

CITY OF MOUNTAIN VIEW
RENTAL HOUSING COMMITTEE
RESOLUTION NO. ...
SERIES 2025

A RESOLUTION OF THE RENTAL HOUSING COMMITTEE OF THE CITY OF MOUNTAIN VIEW TO
ADOPT AMENDMENTS TO THE COMMUNITY STABILIZATION AND FAIR RENT ACT (CSFRA)
REGULATIONS CHAPTER 2 - DEFINITIONS, AND ADD CHAPTER 14 – RETALIATION AND
HARASSMENT

WHEREAS Section 1709 of the CSFRA authorizes the Rental Housing Committee to establish rules and regulations for the administration and enforcement of the CSFRA; and

WHEREAS the Rental Housing Committee held a publicly noticed meeting on November 20, 2025, and discussed and considered amendments to the CSFRA Regulations Chapter 2 – Definitions, and adding Chapter 14 – Retaliation and Harassment

now, therefore, be it

RESOLVED that the Rental Housing Committee of the City of Mountain View hereby adopts amendments to the CSFRA Regulations Chapter 2 - Definitions and adds Chapter 14 – Retaliation and Harassment as set forth in Exhibit A, and Exhibit B of this resolution.

Exhibit A: Community Stabilization and Fair Rent Act Regulations Chapter 2 – Definitions.

Exhibit B: Community Stabilization and Fair Rent Act Regulations Chapter 14 – Retaliation and Harassment

COMMUNITY STABILIZATION AND FAIR RENT ACT
REGULATIONS

**CHAPTER 2
DEFINITIONS**

Unless further defined in the Community Stabilization and Fair Rent Act (CSFRA or Act) or elsewhere in the Regulations, the words or phrases below shall have the following meanings:

a. **Annual General Adjustment.** The Annual General Adjustment is the percentage by which the Rent for existing tenancies in Covered Rental Units may be increased each year, subject to the limitations of the CSFRA and these Regulations.

~~a.b.~~ **Bad Faith.** ~~Bad Faith~~ means willful, reckless, or grossly negligent conduct.

~~c.b.~~ **Base Rent.** The Base Rent is the reference point from which the lawful Rent shall be determined and adjusted in accordance with the CSFRA.

- (1) Tenancies Commencing on or Before October 19, 2015. The Base Rent for tenancies that commenced on or before October 19, 2015 shall be the Rent in effect on October 19, 2015.
- (2) Tenancies Commencing After October 19, 2015. The Base Rent for tenancies that commenced after October 19, 2015 shall be the initial rental rate charged upon initial occupancy, provided that amount is not in violation of the Act, these Regulations, the Mountain View City Code or any provision of state law. The term “initial rental rate” means only the amount of Rent actually demanded to be paid and paid by the Tenant for the initial term of the tenancy.
 - (i) Rent Concession. If a temporary rent concession is provided by the Landlord during the initial term of the tenancy, the “initial rental rate” shall be the average amount of Rent actually demanded to be paid and paid by the Tenant during the initial term of the tenancy. A “rent concession” includes, but is not limited to, any of the following:
 - One (1) or more month’s free Rent, except as specified in subparagraph (ii) below; or
 - A dollar or percentage amount reduction of the Rent provided over the course of the initial term of the tenancy.

(ii) Exclusions. The following shall not be considered in the calculation of “Base Rent” for any Tenancy:

- First month’s free or discounted Rent, where the “first month” refers to the first full month following the start date of the Rental Agreement. For instance, if the Rental Agreement begins on September 15, then the “first month” would refer to the period from October 1 to October 31; or
- The Tenant’s withholding of or failure to pay Rent in violation of the Rental Agreement, the CSFRA, these Regulations, or state law; or
- Any reduction in Rent imposed pursuant to the final decision of a Hearing Officer or the Committee in a petition for downward adjustment based on failure to maintain a habitable premises or a decrease in housing services or maintenance, as outlined in Sections F and H of Chapter 6 of these Regulations, respectively.

(iii) Initial Term of Tenancy. The “initial term of the tenancy” refers to either the initial term as agreed upon by the Landlord and Tenant in the Rental Agreement, or if the Rental Agreement is month to month or longer than twelve (12) months, the initial term shall mean twelve (12) months.

- Where the first month’s Rent is free, the “initial term of the tenancy” shall be reduced by one (1) month in calculating the Base Rent. For instance, if the Rent for the first month of a six (6) month Rental Agreement is free, then the “initial rental rate” shall be the average of the amount of Rent actually demanded to be paid and paid by the Tenant over the course of the subsequent five (5) months. Similarly, if the Rent for the first month of a twelve (12) month Rental Agreement is free, then the “initial rental rate” shall be the average of the amount of Rent actually demanded to be paid and paid by the Tenant over the course of the subsequent eleven (11) months.

(iv) Examples. Below are a number of examples demonstrating the calculation of Base Rent.

- Example 1: If a Tenant agrees to pay One Thousand Dollars (\$1,000) per month for twelve (12) months for a Rental Unit and the Landlord provides a concession of first month’s Rent free, then the Base Rent for the Rental Unit shall be One Thousand Dollars (\$1,000) (calculated as follows: $(11 \times \$1,000)/11$).
- Example 2: If a Tenant agrees to pay One Thousand Dollars (\$1,000) per month for twelve (12) months for a Rental Unit and the Landlord

provides a concession of two (2) free months, then the Base Rent for the Rental Unit shall be Nine Hundred Nine Dollars and Nine Cents (\$909.09) (calculated as follows $(10 \times \$1,000)/11$). In this example, the first free month would be excluded from the calculation, while the second free month would be included in the calculation.

