6	1	37	0	1	0	5	0	0	0	0
Landlord	Landlord	Landlord	Tenant	Landlord	Tenant	Landlord	Tenant	Landlord	Tenant	Landlord	Tenant	Landlord	Tenant	Landlord	Tenant
Not Accepted		Withdrawn		Appealed		In Litigation		Not Accepted		Withdrawn		Appealed		In Litigation	
0	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0
Landlord	Tenant	Landlord	Tenant	Landlord	Landlord	Landlord	Landlord	Landlord	Tenant	Landlord	Tenant	Landlord	Tenant	Landlord	Tenant



*Mountain View Housing Helpline, September 2019; ** CoStar, September 2019, 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, September 2019, Average Effective Rent (effective rent rate): The actual rental rate the landlord achieves after deducting the concession value from the base rental rate a tenant pays (WebFinance, Inc. investorwords.com).



Termination Notices (as Received by the City)



Tenant Relocation Assistance

Properties in Redevelopment



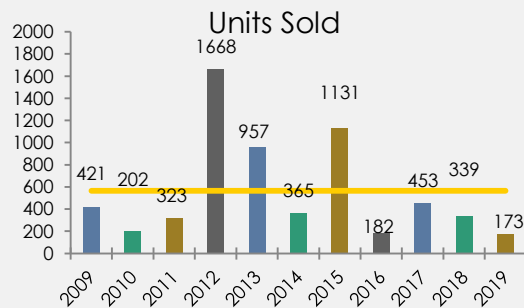
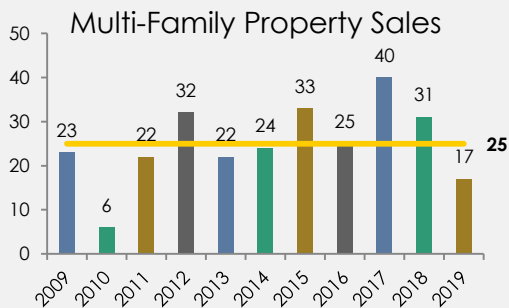
Units Affected



Households that Received Assistance



Multi-Family Property Sales for Units Built Before 1995**



Workshops and Clinics



Petition Clinics

1st and 3rd Friday of the month

7
(Landlord Attendees)

11
(Tenant Attendees)

Community Workshops

2

Workshops

20
Attendees

Community Outreach



2

Mailings



4

MyMV Updates



4

MV Voice Advertisements

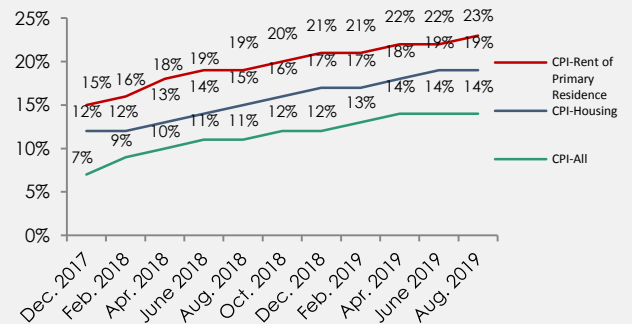


378

MyMV Email Subscribers

MNOI Consumer Price Indices

For use in Calculations of Fair Return in Upward Adjustment of Rent Petitions and Compounded over Time





CSFRA Monthly Status Report

July 2019

Information Requests*

26

Email

60

Phone Call

11

Walk-in

Information Requests*

- Just Cause
- Annual General Adjustment (AGA)
- Landlord Petition
- Tenant Petition
- Additional Occupants
- CSFRA covered
- Unlawful Rent
- Lease Questions
- Roll Back
- Hardship Petition
- Habitability
- Other CSFRA

