City of Mountain View

Mountainview.gov/rentstabilization

Rent Stabilization Division Activity Report Fiscal Year 2024-25

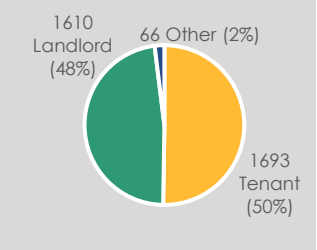
(July 2024 through June 2025)

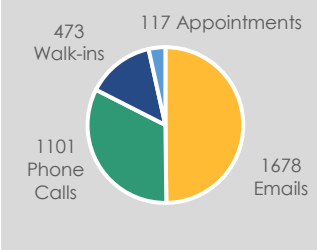
Community Outreach and Education

*Information Requests and Inquiries**

3,369

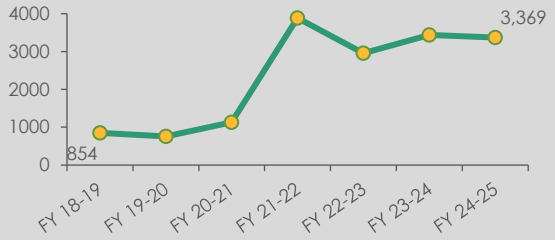
Inquiries from the Public



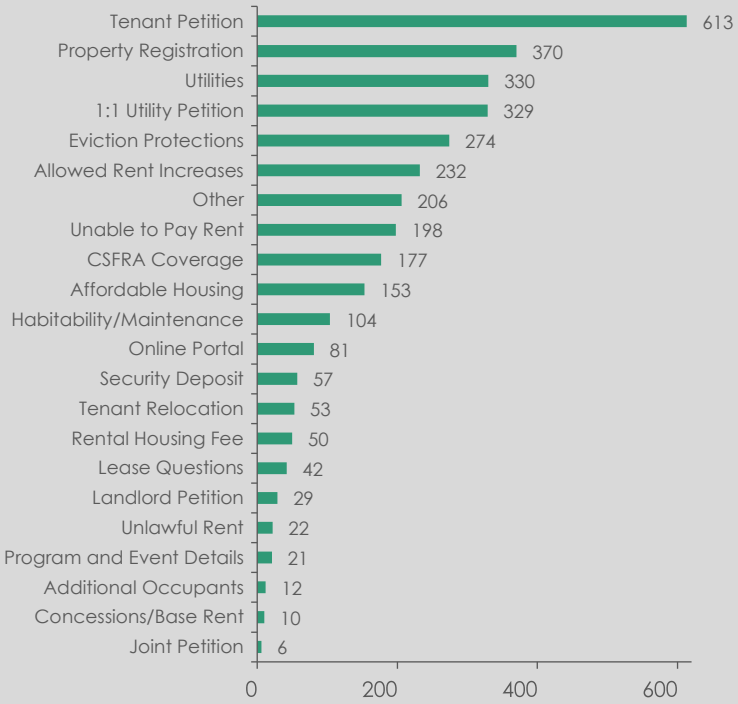


12% Spanish Language Inquiries

Number of Inquiries Over Time



Inquiry Topics



*Community Outreach***

44 Workshops
318 participants (824 views)
21 bilingual workshops

50 Office Hours
99 participants joined virtually

109 Outreach Events
3,639 community members reached

Education and Information

Documents & Resources

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

Mailings

Mass Mailings	Targeted Mailings
13 Postcards and Flyers	**5** Landlord Letters *ENG*
9 Newsletters	**3** Tenant Letters *ENG, SPA, CHI*
47,698 Mailings	2,739 Mailings

Email Updates

- **17** Committee Updates
- **47** Workshops
- **38** Community Updates
- **6** e-Newsletters
- **3,568** Subscribers