- Example 3: If the Landlord provides a twenty-five percent (25%) discount over the course of the twelve (12) months, then the Base Rent for the Rental Unit shall be Seven Hundred Seventy Dollars and Eighty-Three Cents (\$770.83) (calculated as follows: $((1 \times \$1000 + (11 \times \$750))/12)$). In this example, the first month's reduction would be excluded from the calculation.

(v) Notice of Rent Concession. A Landlord who provides any form of concession, regardless of whether that concession is included or excluded from the calculation of Base Rent, must provide the Tenant with a Notice of Rent Concession at the time that the parties enter into the Rental Agreement. The Notice of Rent Concession shall be in a form prescribed and provided by the Committee and shall include, at least, the following information:

- The type of concession provided;
- The amount of concession provided; and
- The calculation of the Tenant's Base Rent for the Rental Unit, as calculated pursuant to these Regulations.

This requirement shall apply to Tenancies commencing on or after September 1, 2022.

d. Child. Child means a legally dependent individual of 19 years of age or younger.

e. Committee. The term "Committee" refers to the Mountain View Rental Housing Committee established by the CSFRA .

f. Covered Rental Units. All Rental Units not specifically exempted by the CSFRA.

- (1) Fully Covered Rental Units. Fully Covered Rental Units are rental units that are not Fully Exempt Rental Units or Partially Covered Rental Units. The CSFRA provides rent stabilization and eviction protections for Fully Covered Rental Units.
- (2) Partially Covered Rental Units. Partially Covered Rental Units are All Rental Units that are not Fully Covered Rental Units or Fully Exempt Rental Units with a certificate of occupancy dated after February 1, 1995 and before December 23,

2016 other than rental units governed by the City's Affordable Housing Program, as outlined in Mountain View City Code Chapter 36, Article XIV. The CSFRA provides eviction protections for Partially Covered Rental Units, but these units are not covered under the CSFRA rent stabilization protections. The terms "Partially Covered Rental Unit" and "Partially Exempt Rental Units" may be used interchangeably.

- (3) Fully Exempt Rental Units. Fully Exempt Rental Units are rental units to which the CSFRA's rent stabilization and eviction protections do not apply.

Fully Exempt Rental Units are the following:

- (i) Units in hotels, motels, inns, tourist homes and rooming and boarding houses which are rented primarily to transient guests for a period of fewer than thirty (30) days as defined in Mountain View City Code section 33.1(d);
- (ii) Rental Units in any hospital, convent, monastery, extended medical care facility, asylum, non-profit home for the aged, or dormitory owned and operated by an accredited institution of higher education;
- (iii) Rental Units owned or operated or managed by a not-for-profit organization pursuant to a tax credit program;
- (iv) Rental Units which a government unit, agency or authority owns, operates, or manages, or in which governmentally-subsidized Tenants reside, if applicable federal or state law or administrative regulation specifically exempt such units from municipal rent control;
 - a. Rental Units that are subject a Housing Assistance Payment (HAP) contract pursuant to the project-based voucher (PBV) program (authorized by Section 8(o)(13) of the U.S. Housing Act of 1937) are not Fully Exempt from the CSFRA because the federal regulations do not exempt these units from local rent control (24 C.F.R. § 983.305).
 - b. A Rental Unit in which a tenant assisted under the Section 8 Housing Choice Voucher (HCV) program (42 U.S.C. § 1437f) resides is not Fully Exempt from the CSFRA because the federal regulations do not exempt these units from local rent control (24 C.F.R. § 982.509).
- (v) Rental Units with first certificate of occupancy after December 23, 2016;
- (vi) Units Exempt Pursuant to Section 1705 of the CSFRA, which include:
 - a. Single-Family Homes which consist of a detached building containing a

single residential dwelling unit separately alienable from any other dwelling unit, including condominiums as specified in California Civil Code § 1954.52(a)(3)(A).

- b. Companion Units defined as a Rental Unit that is permitted and in compliance with Mountain View City Code Chapter 36, Article IV, Division 10 (Accessory Dwelling Units).
- c. Duplexes. Rental Units in a single structure with fewer than three dwelling units being used as residential housing, as defined in Mountain View City Code Section 36.60.11.
- d. Examples Applying CSFRA Section 1705.
 - Example 1: A rented single family home that is the sole structure on a property is Fully Exempt.
 - Example 2: A rented detached single family home that has a certificate of occupancy prior to February 1, 1995 and that is on a parcel with another detached residential unit or units is not Fully Exempt and is covered by the CSFRA's rent stabilization and eviction protections.
 - Example 3: A secondary unit or accessory dwelling unit that is not a Companion Unit (i.e., is not permitted and/or in compliance with Mountain View City Code Chapter 36, Article IV, Division 10) is Fully Covered and subject to the CSFRA's rent stabilization and eviction protections.
 - Example 4: A duplex that is on a parcel with a detached single-family home, another duplex, or a multi-family (three or more units) structure is Fully Exempt.

ge. City Council. The term "City Council" refers to the City Council of the City of Mountain View.

hf. Disabled. A person with a disability, as that term is defined in California. The term "Disabled" is defined in Government Code Section 12955.3 (or successor provision).

ig. Division. The term "Division" refers to the Rent Stabilization Division of the Housing Department of the City of Mountain View.

jh. Harassment. Harassment occurs when a Landlord, in Bad Faith, uses certain methods, such as threats, coercion, fraud, or intimidation, to prevent a Tenant from exercising or asserting their rights, to interfere with a Tenant's quiet enjoyment of their Rental Unit (or the

common areas or associated Housing Services or amenities), or generally to make the Tenant's life difficult.

k. Hearing Officer. An official appointed by the Committee to conduct an investigation or administrative hearing pursuant to the CSFRA and these Regulations.

li. Housing Services. Housing Services include, but are not limited to, repairs, maintenance, painting, providing light, hot and cold water, elevator service, window shades and screens, storage, kitchen, bath and laundry facilities and privileges, janitor services, Utility Charges that are paid by the Landlord, refuse removal, furnishings, telephone, parking, the right to have a specified number of occupants, and any other benefit, privilege, or facility connected with the use or occupancy of any Rental Unit. Housing Services to a Rental Unit shall include a proportionate part of services provided to common facilities of the building in which the Rental Unit is contained.

