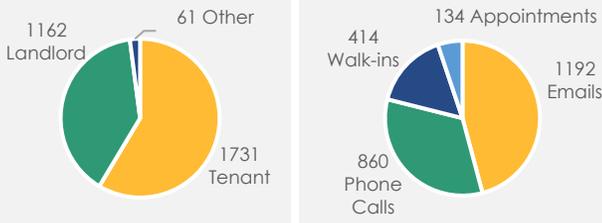


## Community Outreach and Education

### Information Requests and Inquiries\*

**2,954**

Inquiries from the Public

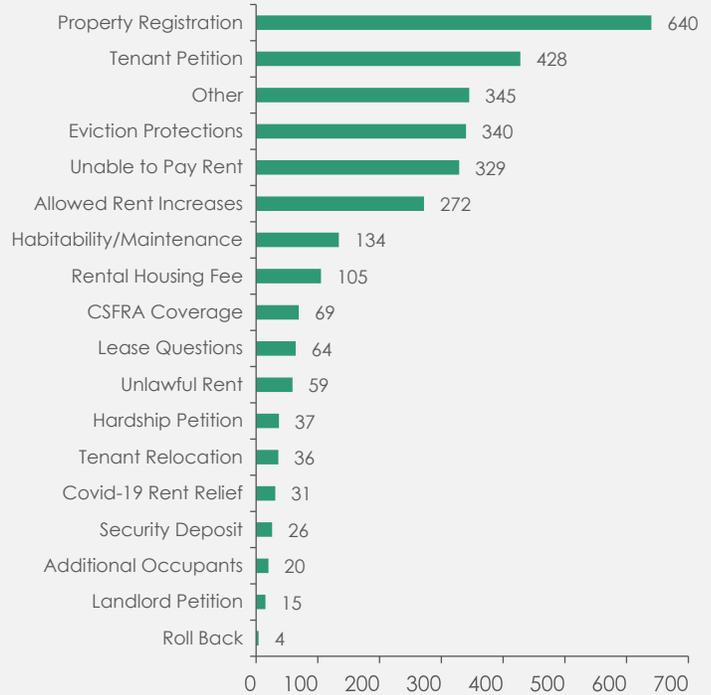


**19%** Spanish Language Inquiries

#### Number of Inquiries Over Time



#### Inquiry Topics



### Community Outreach



**30 Workshops**

153 participants  
15 bilingual workshops

**52 Office Hours**

58 participants

**63 Outreach Events**

3,091 community members reached

### Education and Information



**Documents & Resources**

**42** Website Pages  
**9** Informational Documents  
**31** Fillable Forms  
**57** MV Voice Ads



**Mailings**

**Mass Mailings**

**7** Postcards and Flyers  
*ENG, SPA, CHI*

**4** Newsletters  
*ENG, SPA, CHI*

84,901 Mailings

**Targeted Mailings**

**5** Landlord Letters  
*ENG*

**5** Tenant Letters  
*ENG, SPA, CHI, RUS*

3,122 Mailings



**Email Updates**

**18** Committee Updates  
**36** Workshops  
**12** Community Updates  
**1,138** Subscribers

# CSFRA Properties

Fully Covered Properties



**677** Properties      **12,654** Units

Partially Covered Properties



**12** Properties      **1,680** Units



Fully covered properties have rent increase restrictions and eviction protections. Partially covered properties only have eviction protections.

