



# Eviction Prevention Program Monthly Status Report FY 2021-22 (as of April 2022)

## Eviction Prevention Program

### Eviction Help Center



**57**

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

Tenant: 786 | Landlord: 7 | Other: 1

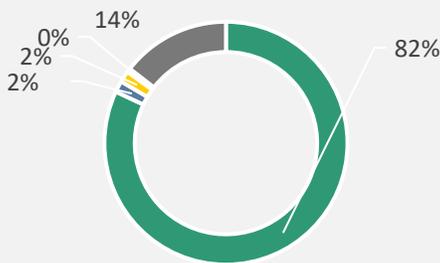


**343**

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)



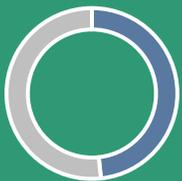
**3+**

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)



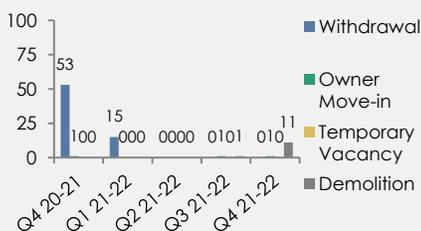
**6**

Social  
Media Posts

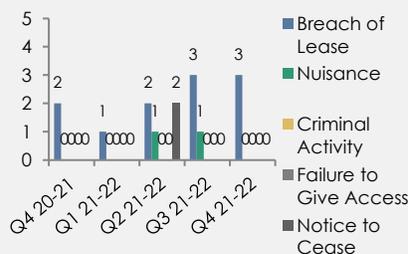
All shared via NextDoor, What's App, We Chat, and through Community Organizations

## Termination Notices as Received by the Rent Stabilization Program

### No-Fault Notices



### At-Fault Notices



### Failure to Pay Rent Notices