(1) For the purposes of the CSFRA and these Regulations, a Landlord's reporting of a Tenant's positive rental payment information to at least one nationwide consumer reporting agency that meets the definition in Section 603(p) of the federal Fair Credit Reporting Act (15 U.S.C. Sec. 1681a(p)), or any other consumer reporting agency that meets the definition in Section 603(f) of the federal Fair Credit Reporting Act (15 U.S.C. Sec. 1681a(f)) as long as the consumer reporting agency resells or otherwise furnishes rental payment information to a nationwide consumer reporting agency that meets the definition in Section 603(p) of the federal Fair Credit Reporting Act (15 U.S.C. Sec. 1681a(p)), pursuant to California Civil Code Section 1954.07, does not constitute a Housing Service.

mj. Individual Rent Adjustment. An adjustment to the otherwise lawful Rent authorized by a Hearing Officer or the Committee pursuant to the CSFRA and these Regulations.

nk. Landlord. An owner, lessor, sublessor, or any other person entitled to receive Rent for the use and occupancy of any Rental Unit or an agent, representative, predecessor, or successor of any of the foregoing.

ol. Petition. A petition pursuant to the CSFRA and these regulations.

- (1) **Rent Increase Petition.** A Rent Increase Petition refers to a petition for Individual Rent Adjustment filed by a Landlord as authorized by subsection (a) of Section 1710 of the CSFRA. "Rent Increase Petition" and "Maintenance of Net Operating Income (MNOI) Petition" are used interchangeably throughout these CSFRA Regulations.
- (2) **Rent Decrease Petition.** A Rent Decrease Petition refers to a petition for Individual Rent Adjustment filed by a Tenant as authorized by subsections (b), (c) and/or (d) of Section 1710 of the CSFRA.

- (3) Specified Capital Improvement Petition. A Specified Capital Improvement Petition refers to a petition for Individual Rent Adjustment filed by a Landlord pursuant to the expedited review process authorized by Section F of Chapter 6 of these Regulations.
- (4) Joint Petition. A Joint Petition refers to a petition filed by a Tenant together with their Landlord, in accordance with Section G of Chapter 6 of these Regulations, for the purpose of requesting an increase in Rent or a one-time payment to recover cost associated with new or additional Housing Services, improvements or modifications to the Covered Rental Unit as requested by the Tenant, or the addition of an Additional Occupant.
- (5) Exemption Status Petition. A petition filed in accordance with Chapter 11 of the Regulations.
- (6) One-time Utility Adjustment Petition. A petition filed in accordance with Chapter 13 of the Regulations.

pm. Primary Residence. The occupant's usual place of return. To classify a unit as an occupant's Primary Residence does not require that the occupant be physically present in the unit at all times or continuously but does require that the unit be the occupant's usual place of return. Factors that are indicative of Primary Residence include, but are not limited to:

- (1) The occupant carries on basic living activities at the subject premises for extended periods;
- (2) The subject premises are listed with public agencies, including, but not limited to, federal, state, and local taxing authorities, as the occupant's primary residence;
- (3) Utility Charges and other charges and fees associated with usage of the structure are billed to and paid by the occupant at the subject premises;
- (4) The occupant does not file for a homeowner's tax exemption for any different property;
- (5) The occupant is not registered to vote at any other location; and
- (6) Ownership is held in the name of the occupant claiming Primary Residence and not held by a limited liability corporation or other corporate or business entity structure.

qa. Property. All Rental Units on a parcel or lot or contiguous parcels or contiguous lots under common ownership.

re. Recognized Tenant Organization. Any group of Tenants residing in Rental Units in the same building or in different buildings operated by the same management company, agent, or Landlord who choose to be so designated. This shall also include any other at-large organization that represents the interest of Tenants.

sp. Relocation Assistance. Financial assistance in the amounts set forth in Mountain View City Code, Article XIII, Section 36.38.15, including, without limitation, Subsection 36.38.15(d), regarding “special-circumstances” households as defined in Mountain View City Code, Article XIII, Section 36.38.05(g) as such provision may be amended or recodified from time to time.

tg. Rent. All periodic payments and all nonmonetary consideration, including, but not limited to, the fair-market value of goods, labor performed, or services rendered to or for the benefit of the Landlord under a Rental Housing Agreement concerning the use or occupancy of a Rental Unit and premises and attendant Housing Services, including all payment and consideration demanded or paid for parking, Utility Charges, pets, furniture, and/or subletting.

- (1) For the purposes of the CSFRA and these Regulations, a fee charged by a Landlord to recover any costs associated with reporting a Tenant’s positive rental payment information to a consumer reporting agency pursuant to California Civil Code Section 1954.07 does not constitute “Rent,” provided such fee is compliant with the limitations in California Civil Code Section 1954.07. In accordance with state law, failure to pay this fee by the Tenant shall not be cause for termination of the tenancy (whether pursuant to California Code of Civil Procedure Section 1161 or otherwise), and a Landlord may not deduct the unpaid fee from a Tenant’s security deposit.

uf. Rent Refund. The term “Rent Refund” refers to a payment or credit provided to a Tenant by a Landlord where the Landlord charged Rent for the fully covered rental unit above what was permitted by the CSFRA.

vs. Rent Rollback. The term “Rent Rollback” refers to the act of lowering the effective Rent for a fully covered rental unit to the lawful Rent. A Rent Rollback does not include any temporary decrease in the effective Rent for a fully covered rental unit ordered by a Hearing Officer or the Rental Housing Committee pursuant to CSFRA Sections 1710(b) (Petition for Downward Adjustment—Failure to Maintain Habitable Premises) and (c) (Petition for Downward Adjustment—Decrease in Housing Services or Maintenance).