Conciliations*

1

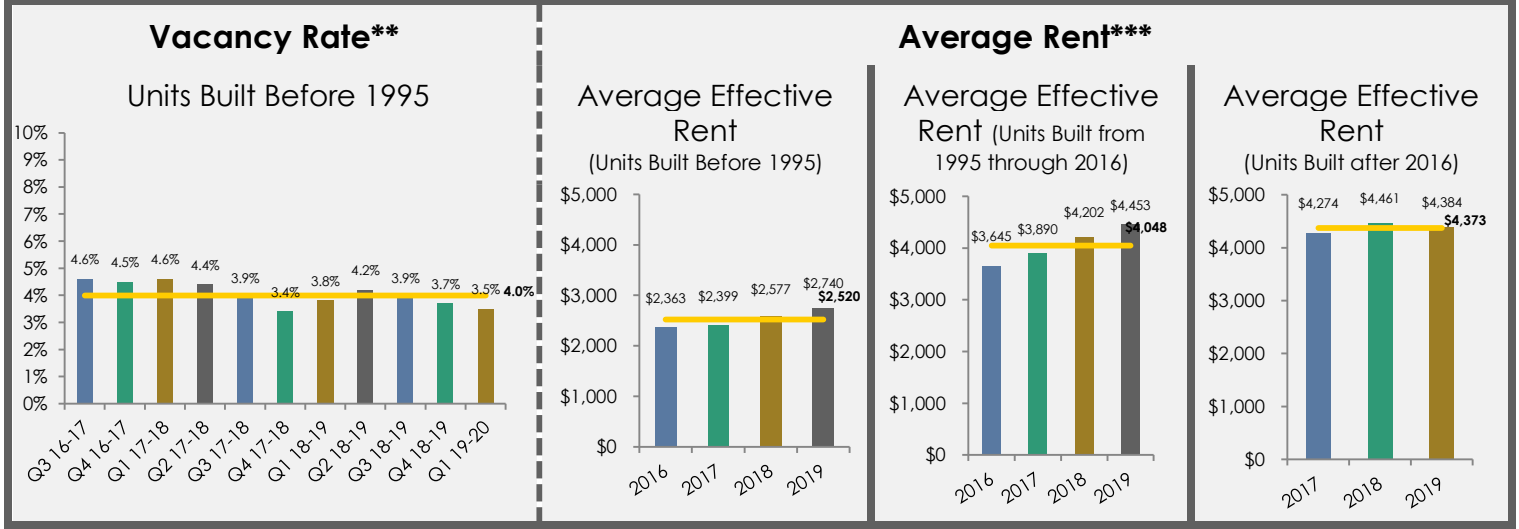
Landlord

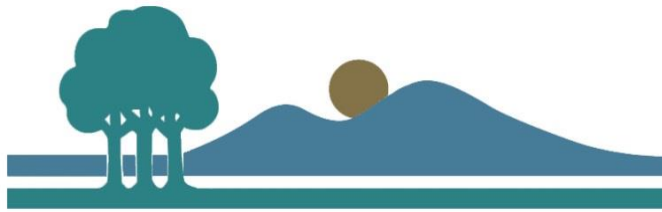
2

Tenant

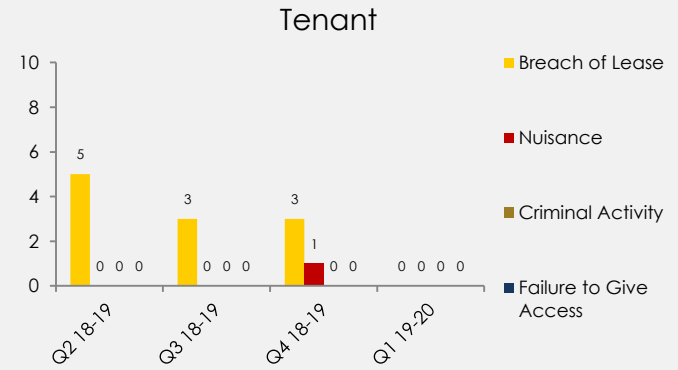
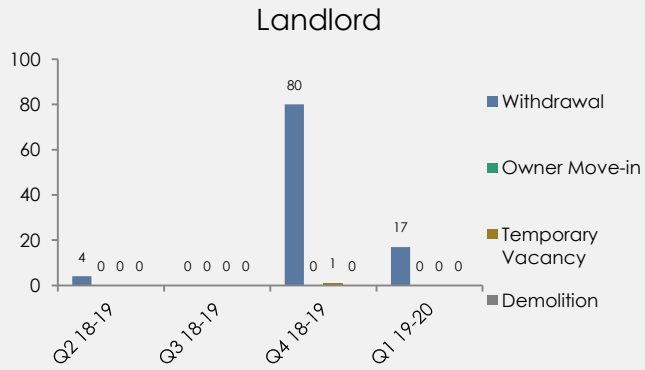
The Mountain View Housing Helpline provided consulting services resulting in a resolution.

Petitions Overview (FY 2018/19)				Petitions Overview (FY 2019/20)			
Landlord Petitions: 3 Tenant Petitions: 49				Landlord Petitions: 0 Tenant Petitions: 1			
In Review	In Hearing Process	Settled	Decided	In Review	In Hearing Process	Settled	Decided
0	0	1	1	0	0	0	0
0	4	6	37	1	0	0	0
Landlord	Landlord	Landlord	Landlord	Landlord	Landlord	Landlord	Landlord
Landlord	Tenant	Tenant	Tenant	Tenant	Tenant	Tenant	Tenant
Not Accepted	Withdrawn	Appealed	In Litigation	Not Accepted	Withdrawn	Appealed	In Litigation
1	1	0	0	0	0	0	0
1	1	0	0	0	0	0	0
