

Rent Stabilization Division

Activity Report Fiscal Year 2024-25

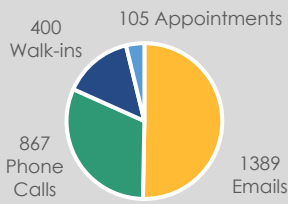
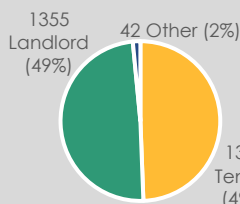
(July 2024 through March 2025)

Community Outreach and Education

Information Requests and Inquiries*

2,761

Inquiries from the Public

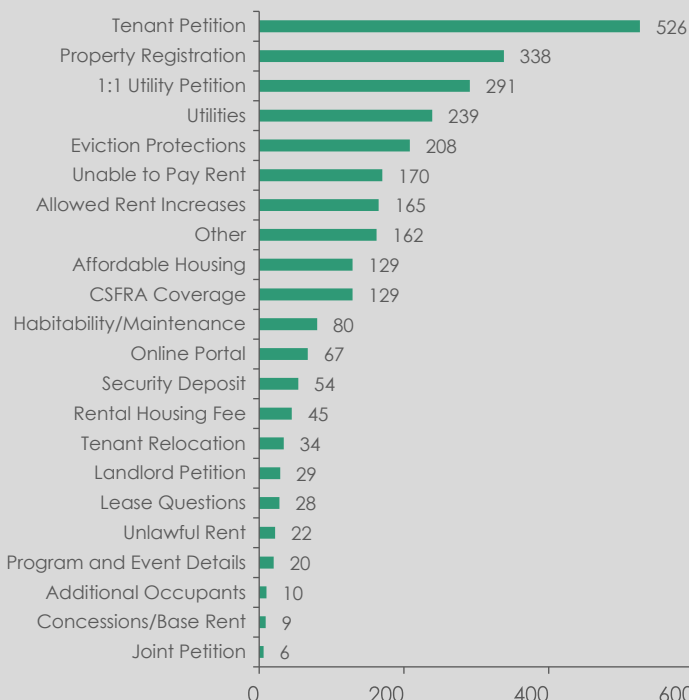


13% Spanish Language Inquiries

Number of Inquiries Over Time



Inquiry Topics



Community Outreach**



32 Workshops

261 participants (614 views)
14 bilingual workshops

37 Office Hours

88 participants
joined virtually

82 Outreach Events

2,283 community
members reached

Education and Information



Documents & Resources

43 Website Pages
12 Informational Documents
44 Fillable Forms
0 MV Voice Ads



Mailings

Mass Mailings

9 Postcards and Flyers
4 Newsletters

18,236 Mailings

Targeted Mailings

5 Landlord Letters
ENG
3 Tenant Letters
ENG, SPA, CHI

2,271 Mailings



Email Updates

12 Committee Updates
38 Workshops
31 Community Updates
6 e-Newsletters
3,374 Subscribers

CSFRA Properties

Fully Covered Properties

681 Properties **12,755** Units

Partially Covered Properties

12 Properties **1,686** Units



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



Properties Registered



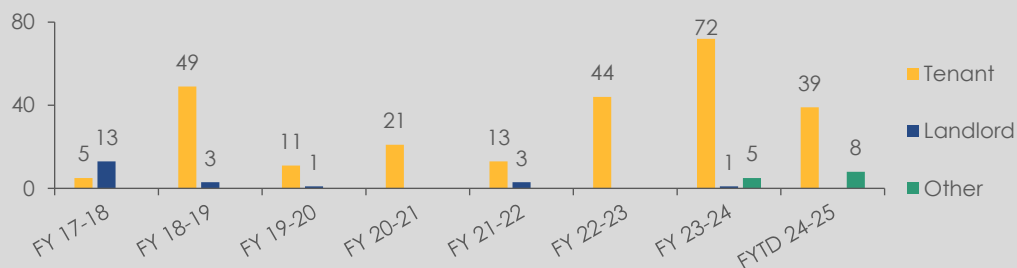
Rental Housing Fees Paid



Rent Adjustment Petitions

Petitions Received by the Division (CSFRA)