wf. Rental Housing Agreement. An agreement, oral, written, or implied, between a Landlord and Tenant for use or occupancy of a Rental Unit and for Housing Services.

xu. Rental Housing Fee. The fee described in Subsection 1709(j)(1) of the CSFRA.

ww. **Rental Unit.** Any building, structure, or part thereof, or land appurtenant thereto, or any other rental property rented or offered for rent for residential purposes, together with all Housing Services connected with use or occupancy of such property, such as common areas and recreational facilities held out for use by the Tenant.

z. **Retaliation.** Retaliation occurs when a Landlord uses certain methods or behaviors against a Tenant in response to the Tenant exercising or asserting specific rights related to their Rental Unit or tenancy.

aa. **Senior.** Senior means a person who is 62 years of age or older.

bbw. **Single-Family Home.** A detached building containing a single residential dwelling unit separately alienable from any other dwelling unit.

ccx. **Substantial Compliance and/or Substantially Compliant.** Meets the requirements as defined in Table 1 of Chapter 12 of the Regulations.

ddy. **Tenant.** A Tenant, subtenant, lessee, sublessee, or any other person entitled under the terms of a Rental Housing Agreement or the CSFRA to the use or occupancy of any Rental Unit.

ee. **Terminally Ill.** A person who is certified as being terminally ill by the Tenant's treating physician or healthcare provider.

ffz. **Utility Charges.** Any charges for gas, electricity, water, garbage, sewer, telephone, cable, internet, or other service relating to the use and occupancy of a Rental Unit.

ggaa. **Written Notice to Cease.** A written notice provided by a Landlord that gives a Tenant an opportunity to cure an alleged violation or problem prior to service of a notice to terminate tenancy. Any Written Notice to Cease must:

- (1) Provide the Tenant a reasonable period to cure the alleged violation or problem;
- (2) Inform the Tenant that failure to cure may result in the initiation of eviction proceedings;
- (3) Inform the Tenant of the right to request a reasonable accommodation;
- (4) Inform the Tenant of the contact number for the Committee; and
- (5) Include sufficient details about the conduct underlying the Written Notice to Cease that allow a reasonable person to comply.

COMMUNITY STABILIZATION AND FAIR RENT ACT
REGULATIONS

CHAPTER 14
ANTI-RETALIATION AND ANTI-HARASSMENT

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A. Purpose

The purpose of this Chapter of the Community Stabilization and Fair Rent Act (CSFRA) Regulations is to enable the Rental Housing Committee (RHC) and its designee, the Rent Stabilization Division, to advance the goals of the CSFRA by controlling “arbitrary evictions” caused by retaliation and harassment of Tenants by their Landlords. Additionally, this Chapter aims to strengthen existing protections for Tenants under federal, state, and local laws to prevent and deter Tenant harassment and retaliation by Landlords, to encourage Landlords to comply with the law and fulfill their obligation to provide habitable rental properties, and to provide Tenants with legal options when they face harassment and retaliation from Landlords.

As used throughout this Chapter, “federal, state and local laws” includes, but is not limited to all of the following:

1. Federal laws:
 - a. Fair Housing Act (42 U.S.C. § 3601, et seq.)
 - b. Section 504 of the Rehabilitation Act (29 U.S.C. § 794)
 - c. Americans With Disabilities Act (42 U.S.C. § 12101)
 - d. Violence Against Women Reauthorization Act of 2022 (34 U.S.C. § 12291)
2. State laws:
 - a. California Fair Employment and Housing Act (Government Code § 12900, et seq.)
 - b. Unruh Civil Rights Act (Civil Code § 51, et seq.)
 - c. California Disabled Persons Act (Civil Code § 54, et seq.)
 - d. Chapter 2 (Hiring of Real Property) of Title 5 of Part 4 of Division 3 of the California Civil Code (or successor provisions)
 - e. California Government Code § 53165.1
 - f. Division 13 (Housing) of the California Health and Safety Code (or successor provisions)
3. Local laws:
 - a. City of Mountain View Tenant Relocation Assistance Ordinance
 - b. City of Mountain View Multi-Unit Smoking Ordinance
 - c. Chapter 8 (Building) of the Mountain View City Code
 - d. Chapter 14 (Fire Prevention) of the Mountain View City Code
 - e. Chapter 36 (Zoning) of the Mountain View City Code

B. Applicability

1. As used throughout this Chapter, the term “Landlord” shall have the same meaning as provided in subsection (j) of Section 1702 of the CSFRA. This means that the prohibitions on Tenant harassment and retaliation apply not only to the Landlord, but also to all employees, contractors, subcontractors, and agents of the Landlord and to any other individual or entity acting on behalf of the Landlord.
2. The provisions of this Chapter apply to Landlords and Tenants of Covered Rental Units,

as defined in subsection (d) of Section 1702 of the CSFRA and section (d) of Chapter 2 of these Regulations.

