



City of
Mountain View

CITY OF MOUNTAIN VIEW RENT STABILIZATION PROGRAM

Annual Report
FY 2022 - 23

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WELCOME

We are pleased to share with you our Annual Report for Fiscal Year 2022-23. This comprehensive overview encapsulates the collective efforts, achievements, and milestones of the City of Mountain View's Rent Stabilization Program (Division)*. At its core, the Rent Stabilization Program fosters community stability by ensuring predictable rent increases, maintaining healthy and safe housing, and reducing evictions.

As we emerge from the COVID-19 emergency response period, we are returning to the practice of providing annual reports on the City's rent stabilization and tenant protection programs. We are grateful for the support and collaboration from our partners, both internal and external, that we received during these challenging times.

We accomplished a lot over the years. Here is a snapshot of what we achieved in Fiscal Year 2022-23:

- Connecting with the community through an outreach and education program that engaged landlords and tenants through informational materials and workshops, office hours and clinics, the Housing and Eviction Help Center, and targeted campaigns focused on compliance, property registration and eviction prevention.
- Continuing the work of preventing evictions during the COVID-19 pandemic, we expanded the scope of the Housing and Eviction Help Center with additional housing resources, apart from rent relief, such as assistance with filing for affordable housing opportunities, legal counseling, etc.

Promoting neighborhood and community stability, healthy housing, and affordability in Mountain View

- Launching more robust compliance and enforcement regulations for annual fee payment and mandatory registration of rental properties, we were able to accomplish a considerable increase in compliance with program requirements.
- Significantly increasing tenant and landlord engagement and accessing program resources, such as filing petitions and contacting the program to learn how to comply with the requirements and understand their rights.
- Onboarding a freshly constituted Rental Housing Committee with five new members, due to turn-over in the Committee, allowed for a renewed focus

on optimizing the Rent Stabilization Program. We truly appreciate the Rental Housing Committee, whose expertise and support are invaluable.

You will find more detailed information about these efforts in this annual report. We invite you to explore the insights and data enclosed, recognizing the pivotal role all stakeholders play in the ongoing success of our program.

Thank you for your support and engagement. It's a privilege to serve the tenants and landlords of our community. We look forward to continuing to build a resilient, stable, and thriving rental housing community.

With Warm Regards,

Anky van Deursen, Program Manager



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FY 2022-23 AT-A-GLANCE: PROGRAM

The Rent Stabilization Program* implements key tenant protection laws and programs in Mountain View. These laws provide rent stabilization, eviction protections and relocation assistance to most apartments and mobile homes in the city. Staff also implements several outreach efforts to help tenants and landlords, as well as mobile home park owners and residents, understand and follow these laws.**

Fiscal Year 2022-23

In Fiscal Year (FY) 2022-23, staff implemented new compliance and enforcement initiatives; simplified and translated program materials to improve readability, clarity and accessibility; connected with landlords and tenants in multiple ways; and partnered with more support services organizations to strengthen our ties to the community. We seek to continuously improve our service delivery, informed in large part through ongoing input received from the landlord and tenant community in Mountain View.

Key initiatives of FY 2022-23 are highlighted throughout this annual report.

LOCAL LAWS AND PROGRAMS

Community Stabilization and Fair Rent Act (CSFRA)

A voter approved measure that protects most apartments in Mountain View.

Mobile Home Rent Stabilization Ordinance (MHRSO)

A City Council adopted Ordinance that protects mobile home owners and renters in Mountain View.

Tenant Relocation Assistance Ordinance (TRAO)

A City Council adopted Ordinance that requires landlords to provide relocation assistance if eligible tenants are displaced because of renovations, redevelopment, and other activities.

Housing and Eviction Help Center (HEHC)

The HEHC offers individualized, bilingual assistance in-person or virtually twice a month to connect landlords and tenants with housing and support services.

Mountain View Mediation Program (MVMP)

The Mountain View Mediation Program assists the community by providing free dispute resolution services to all residents and business owners in Mountain View.

See pages 6, 8 and 15 for more.

* In Fiscal Year 2023-24, the Program joins the new Housing Department and will become the Rent Stabilization Division. See Looking Ahead section for information about this change (page 20).

**For ease of reading, this report refers to all of those who own properties covered by the City's tenant protection laws, the CSFRA and the MHRSO, as landlords, including Mobile Home Park Owners.



A Look Back: COVID-19 Emergency Response

April 2020 through June 2022

The COVID-19 pandemic was highly disruptive and caused significant financial distress. Federal, State and local governments implemented emergency response measures to address the challenges.

Among many measures taken in Mountain View, the Rent Stabilization Program quickly developed a multi-pronged strategy focused on extensive outreach, preventing evictions, and stabilizing the community. We created an Eviction Help Center; developed emergency response webpages and materials; and held numerous outreach and assistance events. Staff also assisted tenants and landlords in accessing resources from outside programs. For example, over half of Mountain View households that applied for the State’s rent relief program were helped by us.

