



**City of Mountain View  
Rental Housing Committee Meeting  
January 23, 2025, Agenda Item Questions**

**Item 6.1: Annual Update of Outreach and Education Program**

(1) In the staff report, you quote several positive feedback comments from tenants. Were there any positive feedback comments from landlords?

A: Yes, the data provided from customer satisfaction surveys is aggregated across all respondents and represents feedback from all community members who access our services and responded to the survey. This data includes feedback from tenants and landlords. We received additional comments in surveys from all who accessed our services during the Fiscal Year and provided highlights of qualitative feedback in the staff report. Below you will find one example of a comment from a landlord regarding One-Time Utility Petition workshops.

“Thank you for your excellent presentation. Your communication style and presentations are easy to follow and flow well. The Zoom really helps make the daunting exercise less overwhelming.”

(2) What exactly is meant by “Targeted Mailings”? Are they done in response to specific changes in RHC related programs, like the replacement for RUBS? Or are you targeting specific groups? Which ones?

A: The Division produces two types of mailings: mailings that go out to all units and/or landlords and targeted mailings that go out to individual tenants, property owners and addresses in order to provide information to address a specific issue or area of interest. See below for the types of targeted mailings sent by the Division in FY 2023-24.

Targeted Mailings to Landlords	Targeted Mailings to Tenants
<ul style="list-style-type: none"> <li>• 1st Non-Compliance Letter</li> <li>• 2nd Non-Compliance Letter</li> <li>• 3rd Non-Compliance Letter</li> <li>• Open Registration/Fee Letter</li> <li>• Missing Fee Reminder Letter</li> <li>• Missing Registration Reminder Letter</li> <li>• Missing Fee and Registration Reminder Letter</li> <li>• New Owner Letter</li> </ul>	<ul style="list-style-type: none"> <li>• Banked Rent Increase Letter</li> <li>• Termination Notice Follow-up</li> <li>• Non-Compliance Letter</li> <li>• New Owner Letter</li> <li>• Property Coverage</li> </ul>

(3) Has there been a need for increased staffing (internal (regular staff) or external (consultants)) in correspondence with the increase in outreach?

A: In its budget for FY 2024-25 the RHC approved additional staffing to address the increased workload. The Division is currently working with HR to fill one full-time Analyst position which will partly focus on outreach and one hourly part-time position form One-Time Utility Adjustment Petitions.

(4) Given that inflation for fully covered units has been running at an average of only 2% per year during the lifetime of the CSFRA, do we believe that many landlords have bankable increases?

A: The AGA rate of inflation has averaged 3.48% since the start of the program and in general we believe most property owners apply the full AGA increase annually. Anecdotally, certain properties did not apply the AGA during the market downturn in 2020 and 2021 due to the COVID-19 pandemic which may have contributed to the increase in Banked Rent Increases in subsequent years. See below the number of banked rent increases filed with the Division through the online portal.

Fiscal Year	Number of Banked Rent Increases Filed in Portal
FY 2019-20*	117
FY 2020-21	6
FY 2021-22	241
FY 2022-23	296
FY 2023-24	143

\*FY 2019-20 - First year data tracked in Status Reports and captured in portal