Properties Registered



**79%**

Rental Housing Fees Paid

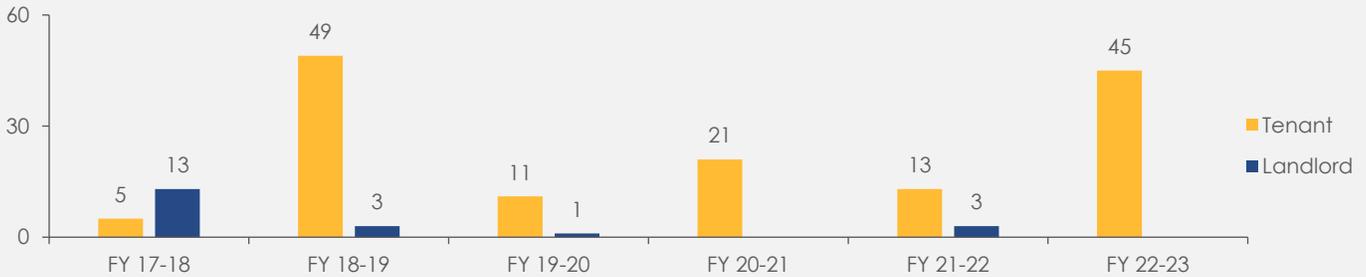


**91%**

## Rent Adjustment Petitions

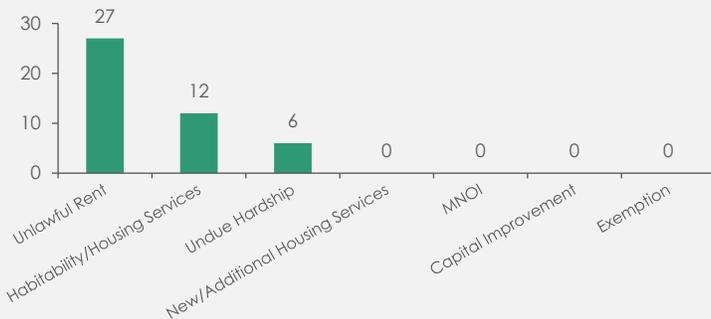
### Petitions Received by the City

Petitions Received Over Time



Current Fiscal Year Petitions by Type

CSFRA Tenant: 44      MHRSO Tenant: 1      Landlord: 0



Current Fiscal Year Petition Status



## Mediations and Conciliations\*\*

The Mountain View Mediation Program assists the Rent Stabilization Program by providing free mediation and conciliation services to landlords and tenants in Mountain View. These services help people come together to talk about and potentially solve their disputes in a controlled environment with the help of trained volunteer mediators. They help to resolve issues for rental properties in Mountain View, reducing the number of petitions filed with the City.



**115**

Mediations and Conciliations

**87 of 115**

Resolved  
(27 Pending, 1 Unresolved)

# Eviction Prevention

## Housing and Eviction Help Center



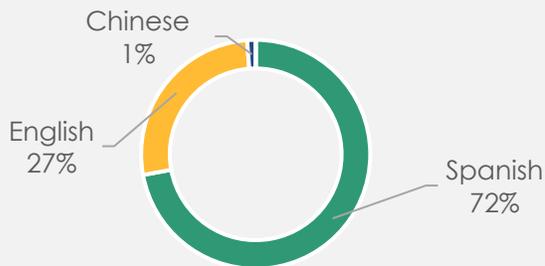
**24**  
Clinics held



**252**  
Community members  
received help

Tenant: 240 | Landlord: 4 | Other: 5 (n=249 of 252)

