



mountainview.gov/COVID19HousingRelief

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

Eviction Prevention Program

Eviction Help Center



24

Clinics held
(including 2 pop-up events)

Tenant: 313 | Landlord: 4 | Other: 0

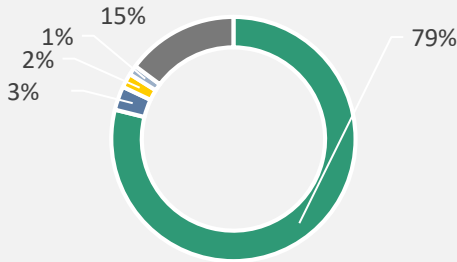


203

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

317 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=227)



89%

Heard about
services via the
community
(n=173 of 203)



3+

Majority (71%)
have 3 or more
people in
household
(n=169 of 203)



<\$25k

Majority (55%) live
on an average
annual household
income of less than
\$25k (n=151 of 203)



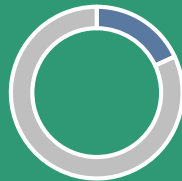
49%

Applied for the
City's Rent Relief
Program
(n=156 of 203)



2.3

Average number of
months of assistance
from the City
(n=69 of 203)



18%

Received
termination notices
(n=254)



1.4

Average number of
months households
are behind on rent
(n=114 of 203)



46

Clients requested
and received legal
assistance
(n=254)

Community Outreach

<p>Information Requests</p>  <p>925 Public Inquiries</p> <p>Tenant: 478 Landlord: 35 Other: 1</p>	<p>Pop-up Events</p>  <p>8 Eviction Help Center Pop-Up Events</p> <p>~250 Community Members</p>	<p>Community Outreach and Meetings</p>  <p>14 Webinars, Trainings and Community Meetings (8 in English/Spanish)</p> <p>~121 Community Members</p>
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Multilingual Direct Communications

<p>Direct Mailings</p>  <p>2 Postcards</p> <p>36,082 Households 655 Landlords</p>	 <p>375 Targeted Mailings</p> <p>Courtesy letters following-up Failure to Pay Rent Termination Notices</p>	<p>Electronic Outreach</p>  <p>6 Targeted Emails and MyMV Messages</p> <p>7,915 Contacts 35 Neighborhood Associations 33 Landlord Representatives 21 Tenant Representatives 18 Community Organizations 12 School District Contacts</p>
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Multilingual Multi-Modal Communications

 <p>3 Website Pages</p> <p>3 Languages</p>	 <p>2 Informational Flyers</p> <p>4 Languages</p>	 <p>1 Short Video</p> <p>3 Languages</p>	 <p>1 Fillable Form</p> <p>Mountain View COVID-19 Rent Relief Program</p>
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<p>Press Releases and News Media</p>  <p>18 Weekly MV Voice Ads</p>	 <p>1 Press Release</p>	 <p>3 News Media Coverage (1 in Spanish)</p>	<p>Social Media</p>  <p>4 Social Media Posts</p>
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All shared via NextDoor, What's App, We Chat, and through Community Organizations

Termination Notices as Received by the Rent Stabilization Program

