

WEBVTT

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00:00:06.690 --> 00:00:21.299

Jeffrey Scott: Again, these are proposed changes, proposed amendments to the mobile home rent ordinance, and we're going to be talking through a brief presentation, to go over those proposed changes, and then we will be taking a Q&A, for...

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00:00:21.480 --> 00:00:26.939

Jeffrey Scott: About an hour or so until the top of the hour, until 5 o'clock. Couple of things to note.

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00:00:27.160 --> 00:00:34.340

Jeffrey Scott: This meeting is being interpreted in Spanish and in Vietnamese, so...

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00:00:35.900 --> 00:00:40.450

Jeffrey Scott: At the bottom of your screen, did you... Included.

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00:00:42.020 --> 00:00:49.410

Jeffrey Scott: Sorry, we're just turning it on. At the bottom of your screen, you're going to be seeing a, a globe icon that says Interpretation.

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00:01:01.360 --> 00:01:02.350

Jeffrey Scott: It is.

7
00:01:02.940 --> 00:01:03.910

Jeffrey Scott: It's there.

8
00:01:06.030 --> 00:01:14.579

Jeffrey Scott: Okay, sorry for that. You'll see the globe icon at the bottom of your screen. For interpretation, you can select Vietnamese or Spanish, your preferred language.

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00:01:15.760 --> 00:01:29.249

Jeffrey Scott: And if you... if you don't see the globe icon, then click the three dots where it says more, and you'll see a button there for interpretation. So, again, being interpreted in real time in Spanish and Vietnamese. The other thing I want to let everyone know about is that,

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00:01:29.280 --> 00:01:48.900

Jeffrey Scott: For questions, when you guys have questions, please use the chat, and please send your questions to me, Jeffrey Scott, in the chat, and after the presentation is over, I'll be reading off the questions, and the staff that we have on this call will be answering your questions that you submit to me in the chat.

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00:01:49.030 --> 00:01:59.949

Jeffrey Scott: And in... with that, I'm going to turn the meeting over to Eric Solivan, the Director of Housing, and Eric's going to start off the presentation, and I'm going to share it on my screen.

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00:02:02.180 --> 00:02:11.389

Erik Solivan: Great, thank you, Jeff, and thank you for everyone who participating today. So, this will be the first in a series of upcoming community meetings on these proposed changes.

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00:02:11.390 --> 00:02:24.429

Erik Solivan: leading to bringing this before Council on January 27th. And so, I'll go through a brief presentation here that speaks to some of the proposed changes coming to the ordinance.

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00:02:24.430 --> 00:02:49.320

Erik Solivan: I will preface this with, this work began as Council directed in September of 2024 through the adoption of the Rent Stabilization Program Strategic Plan. It was adopted by the HCDC, this particular stream of work around mobile home ordinance by the Housing and Community Development Commission on June of 2025, and we're now continuing that work

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00:02:49.320 --> 00:03:07.179

Erik Solivan: plan in bringing forth these changes through this series of community meetings. There'll be more information posted about the next series of meetings through January on our website at San Joseca.gov backslash housing.

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00:03:07.180 --> 00:03:28.490

Erik Solivan: coming up here by the end of this week. So, I'll begin going through these presentations in the first set of slides, and then I'm going to ask Emily Hissop, who is our Division Manager over the Rent Stabilization Program, to pick up where I left off in talking through some of the additional changes. So, to the first slide here.

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00:03:29.400 --> 00:03:53.349

Erik Solivan: I want to give kind of the quick history of this work. As mentioned, in September of 2024, when this work began, City Council had directed, through the adoption of the Rent Stabilization Strategic Plan, a 3-year cycle for adoption for improvements across the mobile home ordinance, the apartment rent ordinance, and then the Tenant Protection Ordinance.

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00:03:53.570 --> 00:04:12.850

Erik Solivan: Since that time, from September 2024 to current, there has been additional council direction given to the department regarding each of those three different lanes, tenant protection ordinance, apartment rent ordinance, Mobile Home Ordinance, to which we have furthered our work in the execution of this work plan.

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00:04:12.850 --> 00:04:22.240

Erik Solivan: In summary, the four primary changes that we are looking to execute as directed by Council is to first improve data collection.

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00:04:22.240 --> 00:04:46.750

Erik Solivan: One of the challenges within the mobile home ordinance is that we did not have a really robust and updated set of regulations, which limited our ability to collect data, to appropriately process different forms of petitions and fair returns, and so this is an opportunity to collect that data to better understand the challenges of tenants within the portfolio, as well as

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00:04:46.750 --> 00:04:53.060

Erik Solivan: The challenges by landlords and the management of these sites that are located across the city.

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00:04:53.060 --> 00:05:17.199

Erik Solivan: The second item is around increasing transparency. With 33-year-old regulations, and we'll talk more about that here going forward, it is difficult to be able to provide the types of data needed regarding program performance, both on the resident side and on the mobile home park and landlord side. So in order to get to that increased transparency, we needed to get to a more

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00:05:17.200 --> 00:05:33.330

Erik Solivan: robust collection of data, as well as make improvements to our overall program administration. And we'll get into some of those details later in the presentation. The third item is around improving and streamlining program administration.

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00:05:33.330 --> 00:05:52.029

Erik Solivan: So this third item builds on items 1 and 2. We need to get better data to improve transparency, to then improve our overall communication with both residents as well as mobile home park owners and landlords in order to streamline operations, provide a clearer path

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00:05:52.030 --> 00:06:15.889

Erik Solivan: for residents, as we will establish in the proposed ordinance, more clear path for resident rights, and we'll talk through that, as well as the creation of a rent registry, we'll talk through that as well, as well as a cap and a specified property for executing on capital repairs. We'll talk through that as well, and a change to the decontrol process.

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00:06:15.890 --> 00:06:23.160

Erik Solivan: Increasing that percentage of capture for new residents coming into mobile home park sites.

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00:06:23.160 --> 00:06:47.019

Erik Solivan: So part of this administrative cleanup and streamlining is to improve our overall customer service to both residents and mobile home park owners and landlords. And the last item that was adopted in the strategic plan that is applied specifically here for mobile home ordinance is accessibility of mechanisms for residents to enforce their rights and owners to achieve fair return.

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00:06:47.090 --> 00:06:58.799

Erik Solivan: So part of the processes that we will talk through, and a lot of the changes that are gonna go through to Council for consideration, will remove some administrative items.

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00:06:58.800 --> 00:07:10.620

Erik Solivan: that were originally adopted into the ordinance 30-plus years ago that now have become routine administration items. And so we will separate out those procedures from administration.

