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by City Manager's Office

CITY OF SAN JOSE
CAPITAL OF SILICON VALLEY

Memorandum

TO: HONORABLE MAYOR AND CITY COUNCIL

FROM: Leslye Krutko

SUBJECT: **SEE BELOW**

DATE: November 15, 2005

Approved Deanna Santana

Date 11-16-05

COUNCIL DISTRICT: Citywide

INFORMATION

SUBJECT: QUARTERLY REPORT DETAILING ACTIVITY IN THE HOUSING DEPARTMENT'S RENTAL RIGHTS AND REFERRALS PROGRAM

This report covers activity in the Rental Rights and Referrals Program for the first quarter of the 2005-2006 Fiscal Year. The Rental Rights and Referrals Program provides education, information, and referrals regarding rental rights for tenants and landlords.

Program Highlights

During this reporting period the Rental Rights and Referrals Program staff accomplished the following:

- **Database Development** - On July 8, 2005, staff developed a new search engine to identify rent controlled and non-rent controlled properties, triplex and larger, in the City of San José. In addition, the call log database tracked 560 inquiries during the first quarter of FY 2005-06.

- **Production Data** - During this report period staff accomplished the following:

  - On August 17th, 2005, staff mailed approximately 3,000 apartment fee-exemption notices to property owners of rent controlled properties.
  - During the month of September, staff made changes to the layout of the Rental Rights and Referrals Program website (www.sjhousing.org). Information regarding both the Mobilehome and Apartment Rent Control Ordinances can be accessed from the homepage.
  - On September 7th, 2005, staff held an orientation for new Hearing Officers to introduce them to the New City Hall (NCH) and review general mediation procedures.

Quarterly Reports

The following reports document activity between July 1, 2005 and September 30, 2005.

- **Phone Tree Report** - The automated phone tree tracks the number of calls coming from outside lines 24-hours a day. All of the information available in the tree may be accessed in English and Spanish. Callers may press an option to be directly transferred to a staff member who speaks Vietnamese. On July 5th, the Housing Department moved to the New City Hall. Due to the transition and changes of phone systems, the phone tree tracked data from August 18, 2005 - September 30, 2005. During this period the phone tree tracked 1,136 calls. A detailed report showing the data collected from the phone tree is attached to this report (Attachment A).

- **Database Report** - The call log database tracked 560 inquiries during the first quarter of FY 2005-06. The Program received 440 incoming calls, 93 callers left messages for staff and staff provided assistance to 25 walk-in clients, and two clients received information by email. A detailed report showing the data collected is attached to this report (Attachment B).

- **Notice to Vacate** - During this reporting period, staff received 36 Notices to Vacate, including fifteen 30-day notices, eight 60-day notices, and thirteen 90-day notices. Detailed information about notices to vacate is attached to this report (Attachment C).

- **Case Log Report** - Four petitions were filed with the Program between July 1, 2005, and September 30, 2005. All four petitions were related to service reductions. The soft rental market has reduced the number of petitions filed with the Program. A detailed report providing information on each petition filed is attached to this report (Attachment D).

- **Public Outreach Report** - During the first quarter of FY 2005-06 the Rental Rights and Referrals Program staff placed Program ads in the Metro and La Oferta. Staff participated in four community events and distributed information on tenant and landlord rights. A detailed list of outreach events is attached to this report (Attachment E).