## Who We Serve (Household Demographics)



- Spanish
- English
- Chinese
- Other
- Russian

**72%**  
Speak a primary language  
other than English and require  
translations assistance  
(n=251 of 252)



**59%**  
Heard about  
services via the  
community  
(n=165 of 252)



**3+**  
Majority (68%)  
have 3 or  
more  
people  
in household  
(n=217 of 252)



**<\$35k**  
Majority (64%) live  
on an average  
annual household  
income of less  
than \$35k  
(n=177 of 252)



**60%**  
Applied for  
CSA's Rent Relief  
Programs  
(n=47 of 252)



**2.3**  
Average number of  
months of assistance  
from CSA  
(n=23 of 252)



**31%**  
Received  
termination notices  
(n=167 of 252)



**4.9**  
Average number of  
months households  
are behind on rent  
(n=32 of 252)



**51**  
Clients requested  
and received legal  
assistance  
(n=167 of 252)

# Eviction Prevention (Continued)

## Required Noticing



**296**  
Banked Rent Increase Notices



**1,097**  
Termination Notices



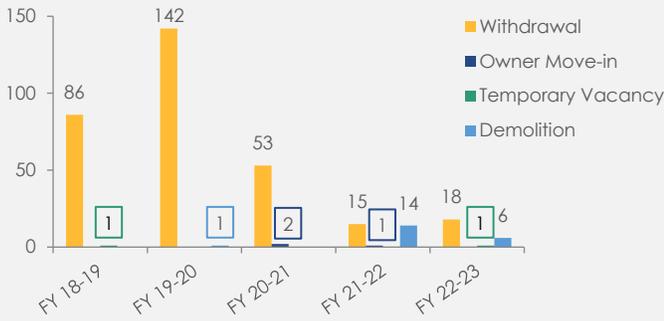
**0**  
Tenant Buyout Notices



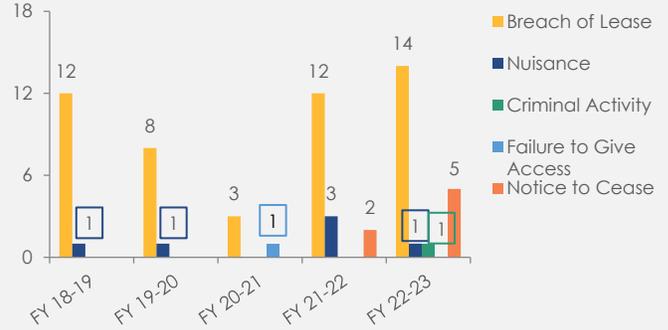
**0**  
Additional Occupant Notices

## Just Cause Eviction Submittals (as Received by the City)

### No-Fault Evictions Over Time



### At-Fault Evictions Over Time



### Failure to Pay Rent Notices Over Time



### Failure to Pay Rent Notices



**505**  
Unique Households Received Failure to Pay Rent Notices (FY)

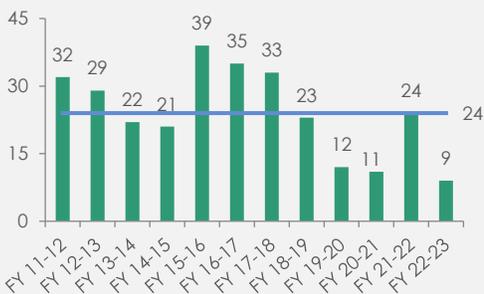
## Tenant Relocation Assistance (Calendar Year)



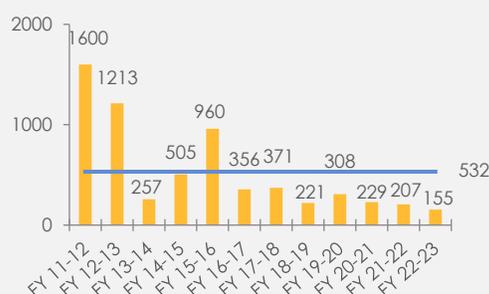
Year	Properties in Redevelopment	Units Affected	Households that Received Assistance
2018	5	126	143
2019	5	297	60
2020	1	4	53
2021	0	0	29
2022	0	0	4
2023	0	0	1

