

Rent Stabilization Program COVID-19 Housing Relief Outreach

April 2020 through May 2021

Mountainview.gov/rentstabilization

Community Outreach and Education

Information Requests and Virtual Community Outreach and Meetings

Information Requests



527

Public Inquiries

Via the Mountain View Rental Housing Helpline Virtual Community Outreach and Meetings



Webinars including 21 Bilingual Webinars (20 English/Spanish and 1 English/Chinese)

406 Attendees 14 MV Voice Advertisements



7

Virtural Bilingual
Community Meetings with
School Districts and
Community Organizations

~350 Community Members Reached

Multilingual Direct Communications

Direct Mailings



5

Postcards

36,082 Households 655 Landlords



2

Informational Packets/ Newsletters

655 Landlords



Electronic Outreach

64

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

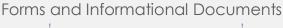
Website



12

Website Pages

22,368 Page Views 3 Languages





Fillable Forms

4 Tenant | 1 Landlord 3 Languages



2

Packets for Tenants and Landlords

Containing Relevant Forms and Information



10

Informational Documents and Flyers

4 Infosheets | 3 FAQs 3 Flyers | 3 Languages

Press Releases

Social Media



18

Facebook Posts



6

Short Videos in 3 Languages



3

Informational Videos (1 in 3 Languages)



4

Press Releases

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

Informational Videos



COVID-19 Housing Relief Outreach Emergency Rent Relief Outreach

Community Outreach and Education

Multilingual Multi-Modal Communications



3

Website Pages

3 Languages



1

Fillable Form in 2 Languages

Mountain View COVID-19 Rent Relief Program



6

Facebook Posts

Containing Relevant Forms and Information



1

Short Video

3 Languages

Outreach with Community Partners (Project Sentinel and Community Services Agency)

May 2021



1

In-person Application
Assistance Event (Bilingual)
with County of Santa Clara
14 households helped



4

Webinars with 2 Community
Partners
1 Landlord
1 Tenant (Bilingual)



1

Community Training for Community Members (Bilingual)

June 2021 (Upcoming)

- 1 Postcard to All Residents and CSFRA Landlords
- 1 Community Training (Bilingual)
- Application Assitance
 - 2 In-Person Events (June 19 and 23)
 - 2 Webinars (June 15 for landlords) (June 16 for tenants – bilingual)

May 13, 2021 Rent Relief Application Assistance Event

Thank you to our community partners and volunteers from the Spanish Leadership Academy and the Community in Action Team.



Are you behind on rent? Do you need help with your COVID-19 rent relief application? or

or Do you need assistance with your COVID-19 vaccine appointment? The City of Mountain View, the Community
Services Agency and Project Sentinel in
collaboration with the County of Santa Clara and
the Community in Action Team (CAT) invite you to
an event where you can receive assistance with
COVID-19 Rent Relief applications and/or schedule
a COVID-19 vaccine appointment.

Mountain View Senior Center Thursday, May 13, 2021 4:00pm - 7:00 pm,

266 Escuela Ave., Mountain View, CA 94040 (Social distancing will be practiced and masks are required.)















Community Services Agency staff helping community members learn about and apply for COVID-19 rent relief.



Community in Action Team supporting the County of Santa Clara with vaccination appointments.



Are you behind on rent and/or utilities? Do you need help with your COVID-19 rent relief application?

The City of Mountain View in collaboration with our community partners can help you learn about and apply for COVID-19 emergency rental assistance programs.

Saturday, June 19 Senior Center

10:00 a.m. - 2:00 p.m.,266 Escuela Ave.,Mountain View, CA 94041

Wednesday, June 23 City Hall Plaza

2:00 p.m. - 5:00 p.m., 500 Castro St., Mountain View, CA 94040

(Social distancing will be practiced and masks are required.)









Are you behind on rent?

There is help. Emergency rent relief is available.

If you're an income qualified tenant financially impacted by COVID-19 and unable to pay rent, or if you are a landlord who has not received rent because your tenants are financially affected by the pandemic, you may be eligible for emergency rent relief.

How do I know if I qualify?

Renters whose households are unable to pay rent, financially impacted by COVID-19, and make up to 80% of the Area Median Income (AMI) may be eligible, regardless of immigration status.

Household Size	1	2	3	4	5	6	7	8
Income Limit	\$82,450	\$94,200	\$106,000	\$117,750	\$127,200	\$136,600	\$146,050	\$155,450

Where can I get help?

There are three COVID-19 Rent Relief programs that can help qualifying Mountain View residents pay past-due rent, and other expenses like utilities.

- CA COVID-19 Rent Relief Program housingiskey.com or text "Rent" to 211-211
- Santa Clara County Homelessness Prevention System COVID-19 Response preventhomelessness.org
- City of Mountain View COVID-19 Rent Relief Program csacares.org

You can learn about all three programs as well as other available assistance by going to **mountainview.gov/COVID19HousingRelief**, calling the **Mountain View Rental Housing Helpline** at **(650) 282-2514**, or emailing **mvrent@mountainview.gov**. We can help you figure out which programs you might qualify for and assist you with the application process.

Unable to join us in person?

Sign-up for virtual office hours held every Friday from 1:00 p.m. to 3:00 p.m. at moutainview.gov/rspofficehours.

Attend a How-to Apply for Emergency Rental Assistance Webinar by registering at mountainview.gov/rentreliefwebinars. Check the website for future dates!

- June 15 3:00 p.m. (Landlord Focused)
- June 16 7:00 p.m. (Tenant Focused / Enfocado inquilino Bilingue en ingles y espanol)

Or contact us at (650) 282-2514 or mvrent@mountainview.gov to set up a virtual appointment.