LESLYE KRUTKO
Director of Housing

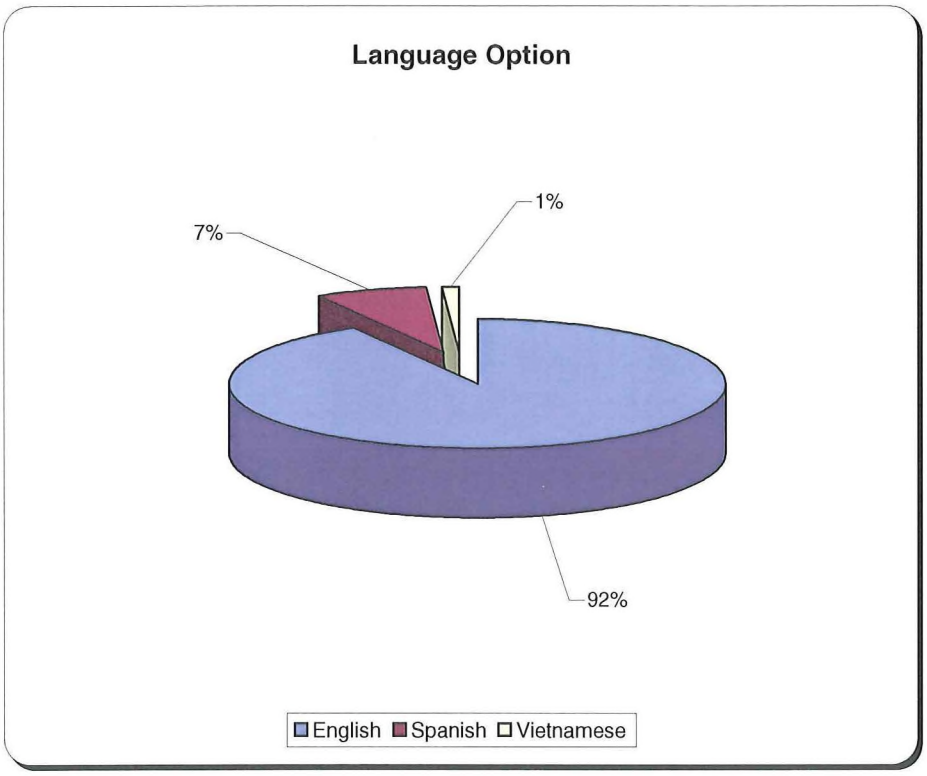
Attachments

Attachment A

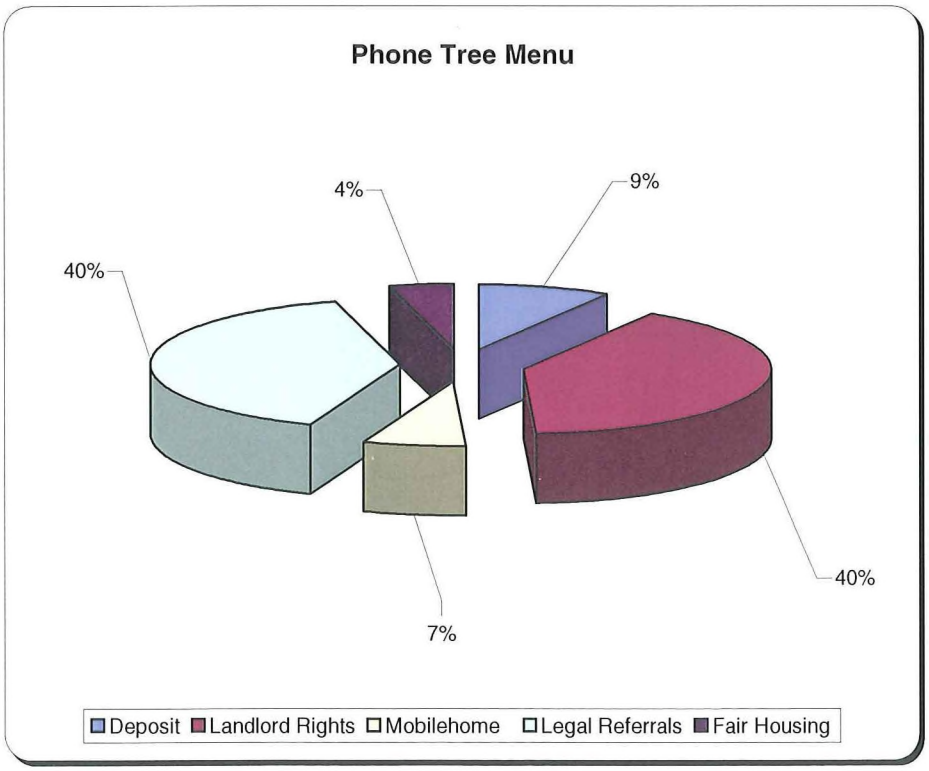
Phone Tree Report

First Quarter FY 2005-06
8/18/05 - 9/30/05

English	1,040
Spanish	84
Vietnamese	12
Total	1,136



Deposit	35
Landlord Rights	165
Mobilehome	27
Legal Referrals	163
Fair Housing	17
Total	407

