

Rent Stabilization Division

Activity Report Fiscal Year 2023-24

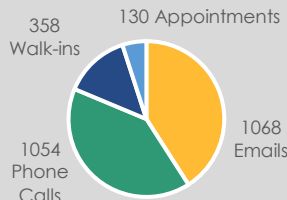
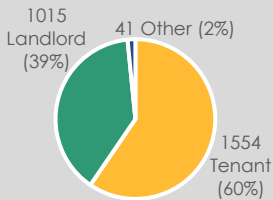
(July 2023 through March 2024)

Community Outreach and Education

Information Requests and Inquiries*

2,610

Inquiries from the Public

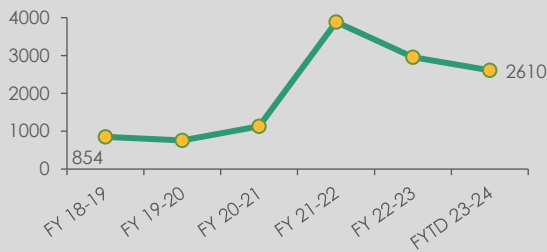


Inquiry Topics



14% Spanish Language Inquiries

Number of Inquiries Over Time



Community Outreach



16 Workshops

173 participants
7 bilingual workshops

37 Office Hours

58 participants
joined virtually

63 Outreach Events

2,464 community
members reached

Education and Information



Documents & Resources

- 42** Website Pages
- 10** Informational Documents
- 31** Fillable Forms
- 4** MV Voice Ads



Mailings

Mass Mailings

- 5** Postcards and Flyers
- 6** Newsletters

139,026 Mailings

Targeted Mailings

- 6** Landlord Letters
ENG
- 4** Tenant Letters
ENG, SPA, CHI, RUS

3,553 Mailings



Email Updates

- 8** Committee Updates
- 12** Workshops
- 21** Community Updates
- 4** e-Newsletters

2,624 Subscribers

CSFRA Properties

Fully Covered Properties



678 Properties **12,743** 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



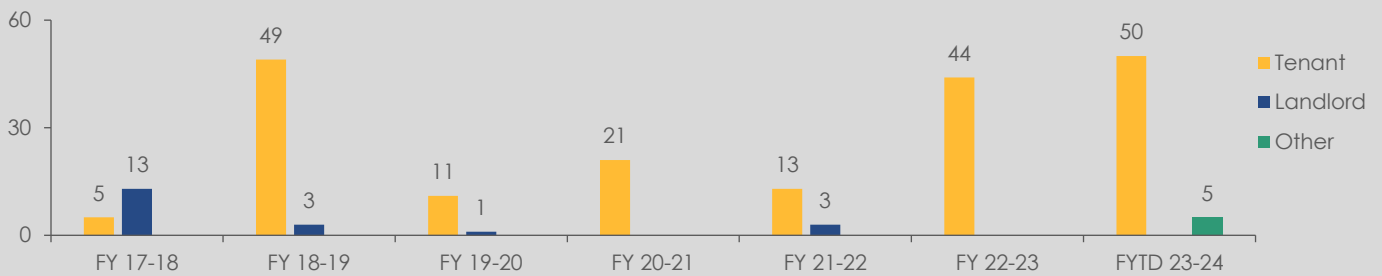
Rental Housing Fees Paid



Rent Adjustment Petitions

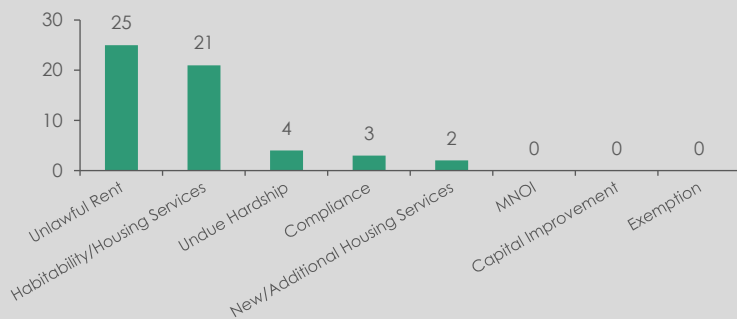
Petitions Received by the City (CSFRA)

Petitions Received Over Time



Current Fiscal Year Petitions by Type

Tenant: 50 Landlord: 0 Other: 5



Current Fiscal Year Petition Status



Mediations and Conciliations**

The Mountain View Mediation Program assists the Rent Stabilization Division 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.