Petitions Received Over Time



One-Time Petitions

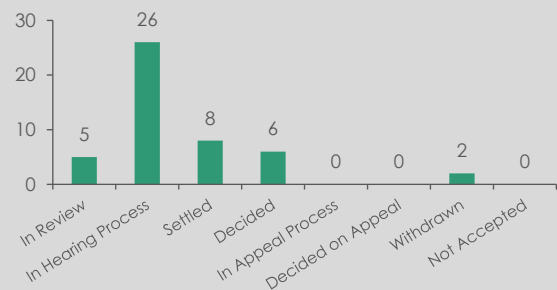
82
One-Time Utility
Adjustment Petitions
Submitted by Landlords

Current Fiscal Year Petitions by Type

Tenant: 39 Landlord: 0 Other: 8



Current Fiscal Year Petition Status



Education, Mediation and Conciliation***

The Mountain View Mediation Program assists the Rent Stabilization Division by providing free education, 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.



50
Cases of Clients Educated,
Mediated and/or Conciliated

40 of 50
Cases Resolved
(10 Pending)

Housing Help Center (HHC)

Housing Help Center for Landlords

31

Clinics held

59

Landlords Helped

Top 3 reasons for attending the HHC

- 1 Utilities
- 2 Property Registration
- 3 Rental Housing Fee

Housing Help Center for Tenants

17

Clinics held

187

Tenants Helped

Top 3 reasons for attending the HHC

- 1 Rent Assistance
- 2 Affordable Housing/BMR
- 3 Eviction Protections



50%

Require assistance in a language other than English
(n=183 of 187)



64%

Heard about services via the community
(n=182 of 187)



51%

Have 3 or more people in household
(n=184 of 187)



<\$55k

Majority (83%) live on an average annual household income of less than \$54k
(n=169 of 187)

Community Partner Referrals****



26

Households received rental assistance through CSA



\$8,077

Average rental assistance received through CSA
(n=26)



68

Tenants received free legal advice through CLSEPA



77%

Of those that received legal advice, had received a termination notice



9

Households received legal representation allowing them to remain in their home

Eviction Prevention

Required Noticing



217
Banked Rent
Increase
Notices



832
Termination
Notices



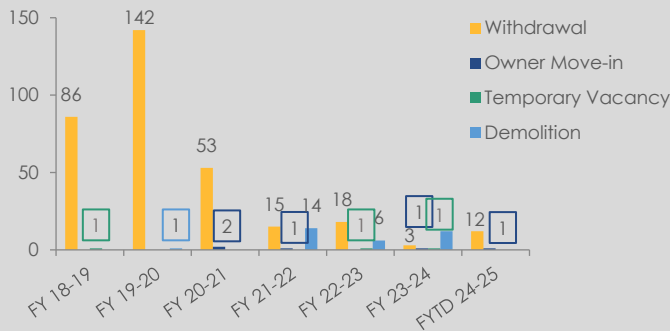
2
Tenant
Buyout
Notices



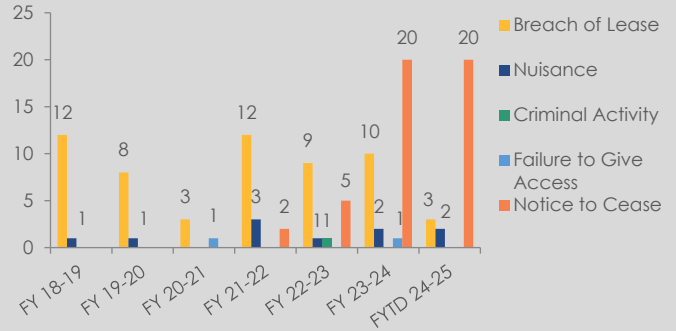
0
Additional
Occupant
Notices

Just Cause Eviction Submittals (as Received by the City)

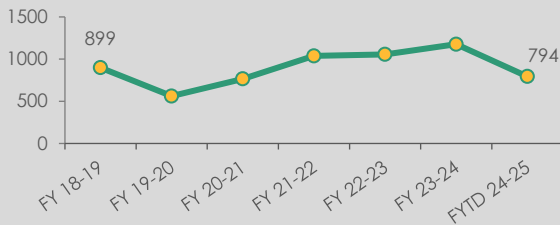
No-Fault Evictions Over Time



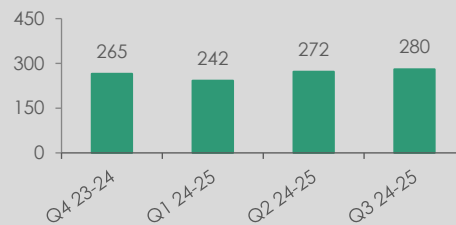
At-Fault Evictions Over Time



Failure to Pay Rent Notices Over Time



Failure to Pay Rent Notices



453

Unique Households
Received
Failure to Pay Rent
Notices (FYTD)