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00:07:10.620 --> 00:07:14.799

Erik Solivan: from the policy of the mobile home ordinance as adopted by

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00:07:14.800 --> 00:07:31.920

Erik Solivan: by Council. And so those are the four quick items that we are looking and have been charged to

by Council to look at for both the mobile home ordinance and the other two ordinance, which is work on the plan to be done in 2026. Next slide, please.

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00:07:35.990 --> 00:07:43.390

Erik Solivan: So this is a quick layout of where the mobile home parks are located throughout the city of San Jose.

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00:07:43.430 --> 00:08:00.040

Erik Solivan: There are over 10,000 spaces throughout the city. They are highly congested in roughly 4 council districts, with District 7 being by far the largest contingency of both parks and spaces.

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00:08:00.040 --> 00:08:03.509

Erik Solivan: Followed by District 10, 11, and 5.

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00:08:03.660 --> 00:08:27.290

Erik Solivan: Other council districts have very few placements. District 1 doesn't have any. But this is a good place-setting map to understand what is some of the challenges in program administration, given the variety of locations of these parks, and two, the sheer size of the portfolio, and why we are looking to implement

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00:08:27.290 --> 00:08:33.679

Erik Solivan: Some of these changes, as directed by Council to bring it forth for their consideration.

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00:08:34.220 --> 00:08:35.529

Erik Solivan: Next slide, please.

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00:08:36.150 --> 00:09:00.519

Erik Solivan: And so, as I started out, here's just, again, a quick rehash of the history, which is back in 1979 when this was originally created, and then updated in 1985, and then in 1992. And in 1992 was the last time these regulations were updated. And that is why we have the challenges we do around data, transparency, and efficiency of program...

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00:09:00.520 --> 00:09:17.989

Erik Solivan: operations, as well as administration, and why Council directed us in September of 2024 to bring forth improvements. And the Housing and Development... Housing Community and Development Commission had adopted this work plan for bringing forward in June of 2025.

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00:09:17.990 --> 00:09:23.830

Erik Solivan: And so, the stated purpose of the MRO, quickly listed below, is what guides this work.

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00:09:23.830 --> 00:09:42.280

Erik Solivan: for executing on this work plan, and why we are focused on providing a consistency of resident rights that are carried forth from the TPO and the ARO, bringing that into the mobile home ordinance, why we are looking to provide a clearer path.

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00:09:42.430 --> 00:10:03.719

Erik Solivan: for individuals who are looking to execute on some capital improvements and how we put

limitations around that, as well as expanding some other initiatives to get to clarity of program administration and operations. And now I'm going to turn it over to Division Manager Emily Hissoff to walk through the changes. Emily?

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00:10:04.200 --> 00:10:07.590

Emily Hislop: Thank you, Eric, and thank you everyone for joining us this afternoon.

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00:10:08.030 --> 00:10:11.720

Emily Hislop: Next, I'll have Jeff move to the next slide.

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00:10:14.530 --> 00:10:19.149

Emily Hislop: So, the summary of our proposed amendments are...

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00:10:19.420 --> 00:10:23.789

Emily Hislop: To reflect changes in state law, this is what most of these amendments concern.

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00:10:23.920 --> 00:10:27.470

Emily Hislop: To remove expired provisions.

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00:10:27.890 --> 00:10:44.660

Emily Hislop: To make some changes that really separate policy from procedure, where policy is in the ordinance, and anything dealing with procedure is in our regulations. To add some renter's rights, to enhance the already existing park rent registration.

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00:10:44.780 --> 00:10:56.920

Emily Hislop: To add a specified capital improvement process, which I will explain at a later slide, and to revise how vacancy decontrol, occurs.

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00:10:57.550 --> 00:11:01.560

Emily Hislop: We'll also explain that later in the process. Next slide.

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00:11:05.010 --> 00:11:10.879

Emily Hislop: Eric went over the timeline of the ordinance and regulations, and

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00:11:11.050 --> 00:11:26.500

Emily Hislop: This shows the timeline of where... how we have been addressing updating our ordinance and also aligning it with the goals of the strategic plan. Goals of this plan were presented to Housing and Community Development Commission last August.

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00:11:26.720 --> 00:11:32.120

Emily Hislop: And... work on... we've been slowly implementing the cut... the...

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00:11:32.140 --> 00:11:51.300

Emily Hislop: strategic plan went to City Council in September, and we've been doing work across all programs to achieve the goals of the strategic plan, which necessarily, for the mobile home rents ordinance,

required new regulations, and some amendments to match

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00:11:51.300 --> 00:11:58.719

Emily Hislop: how things... business is conducted and update to state law. So that work on, ordinance amendments was occurring.

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00:11:58.850 --> 00:12:02.529

Emily Hislop: Over the summer and fall of 2025,

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00:12:02.810 --> 00:12:09.329

Emily Hislop: We posted a memo to the Housing Commission website on November 6th.

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00:12:09.460 --> 00:12:20.850

Emily Hislop: It will now be heard, that item, on December 11th, but that memo, which summarizes these changes, is still posted on the Housing Commission Agenda website.

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00:12:20.920 --> 00:12:31.899

Emily Hislop: We've had some informal discussions with stakeholders on both the owner and the resident side. We are sending a mailer out to park residents, which will direct

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00:12:32.180 --> 00:12:40.829

Emily Hislop: Residents to a website, which will contain information about meetings, information about the proposed amendments, and other important dates.

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00:12:41.090 --> 00:12:50.109

Emily Hislop: We're now having this, first of three community meetings. We'll hold additional community meetings in December and January.

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00:12:50.740 --> 00:12:59.519

Emily Hislop: We will, as I said, we'll present this item to the Housing and Community Development Commission at its regular meeting on December 11th.

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00:12:59.970 --> 00:13:14.839

Emily Hislop: And we are scheduled to take the proposed amendments to City Council on January 27th of next year, which we're calling Housing Day because there are other programs that will also be items on the Council agenda.

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00:13:15.200 --> 00:13:16.030

Emily Hislop: Next slide.

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00:13:18.960 --> 00:13:31.390

Emily Hislop: So, the first group of proposed amendments is really aligning with, the ordinance, which has not been touched since... or in any substantive way.

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00:13:31.390 --> 00:13:41.840

Emily Hislop: since the early 90s, removing some old provisions that dealt with state law that's now changed. A good example of that is the exemption

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00:13:42.050 --> 00:13:59.490

Emily Hislop: for long... what we call long-term leases, which were exempt under state law, from local rent controls, like the mobile home rent ordinance. That was enacted in 1986 or 85, and our ordinance was amended to reflect that state law.

