



mountainview.gov/COVID19HousingRelief

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

Eviction Prevention Program

Eviction Help Center



19
Clinics held
(including 2 pop-up
events)

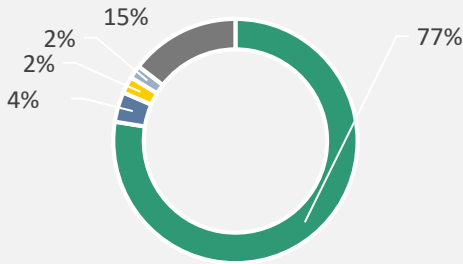
Tenant: 224 | Landlord: 3 | Other: 0



157
Individual households
applied for State Rent
Relief at the City's
Eviction Help Center

227 total clients assisted since August 14, 2021

Who We Serve (Household Demographics)



- Spanish
- Chinese
- Russian
- Other
- English

84%

Speak a primary language
other than English and require
translations assistance
(n=227)



72%
Heard about
services via the
community
(n=132 of 157)



3+
Majority (67%)
have 3 or more
people in
household
(n=132 of 157)



<\$25k
Majority (57%) live
on an average
annual household
income of less than
\$25k (n=122 of 157)



47%
Applied for the
City's Rent Relief
Program
(n=126 of 157)



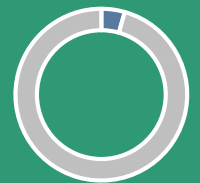
2.4
Average number of
months of assistance
from the City
(n=53 of 126)



17%
Received
termination notices
(n=132 of 157)



1.5
Average number of
months households
are behind on rent
(n=104 of 157)



10
Clients requested
and received legal
assistance
(n=227)

Community Outreach

<p>Information Requests</p>  <p>514 Public Inquiries</p> <p>Tenant: 478 Landlord: 35 Other: 1</p>	<p>Pop-up Events</p>  <p>6 Eviction Help Center Pop-Up Events</p> <p>~200 Community Members</p>	<p>Community Outreach and Meetings</p>  <p>12 Webinars, Trainings and Community Meetings (7 in English/Spanish)</p> <p>~110 Community Members</p>
---	---	--

Multilingual Direct Communications

<p>Direct Mailings</p>  <p>2 Postcards</p> <p>36,082 Households 655 Landlords</p>	<p> 307 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>
--	--	--

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>
--	---	---	--

<p>Press Releases and News Media</p>  <p>12 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>
--	---	--	--

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

Termination Notices as Received by the Rent Stabilization Program