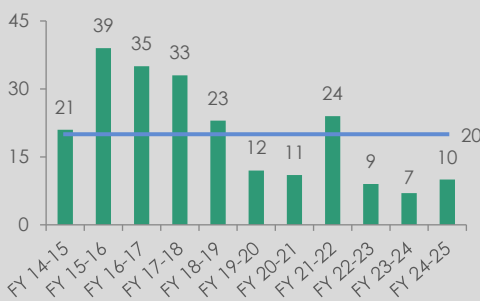
Tenant Relocation Assistance



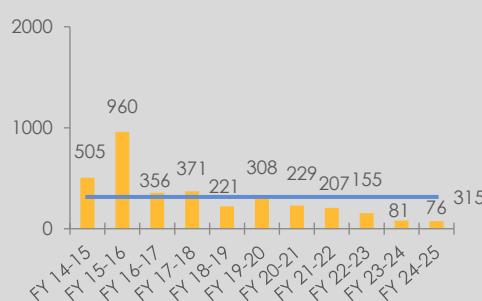
	Properties in Redevelopment	Units Affected	Households that Received Assistance
FY 2020-21	0	0	63
FY 2021-22	0	0	14
FY 2022-23	1	4	1
FY 2023-24	2	34	1
FYTD 2024-25	1	8	0

Property Sales for Fully Covered Units

Properties Sold Over Time



Units Sold Over Time



Properties Currently for Sale



5
Properties

27
Units

Mobile Homes

Mobile Home Coverage



6

Mobile Home Parks

1,130

Mobile Homes

177

Rented Mobile Homes



The Mobile Home Rent Stabilization Ordinance (MHRSO) provides rent stabilization for both mobile home owners who rent spaces and mobile home tenants who rent mobile homes. It also provides eviction protections for mobile home tenants.



Parks Registered



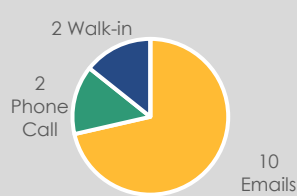
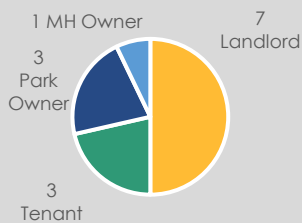
Space Rental Fees Paid



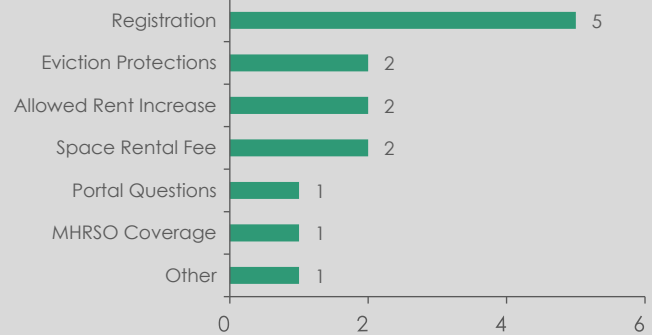
Information Requests and Inquiries*

14

Inquiries from the Public



Inquiry Topics



Rent Adjustment Petitions Received by the Division (MHRSO)

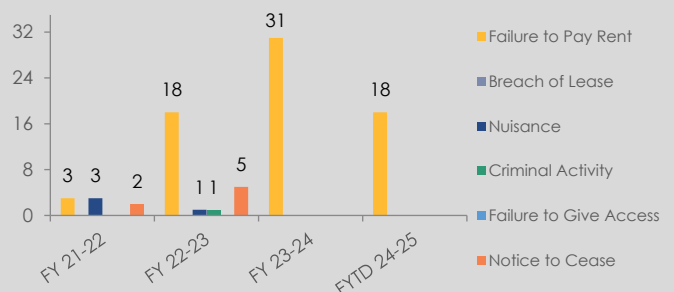
	Tenant/Home Owner Petitions			Park Owner		Other Petition Types		
	Unlawful Rent	Habitability/Housing Services	Undue Hardship	MNOI	Capital Improvements	Joint	Exemption	Compliance
FY 21-22	0	0	0	0	0	0	0	0
FY 22-23	1	0	0	0	0	0	0	0
FY 23-24	0	0	1	0	0	0	0	0
FY 24-25	0	0	0	0	0	0	0	0