3,593¹

Public Inquiries Processed



64

Rent Relief/
Eviction Help Center Clinics Held



870

Households Assisted

97

Webinars, Workshops, Community
Meetings and Pop-up Events Held



1,743

Community Members
Reached

FY 2022-23 AT-A-GLANCE: IMPACT

1

Connecting with our Community

Outreach and Education is vital for the success of landlords and tenants.

Landlords and tenants must know about applicable laws in order to comply with the requirements and exercise their rights and responsibilities. Staff hosted and facilitated online and virtual workshops and office hours; attended community events; and provided critical informational materials in multiple languages including English, Spanish, Chinese and Russian.



Event Spotlight: Summer Community Kick-Off

In collaboration with local organizations, staff hosted a family-friendly housing-focused resource fair at Rengstorff Park on June 10, 2023 attended by over 500 people. This annual event helps keep the community happy, healthy and housed. Activities included library story time, arts and crafts, chalk drawing contest, raffle, tacos and shaved ice.

1,435 Community members helped

97% Of survey respondents agreed that workshops and office hours provided helpful information

15 Bilingual workshops and presentations given

2

Increasing Program Accessibility

Tenant petition filings greatly exceeded the previous four years due to successful outreach efforts.

The connections made with community members during the pandemic and at public events resulted in tenants learning about their rights under the law and fostered trust with our Program.

Because of this, tenants accessing program resources significantly increased. For example, tenants filed more petitions in FY 2022-23 requesting downward rent adjustments. Many petitions required translation and code inspection services. Staff ramped up services to efficiently process this substantial increase.

181% Increase in petitions between FY 2021-22 and FY 2022-23 (year-over-year)

45 Petitions filed for downward adjustment of rent

87% Decided in favor of petitioner or settled with a mutually agreeable outcome (of 21 finalized petitions)

3

Strengthening Compliance

Compliance with program requirements increased significantly.

Properties must comply with the CSFRA and MHRSO. The Rental Housing Committee adopted regulations to help landlords adhere to these requirements by expanding related outreach and education as well as creating enforcement mechanisms.

Staff hosted 12 property registration workshops; mailed targeted letters to landlords; and provided one-on-one support. We also improved the functionality of the online registration portal based on feedback received from landlords.

110%

Increase of compliance rate with the registration requirement between FY 2021-22 and FY 2022-23 (year-over-year)

640

Landlord questions answered about property registration

4

Stabilizing Tenant Housing

Mountain View's eviction rate remained stable, aided by our programs.

In FY 2022-23, we expanded the Housing and Eviction Help Center to offer more housing support services with the goal of reducing evictions by increasing awareness of programs and resources. Free legal consultations for tenants facing eviction was also available.

When termination notices were filed with the Program, staff immediately followed up with tenants and landlords and mailed informational packets to affected households. Each packet contained pertinent details on what to do and expect when facing eviction and provided information for related support services.

24

Housing and Eviction Help Centers held

51

Households received free legal assistance

533

Informational packets mailed to tenants in danger of eviction

ABOUT THE PROGRAM

Rent Stabilization Program Overview

The City of Mountain View's Rent Stabilization Program implements the City's rent stabilization and tenant protection laws and programs, including the Community Stabilization and Fair Rent Act (CSFRA) and the Mobile Home Rent Stabilization Ordinance (MHRSO), the Tenant Relocation Assistance Ordinance (TRAO), the Housing and Eviction Help Center and the Mountain View Mediation Program. We also provide education and outreach to tenants and landlords.

These programs align with the Council Strategic Priorities, particularly Advancing a Community for All, and the City's Race, Equity, and Inclusion Initiative.

What We Do

Staff work with tenants, landlords, and mobile home park owners and residents to:

- Help tenants, landlords and other community members know about and understand the laws
- Improve tenant stability by implementing processes that ensure predictable rent increases
- Prevent unnecessary eviction and displacement of tenants
- Preserve the City's housing supply
- Promote healthy and safe housing standards and support efforts to maintain properties

Staff also:

- Performs research and presents policy recommendations for consideration by the Rental Housing Committee and City Council
- Prepares Rental Housing Committee agendas, minutes and reports and provides staff support for Committee meetings



Local Tenant Protection Laws

Community Stabilization and Fair Rent Act (CSFRA)

The Community Stabilization and Fair Rent Act (CSFRA) is a voter approved measure (Measure V, 2016). This law covers most apartment buildings with 3 or more units.

Fully Covered apartments are built before 1995 and protected by rent increase limits and eviction protections.

Partially Covered apartments, built between 1995 and 2017, only have eviction protections.



