

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

Eviction Prevention Program

Eviction Help Center



51
Clinics held
(including 2 pop-up
events)

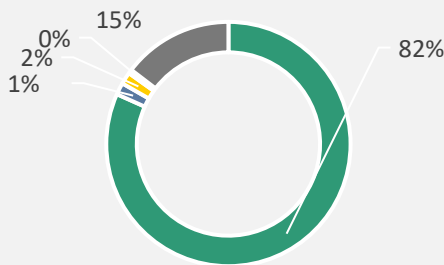
Tenant: 751 | Landlord: 7 | Other: 1



349
Individual households
applied for State Rent
Relief at the City's
Eviction Help Center

759 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=759)



91%
Heard about
services via the
community
(n=235 of 349)



3+
Majority (71%)
have 3 or more
people in
household
(n=292 of 349)



<\$25k
Majority (53%) live
on an average
annual household
income of less than
\$25k (n=248 of 349)



49%
Applied for the
City's Rent Relief
Program
(n=236 of 349)



2.3
Average number of
months of assistance
from the City
(n=97 of 349)



24%
Received
termination notices
(n=596)



2.4
Average number of
months households
are behind on rent
(n=181 of 349)



145
Clients requested
and received legal
assistance
(n=596)

Community Outreach

Information Requests



2742

Public Inquiries

Tenant: 2677 | Landlord: 58 | Other: 7

Pop-up Events



13

Eviction Help
Center Pop-Up
Events

~490 Community Members

Community Outreach and Meetings



21

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

~152 Community Members

Multilingual Direct Communications

Direct Mailings



3

Postcards

36,082 Households
655 Landlords



729

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)



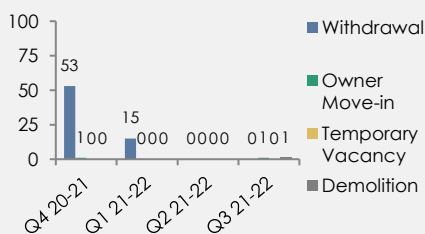
6

Social
Media Posts

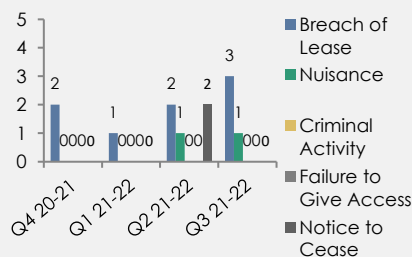
All shared via NextDoor, What's App, We Chat, and through Community Organizations

Termination Notices as Received by the Rent Stabilization Program

No-Fault Notices



At-Fault Notices



Failure to Pay Rent Notices