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00:13:59.790 --> 00:14:16.129

Emily Hislop: State Assembly Bill 2782, which I believe was brought forth in the 2020 session, proposed sunsetting that exemption in state law for January of 2025. So that exemption is no longer

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00:14:16.220 --> 00:14:21.129

Emily Hislop: Part of state law, so we want to amend the ordinance to... to align with that.

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00:14:21.530 --> 00:14:35.719

Emily Hislop: There are several sections of the mobile home rent ordinance which only, concerned periods of time that were in the 1980s and 1990s and are no longer applicable now, so we're removing those...

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00:14:35.820 --> 00:14:39.550

Emily Hislop: provisions. The city has grown

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00:14:39.960 --> 00:14:51.219

Emily Hislop: twice, probably twofold since the last time this was updated. So there's a lot of structural changes that happened, how the city structure and administration is. So we were

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00:14:51.500 --> 00:14:56.049

Emily Hislop: We're updating definitions and provisions to align with the current structure.

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00:14:57.010 --> 00:14:57.940

Emily Hislop: Next slide.

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00:15:03.560 --> 00:15:20.620

Emily Hislop: As we mentioned before, this is the separating policy from procedure. We want to streamline our processes, in the ordinance and regulations, and align, those processes with the rent stabilization strategic plan.

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00:15:21.390 --> 00:15:35.740

Emily Hislop: Thank you. There were a lot of administrative and petition processes, provisions in the mobile home rent ordinance that were now moving over to the regulations.

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00:15:35.880 --> 00:15:51.839

Emily Hislop: When this ordinance was enacted, these rent stabilization programs were fairly new, and a lot of things were put in the ordinance, which... common practice is to put them in regulations which are more flexible and can change with adapting technology in time.

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00:15:51.980 --> 00:15:55.810
Emily Hislop: But this... moving these provisions over gives us

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00:15:55.860 --> 00:16:15.679
Emily Hislop: more flexibility, opportunities for more efficiency in owners and residents enforcing their rights, and more efficiency in program administration. And this is per Council direction to get more data, have more transparency, and more efficiency across all our programs.

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00:16:16.200 --> 00:16:26.349
Emily Hislop: As I mentioned, number two, the hearing processes, a lot of those details were in the ordinance, which is not typical with common, with best practices.

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00:16:26.350 --> 00:16:36.630
Emily Hislop: of rent stabilization jurisdictions in the state. So we are moving those to the regulations to allow for efficiency administration and adapt to changing technology, which

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00:16:37.050 --> 00:16:53.610
Emily Hislop: as we can see here, we are all virtual. This was not contemplated, maybe by somebody the last time these updates were made, and a lot of things changed in our program administration, even since COVID, and as new technologies come on, we want to be able to quickly adapt to make

83
00:16:54.970 --> 00:17:04.499
Emily Hislop: These processes more accessible for residents and owners, for interpretation, for everything, and it... we have to do a lot of work to... to...

84
00:17:04.670 --> 00:17:08.640
Emily Hislop: Get those things done under the current, structure of the ordinance.

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00:17:09.310 --> 00:17:12.429
Emily Hislop: Next, slide, please.

86
00:17:12.839 --> 00:17:28.220
Emily Hislop: So, one of the things that Eric touched upon greatly is strengthening some resident protections. We're establishing... the proposed amendments would establish an administrative hearing process for residents to initiate and settle their rental disputes.

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00:17:28.490 --> 00:17:36.740
Emily Hislop: This is where they can submit a petition if there's a dispute about a rent increase, and a hearing officer would issue a decision.

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00:17:36.880 --> 00:17:52.439
Emily Hislop: Also missing from the current ordinance is any appellate process for a hearing officer decision. So we're establishing a process for both residents and owners to appeal petition decisions that would be a mechanism where

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00:17:52.830 --> 00:18:12.259

Emily Hislop: It would be appeal to the director, and this is a... an intermediate step from going to court. Right now, if there is a park owner fare return decision that a resident or park owner wants to challenge, they have to file a claim in Superior Court, which takes a long time and is very costly.

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00:18:12.600 --> 00:18:25.770

Emily Hislop: Finally, we... there is a current park registration requirement. We are establishing a park rent registry for all units in parks, so park... that park owners would complete annually.

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00:18:26.410 --> 00:18:27.790

Emily Hislop: Oh, can you go back?

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00:18:33.460 --> 00:18:48.510

Emily Hislop: And they would be required to share... to update their information before... annually before implementing any rent adjustments. This is a way for the city to have data on changes in tenancies,

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00:18:49.340 --> 00:19:08.340

Emily Hislop: accurate owner and park manager information for disasters and other reasons. No confidential information would be shared, but this is part of the data transparency and collection that is overall city goals and rent stabilization strategic plan goals.

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00:19:08.700 --> 00:19:09.710

Emily Hislop: Next slide.

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00:19:12.270 --> 00:19:25.929

Emily Hislop: Additional, proposed amendments are... serve the interest to balance both the interests of owners and park residents, and also to encourage, park improvements.

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00:19:26.040 --> 00:19:45.879

Emily Hislop: The limited... the vacancy decontrol provisions I mentioned, currently, when an owner sells their mobile home, the rent stays the same. What is being proposed is when a mobile home is sold to another owner, that there is a one-time allowable rent increase

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00:19:45.900 --> 00:19:58.409

Emily Hislop: of 10%. That includes the annual allowable rent increase permitted at the time. That would happen once, and only when the mobile home is sold to another owner.

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00:19:59.560 --> 00:20:19.390

Emily Hislop: We also, the amendments propose establishing an expedited process for owners to recover costs for capital improvements that provide added benefits to residents. These aren't normal park maintenance roads, replacing things. This is if there are

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00:20:19.470 --> 00:20:29.959

Emily Hislop: Improvements made to the park that add actual benefits to the tenants in the form of energy conservation, flood mitigation, or other,

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00:20:30.060 --> 00:20:34.910

Emily Hislop: Capital improvements that are... Not already existing in the park.

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00:20:35.750 --> 00:20:53.459

Emily Hislop: As I mentioned in the last slide, also an appeal process for fair return decisions would be established, which mitigates the need for filing a court... a court document and expending legal expenses over several years to resolve the issue.

102

00:20:55.280 --> 00:20:56.310

Emily Hislop: Slide, please.

103

00:20:58.340 --> 00:21:00.229

Emily Hislop: Eric, do you want to close this out?

