



mountainview.gov/COVID19HousingRelief

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

Eviction Prevention Program

Eviction Help Center



32
Clinics held
(including 2 pop-up
events)

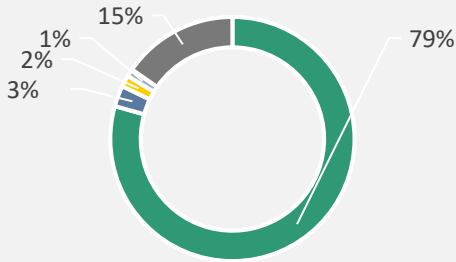
Tenant: 392 | Landlord: 5 | Other: 0



232
Individual households
applied for State Rent
Relief at the City's
Eviction Help Center

397 total clients assisted since August 14, 2021

Who We Serve (Household Demographics)



- Spanish
- Chinese
- Russian
- Other
- English

85%

Speak a primary language
other than English and require
translations assistance
(n=397)



89%
Heard about
services via the
community
(n=195 of 232)



3+
Majority (72%)
have 3 or more
people in
household
(n=193 of 232)



<\$25k
Majority (53%) live
on an average
annual household
income of less than
\$25k (n=174 of 232)



49%
Applied for the
City's Rent Relief
Program
(n=174 of 203)



2.3
Average number of
months of assistance
from the City
(n=76 of 232)



19%
Received
termination notices
(n=314)



1.8
Average number of
months households
are behind on rent
(n=122 of 232)



61
Clients requested
and received legal
assistance
(n=314)

Community Outreach

Information Requests



1330

Public Inquiries

Tenant: 1285 | Landlord: 41 | Other: 4

Pop-up Events



8

Eviction Help Center Pop-Up Events

~250 Community Members

Community Outreach and Meetings



16

Webinars, Trainings and Community Meetings (9 in English/Spanish)

~133 Community Members

Multilingual Direct Communications

Direct Mailings



2

Postcards

36,082 Households
655 Landlords



474

Targeted Mailings

Courtesy letters following-up Failure to Pay Rent Termination Notices

Electronic Outreach



8

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



2

Informational Flyers

4 Languages



1

Short Video

3 Languages



1

Fillable Form

Mountain View COVID-19 Rent Relief Program

Press Releases and News Media



24

Weekly MV Voice Ads



1

Press Release



3

News Media Coverage (1 in Spanish)



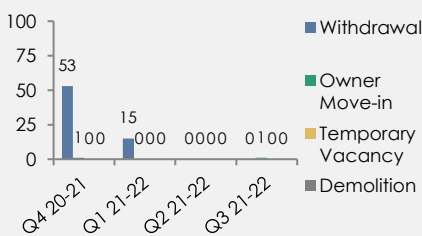
4

Social Media Posts

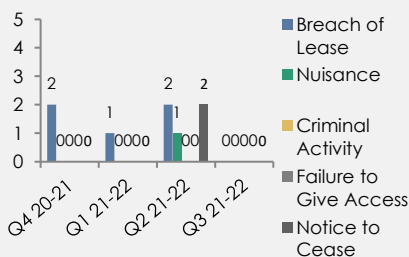
All shared via NextDoor, What's App, We Chat, and through Community Organizations

Termination Notices as Received by the Rent Stabilization Program

No-Fault Notices



At-Fault Notices



Failure to Pay Rent Notices