## Property Sales for Fully Covered Units

### Properties Sold Over Time



### Units Sold Over Time



### Properties Currently for Sale

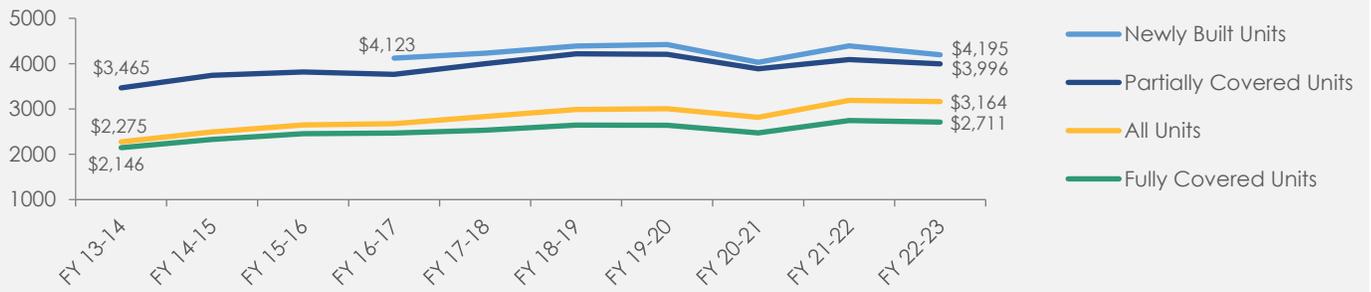


**3** Properties  
**49** units

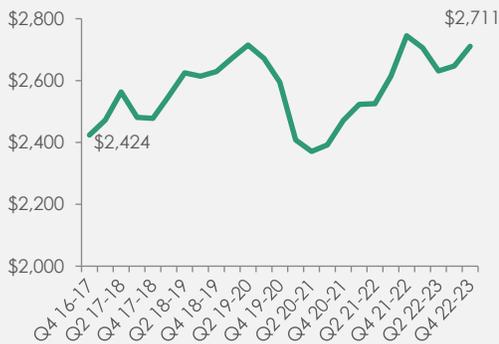
# Market Conditions

## Average Market Rent\*\*\*

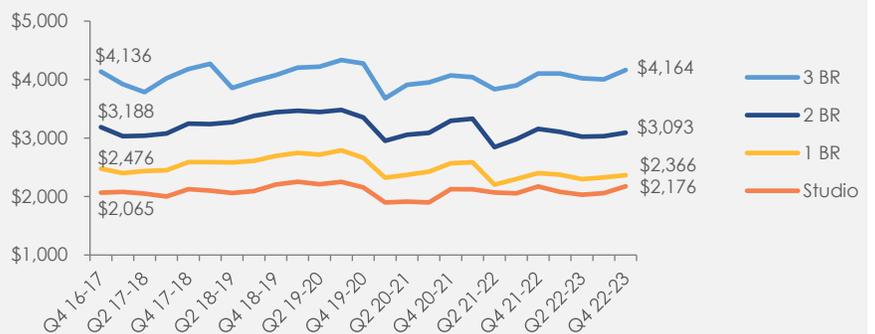
### Average Market Rent (Past Ten Years)