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00:21:00.230 --> 00:21:03.010

Erik Solivan: Yes. So, I'll speak to here...

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00:21:03.390 --> 00:21:13.339

Erik Solivan: Sorry, just the key takeaways from our proposal, which are to find... number one, to implement what Council has directed as part of our strategic plan.

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00:21:13.340 --> 00:21:35.829

Erik Solivan: In addition to the work that we're doing around the mobile home ordinance, we will be progressing forward and have been working through the process of updating the apartment rent ordinance, as well as the tenant protection ordinance, as the three primary programs under the rent stabilization Program that began back in September of 2024.

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00:21:35.830 --> 00:21:51.719

Erik Solivan: So we will continue to provide updates, continue to hold additional community meetings, as that additional workload beyond the mobile home ordinance continues to progress forward. Number two, modernizing and streamlining the program administration

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00:21:51.720 --> 00:22:16.330

Erik Solivan: based on the 33-year-old regulations that need to be updated. As Emily mentioned, we had provisions in the existing ordinance that don't even apply to modern times, let alone had sunset periods, as well as effective administration and needing to pull out some of the daily operations of the program that are separate from setting policy.

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00:22:16.470 --> 00:22:39.030

Erik Solivan: that Council sets forth. And so, a lot of this work you'll see, particularly within the mobile home ordinance, is about setting those two things apart. Council setting policy and direction, and the administration side executing on program requirements. Number three, we're continuing to increase tenant protections.

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00:22:39.030 --> 00:22:49.439

Erik Solivan: This is part of the work that we do within the department that is consistent with the work around the Tenant Protection Ordinance, as well as the apartment rent ordinance.

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00:22:49.440 --> 00:23:12.219

Erik Solivan: Fourth, looking at ways to best balance the need for continuous capital improvements. Our mobile home park owners throughout the city have a lot of maintenance that's needed, as well as the continuing rises in utility costs, infrastructure costs, construction costs. And so, how do we balance the need to continue to have improvements made?

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00:23:12.220 --> 00:23:27.649

Erik Solivan: in our mobile home parks throughout the city. And then lastly, how do we ensure we are continuing to enhance the due process rights for adding appeal process throughout the petition process, so that way we can get to more effective and efficient

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00:23:27.650 --> 00:23:43.750

Erik Solivan: final decisions for disputes between landlords and tenants. And so this work will continue to advance. As I mentioned at the top of the presentation, we will be holding additional community meetings going forward as we head towards bringing this forth

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00:23:43.750 --> 00:24:06.900

Erik Solivan: to Council on January 27th, which that day will be a whole host of other housing-related activities, given the, what is now up to about 23 different directives that the department received in the March and June budget message, and we're now bringing forth a grouping of that workload

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00:24:06.900 --> 00:24:11.800

Erik Solivan: as directed by Mayor and Council forward in January.

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00:24:11.800 --> 00:24:23.910

Erik Solivan: So that is a quick summary of the presentation, and as well as the proposed changes to the ordinance, and improvements to the program regulations, and we will now, Jeff, open this up for questions.

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00:24:29.120 --> 00:24:32.059

Jeffrey Scott: Alrighty. Thanks, Eric. Thanks, Emily.

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00:24:32.250 --> 00:24:48.500

Jeffrey Scott: Okay, just a quick reminder, for people who want to ask questions, please use the chat function and send your questions to me, Jeffrey Scott, and I will read the questions off to Emily or Eric, and any other staff members who may be able to help answer them. So...

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00:24:49.060 --> 00:24:53.580

Jeffrey Scott: Let me, just go through the list here and find the first one.

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00:25:00.820 --> 00:25:13.330

Jeffrey Scott: Okay, the first question, is about, the need for outreach to mobile home park residents. This person says, this is the first meeting, and park residents need to be involved.

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00:25:13.490 --> 00:25:24.629

Jeffrey Scott: I don't really see a question in there, but I don't know, Emily or Eric, if you just want to talk

about how we're trying to engage outreach to the entire community, including mobile home residents.

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00:25:27.570 --> 00:25:37.250

Erik Solivan: Yes, so as Emily had mentioned, I had mentioned, this is first in the series of engagement with residents. We've also been distributing mailers to the sites.

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00:25:37.250 --> 00:25:47.999

Erik Solivan: spreading it on social media, and continuing to provide more forums like this over the next couple of months, but prior to bringing this to Council.

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00:25:50.330 --> 00:25:56.200

Jeffrey Scott: Okay, next question is around seniors. Many seniors live in mobile home parks.

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00:25:56.390 --> 00:26:08.159

Jeffrey Scott: They often live on fixed incomes and cannot afford to move or have their rents increase too much. And so, the question here is... actually, there's a couple of questions, I'll separate them out.

126

00:26:08.570 --> 00:26:17.609

Jeffrey Scott: How does the housing department, or the City of San Jose, want to protect seniors in the current mobile home parks? I'll just leave it at that one, then I'll read the others.

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00:26:17.610 --> 00:26:29.210

Erik Solivan: Sure, so the current apartment mobile home ordinance provides existing protections. What is proposed in these updates is additional tenant protections to provide a clear path

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00:26:29.240 --> 00:26:52.549

Erik Solivan: for residents, particularly our seniors who are on fixed incomes, to bring forth any challenges to rent increases that exceed the regulatory limitations. And so that is part of the work that the department does around resident rights and protections and avenues for appeals, both now, as proposed within the mobile home ordinance.

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00:26:52.550 --> 00:26:59.110

Erik Solivan: But they currently exist in our other programs around the Tenant Protection Ordinance and Apartment Rent Ordinance.

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00:27:03.530 --> 00:27:10.270

Jeffrey Scott: Okay, next question, what data is going to be included in the rent registry?

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00:27:12.510 --> 00:27:14.490

Erik Solivan: Emily, you want to speak through that data set?

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00:27:15.550 --> 00:27:26.480

Emily Hislop: Sure, first and foremost, we don't have an accurate way of, maintaining a contact list for the current park managers and park ownership, so that

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00:27:26.540 --> 00:27:38.739

Emily Hislop: We understand sometimes the park owner is different than the park manager, and we want to make sure that that information is kept current. We will, collect data on changes in tenancy.

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00:27:38.930 --> 00:27:41.220

Emily Hislop: Right now, we don't have

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00:27:41.330 --> 00:27:45.110

Emily Hislop: Any insight into how many mobile homes

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00:27:45.180 --> 00:27:50.110

Emily Hislop: Are owned by a park or a third-party individual, but are rented out.