77

Mediations and Conciliations

60 of 77

Resolved
(16 Pending, 1 Unresolved)

Housing Help Center (HHC)

Housing Help Center for Landlords

11

Clinics held

23

Landlords Helped

Top 3 reasons for attending the HHC

1 Property Registration

2 Allowed Rent Increase

3 Eviction Protections

Housing Help Center for Tenants

18

Clinics held

139

Tenants Helped

Top 3 reasons for attending the HHC

1 Rent assistance

2 Affordable Housing/BMR

3 Eviction Protections



42%

Require assistance in a language other than English (n=139 of 139)



55%

Heard about services via the community (n=138 of 139)



45%

Have 3 or more people in household (n=136 of 139)



<\$54k

Majority (78%) live on an average annual household income of less than \$54k (n=115 of 139)

Community Partner Referrals***



23

Households received rental assistance through CSA



\$5,516

Average rental assistance received through CSA (n=23)



78

Tenants received free legal advice through CLSEPA



78%

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



21

Households received legal representation allowing them to remain in their home

Eviction Prevention

Required Noticing



78
Banked Rent Increase Notices



937
Termination Notices



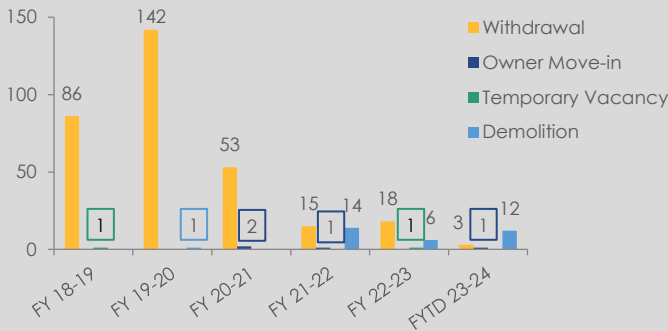
1
Tenant Buyout Notices



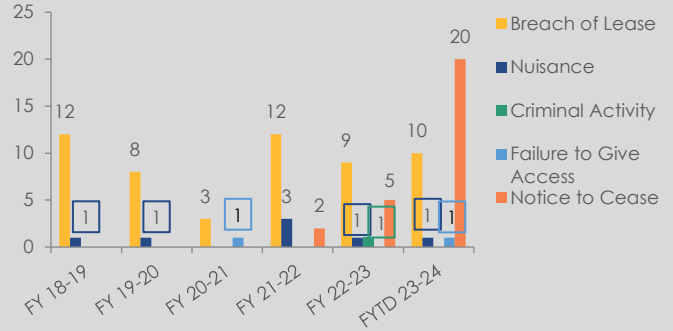
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Additional Occupant Notices

Just Cause Eviction Submittals (as Received by the City)

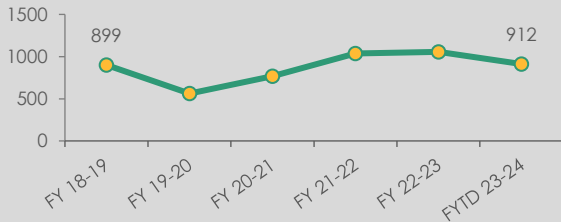
No-Fault Evictions Over Time



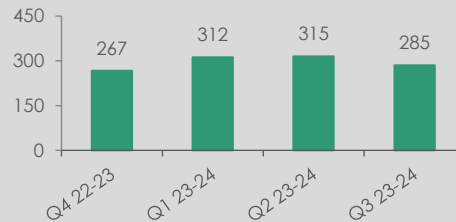
At-Fault Evictions Over Time



Failure to Pay Rent Notices Over Time

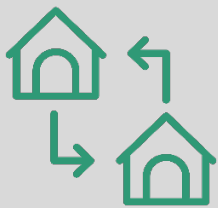


Failure to Pay Rent Notices



506
Unique Households Received Failure to Pay Rent Notices (FYTD)

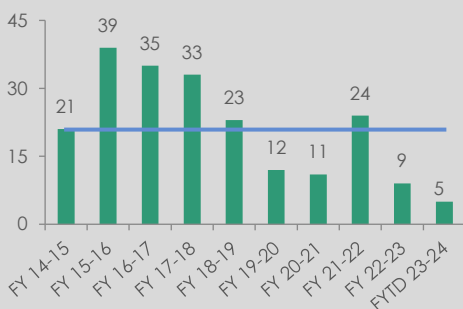
Tenant Relocation Assistance (Calendar Year)



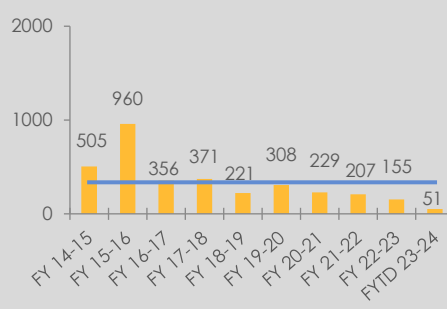
Year	Properties in Redevelopment	Units Affected	Households that Received Assistance
2019	5	297	60
2020	1	4	53
2021	0	0	29
2022	0	0	4
2023	0	0	1
2024	0	0	0