12,720

Apartments fully covered by the CSFRA (63% of all apartments)

1,673

Apartments partially covered by the CSFRA (8% of all apartments)

Mobile Home Rent Stabilization Ordinance (MHRSO)

1,130

Mobile Homes covered by the MHRSO



6

Mobile Home Parks

The Mobile Home Rent Stabilization Ordinance (MHRSO) is a City Council adopted ordinance (2021) which closely, but not fully, mirrors the CSFRA. The MHRSO limits rent increases for mobile home residents.

The MHRSO provides the same eviction protections to mobile home tenants as fully covered CSFRA units, while mobile home owners are protected by state law.

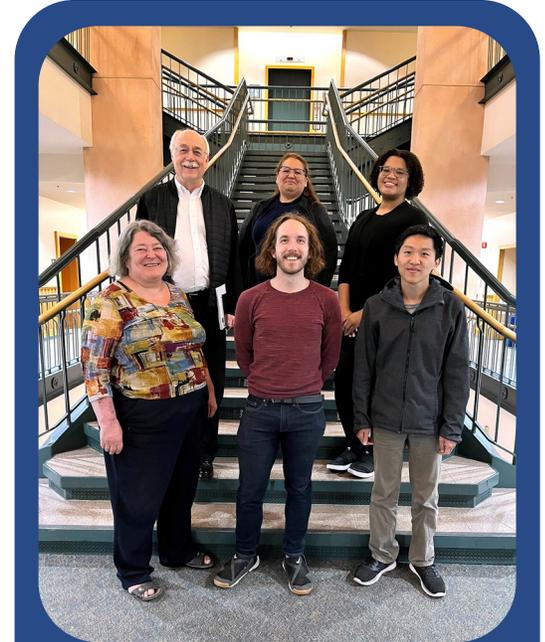
Tenant Relocation Assistance Ordinance (TRAO)

The Tenant Relocation Assistance Ordinance (TRAO) requires landlords to provide relocation assistance if eligible tenants who live on a property with three or more rental units are displaced due to renovations, redevelopment, or similar activities. The City's Ordinance provides cash assistance to help lower income households with moving costs, deposits, and securing replacement housing.

ABOUT THE PROGRAM

Rental Housing Committee (RHC)

- Is established by the voter-approved Community Stabilization and Fair Rent Act (CSFRA, Measure V - 2016)
- Consists of five members and one alternate member appointed by the City Council
- Is an integral part of the City government
- Is the first Committee in the City to have powers and duties independent from the City Council, the City Manager, and the City Attorney
- Establishes rules and regulations for administration and enforcement of the CSFRA and MHRSO
- Oversees the implementation of the CSFRA and the MHRSO



RHC Members April 2023 Onward

Bottom row from left to right:
Chair Edie Keating, Alex Brown
(alternate), Kevin Ma

Top row from left to right:
Robert Cox, Vice-Chair Guadalupe
Rosas, Kirin Madison



RHC Members July 2022 – March 2023*

From left to right: Vice-Chair Emily Ramos, Chair Nicole Haines-Livesay, Matt Grunewald, Susyn Almond, Julian Pardo de Zela, Guadalupe Rosas

*Chair Haines-Livesay and Vice-Chair Ramos vacated their seats prior to March 2023

Program Staff and Partners

The Rent Stabilization Program is part of the City of Mountain View's Housing and Neighborhood Services Division of the Community Development Department. Five full-time staff members and two part-time staff members, with the assistance of two 3rd-party professional services agencies, implemented the laws under the direction of the RHC. In FY 2023-24, the Program will become a Division of the newly formed Housing Department.



Multicultural Engagement Program

The City of Mountain View's Multicultural Engagement Program (MEP) provides extensive community-centered services including translations, interpretation and multilingual outreach in Spanish, Chinese and Russian. MEP works closely with our staff so that we can effectively reach and support non-English speakers.

Mountain View Mediation Program

The Mountain View Mediation Program offers free mediation and conciliation services to all residents and business owners in Mountain View. These services help people talk about and solve their issues in a controlled environment facilitated by trained volunteer mediators.

In FY 2022-23, they resolved 122 disputes for rental properties in Mountain View, reducing the number of filed petitions.



Community Partners

Housing and support services organizations help us better serve the Mountain View community.