137

00:27:50.150 --> 00:28:07.270

Emily Hislop: So we would collect that information as well, and have a better understanding of, as the city has an interest in home ownership, we'll have a better understanding of how many mobile homes are owned by third parties. We, having

138

00:28:07.390 --> 00:28:12.050

Emily Hislop: Rents reported will help us protect resident rights, so

139

00:28:12.330 --> 00:28:18.600

Emily Hislop: We... if we are getting notification of rents that exceed the,

140

00:28:18.650 --> 00:28:34.630

Emily Hislop: where they had a rent increase that exceeded the allowable maximum, we can do outreach to tenants, but we will not be, unless it's voluntary, we are not collecting any other personally identifying information. This is to align it with what we already do for our apartment rent.

141

00:28:34.710 --> 00:28:41.480

Emily Hislop: units that are covered by our apartment rent ordinance. We collect all that information, from owners each year.

142

00:28:43.760 --> 00:28:59.640

Emily Hislop: And also, to have a better understanding of how utilities, if there is sub-metering, or if it's a master metering park, to have some insight into how those costs are handled and help residents resolve any disputes related to those,

143

00:29:00.260 --> 00:29:01.979

Emily Hislop: Those costs of living as well.

144

00:29:05.200 --> 00:29:17.210

Jeffrey Scott: Alrighty, next question. Is there a concern that the, proposed 10% increase that you mentioned, will eventually make, mobile home parks, unaffordable?

145

00:29:19.310 --> 00:29:34.499

Erik Solivan: Well, I guess I'm just trying to understand kind of the direct connection there. So, what is proposed on the decontrol is to allow for landlords to capture a 10% increase at the time of vacation of the unit.

146

00:29:34.580 --> 00:29:50.519

Erik Solivan: by all occupants, so one quick exemption here, as I... as Emily had articulated, if it is... there is a couple living in the unit, and one, moves on and the other stays, this 10% decontrol does not apply. And so.

147

00:29:50.520 --> 00:30:12.849

Erik Solivan: This is very specific to ensuring that there is sufficient capture of potential increased revenues to make adjustments based on existing cost structures for operating the sites, to capture that revenue, put it into capital improvements, as Emily had mentioned. The nexus between those

148

00:30:12.850 --> 00:30:37.139

Erik Solivan: occurrences of increases and general unaffordability of the sites, difficult mathematically to prove that, just given the existing allowable rent increases on an annual basis, and given the relatively low turnovers in terms of total percentage of the over 10,700 units at the site.

149

00:30:37.170 --> 00:30:46.040

Erik Solivan: To draw a causation between that increase and then general unaffordability within the portfolio.

150

00:30:46.040 --> 00:30:57.930

Erik Solivan: And so, the policy brought forth ensures for the capture of funds at the time of unit turn to allow for investments and continued capital improvements across the sites.

151

00:30:59.940 --> 00:31:12.630

Jeffrey Scott: Okay, the next question, is the person's asking for more detail on how, capital improvements and fair returns, how those potential rent increases are going to be calculated.

152

00:31:12.820 --> 00:31:15.280

Erik Solivan: Emily, you want to go into some of that detail?

153

00:31:15.280 --> 00:31:29.010

Emily Hislop: Sure. I first want to clarify that the specified capital improvement process we discussed is not regular maintenance or replacement of existing capital improvements. That would be part of a fair return.

154

00:31:29.010 --> 00:31:43.430

Emily Hislop: petition. One of the things, the goals of cleaning up in the regulations is a more streamlined process for owners to file fair returns and for residents to fully participate.

155

00:31:43.490 --> 00:31:45.460

Emily Hislop: For those who aren't aware.

156

00:31:45.610 --> 00:32:01.290

Emily Hislop: Residents can bring other claims if an owner files what we call a fair return petition. This is an owner asserting that their profit... their revenue minus expenses has not kept up with the rate of inflation

157

00:32:01.570 --> 00:32:06.330

Emily Hislop: Since the ordinance was initially enacted, so that's since 1985.

158

00:32:06.460 --> 00:32:22.539

Emily Hislop: And we have an inflationary major, and as part of that process, residents can bring other claims about services lost, or deferred maintenance, or other issues in the park. Right now, it is a very resource-intensive process.

159

00:32:22.740 --> 00:32:30.279

Emily Hislop: We want to make it... More efficient and effective and called...

160

00:32:30.470 --> 00:32:35.790

Emily Hislop: Codified, so peering officer decisions are,

161

00:32:36.510 --> 00:32:46.619

Emily Hislop: are consistent, and owners and residents, have a more efficient way to appeal different conclusions of the hearing officer decision. It's...

162

00:32:46.660 --> 00:32:57.640

Emily Hislop: It's not going to increase anyone's fair return. This is the same calculation and process. It will require less resources of staff and a more efficient and accurate

163

00:32:57.760 --> 00:33:08.539

Emily Hislop: process. So, we don't anticipate If an owner is getting an additional increase upon the transfer, this may

164

00:33:08.680 --> 00:33:28.130

Emily Hislop: if they're... that increases their revenue slightly, too, and it may avoid future needs to file fair returns. We don't get them very frequently, and none of the changes in the ordinance would incentivize... would make it... the fair return process any... any different as far as the outcome.

165

00:33:30.750 --> 00:33:36.279

Jeffrey Scott: Okay. Next question is about the dates of these... the future community meetings, and I think,

166

00:33:36.280 --> 00:33:53.599

Jeffrey Scott: I can just answer that one. We don't have the exact dates yet. In the next several days, we'll be announcing the dates for community meetings in December and January, and we are aware of the holidays, and we will schedule around that, and again, we will be publicizing those dates, in the near future, as soon as we have them.

167

00:33:55.740 --> 00:34:01.910

Jeffrey Scott: Okay, let's see here...

168

00:34:17.449 --> 00:34:26.299

Jeffrey Scott: Emily, you might be able to talk to this one. Are we able to distribute flyers inside of all the mobile home parks, and if not, why?

169

00:34:27.190 --> 00:34:45.440

Emily Hislop: As part of getting the word out for this, meeting and the HCDC meeting, we've sent emails to some of the owners so that we have emails out, but we have to ask permission, parks are private property. We also value our partnership with park owners, at least

170

00:34:45.610 --> 00:34:48.959

Emily Hislop: 9 or 10 parks, posted the...

171

00:34:49.150 --> 00:34:52.550

Emily Hislop: the flyer in their community room, but...

172

00:34:52.690 --> 00:35:07.140

Emily Hislop: again, it's a private party, and we... we would want to get permission and partner with our park owners, before we make any attempt to distribute flyers on, parks. But we are planning mailers.

