



HOUSING DEPARTMENT
RENT STABILIZATION DIVISION
 298 Escuela Avenue
 Mountain View, CA 94040
 650-903-6136 | MountainView.gov/RentStabilization

2/6/2025

Property Out of Compliance with the Community Stabilization and Fair Rent Act (CSFRA)

Dear owner(s):

This notice is to inform you that your 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.

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 31st 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. Registration is due January 31st 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 for APN and PIN combination and any applicable non-registration fees.
- 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 immediately. 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 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 Division 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 Division for assistance.

Outstanding Habitability and/or State and Local Health and Safety Code Violations and/or Removal of Housing Services/Maintenance

(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.
- **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 Division 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 or (650) 903-6136 if you need assistance, or you feel that this notice has been sent in error.

Sincerely,



Andrea Kennedy
Senior Management Analyst, Rent Stabilization Division, City of Mountain View