



# Rent Stabilization Program Eviction Moratorium Outreach

April 2020 through December 2020

## Community Outreach and Education

### Information Requests and Virtual Community Outreach and Meetings

#### Information Requests



**419**  
Public  
Inquiries

Via the Mountain View  
Rental Housing Helpline

#### Virtual Community Outreach and Meetings



**32**

Webinars including  
13 Bilingual Webinars  
(12 English/Spanish and  
1 English/Chinese)

324 Attendees  
14 MV Voice Advertisements



**6**

Virtual Bilingual  
Community  
Meetings with  
School Districts

~300 Community Members  
Reached

### Multilingual Direct Communications

#### Direct Mailings



**3**  
Postcards

36,082 Households  
655 Landlords



**1**  
Informational  
Packet

655 Landlords

#### Electronic Outreach



**49**  
Targeted  
Emails and  
MyMV  
Messages

7,915 Contacts  
35 Neighborhood Associations  
33 Landlord Representatives  
21 Tenant Representatives  
17 Community Organizations  
12 School District Contacts

### Multilingual Multi-Modal Communications

#### Website



**4**  
Website  
Pages

12,924 Page Views  
3 Languages

#### Forms and Informational Documents



**4**  
Fillable  
Forms

3 Tenant | 1 Landlord  
3 Languages



**2**  
Packets for  
Tenants and  
Landlords

Containing Relevant Forms  
and Information



**7**  
Informational  
Documents

4 Infosheets | 3 FAQs  
3 Languages

#### Social Media



**12**  
Facebook  
Posts

#### Informational Videos



**3**  
Short Videos  
in 3  
Languages



**3**  
Informational  
Videos (1 in 3  
Languages)

#### Press Releases



**4**  
Press  
Releases

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