173

00:35:07.290 --> 00:35:09.460

Emily Hislop: Through the U.S. Postal Service.

174

00:35:11.740 --> 00:35:28.149

Jeffrey Scott: Okay, next person is, concerned that the 10% rent increase, again, in very specific, narrow situations that you've described, that the 10% rent increase may be arbitrary. Do we have an explanation as to how we came up with the 10%?

175

00:35:30.730 --> 00:35:33.730

Emily Hislop: One, in looking at rent...

176

00:35:33.880 --> 00:35:43.409

Emily Hislop: jurisdic... excuse me, rent stabilization jurisdictions across the state. I believe there's over a hundred, jurisdictions that regulate mobile home rents.

177

00:35:43.510 --> 00:35:54.150

Emily Hislop: at least 40, or over 40, have, vacancy control, like, San Jose currently does. And of those 40,

178

00:35:54.550 --> 00:35:56.510

Emily Hislop: Something around...

179

00:35:57.190 --> 00:36:04.120

Emily Hislop: 20, or I can't... I will have this data later, but, it was 15 to 20 have

180

00:36:04.650 --> 00:36:07.079

Emily Hislop: Or, sorry, 20 to 25 have

181

00:36:07.120 --> 00:36:25.450

Emily Hislop: what they call limited vacancy to control, where they allow a one-time increase when the mobile home is sold. These run the gamut. These can go up to 20%, some have other decisions, but there were at least, I believe, 10 that had... were 10%.

182

00:36:25.530 --> 00:36:31.229

Emily Hislop: There's... This... in the past, there was,

183

00:36:31.590 --> 00:36:36.909

Emily Hislop: Before the mobile home rent ordinance was regulated to

184

00:36:37.520 --> 00:36:55.949

Emily Hislop: a percentage of CPI, I think this was in the early 90s, a 5% annual increase was allowed, and when the mobile home rent ordinance was part of the apartment rent ordinance, it was 1 from 1979 to 1985, there was an 8% allowable increase.

185

00:36:56.020 --> 00:37:10.120

Emily Hislop: If we give a 10%... if there's a 10% increase allowed, really the differential is 7, because as most residents know, every year, the maximum allowable percentage works out to be 3%.

186

00:37:10.280 --> 00:37:25.369

Emily Hislop: So it's really an additional 7 on top of the annual 3% that's allowed, which is below the 8% that the ordinance historically was, but above the 5%. And it's in line with what many other jurisdictions do.

187

00:37:30.320 --> 00:37:40.439

Jeffrey Scott: Okay, next one, a gentleman who lives in a mobile home park has questions about, the roads inside mobile home parks.

188

00:37:40.440 --> 00:37:51.820

Jeffrey Scott: And whether this city has jurisdiction, over those roads, and also maybe you might be able to speak to whether maintenance of those roads falls under any capital improvement,

189

00:37:51.830 --> 00:37:53.619

Jeffrey Scott: Projects that you're just talking about.

190

00:37:53.980 --> 00:38:06.620

Erik Solivan: So, I'll just speak to that very quickly. The answer, very quickly, as Emily has shared, is no. The city has zero jurisdiction over those roads. As shared previously, mobile home parks are private property.

191

00:38:06.620 --> 00:38:20.959

Erik Solivan: And mobile home park owners have to carry the execution and administration of all roads, utilities, any and all infrastructure tied to the administration of the mobile home park.

192

00:38:20.960 --> 00:38:40.139

Erik Solivan: That is why, as we look at the standard industry practices for decontrol administration at the time of unit turnover, this 10% allows for an exhaust valve to capture additional revenue to invest in continuing capital costs.

193

00:38:40.140 --> 00:38:47.289

Erik Solivan: While also kind of mitigating some of the continuing rent increases across the site.

194

00:38:47.290 --> 00:39:00.820

Erik Solivan: And so that is a good question, because it elucidates sort of one of the challenges that we have in mobile home park management, is the continuing capital costs being borne by the owners, including roads.

195

00:39:02.990 --> 00:39:17.629

Jeffrey Scott: Alrighty, next question is about fair returns. I think it was mentioned that there's a fair return process, a petition process that is proposed. So the question is, how will, those fair return increases be calculated?

196

00:39:18.740 --> 00:39:20.739

Emily Hislop: So, fair returns.

197

00:39:21.000 --> 00:39:27.170

Emily Hislop: A right to a fair return is guaranteed by the California Constitution. We are bound by law. Owner...

198

00:39:27.530 --> 00:39:44.530

Emily Hislop: The stated purpose of the mobile home rent ordinance is to protect residents from unaffordable rent increases, and to ensure owners a fair return on investment. This has already been established in the ordinance. It's a current, it's under state law.

199

00:39:44.780 --> 00:40:03.279

Emily Hislop: We use what's called a maintenance of net operating income standard, which is the widely accepted standard across the state. This is not new. This is already in the existing ordinance. We've had two fair return petitions in the last year, had a number of them over the decades, so this is not a new process. We are just making it

200

00:40:03.460 --> 00:40:08.009

Emily Hislop: Better, ensuring due process rights, as we have

201

00:40:08.310 --> 00:40:22.949

Emily Hislop: we are ensuring that every... there is language access, that... that residents can participate fully. These... any ch... any, changes are being put in the regulations, and just to streamline the process, and...

202

00:40:23.220 --> 00:40:30.909

Emily Hislop: And ensure people could participate and have, more consistent, Rent a fair return.

203

00:40:31.560 --> 00:40:49.710

Emily Hislop: hearing officer decisions. There's no changes to the ability to file for a fair return. There is no change to how that is calculated. There are expenses that are excluded, they are still excluded, and the inflationary adjustment is still the same as it has been for 40 years.

204

00:40:53.000 --> 00:41:12.750

Jeffrey Scott: Alrighty, next question. Is there any concern that, the temporary vacancy decontrol, when spaces turn over, will maybe, unintentionally incentivize, park owners to, try to turn over spaces more quickly?

205

00:41:18.790 --> 00:41:21.159

Erik Solivan: I'm not under... can you restate that question?

206

00:41:21.160 --> 00:41:37.759

Jeffrey Scott: Yeah, so, this person is wondering if the decontrol, the 10% increase that's allowed after, you know, decontrol when the space turns over, if that might incentivize mobile home park owners to try to find ways to turn over spaces more quickly than they otherwise would.

207

00:41:38.660 --> 00:41:52.940

Erik Solivan: Well, I'd welcome to see evidence of that. I guess part of the limitations that we've also put on decontrol is that as owners or new owners are coming into the site, they have to establish primary residence at the site.

