



# Rent Stabilization Division

650-903-6136 | mvrent@mountainview.gov  
Mountainview.gov/rentstabilization

DATE

Rental Property Address:

INSERT

INSERT

**This notice is to inform you that your landlord may be substantially out of compliance with the Community Stabilization and Fair Rent Act (“CSFRA”).  
Landlords who fail to substantially comply with the law cannot legally raise your rent.**

Dear Tenant(s):

The property where you live is covered by the Community Stabilization and Fair Rent Act (“CSFRA”). The CSFRA is a tenant protection law that provides rent stabilization and eviction protections for most apartment buildings in Mountain View.

Attached is a copy of the substantial non-compliance letter sent to the property owner. It describes the type(s) of non-compliance affecting the property and the corrective actions the property manager/owner must do to be in compliance with the CSFRA.

**Landlords who fail to substantially comply with the law cannot legally raise your rent. If you recently received a rent increase or have other questions or concerns about your rental unit, please contact our office as soon as possible.** If you receive a rent increase while the property is out of compliance, please contact our office as you may be entitled to a rent reduction. If overpayment occurs, you may be eligible for a refund.

To learn more about tenant protections, rent stabilization and eviction protections in Mountain View, visit [mountainview.gov/rentstabilization/faqs](http://mountainview.gov/rentstabilization/faqs). Please feel free to contact our office with any questions or concerns at 650-903-6136 or mvrent@mountainview.gov.

Sincerely,

Andrea Kennedy  
Analyst II  
Rent Stabilization Division, City of Mountain View



# Rent Stabilization Division

298 Escuela Ave. Mountain View, CA 94040  
(650) 903-6136 | mvrent@mountainview.gov  
Mountainview.gov/rentstabilization

DATE

Rental Property Address:

## **SECOND NOTICE: PROPERTY OUT OF COMPLIANCE WITH THE COMMUNITY STABILIZATION AND FAIR RENT ACT (CSFRA)**

Dear owner(s):

This notice is to inform you that the above property may be substantially out of compliance with the Community Stabilization and Fair Rent Act ("CSFRA"). Property owners who fail to substantially comply with the law **cannot legally raise rents** and/or file a petition for upward adjustment of rent. In addition, substantial noncompliance with certain provisions of the CSFRA may result in administrative action by and financial liability to affected tenants.

**Tenants of this property will receive a copy of this notice.**

According to our records, this property may be substantially out of compliance with the following requirements:

- Unregistered Property/Incomplete Registration (CSFRA Regulations Chapter 11):**  
Property registration was not submitted to the City through the online portal by January 31<sup>st</sup> of each year. Failure to register your property by January 31st of each year results in a late fee of \$25 per unit per month. Fines will continue to accrue every month the property remains unregistered, even if the prior fine is paid.

**Corrective Action**

CSFRA covered units are required to register with the City at [mvrent.mountainview.gov](http://mvrent.mountainview.gov). Registration is due January 31<sup>st</sup> of each year. To register your property online, use the APN and PIN provided in the description section of your annual Rental Housing fee invoice or contact our office to request a hard copy registration form via mail. See attached invoice.

- Unpaid Rental Housing Fees (CSFRA Regulations Chapter 4, Section L):**  
The annual Rental Housing Fee was not paid within 30 days of the invoice. Failure to pay annual Rental Housing Fees by the invoice due date results in a 4% per month late fee.

**Corrective Action**

Payment of this annual fee is due within 30 days of the invoice. This includes any unpaid balance for past-due Rental Housing Fees and penalties from prior years or previous owners. Invoices for previous years will have different per unit fees because the Rental Housing Committee sets the fees annually. See attached invoice.

Pay online 24/7 at [mvrent.mountainview.gov](http://mvrent.mountainview.gov) or make the check payable to:  
City of Mountain View, 298 Escuela Ave., Mountain View, CA 94040

- Unlawful Rent Increase (CSFRA §§ 1706; 1707; CSFRA Regulations Chapter 2, Section b):**
  - Annual Rent Increase: Annual General Adjustment of Rent (AGA) may be unlawfully imposed.
  - Multiple Increases: More than one rent increase may have been imposed within a 12-month period.

- Banked Rent Increase: Banked rent increase may be unlawfully imposed.       Concessions: Base Rent may be miscalculated.
- Rent increase may have been given while out of compliance with the CSFRA.

**Corrective Action**

If an unlawful rent increase was given, you must revoke the incorrect increase and roll back the rent to the amount prior to the unlawful increase, notify the tenant of the overpayment (if applicable), and provide a rent credit or refund (if applicable). Once violation is cleared and overpayment refunded, rent increases may be lawfully applied with proper notice as required under State law.

*Contact the Rent Stabilization Program for assistance.*

- Rent Rollback Not Implemented (CSFRA§ 1702(b)(2))**:  
Owner may not have rolled back rent to the rent charged on October 19, 2015, if a tenancy was in *existence on or before* October 19, 2015.

**Corrective Action**

*Contact the Rent Stabilization Program for assistance.*

- Outstanding Habitability and/or State and Local Health and Safety Code Violations (CSFRA§ 1707(f); 1710(b); 1714(a))**

**Corrective Action**

*See attached notice.*

**BEING SUBSTANTIALLY OUT OF COMPLIANCE MAY RESULT IN:**

- **Late Fee for Failure to Register Property:** Failure to register your property by January 31st of each year results in a late fee of \$25 per unit per month. Fines will continue to accrue every month the property remains unregistered, even if the prior fine is paid.
- **Late Fee for Failure to Pay Rental Housing Fees:** Failure to pay annual Rental Housing Fees by the invoice due date results in a 4% per month late fee.
- **Notice to Affected Tenants:** If your property remains in substantial non-compliance 30 days after receiving this notice, you will be sent a Second Notice of Non-Compliance with a copy mailed to affected tenants.
- **Inability to Raise Rent:** All rent increases while out of compliance with the CSFRA are unlawful. Tenants may file petitions with the Rental Housing Committee for decreases in rent and refunds of overpaid rent due to substantial non-compliance.

Thank you for your prompt attention to this matter. The City appreciates your cooperation in complying with the CSFRA. Please contact us as soon as possible at [mvrent@mountainview.gov](mailto:mvrent@mountainview.gov) or (650) 903-6136 if you need assistance, or you feel that this notice has been sent in error. Please review the attached CSFRA FAQs for more information about rent stabilization and eviction protections in Mountain View.

Sincerely,



Andrea Kennedy  
Analyst II, Rent Stabilization Program, City of Mountain View  
Rent Stabilization Division, City of Mountain View