Just Cause Eviction Submittals (as Received by the Division)

No-Fault Evictions Over Time

	Withdrawal	Owner Move-In	Temporary Vacancy	Demolition
FY 21-22	0	0	0	0
FY 22-23	0	0	0	0
FY 23-24	0	0	0	0
FYTD 24-25	0	0	0	0

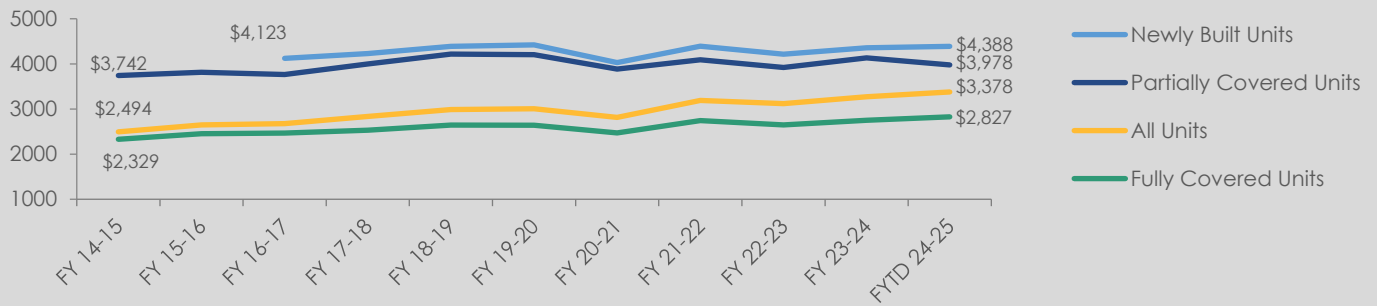
At-Fault Evictions Over Time



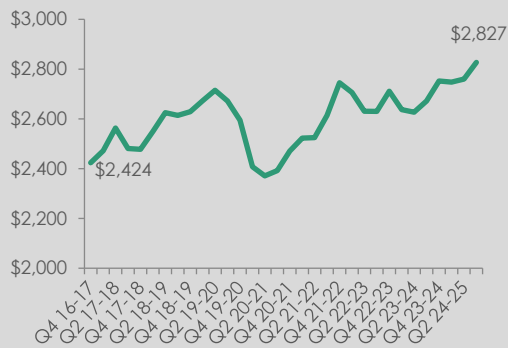
Market Conditions

Average Market Rent*****

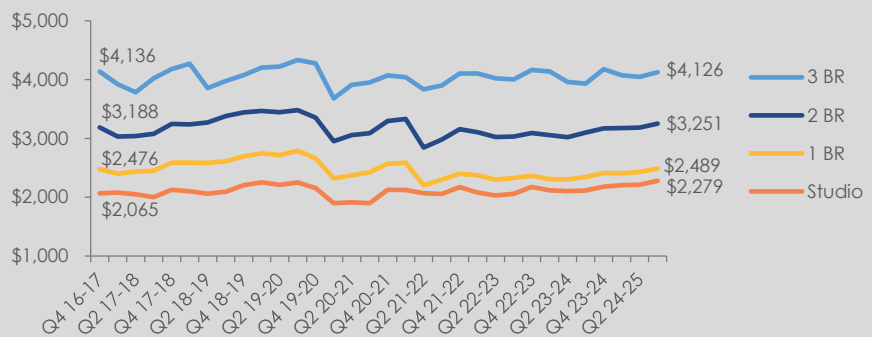
Average Market Rent (Past Ten Years)



Market Rent (Fully Covered Units)