208

00:41:52.940 --> 00:42:16.869

Erik Solivan: And we're going to be mitigating what we've seen as a small trend, but nonetheless a trend, of temporary owners coming in, doing facade improvement, and then flipping the site. So we're going to be mitigating that through the regulations. I guess it would be difficult for owners to get around some of those mitigations.

209

00:42:17.300 --> 00:42:24.099

Erik Solivan: with an intent to increase a lot of these flips. Again, the mobile home park units themselves are owned by owners.

210

00:42:24.100 --> 00:42:42.409

Erik Solivan: They have limitations on their annual rent, they have limitations on capital improvements, they have limitations through regulations on mitigation of future owners, so it would be a bit of a challenge to utilize the decontrol process as a means of incentivizing turnover.

211

00:42:52.650 --> 00:42:53.680

Jeffrey Scott: Okay...

212

00:43:02.300 --> 00:43:19.020

Jeffrey Scott: So I'm just going to read this one verbatim. I don't know if I fully understand it. It says, if the 10% increase is to be restricted to capital improvements, then why would we need to... why would the capital improvement chargeback need to go to the mobile home resident?

213

00:43:23.200 --> 00:43:29.490

Emily Hislop: I think some concepts are getting confused. The...

214

00:43:30.560 --> 00:43:35.160

Emily Hislop: The 10% is just one time when mobile home is sold.

215

00:43:35.500 --> 00:43:40.209

Emily Hislop: There... the other proposal that we're,

216

00:43:41.250 --> 00:43:48.339

Emily Hislop: introducing is what we have in the apartment rent ordinance, is if an owner would like to

217

00:43:48.760 --> 00:43:51.769

Emily Hislop: Do thumb improvement in the park.

218

00:43:52.010 --> 00:44:11.869

Emily Hislop: that benefits... that provides added benefits to residents. They can petition to pass through a portion of those costs onto the residents that are benefiting. This would go through an administrative or hearing officer decision that tenants could participate in. It doesn't immediately happen.

219

00:44:12.000 --> 00:44:19.970

Emily Hislop: This is something completely separate from the one-time 10% increase upon sale of a mobile home.

220

00:44:22.890 --> 00:44:24.640

Jeffrey Scott: Thanks for clarifying that.

221

00:44:25.350 --> 00:44:26.470

Jeffrey Scott: Alright.

222

00:44:35.030 --> 00:44:41.539

Jeffrey Scott: So, this person is asking, the recommended changes that are going to be brought to the City Council,

223

00:44:43.140 --> 00:44:52.099

Jeffrey Scott: who recommended them, or where did they come from? Was there... was there feedback or input from mobile home tenants or mobile home park owners that...

224

00:44:52.210 --> 00:44:54.989

Jeffrey Scott: Led to the proposed changes?

225

00:44:57.210 --> 00:45:05.020

Erik Solivan: So, the proposed changes focus on the four areas that were included and

226

00:45:05.070 --> 00:45:20.209

Erik Solivan: broadly stated within the rent stabilization program, as well as the direction within current ordinance. Number one, how do you expand current tenant rights, which is what's being executed through the establishment of the tenant rights petition.

227

00:45:20.210 --> 00:45:33.690

Erik Solivan: Number two, where do we further provide clarity on getting to data collection? Therefore, the rent registry has been established to achieve that data collection and transparency.

228

00:45:33.690 --> 00:45:48.990

Erik Solivan: Number three, the specifications regarding capital improvements is to improve overall program administration and decompress the necessity for continuing fair return processes, though

229

00:45:48.990 --> 00:46:09.720

Erik Solivan: It ever is a challenge, as we're in the current economic environment of ever-increasing utilities and overall construction and administration costs. And then number four, the decontrol process, as Emily articulated earlier, is part of industry standardization for the management across all municipalities.

230

00:46:09.720 --> 00:46:33.489

Erik Solivan: within the Silicon Valley area here in South Bay for the management of mobile home parks. San Jose being one of the largest managers of mobile home parks, which are all privately owned. We tried to research what are the best practices out there in allowing for the achievement of our three primary goals, as shared on the previous slide. One, continuing rent stabilization.

231

00:46:33.490 --> 00:46:45.319

Erik Solivan: Two, continuing resident occupancy, and then three, ensuring a fair return process for both owners and continuing occupancy of residents.

232

00:46:47.340 --> 00:46:57.100

Jeffrey Scott: Okay, just want to chime in here. There seems to be, some confusion as I'm looking at a lot of these questions, because I think we're talking about 3 different ways

233

00:46:57.230 --> 00:47:05.879

Jeffrey Scott: Emily, that we can... that rents go up in mobile home parks. One is the annual limit that's tied to the CPI, which is usually around 3%.

234

00:47:05.980 --> 00:47:22.500

Jeffrey Scott: One is the one-time, and it potentially, it's a proposed change, a one-time, a mobile home is sold, and someone new comes in and establishes it as their primary residency, the mobile home park can increase one time, 10% on that.

235

00:47:22.810 --> 00:47:28.710

Jeffrey Scott: And then the third one, which is a proposed change, would be the fair return,

236

00:47:28.710 --> 00:47:33.150

Emily Hislop: That we're proposing that mobile home... Hold on, hold on. Fair return exists.

237

00:47:33.330 --> 00:47:39.160

Emily Hislop: I really need to make that abundantly clear. Right now, as the ACORA Ordinance stands.

238

00:47:39.510 --> 00:47:44.859

Emily Hislop: Owners are allowed a one... once a year increase that's tied to

239

00:47:45.060 --> 00:47:48.189

Emily Hislop: The rate of inflation, typically 3%,

240

00:47:48.570 --> 00:48:03.590

Emily Hislop: And they are entitled to go through a fair return process if they feel that their... their net operating income has not kept up with inflation. That is... exists now, and has existed since the ordinance was first enacted.

241

00:48:04.240 --> 00:48:08.369

Emily Hislop: Let's separate that. That's current. That's not changing, that's the same.

242

00:48:08.760 --> 00:48:16.649

Emily Hislop: Now, owners will get Once... when on... when the own... when the mobile home is sold.

243

00:48:17.170 --> 00:48:25.570

Emily Hislop: a one-time extra bump, really of 7%. Even though we say 10, it includes the annual allowable. It's not on top of

244

00:48:25.990 --> 00:48:32.080

Emily Hislop: And we're introducing this other process to incentivize owners

245

00:48:32.130 --> 00:48:47.050

Emily Hislop: We understand a lot of these mobile home parks are in flood-prone areas. We're getting more weather, more water. If there are projects that we want to keep our residents safe and stably housed, we don't want to lose any more housing stock in the city.