Languages Provided: English= ENG Spanish = SPA Chinese=CHI Russian= RUS

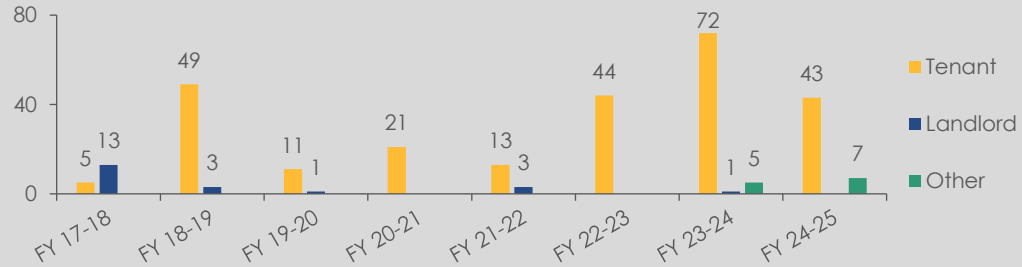
CSFRA Properties

Fully Covered Properties		Partially Covered Properties	
682 Properties	**12,753** Units	**12** Properties	**1,686** Units

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

Rent Adjustment Petitions

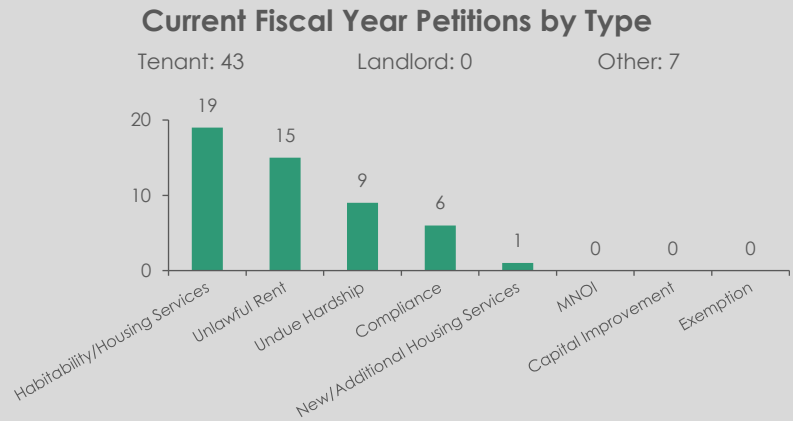
Petitions Received by the Division (CSFRA)

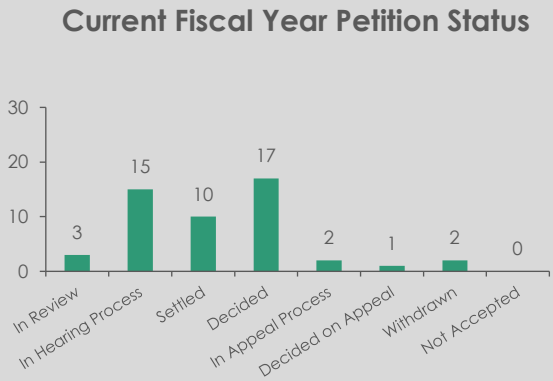


One-Time Petitions

118

One-Time Utility Adjustment Petitions Submitted by Landlords





*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.

71

Cases of Clients Educated, Mediated and/or Conciliated

68 of 71

Cases Resolved
(3 Pending)

Housing Help Center (HHC)

Housing Help Center for Landlords

43
Clinics held

68
Landlords Helped

Top 3 reasons for attending the HHC

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

Housing Help Center for Tenants

22
Clinics held

230
Tenants Helped

Top 3 reasons for attending the HHC

1. Rent Assistance
2. Affordable Housing/BMR
3. Legal Assistance

48%
Require assistance in a language other than English
(n=226 of 230)

61%
Heard about services via the community
(n=224 of 230)

50%
Have 3 or more people in household
(n=226 of 230)

<$55k
Majority (83%) live on an average annual household income of less than $54k
(n=206 of 230)

*Community Partner Referrals*****

31
Households received rental assistance through CSA

$7,495
Average rental assistance received through CSA
(n=26)