### Market Rent (Fully Covered Units)

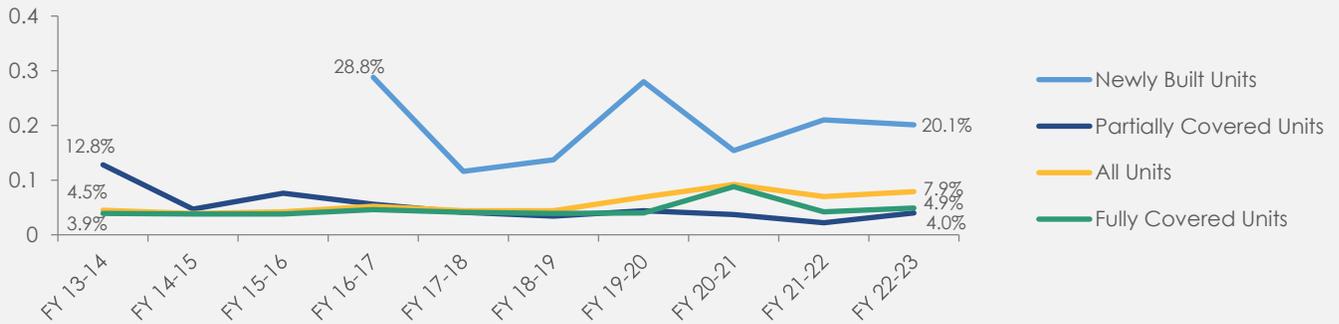


### Market Rent by Number of Bedrooms (Fully Covered Units)

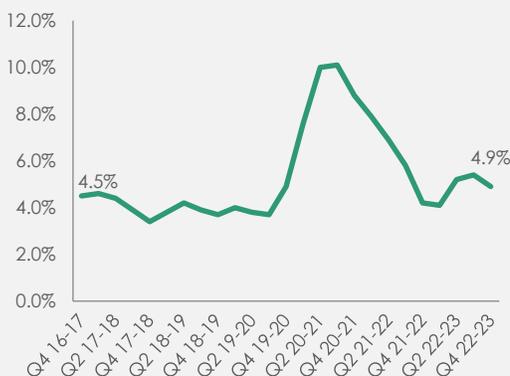


## Vacancy Rates\*\*\*\*

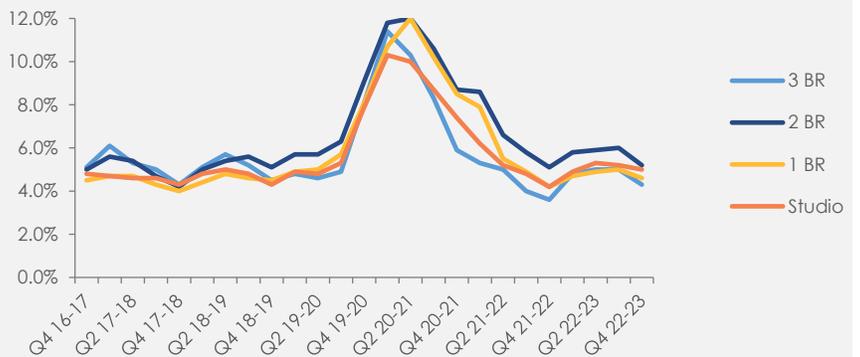
### Vacancy Rate (Past Ten Years)



### Vacancy Rate (Fully Covered Units)



### Vacancy Rate by Number of Bedrooms (Fully Covered Units)



\*Project Sentinel and City of Mountain View Rent Stabilization Program, June 2023; \*\*Mountain View Mediation Program through May 2023; \*\*\* CoStar, June 2023 Average Asking Rent (market rent rate); \*\*\*\* CoStar, June 2023; Disclaimer: Vacancy Rate data is for informational purposes only and not intended to be used as a benchmark for suspension of the CSFRA. See Section 1718 of the CSFRA for details;

## METHODOLOGY

The Quarterly Status Report compiles data from a variety of sources. Data unrelated to the CoStar databases was obtained by staff through use of internal record keeping and databases, and in partnership with external consultants and vendors, including Associated Right of Way Services (ARWS) and Project Sentinel. Data gathered from CoStar utilizes as regimented and consistent search terms within the database as possible in an effort to adhere to the specifics of the CSFRA.

Please note, CoStar does not gather data for Mobile Home Parks. Future data specific to Mobile Home Parks will be available through the Rent Stabilization Program's registration database. Furthermore, as more properties register with the Program, staff anticipates being able to pull detailed data from the system for both Community Stabilization and Fair Rent Act (CSFRA) and Mobile Home Rent Stabilization Ordinance (MHRSO) covered units.

The data provided by CoStar and used in the Rent Stabilization Program Quarterly Report was obtained as follows:

- **Vacancy Rate Data and Average Asking Rent Data (Average Market Rent):** The search criteria included multi-family properties with three or more units built before 1995; multi-family properties with three or more units built from 1995 through 2016; multi-family properties with three or more units built after 2016; and all multi-family properties with three or more units using the *Properties* database. These four data points illustrate the average vacancy rate and average asking rent trends of vacant units for the total market, including units fully covered by the CSFRA (first occupancy before 1995), units partially covered by the CSFRA (first occupancy from 1995 through 2015), newly built units not covered by the CSFRA (first occupancy after December 23, 2016) and all units within Mountain View.
- **Multi-Family Property Sales for Units Built Before 1995:** The search criteria for Multi-Family Property Sales for Units Built Before 1995 included multi-family apartment properties with three or more units that sold from 2013 through 2023 within Mountain View using the *Sales Comp* database. Non-Arm's Length Sales, in which there is a relationship between the buyer and the seller of the property, were excluded.
- **Properties Currently for Sale:** The search criteria for Properties Currently for Sale included multi-family apartment properties built before 1995 with three or more units currently for sale within Mountain View using the For Sale database.