



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

Eviction Prevention Program

Eviction Help Center



61

Clinics held
(including 2 pop-up rent relief application events)

Tenant: 824 | Landlord: 7 | Other: 1

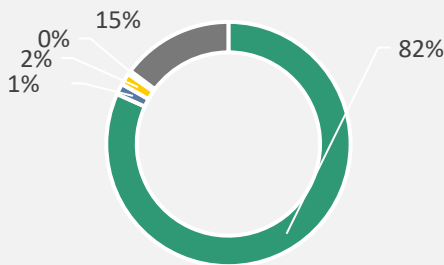


343

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

832 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=810)



87%

Heard about services via the community (n=301 of 363)



3+

Majority (70%) have 3 or more people in household (n=301 of 363)



<\$25k

Majority (54%) live on an average annual household income of less than \$25k (n=258 of 363)



48%

Applied for the City's Rent Relief Program (n=241 of 363)



2.4

Average number of months of assistance from the City (n=98 of 363)



26%

Received termination notices (n=657)



2.4

Average number of months households are behind on rent (n=188 of 363)



171

Clients requested and received legal assistance (n=657)

Community Outreach

Information Requests



3066

Public Inquiries

Tenant: 2987 | Landlord: 70 | Other: 9

Pop-up Events



18

Eviction Help
Center Pop-Up
Events

~830 Community Members

Community Outreach and Meetings



25

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

~157 Community Members

Multilingual Direct Communications

Direct Mailings



3

Postcards

36,082 Households
655 Landlords



943

Targeted
Mailings

Courtesy letters following-
up Failure to Pay Rent
Termination Notices

Electronic Outreach



16

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



36

Weekly MV
Voice Ads



1

Press
Release



7

News Media
Coverage
(1 in Spanish)



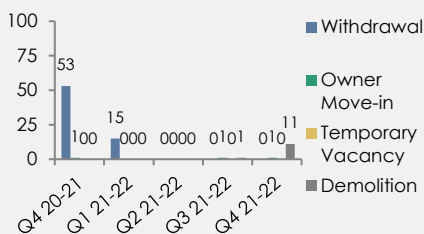
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Social
Media Posts

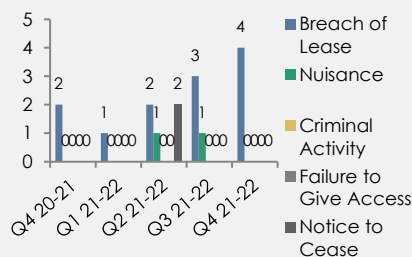
All shared via NextDoor, What's App, We Chat, and through Community Organizations

Termination Notices as Received by the Rent Stabilization Program

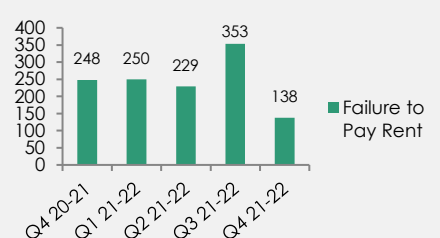
No-Fault Notices



At-Fault Notices



Failure to Pay Rent Notices



Eviction Prevention Program

Eviction Help Center



59

Clinics held
(including 2 pop-up rent relief application events)

Tenant: 802 | Landlord: 7 | Other: 1

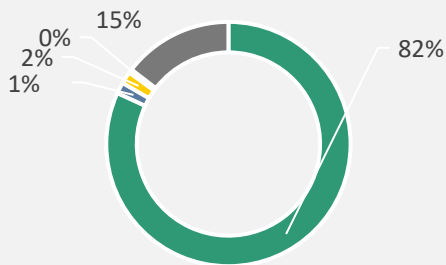


343

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

810 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=810)



87%

Heard about services via the community (n=295 of 353)



3+

Majority (71%) have 3 or more people in household (n=298 of 356)



<\$25k

Majority (52%) live on an average annual household income of less than \$25k (n=254 of 356)



48%

Applied for the City's Rent Relief Program (n=238 of 353)



2.3

Average number of months of assistance from the City (n=97 of 353)



27%

Received termination notices (n=640)



2.4

Average number of months households are behind on rent (n=188 of 356)



