



# Rent Stabilization Program Community Outreach

Fiscal Year 2019/20

## Community Outreach and Education

### Information Requests and Public Inquiries



**799**

Public Inquiries Made

Tenant: 524 | Landlord: 226  
Other: 49



**242**

Email



**502**

Phone



**55**

Walk-in

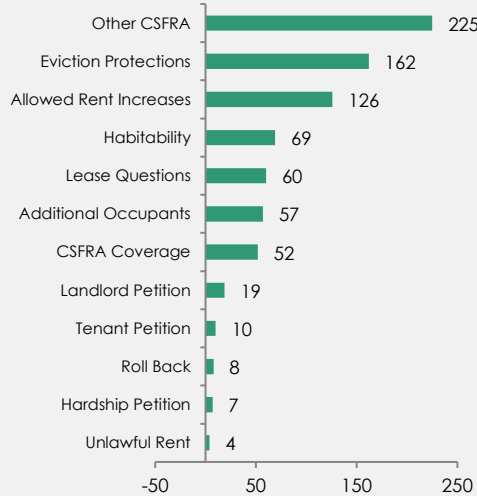
Bilingual Services

(Spanish as Primary Language)

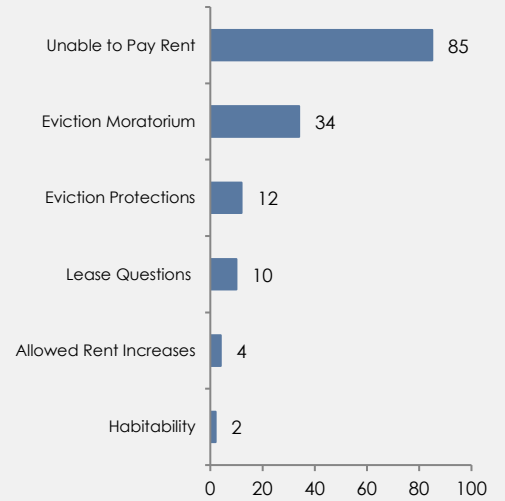
**110**

(19% of all inquires)

#### CSFRA Specific



#### COVID-19 Related



### Outreach and Education

#### Community Workshops and Clinics



**9**

Workshops and webinars facilitated

119 Attendees



**19**

Clinics hosted

67 Attendees

#### Website and Rent Portal



**15**

Website pages maintained

33,434 Page Views



**2**

Rent Portal Phases completed and released

909 Registered Units

#### Outreach



**6**

Mailings including 3 postcards sent

13,437 Households  
655 Landlords



**52**

MyMV updates and print and online ads

406 MyMV Subscribers



**4**

Publications designed and distributed

2 Newsletters | 1 Brochure  
1 Annual Report



**31**

Materials and forms updated

12 Multi-lingual Forms and Templates