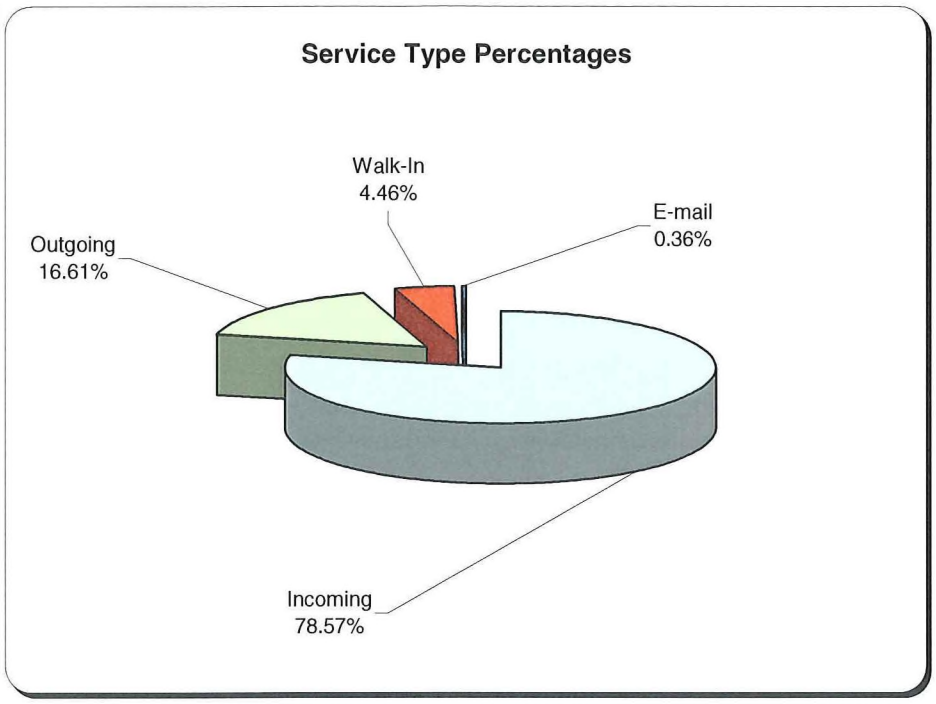


Database Report (Continued)