85
Tenants received free legal advice through CLSEPA

75%
Of those that received legal advice, had received a termination notice

12
Households received legal representation allowing them to remain in their home

Eviction Prevention

Required Noticing

266 Banked Rent Increase Notices

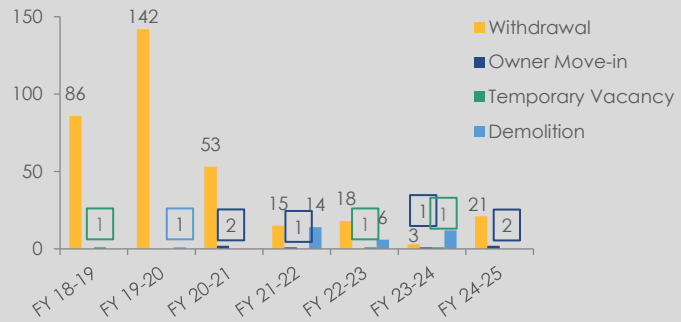
1,075 Termination Notices

2 Tenant Buyout Notices

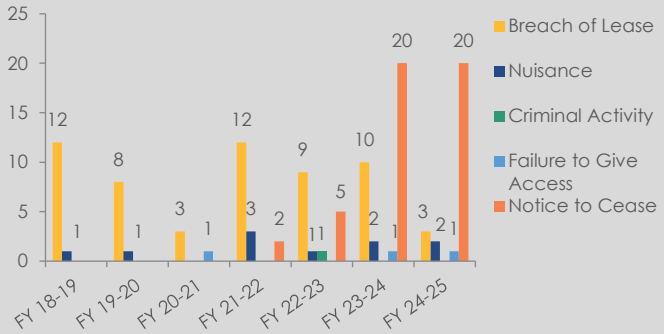
0 Additional Occupant Notices

Just Cause Eviction Submittals (as Received by the City)

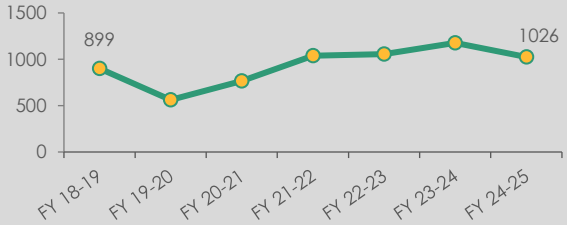
No-Fault Evictions Over Time



At-Fault Evictions Over Time



Failure to Pay Rent Notices Over Time



Failure to Pay Rent Notices

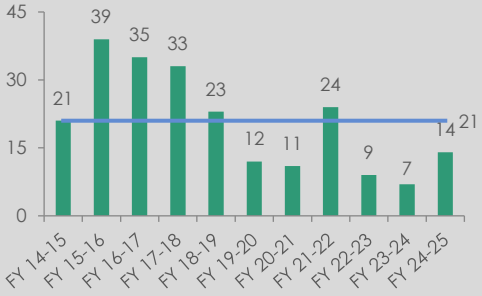
569 Unique Households Received Failure to Pay Rent Notices (FYTD)

Tenant Relocation Assistance

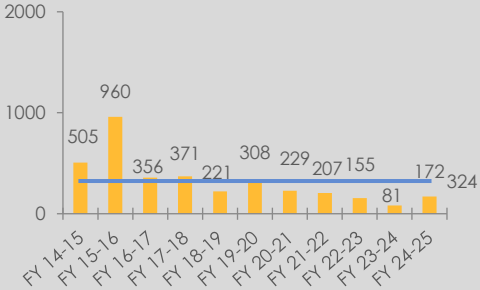
	Properties in Redevelopment	Units Affected	Households that Received Assistance
FY 2020-21	0	0	63
FY 2021-22	0	0	14
FY 2022-23	1	4	1
FY 2023-24	2	34	1
FYTD 2024-25	1	8	1