C. Anti-Retaliation Provisions

1. Retaliation is Barred. Pursuant to CSFRA Section 1705(d), except for actions that are privileged or otherwise protected by law, no Landlord shall take action to terminate any tenancy or otherwise recover possession of a Rental Unit in retaliation for the Tenant reporting violations of the CSFRA or these Regulations, exercising rights granted under the CSFRA or these Regulations, forming or participating in a Recognized Tenant Organization, or engaging in other Protected Activities as defined below. Retaliation is defined in Chapter 2, Section z of these Regulations.
2. Rebuttable Presumption. A Tenant may assert retaliation either affirmatively or as a defense to the Landlord's action, regardless of how much time has elapsed between the Tenant's assertion of or exercise of rights under the CSFRA, these Regulations, and/or state law and the alleged act of retaliation. However, proof of exercise or assertion by the Tenant of their rights within one hundred eighty (180) days prior to the Landlord's alleged act of retaliation shall create a rebuttable presumption that the Landlord's act was retaliatory.
3. Protected Activities. This subsection illustrates, but does not exhaust, the facts a court may consider when determining whether a Landlord has violated Section 1705(d) of the CSFRA as interpreted by this Section C. No Landlord shall take any actions prohibited by CSFRA Section 1705(d) and/or Section E.2 of this Chapter as a result of the Tenant engaging in one or more of the following activities or similar activities:
 - a. Requesting repairs or maintenance that are the Landlord's obligation pursuant to federal, state, county, or local law;
 - b. Complaining about the condition of their Rental Unit, including unsafe or illegal living conditions, to a government agency, such as but not limited to, a building or health inspector;
 - c. Filing a complaint about housing code breaches or violations;
 - d. Filing a Petition for Downward Adjustment of Rent, as authorized by CSFRA Section 1710;
 - e. Exercising a legal right granted by state or local law, such as but not limited to withholding the Rent for an uninhabitable unit or repairing and deducting the cost of repairs from Rent;
 - f. Creating and/or associating with one or more Recognized Tenant

Organization(s) or individuals involved in Tenant advocacy;

- g. Organizing as Tenants and/or engaging in concerted activities with other Tenants for the purpose of mutual aid and protection;
 - h. Providing access to Tenant organizations, advocates, or representatives working with or on behalf of Tenants living at the Property;
 - i. Convening Tenant or Recognized Tenant Organization meetings in a suitable space accessible to Tenants under the terms of their Rental Housing Agreement;
 - j. Distributing and posting literature in common areas, including lobby areas and bulletin boards, to inform other Tenants of their rights and opportunities to participate in organized Tenant activities;
 - k. Requesting a reasonable accommodation to the Landlord's policies or practices or a reasonable modification of the Covered Rental Unit or Property as authorized by federal, state, or local law;
 - l. .Posting or displaying political signs related to an election or legislative vote (including an election of a candidate to public office), the initiative, referendum or recall process, or issues that are before a public commission, public body, or elected local body for a vote, unless the Tenant violates the limitations set forth in California Civil Code Section 1940.4;
 - m. Asserting their rights under the California Translation Act (California Civil Code Section 1632), including but not limited to, requesting copies of Rental Housing Agreements, lease addenda, and rent increase notices in their primary language;
 - n. Requesting that their Landlord change the locks to their Rental Unit or changing the locks to their Rental Unit in accordance with California Civil Code Section 1941.5 and/or Section 1941.6 (which protects victims of "abuse or violence," as that phrase is defined in California Code of Civil Procedure Section 1161.3(a)(1)); or
 - o. Summoning law enforcement or emergency assistance as, or on behalf of, a victim of abuse, a victim of crime, or an individual in an emergency.
4. Nonexclusive with State or Federal Law. The protections afforded by this Section are not intended to be mutually exclusive of the protections afforded by any of the following:
- a. Chapter 2 (Hiring of Real Property) of Title 5 of Part 4 of Division 3 of the California Civil Code (or successor provisions), which generally governs landlord-tenant law in California;

- b. Division 13 (Housing) of the California Health and Safety Code (or successor provisions), which establishes specific health and safety requirements for rental housing;
- c. The California Fair Employment and Housing Act (California Government Code Section 12900 et seq.) (or successor provision), which offers protections against discrimination for certain protected classes of tenants; and/or
- d. Other applicable state or federal law.

D. Anti-Harassment Provisions

1. Harassment is Barred. No Landlord shall engage in any acts or omissions of such significance as to (1) substantially interfere with or disturb the comfort, repose, peace, or quiet of any person lawfully entitled to occupancy of a Covered Rental Unit; (2) prevent a Tenant from exercising or asserting their rights under the CSFRA, these Regulations, or other applicable local, state, or federal law; (3) coerce or influence the Tenant to vacate the Covered Rental Unit; and/or (4) generally make the Tenant's life difficult. Harassment is defined in Chapter 2, Section [j](#) of these Regulations.
2. Examples of Harassment. This subsection illustrates, but does not exhaust, the factors that a court may consider in determining whether a Landlord has violated the CSFRA as interpreted by this Section. No Landlord shall, in Bad Faith [\(as defined in Chapter 2, Section b to mean willful, reckless, or grossly negligent conduct\)](#), engage in a course of conduct directed at a specific Tenant or Tenant(s), including but not limited to, the following actions:
 - a. *Quiet Enjoyment*. Violate or threaten to violate the covenant of quiet enjoyment protected under California Civil Code Section 1927 and CSFRA Section 1702(h), including, without limitation:
 - i. Interrupt, reduce, terminate, eliminate, or fail to provide Housing Services as required by Rental Housing Agreement or by federal, state, county, or local housing, building, health, and/or safety laws, or threaten to do so, except when necessary to comply with a court order or local, state, or federal law. Failure to provide Housing Services shall include transferring costs to the Tenant that by law are paid by the Landlord, or charging the Tenant for Housing Services that were not previously charged to that Tenant under their Rental Housing Agreement;
 - ii. Remove personal property, furnishings, or any other items from the Rental Unit without the prior written consent of the Tenant, except when done pursuant to the procedure set forth in California Civil Code Section 1980, et seq. (disposition of Tenant's property after termination of tenancy);