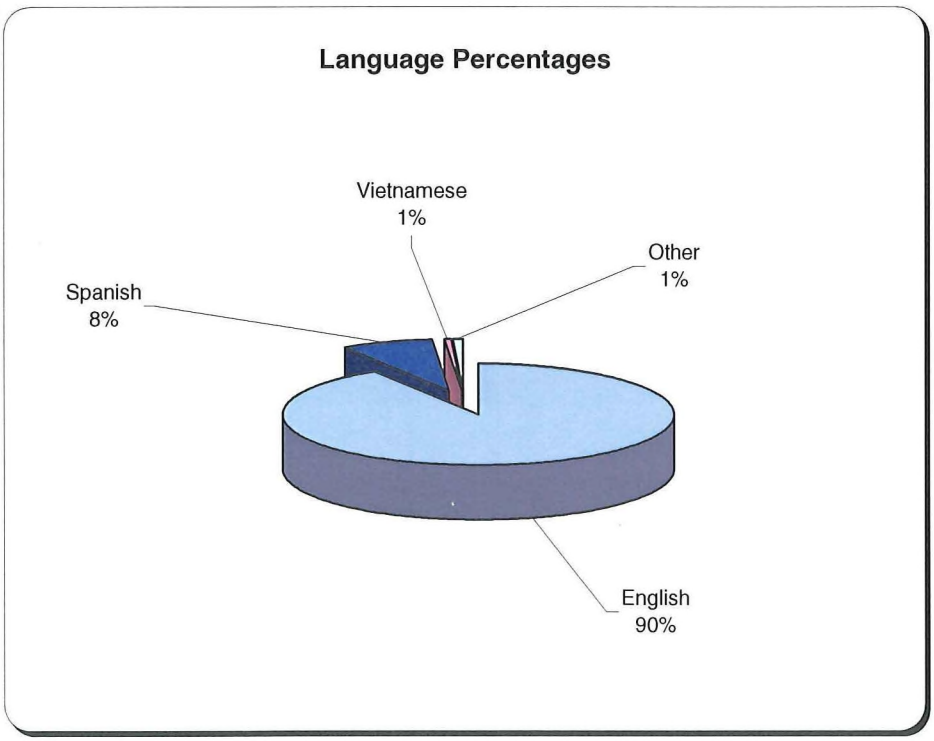
First Quarter FY 2005-06

7/1/05 - 9/30/05

Incoming	440
Outgoing	93
Walk-In	25
E-mail	2
Total	560



English	510
Spanish	42
Vietnamese	4
Other	4
Total	560

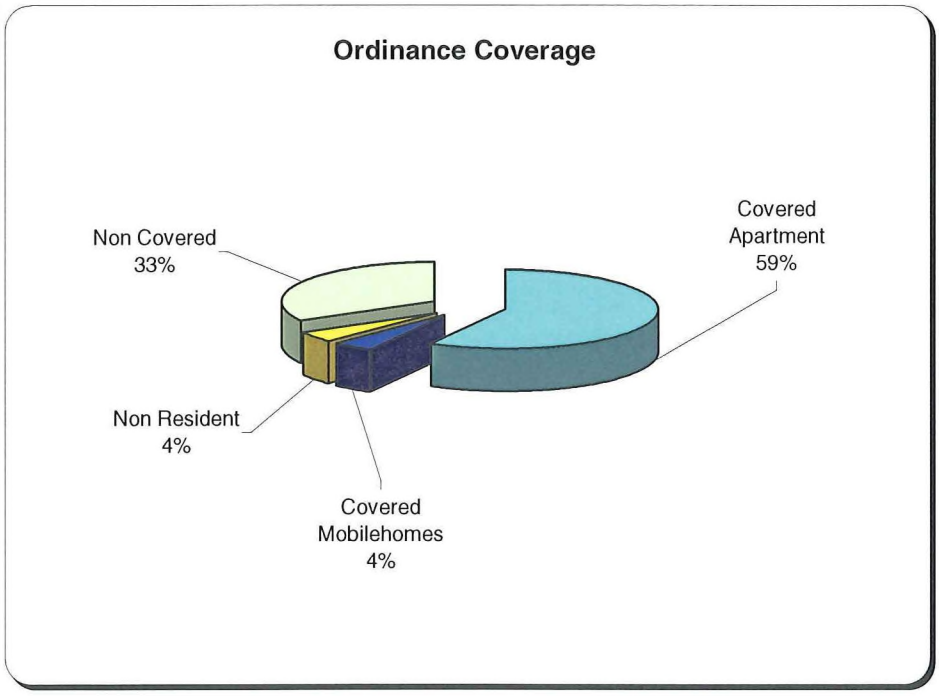


Database Report (Continued)