Property Sales for Fully Covered Units

Properties Sold Over Time



Units Sold Over Time



Properties Currently for Sale

4 Properties

104 Units

Mobile Homes

Mobile Home Coverage

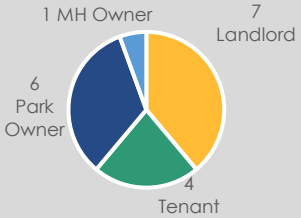
6	1,130	182
Mobile Home Parks	Mobile Homes	Rented Mobile Homes

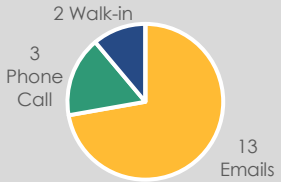
The Mobile Home Rent Stabilization Ordinance (MHRSO) provides rent stabilization for both mobile home owners who rent spaces and mobile home tenants who rent mobile homes. It also provides eviction protections for mobile home tenants.

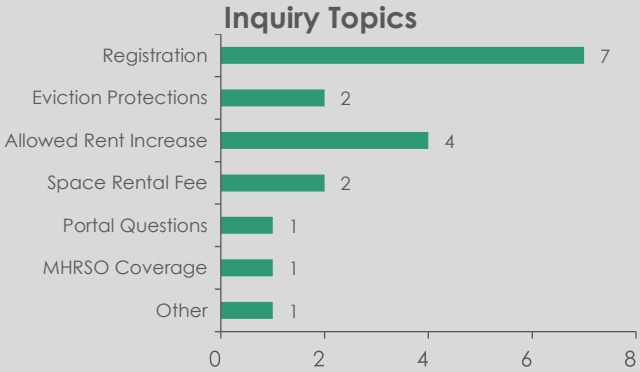
*Information Requests and Inquiries**

18

Inquiries from the Public







Rent Adjustment Petitions Received by the Division (MHRSO)

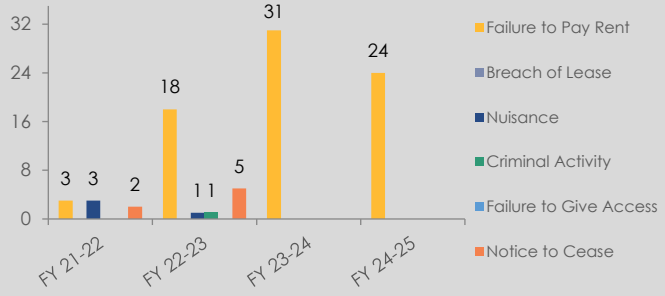
	Tenant/Home Owner Petitions			Park Owner		Other Petition Types		
	Unlawful Rent	Habitability/ Housing Services	Undue Hardship	MNOI	Capital Improvements	Joint	Exemption	Compliance
FY 21-22	0	0	0	0	0	0	0	0
FY 22-23	1	0	0	0	0	0	0	0
FY 23-24	0	0	1	0	0	0	0	0
FY 24-25	0	0	0	0	0	0	0	0

Just Cause Eviction Submittals (as Received by the Division)