Property Sales for Fully Covered Units

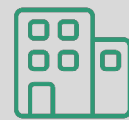
Properties Sold Over Time



Units Sold Over Time



Properties Currently for Sale



3 Property
33 units

Mobile Homes

Mobile Home Coverage



6

Mobile Home Parks

1,130

Mobile Homes

279

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



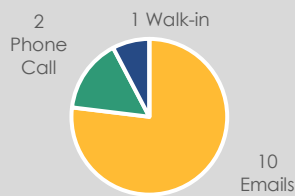
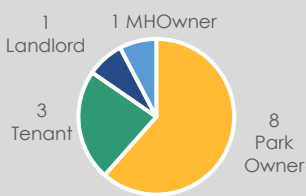
Space Rental Fees Paid



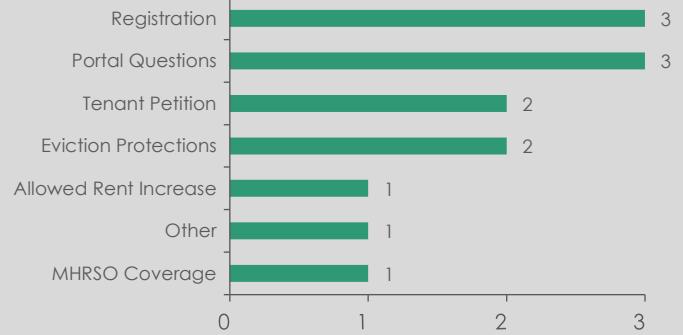
Information Requests and Inquiries*

13

Inquiries from the Public



Inquiry Topics



Rent Adjustment Petitions (MHRSO)

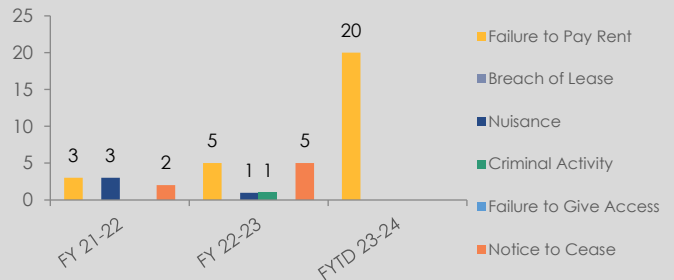
	Tenant/Home Owner Petitions			Park Owner		Other Petition Types		
	Unlawful Rent	Habitability/Housing Services	Undue Hardship	MNOI	Capital Improvements	Joint	Exemption	Compliance
FY 21-22	0	0	0	0	0	0	0	0
FY 22-23	1	0	0	0	0	0	0	0
FY 23-24	0	0	0	0	0	0	0	0

Just Cause Eviction Submittals (as Received by the City)