- Project Sentinel
- Community Legal Services of East Palo Alto (CLSEPA)
- Community Services Agency of Mountain View and Los Altos (CSA)
- Community Health Awareness Council (CHAC)
- County of Santa Clara Office of Supportive Housing
- Solidarity Fund

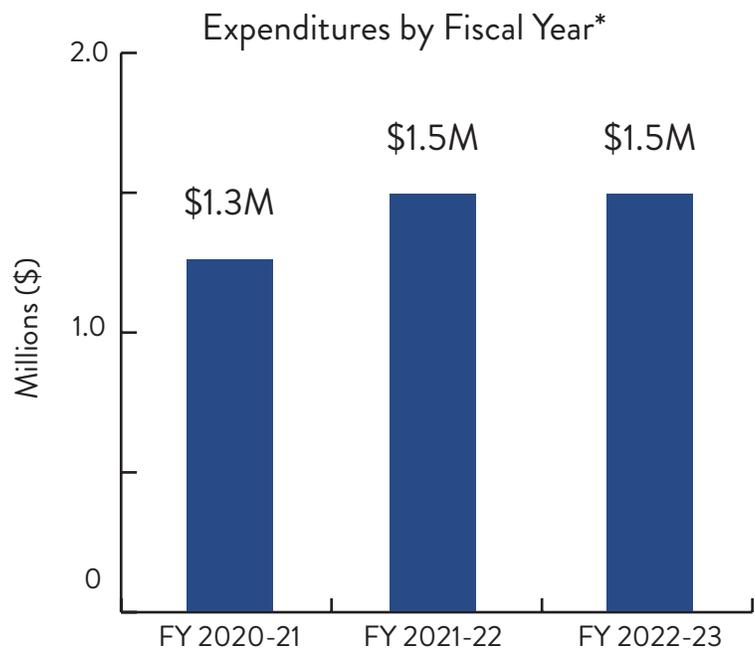
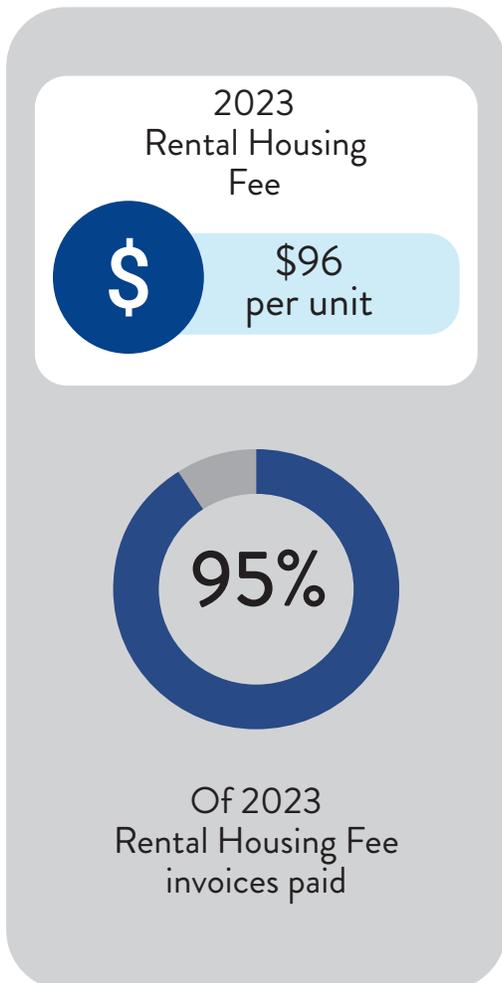
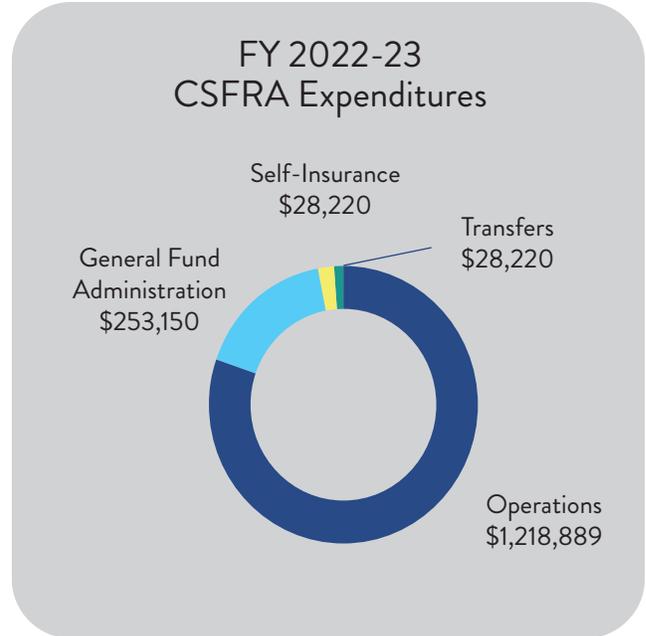
BUDGET

CSFRA Operating Program

The CSFRA Program is fully funded by the Rental Housing Fee which is charged annually to landlords of fully and partially covered units.

For Fiscal Year (FY) 2022-23, the total operating budget is \$2.1 million of which \$1.5 million came from the Rental Housing Fee and \$600,000 came from prior year's revenue.

For Fiscal Year 2022-23, total expenditures were \$ 1.5 million with an additional \$264,000 encumbered.