165

Clients requested and received legal assistance (n=640)

Community Outreach

Information Requests



2959

Public Inquiries

Tenant: 2882 | Landlord: 68 | Other: 9

Pop-up Events



14

Eviction Help
Center Pop-Up
Events

~530 Community Members

Community Outreach and Meetings



24

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

~156 Community Members

Multilingual Direct Communications

Direct Mailings



3

Postcards

36,082 Households
655 Landlords



875

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)



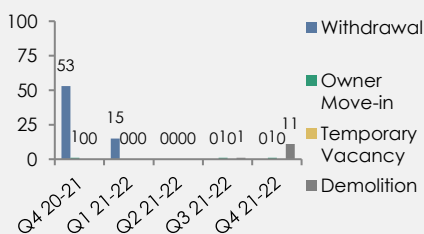
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Social
Media Posts

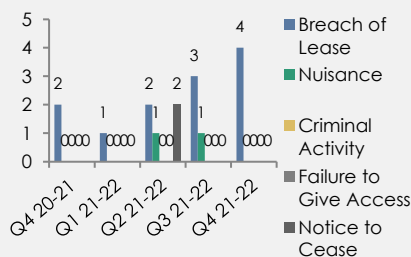
All shared via NextDoor, What's App, We Chat, and through Community Organizations

Termination Notices as Received by the Rent Stabilization Program

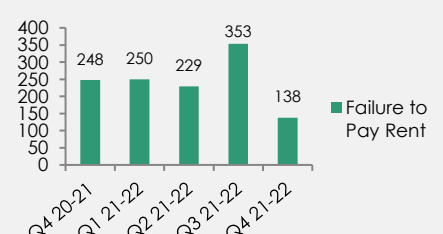
No-Fault Notices



At-Fault Notices



Failure to Pay Rent Notices



Eviction Prevention Program

Monthly Status Report

FY 2021-22 (as of April 2022)

Eviction Prevention Program

Eviction Help Center



57

Clinics held
(including 2 pop-up rent relief application events)

Tenant: 786 | Landlord: 7 | Other: 1

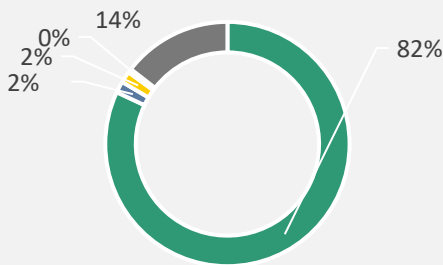


343

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

794 total clients assisted since August 14, 2021

Who We Serve (Household Demographics)



- Spanish
- Chinese
- Russian
- Other
- English

86%

Speak a primary language other than English and require translations assistance (n=794)



87%

Heard about services via the community (n=295 of 353)



3+

Majority (71%) have 3 or more people in household (n=295 of 353)



<\$25k

Majority (53%) live on an average annual household income of less than \$25k (n=249 of 353)



48%

Applied for the City's Rent Relief Program (n=238 of 353)



2.3

Average number of months of assistance from the City (n=97 of 353)



25%

Received termination notices (n=625)



2.4

Average number of months households are behind on rent (n=185 of 353)



155

Clients requested and received legal assistance (n=625)

Community Outreach

Information Requests



2911

Public Inquiries

Tenant: 2838 | Landlord: 64 | Other: 9

Pop-up Events



13

Eviction Help
Center Pop-Up
Events

~490 Community Members

Community Outreach and Meetings



23

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

~154 Community Members

Multilingual Direct Communications

Direct Mailings



3

Postcards

36,082 Households
655 Landlords



816

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)



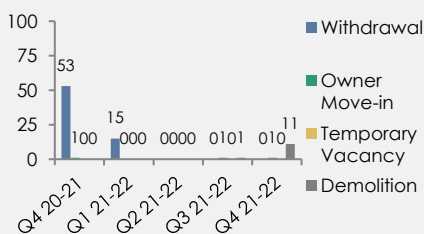
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Social
Media Posts

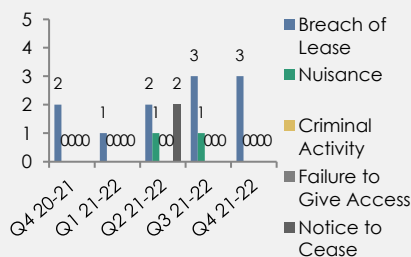
All shared via NextDoor, What's App, We Chat, and through Community Organizations

