

Eviction Prevention Program

Eviction Help Center



57

Clinics held
(including 2 pop-up rent relief application events)

Tenant: 786 | Landlord: 7 | Other: 1

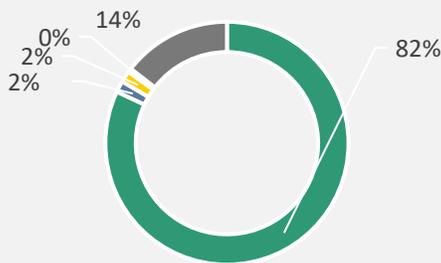


343

Individual tenant households applied for State Rent Relief at the City's Eviction Help Center

794 total clients assisted since August 14, 2021

Who We Serve (Household Demographics)



- Spanish
- Chinese
- Russian
- Other
- English

86%

Speak a primary language other than English and require translations assistance (n=794)



87%

Heard about services via the community (n=295 of 353)



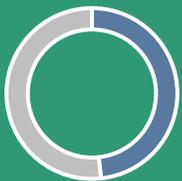
3+

Majority (71%) have 3 or more people in household (n=295 of 353)



<\$25k

Majority (53%) live on an average annual household income of less than \$25k (n=249 of 353)



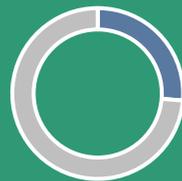
48%

Applied for the City's Rent Relief Program (n=238 of 353)



2.3

Average number of months of assistance from the City (n=97 of 353)



25%

Received termination notices (n=625)



2.4

Average number of months households are behind on rent (n=185 of 353)



155

Clients requested and received legal assistance (n=625)

Community Outreach

Information Requests



2911

Public Inquiries

Tenant: 2838 | Landlord: 64 | Other: 9

Pop-up Events



13

Eviction Help
Center Pop-Up
Events

~490 Community Members

Community Outreach and Meetings



23

Webinars, Trainings and
Community Meetings
(12 in English/Spanish)

~154 Community Members

Multilingual Direct Communications

Direct Mailings



3

Postcards

36,082 Households
655 Landlords



816

Targeted
Mailings

Courtesy letters following-
up Failure to Pay Rent
Termination Notices

Electronic Outreach



14

Targeted
Emails
and
MyMV
Messages

7,915 Contacts
35 Neighborhood Associations
33 Landlord Representatives
21 Tenant Representatives
18 Community Organizations
12 School District Contacts

Multilingual Multi-Modal Communications



3

Website
Pages

3 Languages



3

Informational
Flyers

4 Languages



1

Short
Video

3 Languages



1

Fillable Form

Mountain View COVID-19
Rent Relief Program

Press Releases and News Media



32

Weekly MV
Voice Ads



1

Press
Release



7

News Media
Coverage
(1 in Spanish)



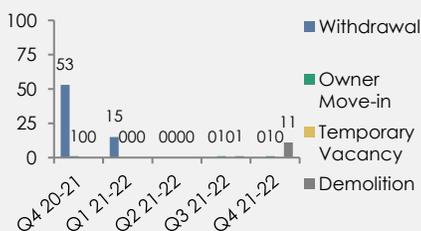
6

Social
Media Posts

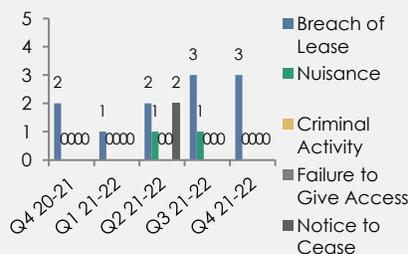
All shared via NextDoor, What's App, We Chat, and through Community Organizations

Termination Notices as Received by the Rent Stabilization Program

No-Fault Notices



At-Fault Notices



Failure to Pay Rent Notices