*In Fiscal Year 2022-23, City Council approved \$250,000 budget from the City's General Non-Operating Fund to provide additional assistances for eviction defense. This additional funding is outside of the CSFRA Program revenue. \$107,000 was spent and \$105,000 was committed for next year's program.

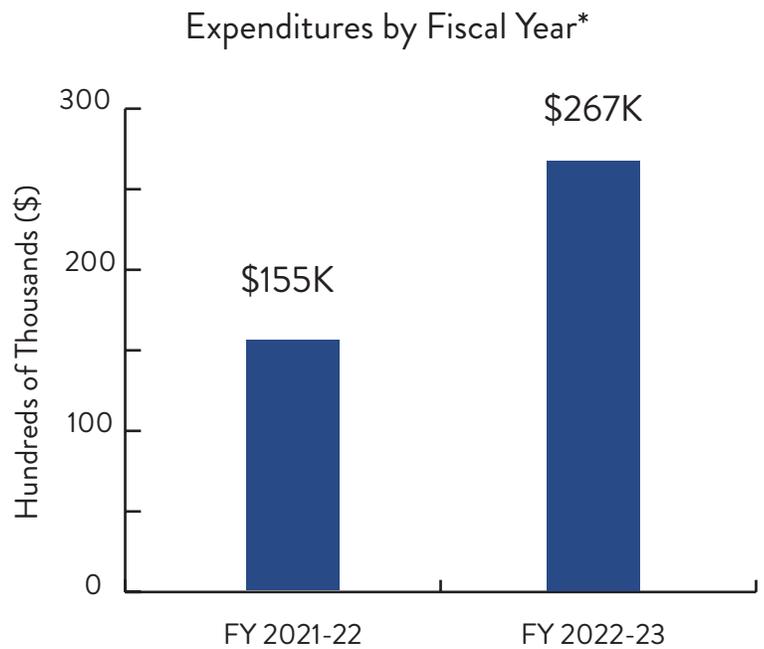
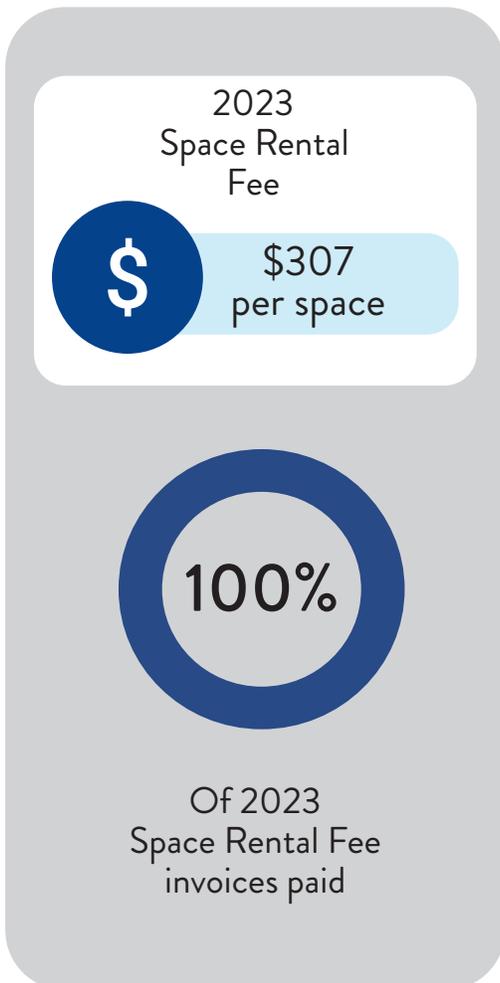
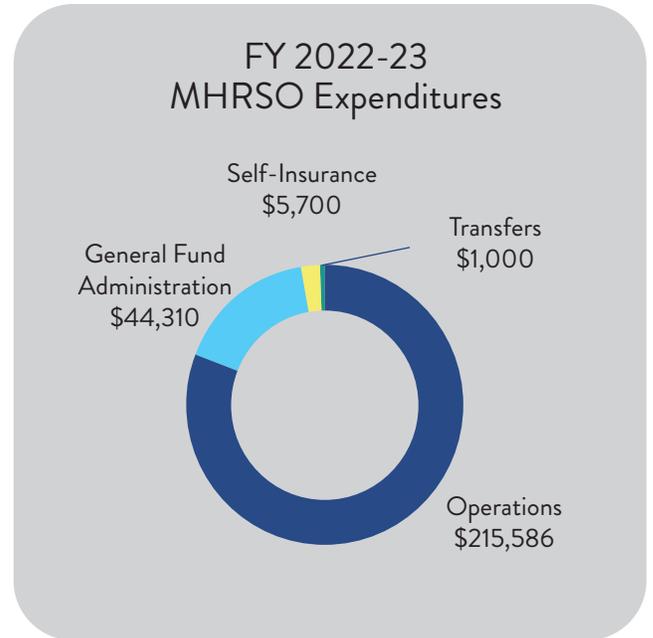
BUDGET

MHRSO Operating Program

The MHRSO Program is fully funded by the Space Rental Fee which is charged annually to mobile home park owners.