Termination Notices as Received by the Rent Stabilization Program

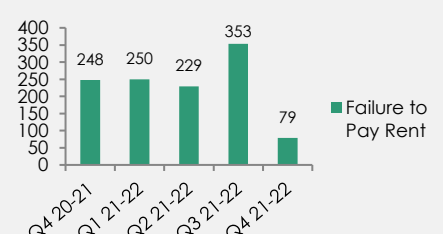
No-Fault Notices



At-Fault Notices



Failure to Pay Rent Notices



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)

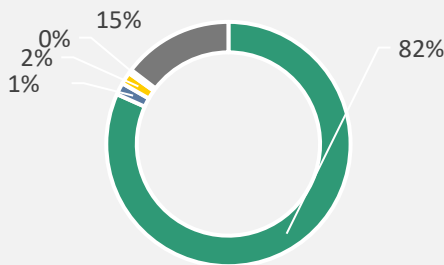
Tenant: 751 | Landlord: 7 | Other: 1



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)



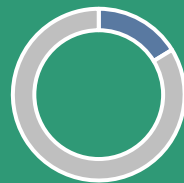
<\$25k
Majority (53%) live
on an average
annual household
income of less than
\$25k (n=248 of 349)



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)



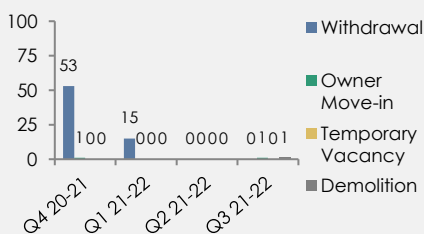
6

Social
Media Posts

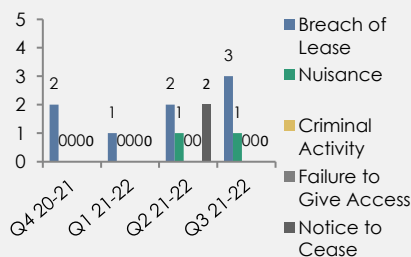
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Termination Notices as Received by the Rent Stabilization Program

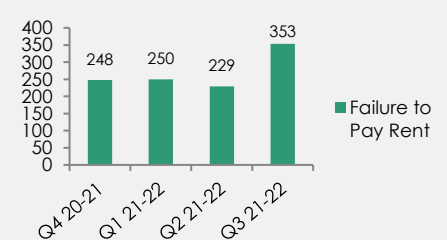
No-Fault Notices



At-Fault Notices



Failure to Pay Rent Notices



Eviction Prevention Program

Eviction Help Center



40

Clinics held
(including 2 pop-up
events)

Tenant: 536 | Landlord: 5 | Other: 0

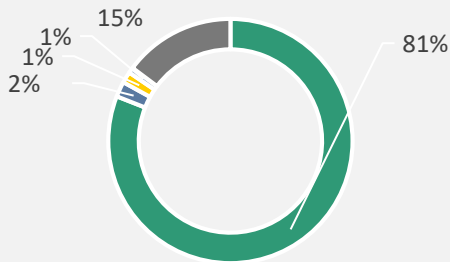


287

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

541 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=541)



91%

Heard about
services via the
community
(n=235 of 287)



3+

Majority (71%)
have 3 or more
people in
household
(n=233 of 287)



<\$25k

Majority (53%) live
on an average
annual household
income of less than
\$25k (n=206 of 287)



48%

Applied for the
City's Rent Relief
Program
(n=204 of 287)



2.3

Average number of
months of assistance
from the City
(n=84 of 287)



22%

Received
termination notices
(n=434)



2.2

Average number of
months households
are behind on rent
(n=143 of 287)



96

Clients requested
and received legal
assistance
(n=434)

Community Outreach

Information Requests



2035

Public Inquiries

Tenant: 1985 | Landlord: 46 | Other: 4

Pop-up Events



8

Eviction Help Center Pop-Up Events

~250 Community Members

Community Outreach and Meetings



18

Webinars, Trainings and Community Meetings (10 in English/Spanish)