246

00:48:47.050 --> 00:48:55.270

Emily Hislop: If there are projects the owners can, this is an example, embark on that would provide added benefits or safety to residents

247

00:48:55.270 --> 00:49:01.540

Emily Hislop: We want... we are making a process available for them to pass on a portion of the costs

248

00:49:01.540 --> 00:49:11.219

Emily Hislop: through a limited time, amortized over time, to the residents receiving that benefit. That is a process that they have to go through. That would be new.

249

00:49:11.330 --> 00:49:21.349

Emily Hislop: But they have to undergo these projects first, so we don't expect to see a lot of these. We just want to show owners that it's out there.

250

00:49:21.940 --> 00:49:28.439

Emily Hislop: So, it's really that extra bump on vacant... when vacancy turnover happens.

251

00:49:28.570 --> 00:49:32.909

Emily Hislop: Those other processes... the fair return has always been there. That's not new.

252

00:49:37.190 --> 00:49:40.639

Jeffrey Scott: All right, thanks, Emily, for clarifying. All right,

253

00:49:41.870 --> 00:49:56.670

Jeffrey Scott: Next question, if, if landlords, raise, either intentionally or unintentionally, if they raise their rates more than what they are allowed to raise them by, what is the process for addressing that?

254

00:49:57.270 --> 00:50:09.390

Emily Hislop: Currently, there is no process except going to court. We as a program field calls like these and go back and forth between owners and residents, but we have no process to resolve that dispute.

255

00:50:09.500 --> 00:50:17.699

Emily Hislop: We are putting in a process, so a resident can come to the program, say, I believe that rent increases more.

256

00:50:17.720 --> 00:50:37.079

Emily Hislop: fill out a form, and have a decision issued that is enforceable about what the allowable increase should have been, or whether a charge was impermissible. So this adds a process for renters to enforce their rights without having their only recourse be going to court.

257

00:50:43.530 --> 00:50:44.270

Jeffrey Scott: Okay.

258

00:50:46.670 --> 00:51:01.790

Jeffrey Scott: Okay, and not to be repetitive, but we have another question here about this 10%. It's obviously on people's minds, and it seems to be the dominant question I'm seeing in the chat. It says, if fair return exists.

259

00:51:02.100 --> 00:51:05.120

Jeffrey Scott: Then why is the 10% also needed?

260

00:51:08.230 --> 00:51:16.199

Erik Solivan: So, let me just jump in here, and I'll ask someone to provide more detail. So, as she has been articulating, these are two separate processes.

261

00:51:16.350 --> 00:51:25.090

Erik Solivan: The 10% return is a way to capture additional revenue at the time that the unit is sold.

262

00:51:25.090 --> 00:51:47.829

Erik Solivan: That additional revenue can be invested into ongoing capital improvements. Fair returns are about a generalized challenge to what is the 3% caps on rev... on overall rent increases, and can also be evidenced through a need for ongoing capital improvements.

263

00:51:47.830 --> 00:52:12.599

Erik Solivan: That is an entirely different process. As Emily mentioned, we've only had about two of those. Overall fair returns, when they are, if they are approved, lead to substantial rent increases, which is not the design of rent stabilization. And so, what the process and opportunity provided through the vacation of all existing tenants.

264

00:52:12.600 --> 00:52:19.570

Erik Solivan: Add a side at the time of decontrol, so no existing tenants are impacted.

265

00:52:19.670 --> 00:52:44.470

Erik Solivan: This is new tenants coming in. It provides an opportunity for rent capture that can be invested in the ongoing capital needs at the site. This is both a fair and balanced approach by expanding out significant resident rights, as Emily had articulated, providing a clear petition process, providing more rent registry knowledge and data regarding existing rents.

266

00:52:44.470 --> 00:52:54.270

Erik Solivan: Which will further evidence the need to maintain and have further programmatic oversight over rents administered over residents at the sites.

267

00:52:54.340 --> 00:53:16.189

Erik Solivan: And, as a balancing act, allowing owners to capture additional rent on new tenants coming into the program to address ongoing capital needs. So, two different pathways. There are points of intersection, but these are two very distinct pathways between fair returns and the proposed changes to the decontrol process.

268

00:53:18.280 --> 00:53:19.290

Jeffrey Scott: Okay.

269

00:53:19.560 --> 00:53:30.090

Jeffrey Scott: Eric and Emily, thank you very much, for going over this. I know it can be confusing for people. We appreciate you guys, trying to clarify, all the different elements that are being proposed.

270

00:53:30.380 --> 00:53:35.889

Jeffrey Scott: So, I think I've gone through all the questions. I just want to, again, reiterate for some people, for everyone listening.

271

00:53:35.990 --> 00:53:50.630

Jeffrey Scott: that there will be the HCDC meeting when this will be brought up again in December, I believe it's December 11th. We are also going to have more community meetings, one in December, one in January. We will be promoting those dates, publicizing those dates as soon as they are set.

272

00:53:50.780 --> 00:54:09.490

Jeffrey Scott: So, so please stay tuned for that. So there'll be multiple additional meetings before the City Council meeting when this will be discussed, which is January 27th, 2026. So there'll be several more public forums to discuss this. And then as far as today's meeting goes, for any of you here,

273

00:54:09.800 --> 00:54:20.929

Jeffrey Scott: or anybody who registered but wasn't unable to attend, we will be posting the presentation that Emily and Eric went through. We will also be posting video and a transcript of today's meeting.

274

00:54:20.930 --> 00:54:35.609

Jeffrey Scott: So you can access that yourselves, or share that with anybody who's unable to be here. Just give us a few days. It usually takes me a few days to get that stuff up on the website, but within a few days, all that will be there, and everyone who's registered for today's meeting

275

00:54:35.720 --> 00:54:43.010

Jeffrey Scott: We'll receive an email from us that will have the link to, again, the video, the transcript, and the presentation today.

276

00:54:43.430 --> 00:54:53.029

Jeffrey Scott: So, I think with that, we can let people go, but Emily and Eric, thank you very much for your time today, and thank you to everybody who dialed in today and participated in the meeting. We appreciate it.

277

00:54:53.030 --> 00:55:04.530

Emily Hislop: Thank you. I'll quickly add that the slides will be translated into Vietnamese and Spanish, and when we have that ready, they will also be available on the website and for future presentations.

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Jeffrey Scott: Great, thank you.