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
FYTD 23-24	0	0	0	0

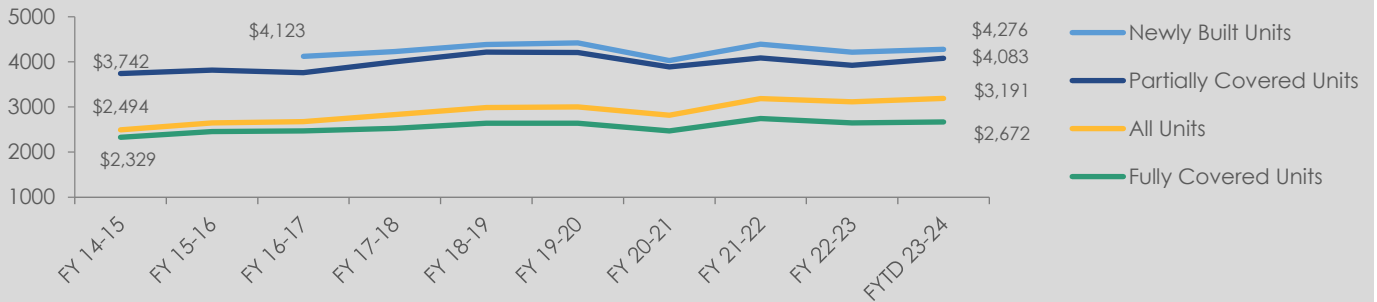
At-Fault Evictions Over Time



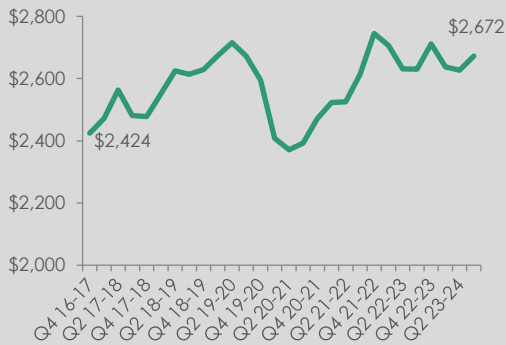
Market Conditions

Average Market Rent****

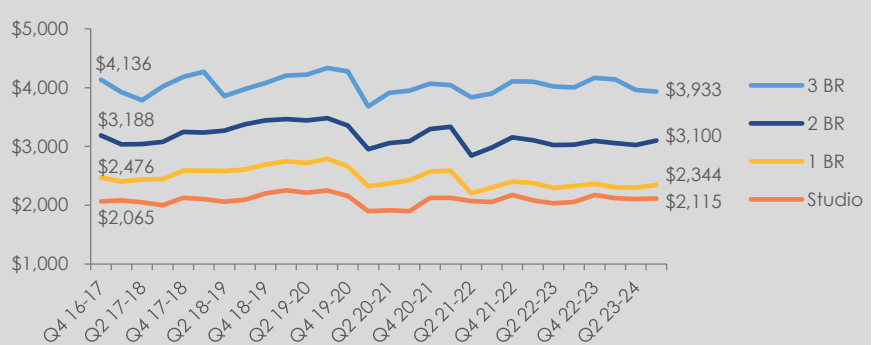
Average Market Rent (Past Ten Years)



Market Rent (Fully Covered Units)

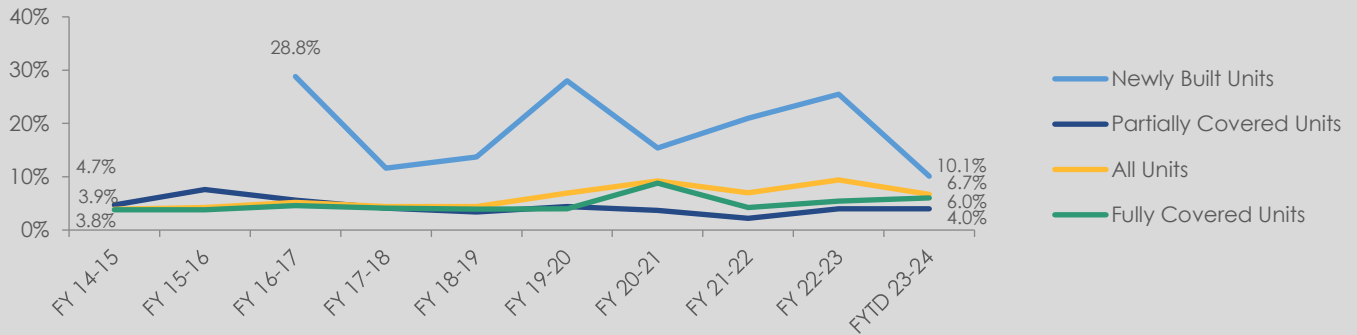


Market Rent by Number of Bedrooms (Fully Covered Units)



Vacancy Rates*****

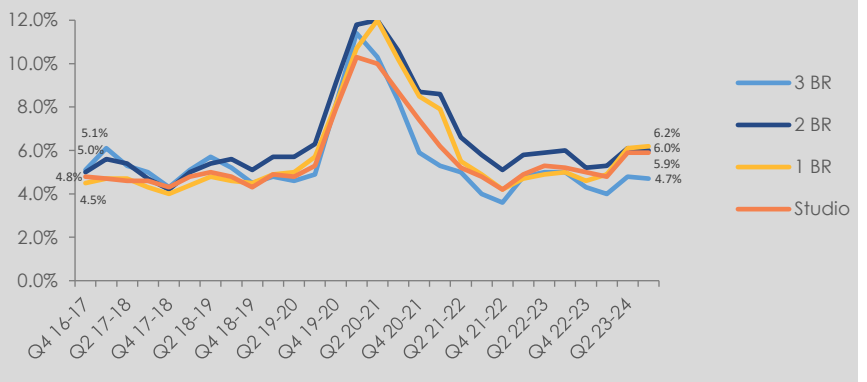
Vacancy Rate (Past Ten Years)



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 2024; **Mountain View Mediation Program, March 2024; ***Community Services Agency and Community Legal Services in East Palo Alto, March 2024; **** CoStar, March 2024; 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; ***** CoStar, March 2024 Average Asking Rent (market rent rate).

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), Project Sentinel, the Community Services Agency of Mountain View and Los Altos, and Community Legal Services of East Palo Alto (CLSEPA). Cases reported by CLSEPA are counted when case is closed. 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 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 notices submitted. 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. The third quarter of the Fiscal Year will begin a new registration and fee payment reporting cycle.

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.

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.

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.