For Fiscal Year (FY) 2022-23, the total operating budget is \$554,000 of which \$356,000 came from the Space Rental Fee and \$198,000 came from prior year's revenue.

For Fiscal Year 2022-23, total expenditures were \$267,000 with an additional \$35,000 encumbered.



*FY 2021-22 program expenditures are from Oct. 28, 2021 through June 30, 2022 due to the adoption date of the Ordinance.

PROGRAM ACTIVITIES



Develop and Implement Policy

The Rental Housing Committee (RHC) issues rules and regulations to further the purpose of the CSFRA and MHRSO.

Staff perform research and draft and present analysis for regulations to be considered by the RHC and implement procedures and processes upon adoption. To date, twelve regulation chapters have been adopted for both the CSFRA and MHRSO.

In FY 2022-23, the RHC adopted Compliance and Enforcement regulations, and amended regulations to clarify processes including chapters on hearings, petitions and codes of conduct.

Staff also provide input on and implement other tenant related policies including the Tenant Relocation Assistance Ordinance (TRAO).



Manage the Petition Process

Landlords and tenants of fully covered units can request rent adjustments through the Program-managed petition process.

Petitioners complete forms, provide evidence to support their petition, serve the petition on the people affected, and file it with the Program.

Once filed and accepted by the Program, staff coordinate the hearing and/or settlement process in conjunction with facilitators and hearing officers who draft the settlement agreement or issue a formal decision on the petition.

Petition decisions may be appealed to the RHC by either party.



Educate the Community

Program staff work diligently to increase community awareness and understanding of the tenant protections in Mountain View.

Staff supports this goal by focusing outreach and education efforts on three primary objectives:

- Developing consistent materials that clearly communicate tenant protections, programs, and services
- Increasing engagement to better inform the community
- Improving program efficacy, efficiency, and compliance to increase transparency and foster trust



Implement the Eviction Prevention Program

The Eviction Prevention Program provides the following services in order to prevent evictions, mitigate potential displacement and promote community stability:

- Multi-pronged outreach to tenants, landlords and community organizations
- Early intervention informational contact to tenants and landlords after termination notices are filed with the Program
- Case management services through Project Sentinel and other community-based organizations, landlord and tenant counselling, education and dispute resolution services
- Free legal assistance for tenants at risk of eviction



Oversee Tenant Relocation Assistance

The Tenant Relocation Assistance Ordinance (TRAO) requires landlords to offer tenant relocation assistance for no-fault terminations.

If displaced households meet income eligibility requirements as outlined by the TRAO, they receive financial assistance and relocation support to help them move.

Program staff administer the ordinance and relevant State laws in conjunction with Associated Right of Way Services, a tenant relocation agency. The relocation agency provides tenant support throughout the relocation process including information detailing their rights, updates on the status of their termination, assistance with filing a benefits application and distribution of relocation funds for qualifying households.



Monitor and Enforce Compliance

Landlords of fully covered properties must be in substantial compliance with state and local laws to legally increase rent. Criteria for meeting substantial compliance includes annually paying fees and registering all units.

Staff assist landlords with completing forms, registering properties, processing payments, and monitoring compliance through an online registry portal. This year, staff also mailed targeted letters to landlords and tenants of properties out of compliance with registration and fee payments.

Landlords and tenants must file copies of specific notices with the Program through the online portal or delivered directly to our office. Staff review each notice for completeness and maintains a record of formally submitted notices.

KEY INITIATIVES

1 Connecting with our Community

Effective communication, outreach and education help ensure that tenants, landlords and mobile home park owners know their rights and responsibilities under the CSFRA and MHRSO.

This year, we focused on increasing community awareness and understanding of the tenant protections in Mountain View. Staff hosted and attended community events; facilitated workshops and clinics; created and mailed informational flyers, postcards and newsletters to covered tenants, landlords and mobile home residents; and ran extensive outreach campaigns for registration, compliance and eviction prevention. Materials were translated in multiple languages and outreach was targeted to vulnerable and hard-to-reach communities, including seniors, small property owners, and non-English speakers.

117

Workshops, events, and clinics held or attended by staff

3,302

Community members connected with

2,952 Inquires received from the public
Top two topics:

Property Registration (23%)

Tenant Petitions (14%)



Direct Outreach

Staff increased direct outreach to tenants and landlords. Mailings included individualized letters to tenants with new landlords; tenants who received banked rent increases; tenants and landlords of properties out of compliance with the law; and/or tenants at risk for eviction.

