

# 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



**47**

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

406 Attendees  
14 MV Voice Advertisements



**7**

Virtual 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

#### Forms and Informational Documents



**5**  
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

#### Social Media



**18**  
Facebook  
Posts

#### Informational Videos



**6**  
Short Videos  
in 3  
Languages



**3**  
Informational  
Videos (1 in 3  
Languages)

#### Press Releases



**4**  
Press  
Releases

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



# 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 Assistance
  - 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  
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](http://housingiskey.com) or text "Rent" to 211-211
- **Santa Clara County Homelessness Prevention System COVID-19 Response** – [preventhomelessness.org](http://preventhomelessness.org)
- **City of Mountain View COVID-19 Rent Relief Program** – [csacares.org](http://csacares.org)

You can learn about all three programs as well as other available assistance by going to [mountainview.gov/COVID19HousingRelief](http://mountainview.gov/COVID19HousingRelief), calling the **Mountain View Rental Housing Helpline** at **(650) 282-2514**, or emailing [mvrent@mountainview.gov](mailto: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 [mountainview.gov/rspofficehours](http://mountainview.gov/rspofficehours).

**Attend a How-to Apply for Emergency Rental Assistance Webinar** by registering at [mountainview.gov/rentreliefwebinars](http://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](mailto:mvrent@mountainview.gov)** to set up a virtual appointment.