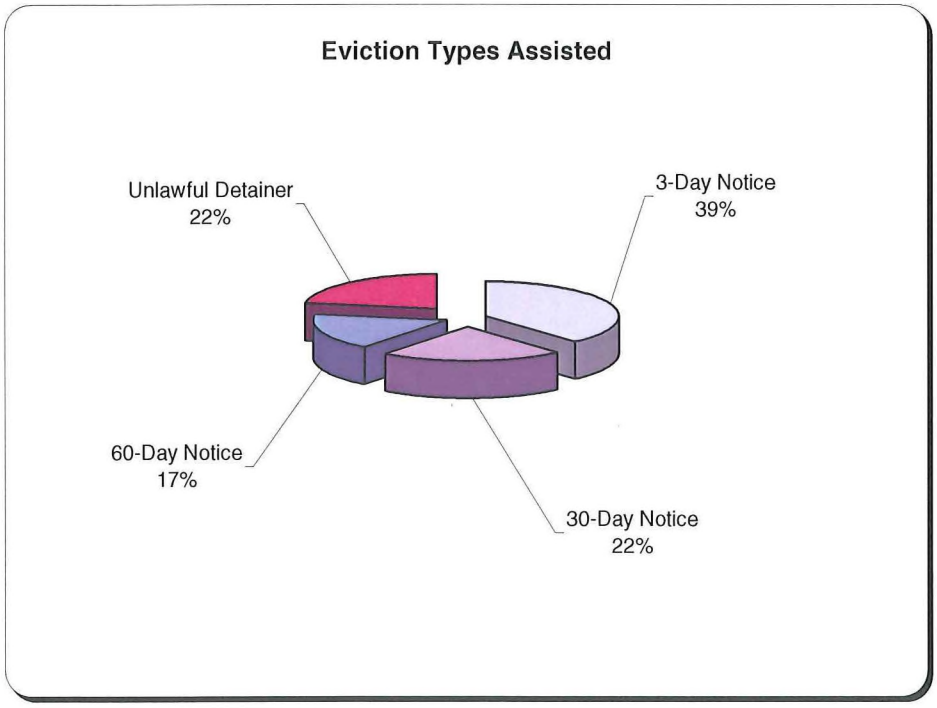
First Quarter FY 2005-06
7/1/05 - 9/30/05

Attachment B

Covered Apartment	313
Covered Mobilehomes	24
Non Resident	24
Non Covered	178
Total	539



3-Day Notice	36
30-Day Notice	21
60-Day Notice	16
Unlawful Detainer	21
Total	94



Attachment C

Notice to Vacate Report

First Quarter FY 2005-06

7/1/05 - 9/30/05

Notices to Vacate			
Address	**Zip Code**	**Date Served**	**Date Received**
30-Day Notices			
801 South 3rd St.	95112	8/15/05	8/19/05
725 South 8th St. #4	95112	8/15/05	8/19/05
1624 The Alameda St. #23	95126	8/16/05	8/17/05
99 Glen Eyrie Ave. #12	95125	8/9/05	8/15/05
3517 Alden Way #4	95117	7/29/05	8/5/05
3203 Myles Ct. #1	95117	8/3/05	8/4/05
331 Willow St. #4	95110	7/13/05	7/23/05
327 Willow St. #5	95110	7/2/05	7/13/05
331 Willow St. #3	95110	7/13/05	7/13/05
2217 McLaughlin #4	95122	9/20/05	9/20/05
2020 Southwest #86	95126	9/13/05	9/16/05
1215 Pedro St. #15	95126	9/29/05	9/30/05
3210 Myles Ct. #3	95117	9/1/05	9/23/05
2287 McLaughlin Ave. #2	95122	9/1/05	9/8/05
2223 McLaughlin Ave. #1	95122	9/1/05	9/5/05
Subtotal: 15			
60-Day Notices			
4430 Albany Drive #86	95129	8/17/05	8/23/05
4380 Albany Drive # 34	38565	8/1/05	8/10/05
990 Elm St. #4	95126	7/1/05	7/14/05
3784 Bertini #4	95117	9/19/05	9/19/05
1150 Ranchero Way #9	95117	9/9/05	9/16/05
1321 San Tomas Aquino Rd. #1	95130	9/8/05	9/13/05
2920 Huff Avenue #5	95128	9/13/05	9/13/05
1031 Park #3	95126	9/18/05	9/30/05
Subtotal: 8			
90-Day Notices			
474 Saratoga Ave. #206	95129	8/10/05	8/16/05
5732 Tucson Drive #B	95118	8/5/05	8/15/05
605 Rebecca Way #2	95117	8/9/05	8/15/05
324 Checkers Drive #207	95133	7/21/05	7/28/05
315 Checkers Drive #102	95133	7/21/05	7/28/05
1804 Bradford Way #7	95110	7/1/05	7/11/05
1111 Weyburn Ln. #60	95129	9/22/05	9/28/05
1041 Eugene #3	95126	7/26/05	7/27/05
975 Boynton Ave. #7	95117	7/25/05	7/26/05
1808 Bradford Way #4	95121	9/20/05	9/23/05
850 Meridian Way #4	95126	9/12/05	9/16/05
708 North First St. #4	95112	9/8/05	9/13/05
1220 Bascom Ave. #5	95128	9/7/05	9/15/05
Subtotal: 13			
Total: 36			

