

## **Rent Stabilization Program Community Outreach**

Fiscal Year 2019/20

## **Community Outreach and Education** Information Requests and Public Inquiries COVID-19 Related **CSFRA Specific** 799 Other CSFRA **Public Inquiries** Unable to Pay Rent Eviction Protections Made Allowed Rent Increases Eviction Moratorium Habitability 69 Tenant: 524 | Landlord: 226 Lease Questions Other: 49 **Eviction Protections** Additional Occupants CSFRA Coverage Lease Questions Landlord Petition 55 242 502 Tenant Petition 10 Allowed Rent Increases Roll Back Phone Email Walk-in Hardship Petition Habitability Bilingual Services Unlawful Rent 110 -50 250 50 150 (Spanish as 80 100 (19% Primary of all inquires) Language) Outreach and Education Community Workshops and Clinics Website and Rent Portal Clinics Workshops Website Rent Portal and hosted pages Phases webinars completed maintained faciliated and released 119 Attendees 67 Attendees 33,434 Page Views 909 Registered Units Outreach



Mailings including 3 postcards

sent

13,437 Households 655 Landlords



406 MyMV Subscribers

52

MyMV

updates and

print and

online ads



**Publications** designed and distributed

2 Newsletters | 1 Brochure 1 Annual Report



**Materials** and forms updated

12 Multi-lingual Forms and **Templates**