- iii. Cause, directly or indirectly, the interruption or termination of any Utility service furnished to the Tenant, including but not limited to, water, heat, light, electricity, gas, telephone, elevator, or refrigeration;
 - iv. Engage in or threaten to engage in conduct that violates California Civil Code Section 789.3, including but not limited to an illegal lockout and utility shutoff;
 - v. Perform any renovation or construction inside the Rental Unit and/or the Property that does not qualify as “necessary and substantial repairs” (as defined in CSFRA Section 1706(a)(6)) without the Tenant’s express written advance permission;
 - vi. Unilaterally impose or require an existing Tenant to agree to new material terms of tenancy or a new Rental Housing Agreement, unless: (1) the change in the terms of the tenancy is authorized by the CSFRA or California Civil Code Sections 1946.2(f), 1947.5, or 1947.12, or required by federal, state, or local law or regulatory agreement with a government agency; (2) the change in the terms of the tenancy was accepted in writing by the Tenant after receipt of written notice from the Landlord that the Tenant is not required to accept such new terms as part of the Rental Housing Agreement; or (3) the change in the terms of the tenancy was authorized pursuant to a Joint Petition for New and Additional Housing Services as outlined in Section G of Chapter 6 of these Regulations;
- b. *Habitability.*
- i. Fail to perform and timely complete necessary repairs and maintenance required by federal, state, county, or local housing, building, health, or safety laws;
 - ii. Fail to follow applicable industry standards to minimize exposure to noise, dust, lead paint, asbestos, or other building materials that may have harmful health impacts;
 - iii. Fail to exercise due diligence in completing repairs once undertaken;
 - iv. Fail to timely comply with any notice and order to correct a violation issued by the City or County;
 - v. Violate the warranty of habitability provided under California Civil Code Sections 1941 and 1941.1;
 - vi. Violate the habitability standards in California Health and Safety Code

Sections 17920.3 and 17920.10.

- c. *Access.* Abuse the right of access into residential real property as established by California Civil Code Section 1954, which abuse includes, without limitation:
 - i. Entry for inspections that are not permitted by state law or are unrelated to necessary or agreed-upon repairs, maintenance, or services;
 - ii. Entry or demands for entry outside normal business hours except when requested by the Tenant or as otherwise permitted by California Civil Code Section 1954;
 - iii. Entry that conflicts with a Tenant's reasonable request to change the date or time of entry, provided, however, that the Tenant shall make such request within a reasonable time from the delivery of the notice of entry in case the Landlord has hired a third-party to perform necessary repairs or services;
 - iv. Entry to show the Rental Unit to a prospective or actual purchaser if the Landlord has not notified the Tenant in writing within one hundred twenty (120) days of the oral notice that the Property is for sale, and the Tenant was not informed that they may be contacted to allow for an inspection;
 - v. Photographing or recording portions of residential real property beyond the scope of a lawful entry or inspection as specified on the notice of entry;
 - vi. Misrepresenting the reasons for accessing residential real property as stated on the notice of entry. For example, stating the reason for entry as necessary repairs but actually accessing the Rental Unit to collect evidence against the Tenant;
 - vii. Providing notice of entry that fails to provide the approximate time window for the entry or provides a time window that is unreasonably excessive in duration [given the scope of repairs or inspection](#);
 - viii. Failing to notify the Tenant in a timely manner on multiple occasions that entry into the Rental Unit has been canceled after previously giving notice;
 - ix. Entries that are excessive in number relative to the reason stated on the notice of entry;
- d. *Privacy.* Violate or interfere with a Tenant's right to privacy, such as:
 - i. Requesting information or inquiring about information regarding the Tenant's residence, citizenship status, or social security number, except as

required by law or, in the case of a social security number, for the purpose of obtaining information for the qualifications for a tenancy. This includes refusing to accept equivalent alternatives to information or documentation that does not concern immigration or citizenship status, such as an Individual Taxpayer Identification Number (ITIN);

- ii. Releasing or threatening to release any of the information specified in subparagraph (i), including to any government entity, except as required or authorized by law or in violation of applicable state and/or federal law, including but not limited to California Civil Code Sections 1940.2(a)(5), 1940.3 and 1940.35;
 - iii. Requesting information about the Tenant's relationship, marital or familial status in violation of state or federal law;
 - iv. Unreasonably inquiring into a Tenant's criminal history;
 - v. Imposing or enforcing unreasonable restrictions on or inquiring into overnight guests;
 - vi. Taking photographs or recording video or audio that captures the interior of a Tenant's Rental Unit or other areas of the Property and/or the Rental Unit where the Tenant is entitled to a reasonable expectation of privacy (such as an enclosed patio for which a Tenant has exclusive use and enjoyment);
- e. *Forced Vacation; Misrepresentation.*
- i. Misrepresent to a Tenant that the Tenant is required to vacate a Covered Rental Unit, or entice a Tenant to vacate a Covered Rental Unit through intentional misrepresentation or by concealing or omitting a material fact;
 - ii. Provide materially false written or verbal information about applicable federal, state, county, or local Tenant protections, including deliberately mischaracterizing the nature or effect of a Written Notice to Cease, notice to quit, or other eviction notice. False information includes, without limitation, violating the California Translation Action (California Civil Code Section 1632) or demanding that a Tenant enter into a rent payment plan to take advantage of tenant protection laws that do not require such rent payment plans;
 - iii. Repeatedly mistreating an occupant of the Rental Unit through in-person conversations, social media postings or messages, or other communications, with language that a reasonable person would consider [offensive or](#) likely to cause fear or provoke violence;