~133 Community Members

Multilingual Direct Communications

Direct Mailings



2

Postcards

36,082 Households
655 Landlords



568

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



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



28

Weekly MV Voice Ads



1

Press Release



4

News Media Coverage (1 in Spanish)



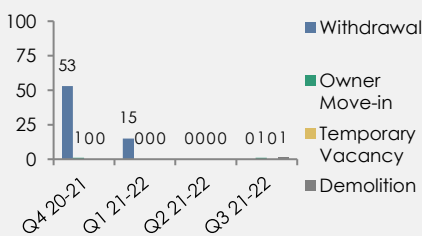
4

Social Media Posts

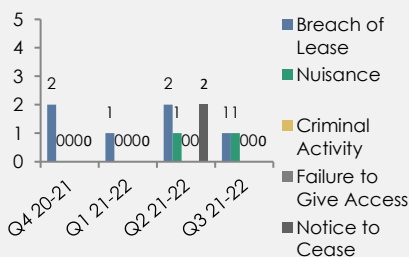
All shared via NextDoor, What's App, We Chat, and through Community Organizations

Termination Notices as Received by the Rent Stabilization Program

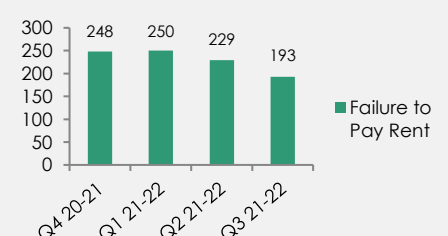
No-Fault Notices



At-Fault Notices



Failure to Pay Rent Notices



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)

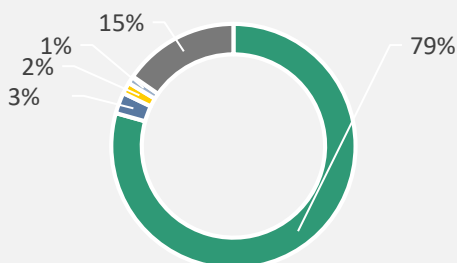
Tenant: 392 | Landlord: 5 | Other: 0



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)



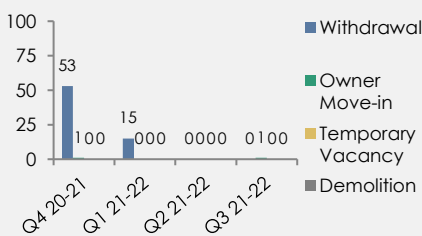
4

Social
Media Posts

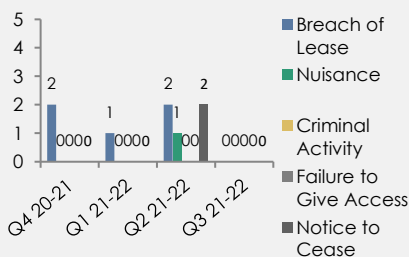
All shared via NextDoor, What's App, We Chat, and through Community Organizations

Termination Notices as Received by the Rent Stabilization Program

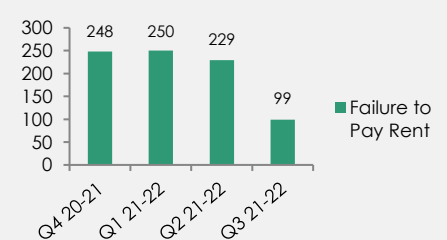
No-Fault Notices



At-Fault Notices



Failure to Pay Rent Notices



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

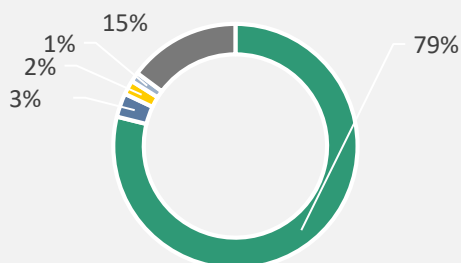


203

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

Information Requests



925

Public Inquiries

Tenant: 882 | Landlord: 40 | Other: 3

Pop-up Events



8

Eviction Help
Center Pop-Up
Events

~250 Community Members

Community Outreach and Meetings



14

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

~121 Community Members

Multilingual Direct Communications

Direct Mailings



2

Postcards

36,082 Households
655 Landlords



375

Targeted
Mailings

Courtesy letters following-
up Failure to Pay Rent
Termination Notices

Electronic Outreach



6

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



18

Weekly MV
Voice Ads



1

Press
Release



3

News Media
Coverage
(1 in Spanish)