Targeting outreach allows staff to enhance services while reducing costs.

1,931

Number of direct mailings sent to individual tenants

1,191

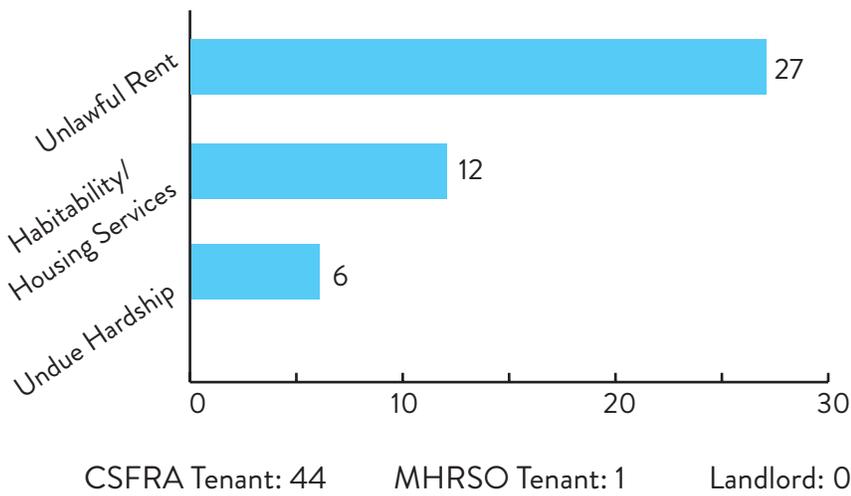
Number of direct mailings sent to individual landlords/properties

2

Increasing Program Accessibility

The Petition Program provides tenants and landlords an avenue to address their concerns and access their rights under the CSFRA and MHRSO. The Program experienced a significant increase in tenant petitions filings during FY 2022-23. This increase correlated with an increase in community awareness of tenant protections in Mountain View due to extensive outreach performed by staff during the COVID-19 Pandemic.

Petitions Received FY 2022-23



“Program staff went above and beyond to guide me through this process. I really appreciate all the assistance, and am grateful for their patience, thoroughness, and attention to detail. Thank you!”
- Petitioner

45

Petitions filed in FY 2022-23

33%

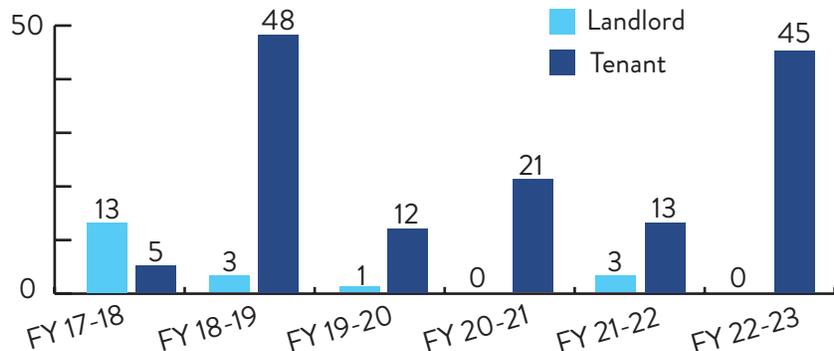
Petitions needed interpretation and translations support

31%

Petitions reporting multiple issues

Petitions Received Over Time

181%
Increase in petitions between FY 2021-22 and FY 2022-23 (year-over-year)



KEY INITIATIVES

3 Strengthening Compliance

While compliance with Rental Housing Fee payments has historically been high, compliance with mandatory registration of units has not. In September 2022, the RHC adopted compliance and enforcement regulations to address non-payment of rental housing/space fees and/or non-registration of units with the Program to better address this issue.

Outreach and Education

Staff implemented this new compliance and enforcement program by focusing outreach and education to landlords around these requirements. We hosted 12 Property Registration Workshops, mailed courtesy letters to landlords found to be non-compliant, and provided one-on-one support for landlords to help them register and pay their fees. Tenants of properties that remained unregistered also received notices of property non-compliance informing them of their rights under the law, including the right to file rent adjustment petitions if rent increases were given while out of compliance. We also made improvements to the registration portal based on user feedback.

12
Registration Workshops held

Outcomes

The registration and fee cycle for 2023 tested the efficacy of the compliance program. Registration compliance increased significantly as demonstrated in the table. Fee compliance remained quite high as in prior years. The billing cycle is reported on the calendar year.