- iv. Threatening a Tenant or their guest, through words or gestures, with physical harm;
 - v. Attempt to coerce a Tenant to vacate by offering payments (“Tenant Buyout Agreements”), including but not limited to, failing to provide the mandatory disclosure required by Section B of Chapter 8 of the CSFRA Regulations, failing to respect the mandatory cooling off period required by Section E.2 of Chapter 8 of the CSFRA Regulations, and/or offering Tenant Buyout Agreements to a Tenant to vacate more than once in any six (6) month period after the Tenant has notified the Landlord in writing that the Tenant does not wish to receive further offers of payments to vacate the Covered Rental Unit;
 - vi. Influence or attempt to influence a Tenant to vacate a Rental Unit through fraud, intimidation, or coercion, including, without limitation, disclosing or threatening to disclose to any person or entity information regarding the immigration or citizenship status of a Tenant or other person known to be associated with the Tenant;
 - vii. Otherwise violate California Civil Code Section 1940.2 and/or Sections 1940.3 and 1940.35 (which prohibit retaliation against a tenant for engaging in certain protected activities or based on their perceived or actual immigration or citizenship status); or
 - viii. Remove or eliminate one or more Housing Services to cause the Tenant to vacate the Rental Unit;
- f. *Rent Payments.*
- i. Refuse to accept or acknowledge receipt of a Tenant's lawful rent payment (including, but not limited to, revoking a Tenant's access to an online rent payment portal) except as permitted by state law after a notice to quit has been served on the Tenant and the time period for performance pursuant to the notice has expired;
 - ii. Refuse to cash a rent check or money order for over thirty (30) days unless a written receipt for payment has been provided to the Tenant, except as such refusal may be permitted by state law after a notice to quit has been served on the Tenant and the period for performance under the notice has expired;
 - iii. Fail to provide a receipt to a Tenant for Rent or other payment after the Tenant has requested a receipt, in violation of California Civil Code Section 1499 and California Code of Civil Procedure Section 2075;

- iv. Fail to allow a Tenant to pay rent or the security deposit using at least one form of payment that is neither cash nor electronic funds transfer, except where otherwise permitted by California Civil Code Section 1947.3(a)(2) (i.e., [the Landlord is not required to offer a form of payment other than cash or electronic funds transfer if the Tenant has previously attempted to pay the Landlord with a check drawn on insufficient funds or the Tenant has instructed the drawee to stop payment on a check, draft, or order for the payment of money](#));
- g. *Discrimination.*
 - i. Violate any law that prohibits discrimination against the Tenant based on race, gender, sexual preference, sexual orientation, ethnic background, nationality, religion, age, familial status, marriage, pregnancy, veteran status, disability, human immunodeficiency virus (HIV)/acquired immune deficiency syndrome (AIDS), occupancy by a minor child, or source of income;
 - ii. Make a sexual demand on a Tenant for the Tenant to obtain needed maintenance on the Rental Unit, to obtain a rent concession, additional Housing Service(s), or to avoid eviction, or make other quid pro quo sexual demands on a Tenant;
 - iii. Subject a Tenant to unwelcome touching, kissing, or groping, make unwelcome comments about a Tenant's body, send a Tenant unwelcome, sexually suggestive texts, enter the Rental Unit without invitation or permission, or engage in other actions that create a hostile environment;
 - iv. Violate the Unruh Civil Rights Act (California Civil Code 51 et seq.);
 - v. Commit elder financial abuse (as defined by California Welfare and Institutions Code 15610.30 et seq.) of a Tenant;
- h. *Tenant Organizing; Recognized Tenant Associations.* Interfere with the right of Tenants to do any of the following:
 - i. Organize as Tenants and engage in concerted activities with other Tenants for the purpose of mutual aid and protection including raising concerns about repairs and maintenance, rent amounts or rent increases, evictions, discrimination, or harassment, regardless of whether the Tenants share the same Landlord or management company;
 - ii. Convene Tenant or Tenant organization meetings in a suitable space accessible to Tenants in accordance with the terms of their Rental Housing

Agreement(s);

- iii. Contact other Tenants and provide them literature informing them of their rights and opportunities to get involved or participate in Tenant organizing or Tenant union activities;
 - iv. Distribute and post such literature on bulletin boards or other areas designated by the Landlord for Tenant use or free speech activities;
 - v. Exercise their rights under Article IV of Chapter 3 of the Mountain View City Code and/or California Civil Code Section 1942.6, or provide access to Tenant organizers, advocates, or representatives working with or on behalf of Tenants living at the property;
 - Nothing in this section is intended to require that any Landlord allow tenant organizers, advocates, or representatives working with or on behalf of tenants living at the residential real property access to such residential real property (e.g., pursuant to *Cedar Point Nursery v. Hassid* (2021) 141 S.Ct. 2063 and progeny) except as expressly provided in California Civil Code Section 1942.6 or to the extent such access constitutes a regulatory taking;
- i. *Other Acts.*
- i. Communicate with a tenant in a language other than English or other than the tenant's primary language for the purpose of intimidating, confusing, deceiving, annoying, seriously alarming, or harassing the tenant;
 - ii. Repeatedly violate the California Translation Act (California Civil Code Section 1632), which, among other things, requires Landlords to provide copies of certain Rental Housing Agreements and notices in a Tenant's non-English primary language if they have primarily negotiated with the Tenant in said language;
 - iii. Communicate with a Tenant using a form or manner of communication (such as text message, phone calls, or in-person) to which the Tenant has previously objected after the Tenant has informed the Landlord in writing that the Tenant objects to that form or manner of communication, except in the case of an emergency;
 - iv. Force a Tenant to vacate their Rental Unit in a hotel, motel, inn, or other transient facility before they have occupied the Rental Unit for thirty (30) consecutive days and [require the Tenant to](#) reregister to avoid classifying them as a Tenant under California Civil Code 1940.1. Forced vacation can be implied from the totality of the circumstances;

- v. Other repeated acts or omissions of such significance as to substantially interfere with or disturb the comfort, repose, peace or quiet of any person lawfully entitled to occupy of such Covered Rental Unit and that cause, are likely to cause, or are intended to cause any such person to vacate the Rental Unit or to surrender or waive any rights related to such occupancy; or
- vi. Secure any modification or waiver, whether oral or written, of any provision of the CSFRA or this Chapter of the CSFRA Regulations. Any such waiver or modification is hereby declared to be against public policy and is void and unenforceable.