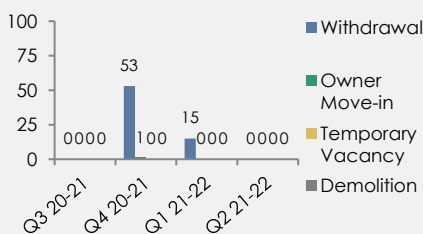
4

Social
Media Posts

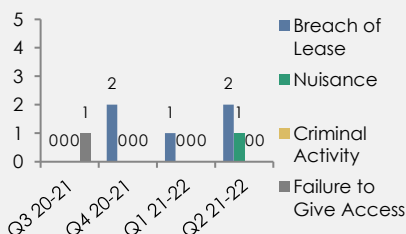
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Termination Notices as Received by the Rent Stabilization Program

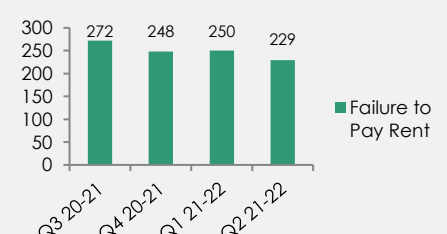
No-Fault Notices



At-Fault Notices



Failure to Pay Rent Notices





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)

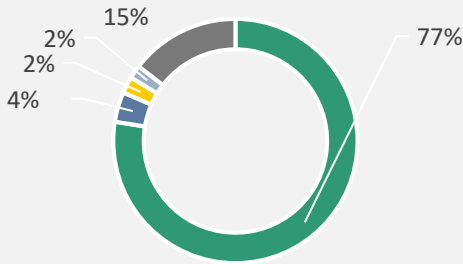
Tenant: 224 | Landlord: 3 | Other: 0



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)



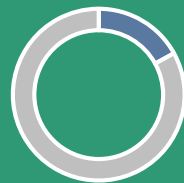
<\$25k
Majority (57%) live
on an average
annual household
income of less than
\$25k (n=122 of 157)



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



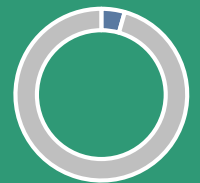
2.4
Average number of
months of assistance
from the City
(n=53 of 126)



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

Information Requests



514

Public Inquiries

Tenant: 478 | Landlord: 35 | Other: 1

Pop-up Events



6

Eviction Help Center Pop-Up Events

~200 Community Members

Community Outreach and Meetings



12

Webinars, Trainings and Community Meetings (7 in English/Spanish)

~110 Community Members

Multilingual Direct Communications

Direct Mailings



2

Postcards

36,082 Households
655 Landlords



307

Targeted Mailings

Courtesy letters following-up Failure to Pay Rent Termination Notices

Electronic Outreach



6

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



12

Weekly MV Voice Ads



1

Press Release



3

News Media Coverage (1 in Spanish)



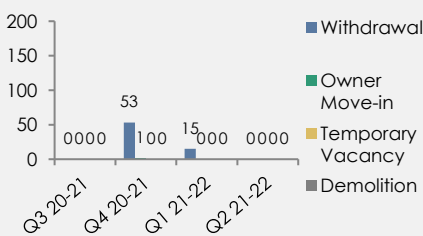
4

Social Media Posts

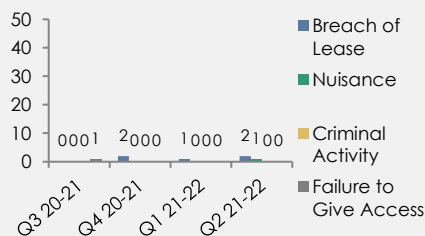
All shared via NextDoor, What's App, We Chat, and through Community Organizations

Termination Notices as Received by the Rent Stabilization Program

No-Fault Notices



At-Fault Notices



Failure to Pay Rent Notices