	Registration Compliance	Fee Compliance
2022 Billing Cycle	42%	93%
2023 Billing Cycle	88%	95%
Percent Increase	110% increase	2% increase

Compliance and Enforcement Mechanisms

- Imposing late fees when landlords don't pay their annual rental housing fees or register their property with the Program
 - 4% per month for not paying annual rental housing fees/space rental fee
 - \$25 per unit per month for not completing the annual registration
- Mailing non-compliance letters to landlords with a copy sent to affected tenants
- Posting non-compliant properties to the Program website at mvrent.mountainview.gov

4 Stabilizing Tenant Housing

Community stability is a key principle of both the CSFRA and MHRSO. In FY 2022-23, staff focused on improving tenant stability in effort to reduce displacement. We directly connected tenants with information and resources to minimize the likelihood of eviction. We also supported the maintenance of healthy and safe housing by implementing the Specified Capital Improvement Petition Process; processing downward adjustment of rent petitions related to lack of property maintenance; and coordinating with the City's Multi-Family Inspection Program for property inspections.

Housing and Eviction Help Center (HEHC)

The HEHC offers 1:1, bilingual assistance in-person or virtually twice a month to help landlords and tenants stay informed of their rights and responsibilities and connect them with support services to stay healthy and housed.

24

Help Center Clinics held

Enhanced Programming

Additional housing and support services organizations attended including:

- The Assurance Mobile Program, which gives free smartphones and data plans to eligible individuals attended various help centers.
- The TRUST Field Response Program, a new service that helps people during an urgent mental health or substance use situation, also attended to inform the community of this service.

Additionally, staff redesigned materials to make language more accessible and welcoming for the public.

Services Offered

The HEHC shifted from assisting with COVID-19 emergency rent relief applications to connecting the community with an array of housing and support services. Program staff and representatives from local organizations helped community members to learn more about:

- Rent Stabilization
- Eviction Resources
- Legal Assistance
- Food Distribution
- Financial Assistance
- Mediation
- Below Market Rate (BMR) and Affordable Housing



252

Clients assisted at the Help Center

96%

Help Center attendees agreed that staff was helpful and courteous

87%

Help Center attendees agreed that they received the support they needed

LOOKING AHEAD: FISCAL YEAR 2023-2024

Staff look forward to continuing to provide exceptional service to the city's rental households and landlords throughout the new Fiscal Year.

Division highlights of what's to come include:

- Releasing the new online payment function in the Property Registration Portal to make it easier for landlords to pay their annual rental housing fee
- Establishing separate landlord and tenant Housing Help Centers to provide more tailored assistance and services
- Opening the Community Room at "La Casita" 298 Escuela Ave., located in the heart of the City's CSFRA-covered apartments to easily hold workshops and efficiently support the community
- Continuing to strengthen our ties to the community and fostering trust between tenants, landlords, our Division and our community partners



New and Additional Regulations

The RHC will consider and potentially adopt new or additional regulations about:

- Utility Billing and the Use of Ratio Utility Billing Services (RUBS)
- Anti-Harassment Protections for Tenants, and
- Master Tenant/Sub-tenant relationships

Rent Stabilization Program Joins Newly Formed Housing Department

Beginning July 1, 2023, the Rent Stabilization Program will become the Rent Stabilization Division, one of two divisions of the newly formed Housing Department.

The City formed a new Housing Department to address the resources needed to implement both existing programs and new initiatives to be responsive to a wide range of housing needs of the community.

The department will focus on rent stabilization, affordable housing and tenant protection policies and be comprised of the Affordable Housing Division and the Rent Stabilization Division.

Other significant priorities for the department will include advancing a displacement response strategy, developing an asset management system/program to monitor and track the City's rapidly expanding affordable housing supply, expanding Housing's legislative efforts in coordination with the City's legislative team, and further integrating the City's Race, Equity and Inclusion planning into the Housing Department's work.

It will be led by Wayne Chen, who was formerly the Assistant Community Development Director for the City.



It is a privilege to have the opportunity to serve Mountain View as the City's first Housing Director under the newly formed Housing Department.

The City – like the region – continues to have a diverse range of housing needs that need immediate and long-term responses. As a newly formed stand-alone Housing Department in Fiscal Year 2023-24 that includes the Rent Stabilization Division and other key programs, the City will have an enhanced ability to respond to those needs. It is incredible to work in a city with the type of leadership and support for affordable housing as provided by the City Council, the City Manager's Office and the community.

It is also a privilege to work with terrific staff who are dedicated to serving the community. They are tireless in their efforts to implement programs in a customer-focused way, to connect with and support tenants, households, and property owners, and to hear about housing issues that are important to you. As a Department, we look forward to continuing this approach and to responding to the housing needs of the community.

-Wayne Chen
Housing Department Director

APPENDIX

¹ Project Sentinel and City of Mountain View Rent Stabilization Division, April 2020 - June 2022.

² Data was obtained by staff through use of internal record keeping and databases, including the 3Di property registration portal.

³ Mountain View Mediation Program, July 2022 - June 2023.





City of
Mountain View

Rent Stabilization Program

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