No-Fault Evictions Over Time

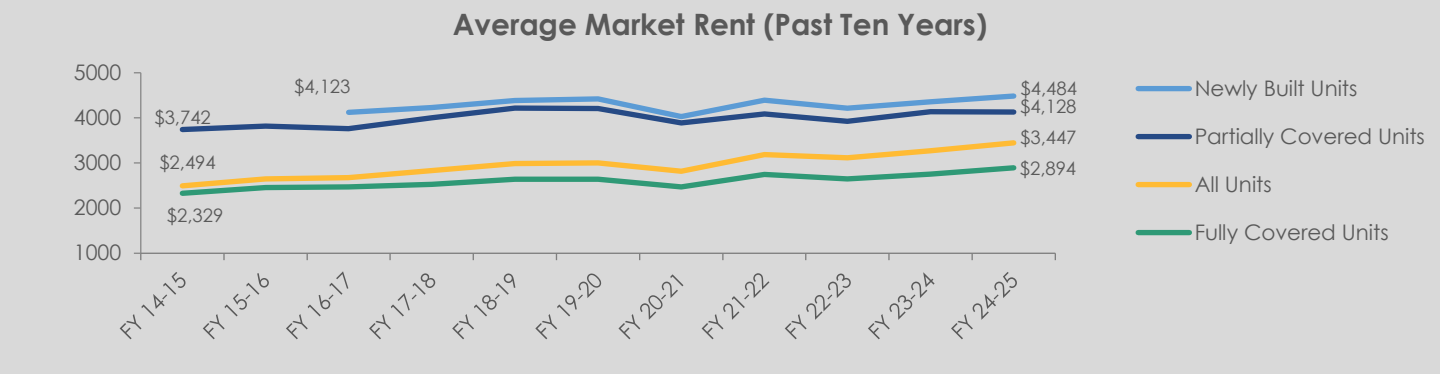
	Withdrawal	Owner Move-In	Temporary Vacancy	Demolition
FY 21-22	0	0	0	0
FY 22-23	0	0	0	0
FY 23-24	0	0	0	0
FY 24-25	0	0	0	0