E. Remedies and Enforcement.

1. Notice. The Community Stabilization and Fair Rent Act (CSFRA) Rent Stabilization and Eviction Protections Information Sheet, as required by Chapter 7 of these Regulations, shall include the following information:
 - i. Chapter 14 of the CSFRA Regulations prohibits Landlords from engaging in certain acts or failing to perform certain acts related to a tenancy in Bad Faith; and
 - ii. Landlords who violate the CSFRA as interpreted by this Chapter 14 of the CSFRA Regulations may be held liable for damages.
2. No Administrative Consideration. Harassment and retaliation claims may only be brought in court or other appropriate venue (such as the California Civil Rights Department or the federal Office of Fair Housing and Equal Opportunity) but may not be addressed administratively via the petition process described in Sections 1710 and 1711 of the CSFRA. A court or other responsible administrative agency shall consider the protections afforded by the CSFRA as interpreted by this Chapter of the CSFRA Regulations when evaluating a claim of harassment or retaliation.
3. Affirmative Defense. A Landlord's violation of the CSFRA as interpreted by this Chapter of the CSFRA Regulations shall constitute a complete defense against any unlawful detainer, ejectment, or other legal action by the Landlord to recover possession of the Covered Rental Unit.
4. Harassment, Retaliation and/or Wrongful Eviction Complaint. Any aggrieved Tenant, or any person, organization or entity that will fairly and adequately represent the interests of an aggrieved Tenant(s), may submit a complaint to the Division, using a form provided by the Division, documenting the alleged harassment, retaliation, and/or wrongful eviction. A complaint may be filed regardless of whether the Covered Rental Unit is still occupied or has been vacated due to harassment, retaliation, or

wrongful eviction.

- a. The filing and/or acceptance of the complaint by the Division does not constitute a determination or finding by the Division, the Committee, or the City on the validity of the complaint, nor does it indicate an intent by the Division, the Committee, or the City to take any enforcement action against the Landlord.
 - b. The complaint form cannot be completed by a Tenant's representative unless it is accompanied by a signed and dated Representative Authorization form by both the Tenant and the designated representative.
 - c. The completed complaint form, and its attachment(s) [and a response form for the Landlord](#), must be served on the Landlord and/or the Landlord's agent.
 - d. The complaint form becomes a public record once submitted and is subject to disclosure under the California Public Records Act, except that information exempt from disclosure shall be redacted.
5. Rent Adjustment Penalties. In addition to the remedies provided herein or in Sections 1714 and 1715 of the CSFRA, any Covered Rental Unit that becomes vacant due to a violation of the CSFRA as interpreted by this Chapter of the CSFRA Regulations shall only be permitted to be rented at the lawful Rent in effect at the time of the most recent termination of tenancy.
6. Civil Action. An aggrieved Tenant, or any person, organization, or entity, including the City, that will fairly and adequately represent the interests of an aggrieved Tenant(s), may initiate civil proceedings as provided by law, against a Landlord violating the CSFRA as interpreted by this Chapter of the CSFRA Regulations and against any person who aids, facilitates, and/or incites another person to violate such provisions, regardless of whether the Covered Rental Unit remains occupied or has been vacated due to harassment or retaliation. The burden of proof in such cases shall be by a preponderance of the evidence.
 - a. A civil action may be commenced alleging a violation of this Chapter only after the Tenant or any other person provides written notice to the Landlord of the alleged violation (on a form provided by the Division), and the Landlord fails to remedy the violation within a reasonable period of time. However, no waiting period shall apply if the Landlord's conduct is intentional and demonstrates a willful disregard for the comfort, safety, or well-being of the tenant(s).
7. Damages and Monetary Awards.
 - a. Any person who violated, or aids or incites another person to violate, the CSFRA as interpreted by this Chapter of the CSFRA Regulations, is liable in a court action for each and every such offense for monetary damages of three times the actual

damages suffered by an aggrieved tenant (including damages for mental or emotional distress), or for the minimum damages in the sum of \$1,000.00, whichever is greater, or for any other relief the court deems appropriate, and shall be liable for such attorneys' fees and costs as may be determined by the court.

- b. The court may also award punitive damages to any plaintiff, including the City, in a proper case as defined in California Civil Code Section 3294 or its successor statute. The burden of proof for punitive damages shall be clear and convincing evidence.
 - c. In the case of an award for damages for mental or emotional distress, such an award shall be trebled only if the trier of fact finds that the defendant acted in knowing violation of or reckless disregard of the CSFRA as interpreted by this Chapter of the CSFRA Regulations.
 - d. A prevailing defendant in a civil action under this section shall be entitled to an award of attorneys' fees only if the court determines that the action was devoid of merit and brought in Bad Faith.
8. Injunctive/Equitable Relief. Any person who commits an act or engages in any pattern or practice that violates the CSFRA as interpreted by this Chapter of the CSFRA Regulations may be enjoined from doing so by a court of competent jurisdiction. A court may also issue other equitable relief as appropriate. Any action for an injunction under this subsection may be brought by any aggrieved person, the City Attorney, or any person or entity who will fairly and adequately represent the interests of the Tenants.
9. Nonexclusive Remedies and Penalties. The remedies provided by this Chapter of the CSFRA Regulations are not exclusive, and nothing in this Chapter shall preclude any person from seeking any other remedies, penalties, or procedures provided by law.

F. Non-Waivability.

Any provision of a Rental Housing Agreement or other agreement, whether written or oral, that purports to waive a Tenant's right to the protections afforded by the CSFRA or these Regulations shall be deemed to be against public policy and shall be void.

G. Partial Invalidity.

If any provision of these Regulations, or the application thereof to any person or circumstance, is held invalid, that invalidity shall not affect other provisions or applications of these Regulations that can be given effect without the invalid provision or application, and to this end, the provisions of the Regulation are declared to be severable. These Regulations shall be liberally construed to achieve the purposes of the CSFRA.