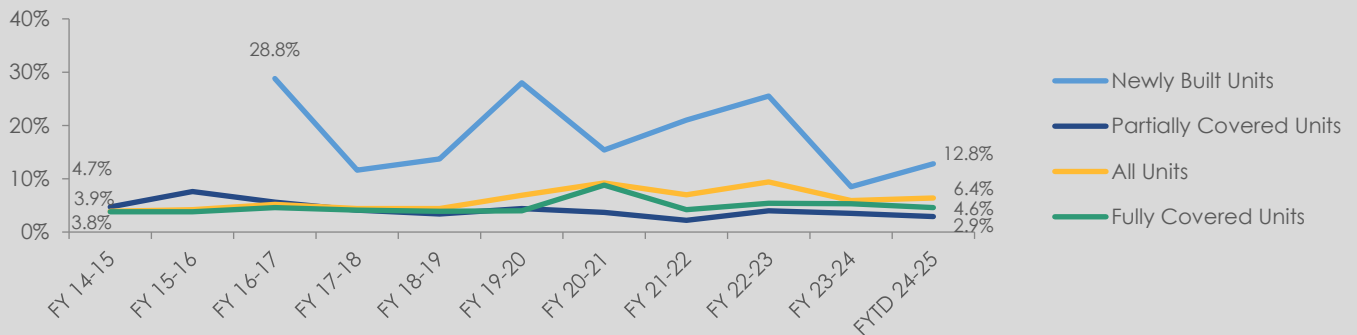


Market Rent by Number of Bedrooms (Fully Covered Units)



Vacancy Rates*****

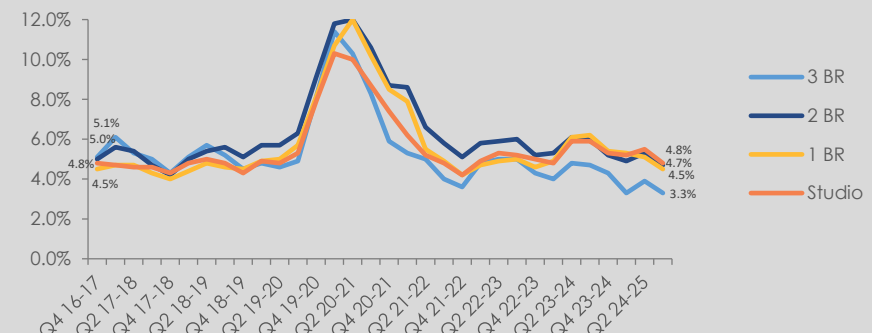
Vacancy Rate (Past Ten Years)



Vacancy Rate (Fully Covered Units)



Vacancy Rate by Number of Bedrooms (Fully Covered Units)



*Project Sentinel and City of Mountain View Rent Stabilization Division, March 2025; **Views from YouTube of Workshop Recordings ***Mountain View Mediation Program, March 2025; ****Community Services Agency and Community Legal Services in East Palo Alto, March 2025; *****CoStar, March 2025 Average Asking Rent (market rent rate); *****CoStar, March 2025; 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 Rent Stabilization Division Activity Report compiles data from a variety of sources including CoStar, a rental market database. Data unrelated to the CoStar database was obtained by staff through use of internal record keeping and databases including the Rent Stabilization Portal, and in partnership with external consultants and vendors, including Associated Right of Way Services (ARWS), Project Sentinel, the Community Services Agency of Mountain View and Los Altos (CSA), and Community Legal Services of East Palo Alto (CLSEPA). Cases reported by CLSEPA are counted when the case is closed.

The Rent Stabilization Portal is used for data related to property information, CSFRA and MHRSO coverage, compliance with registration and Rental Housing Fee/Space Rental Fee payments, and submitted notices. Although Rental Housing Fees and Space Rental Fees are charged to fund the fiscal year budget (which runs from July through June of each year), the fees are billed in January, six months into the fiscal year. For this reason, data showing the compliance rates of registration and Rental Housing Fee/Space Rental Fee payments are shown on the calendar year. A new registration and fee payment reporting cycle began at the start of the third quarter of the Fiscal Year (January 2024).

Email subscribers reported are unique users across multiple rent stabilization email lists managed through the City's webpage. Emails from landlords and managers that registered through the Rent Stabilization Portal are also included in the subscriber count. The Community Outreach data includes events and participants from the Housing Help Centers.

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. The data provided by CoStar and used in the Rent Stabilization Division Activity 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.

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 Division's registration database. Furthermore, as more properties register with the Division, 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.