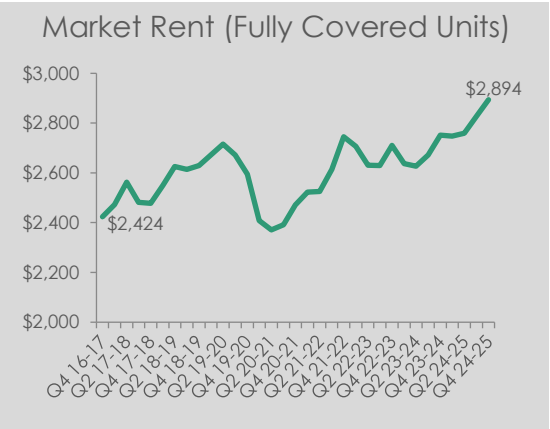
At-Fault Evictions Over Time

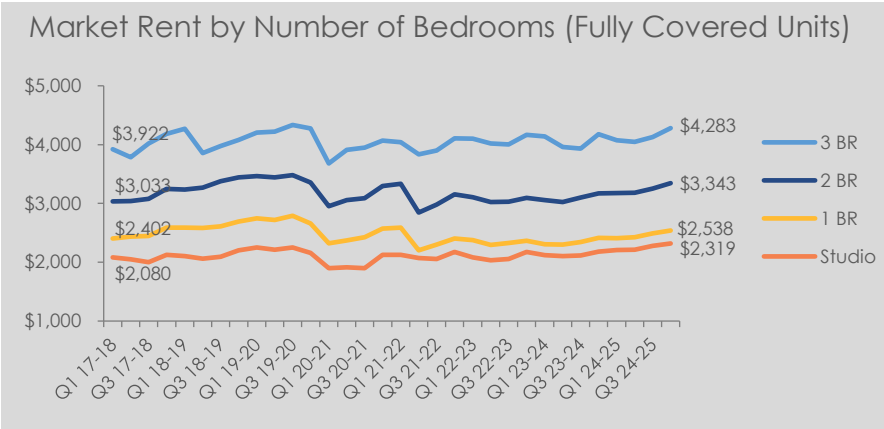


Market Conditions

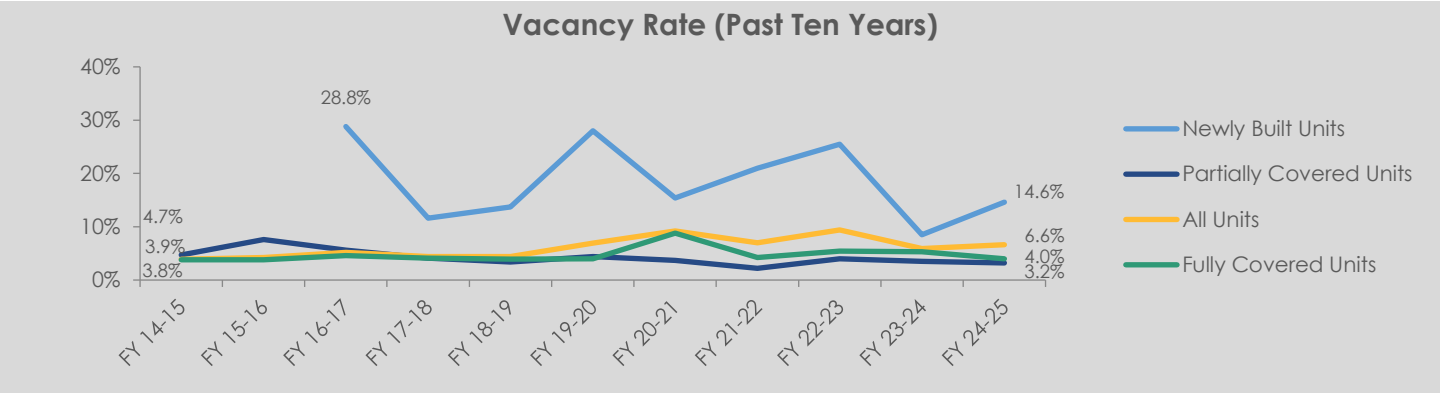
*Average Market Rent*****

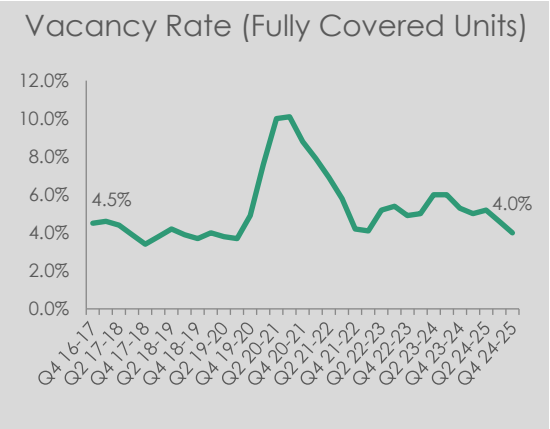


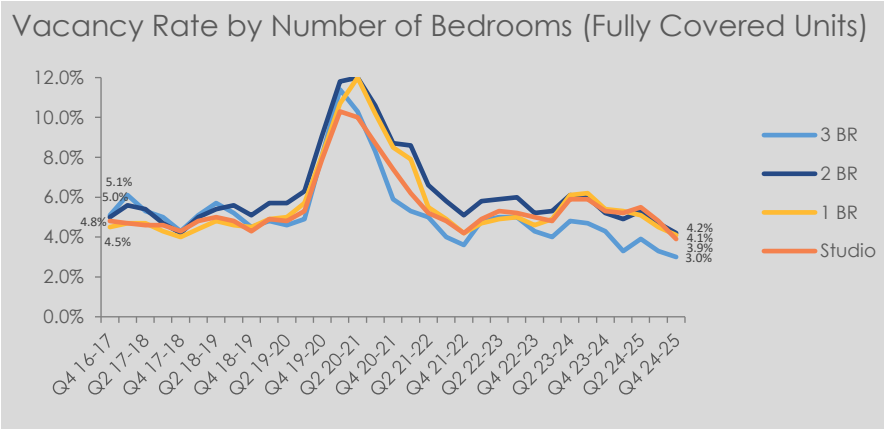




*Vacancy Rates******







Project Sentinel and City of Mountain View Rent Stabilization Division, June 2025;Views from YouTube of Workshop Recordings ***Mountain View Mediation Program, June 2025; ****Community Services Agency and Community Legal Services in East Palo Alto, June 2025; ***** CoStar, June 2025 Average Asking Rent (market rent rate); ******CoStar, June 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.