Attachment D

Rental Rights and Referrals Program Case Log Report

First Quarter FY 2005-06

7/1/05 - 9/30/05

General Information						Violation Type*							Mediation and Arbitration Process					Disposition of Cases
Address	Zip	Date	Date	# Of	Ineligible	Excess							Mediation		Arbitration		Closed	
Street Number	Code	Filed	Approved	Petitions	Petitions	%	SR	HC	Freq	Rights	NTV	Schedule	Vol.	Decis.	Vol.	Decis.		
1243 Shortridge Avenue #2	95116	6/22/05	6/27/05	1			1					8/10/05					8/11/05	Voluntary agreement was made. Owner agrees to reimburse residents $3,250 for payment of mold report and furniture replacement. Payment will be made within 10 days. Residents agree that the above amount includes their rental deposit.
4337 Norwalk Drive #N-176	95129	6/28/05	7/8/05	1			1										7/11/05	The tenant and the landlord reached an agreement before mediation was scheduled.
698 Richmond Avenue #2 (1st Case)	95128	6/25/05	7/13/05	1			1					8/15/05					8/18/05	Voluntary agreement was made between the landlord and the tenant. Parties have agreed that all issues have been resolved before mediation took place.
698 Richmond Avenue #2 (2nd Case)	95128	8/15/05	9/2/05	1			1					10/5/05					10/6/05	Voluntary agreement was made between the tenant and landlord. Tenant will pay $1,025 by 6 p.m. October 6th, in the form of a money order. Owner agrees to provide a letter authorizing cable internet installation so long as the installation occurs on a weekend after 11a.m.
Total for First Qt. FY 2005/06				**4**			**4**											
Total Petitions Filed: 4				**100%**			**100%**											

*Each petition may have more than one type of violation indicated.

Legend	
Rent Increase Beyond 8%	%
Service Reduction	SR
Housing Code Violation	HC
Frequent Rent Increase	Freq
Notification of Rights	Rights
Notice to Vacate	NTV

Public Outreach Report

First Quarter FY 2005-06
7/1/05 - 9/30/05

Date: August 2, 2005
Type: National Night Out
Audience: Neighborhood Associations and Community Organizations
Location: Mexican Heritage Plaza
Participants: 300

On August 2, 2005, Rental Rights and Referrals Program (RRRP) staff participated in the "National Night Out" event. Staff distributed approximately three hundred brochures in English, Spanish and Vietnamese. The Rental Rights and Referrals Program staff addressed several questions from participants and discussed the possibility of organizing presentations regarding rent control in the City of San Jose.

Date: September 10, 2005
Type: Guadalupe River Park and Gardens
Audience: Neighborhood Associations and Government Organizations
Location: Guadalupe River Park
Participants: 50,000

On September 10, 2005, staff participated in the grand opening celebration of the Guadalupe River Park & Gardens. Program staff provided material with information about tenant and landlord rights in the City of San José.

Date: September 17, 2005
Type: Bark in the Park
Audience: Non-Profit Organizations and Neighborhood Community Organizations
Location: William Street Park
Participants: 10,000

Approximately 10,000 participants attended this all day event. Rental Rights and Referrals Program staff served information about tenant and landlord rights in the City. In addition, Program staff distributed Fair Housing brochures to the public.

Date: September 25, 2005
Type: Almaden Art & Wine Festival
Audience: Non-Profit Organizations and Neighborhood Community Organizations
Location: Almaden Park
Participants: 20,000

On September 25, 2005, the Rental Rights and Referrals Program staff represented the Rental Rights Program at the Almaden Art & Wine Festival. Staff distributed tenant/landlord information regarding recent changes for both rent control and non-rent control units in the City of San José. Approximately 20,000 participants attended.