Landlord	Landlord	Landlord	Landlord	Landlord	Landlord	Landlord	Landlord
Tenant	Tenant	Tenant	Tenant	Tenant	Tenant	Tenant	Tenant





Termination Notices (as Received by the City)



Tenant Relocation Assistance

Properties in Redevelopment



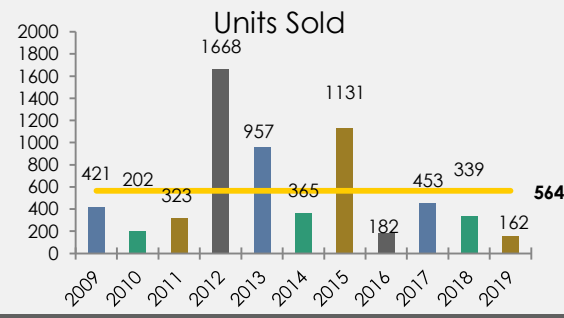
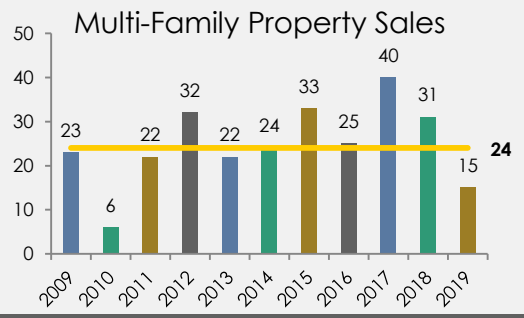
Units Affected



Households that Received Assistance



Multi-Family Property Sales for Units Built Before 1995**



Properties Currently for Sale

2 Properties

16 Units

Workshops and Clinics



Petition Clinics
1st and 3rd Friday of the month

4
(Landlord Attendees)

3
(Tenant Attendees)

Community Workshops

1
Workshops

12
Attendees

Community Outreach

1
Mailings

1
MyMV Updates

2
MV Voice Advertisements

377
MyMV Email Subscribers

MNOI Consumer Price Indices

For use in Calculations of Fair Return in Upward Adjustment of Rent Petitions and Compounded over Time

