



City Attorney's Office



RENT PROGRAM ANNUAL REPORT

JAN 1, 2022 – DEC 31, 2022



www.alamedarentprogram.org

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INTRODUCTION



The City Attorney's Office is pleased to submit the Rent Program's sixth annual report.

The Alameda Rent Program was created to implement the City's Rent Ordinance through education, community engagement and collaboration to promote equity and stability in the rental market.

This report and the public services described throughout would not be possible without the efforts of the following individuals:

Alameda Rent Program Current Staff:

Yibin Shen – City Attorney
 Bill Chapin – Rent Program Director
 Ryan Halpern – Rent Program Manager
 Clara Shan – Rent Program/Housing Specialist
 Sarah Le – Rent Program/Housing Specialist
 Brendan Sullivan-Sarinana – Rent Program/Housing Specialist
 Sarita Dixit – Rent Program Assistant
 Yael Schy – Rent Program Assistant
 Michael Roush – Special Counsel
 Adam Radinsky – Special Counsel
 Rico Fenix – Paralegal & Housing Specialist

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2022 PROGRAM HIGHLIGHTS

- Completed successful transition to an in-house program of the City Attorney's Office, including relocating program offices to City Hall West, in September 2022.
- Conducted outreach and updated informational materials to explain changing regulations due to end of moratoriums on rent increases and certain "no fault" terminations of tenancy, in place since April 2020.
- Offered first ever informational workshops in Mandarin, Spanish, and Vietnamese.
- Updated Alameda Rent Registry to accommodate registration of maritime tenancies following expansion of Rent Ordinance's regulations to Floating Home Marinas.

In an average month, program staff responded to **743 inquiries**.

Almost **\$120,000 was refunded to 66 tenants** following invalid rent increases, most identified via rental unit registration and requiring no action on the part of the tenant.

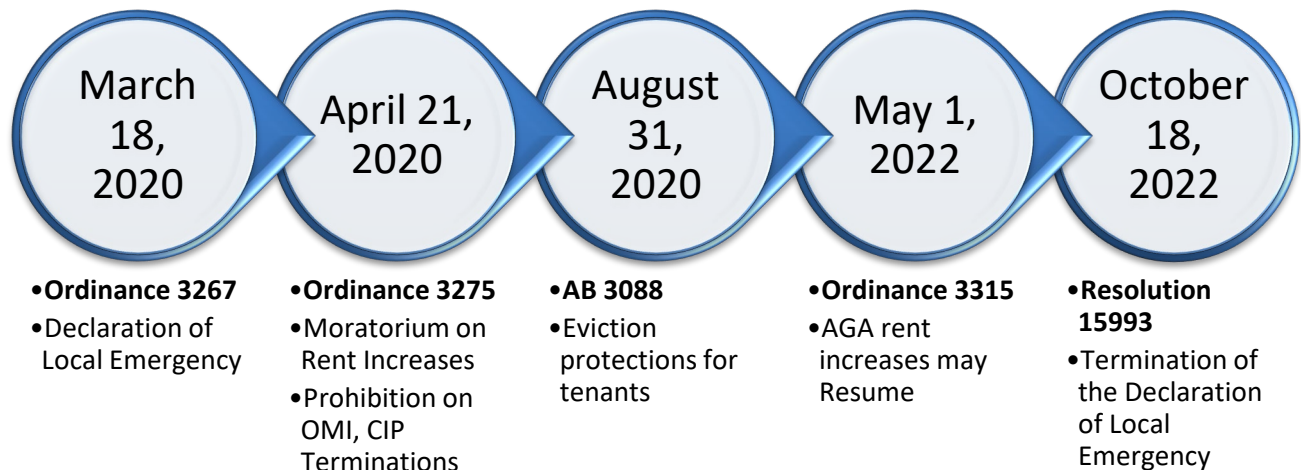
Staff worked with landlords to process **160 late registration submissions**, reducing the total unregistered units to **less than 6%** of all rental units citywide.



LEGISLATIVE UPDATE

Declaration of Local Emergency

In April 2020, the City Council passed Ordinance 3275 to provide extra tenant protections due to the COVID-19 pandemic. A rent increase moratorium for fully-regulated units went into effect April 22, 2020. The ordinance also imposed a prohibition on some “no-fault” grounds for termination of tenancy for all rental units: Owner Move-In and Capital Improvement Plans.



Ordinance 3315

Adopted in March 2022, Ordinance 3315 allowed landlords to resume serving notice of rent increases beginning May 1, 2022; however, increases could not exceed the current Annual General Adjustment (2.7% at the time). Use of “banked” rent increases remained prohibited. The limitations on “no-fault” terminations of tenancy also remained in place.

Resolution 15993 & Ordinance 3330

On October 18, 2022, the City Council adopted Resolution 15993 and Ordinance 3330, which together terminated the Declaration of Local Emergency. This action began the process of winding down the remaining local rental protections associated with the Local Emergency declaration. Within 30 days (November 18, 2022) Landlords could resume serving termination of termination of tenancy based on Owner Move-In and Capital Improvement Plans. Within 60 days (December 18, 2022) landlords could resume serving notice of a rent increase using banked amounts.

Ordinances 3317 & 3321

The City Council adopted an urgency ordinance in April 2022 regulating Maritime Residential Tenancies, followed by final passage in May 2022. Ordinance 3321 extends most of the tenant protections in Ordinance 3250 to rental units lawfully docked at a Floating Home Marina. As a result, floating homes and other maritime residential tenancies are subject to rent control and limitations on evictions.

ALAMEDA RENTAL MARKET

14,196 UNITS SUBJECT TO ORDINANCE 3250 (as of December 31, 2022)

Fully Regulated Units

12,334 | 87%

REGULATION TYPE:

Subject to all provisions of Ordinance 3250

UNIT TYPE:

Multi-family units (two or more dwelling units, even if a property owner lives in one of the units) built prior to February 1, 1995.

Partially Regulated Units

1,861 | 13%

REGULATION TYPE:

Subject to Ordinance 3250 provisions governing terminations of tenancy, payment of relocation fees, and rental unit registration. Exempt from the rent regulation provisions.

UNIT TYPE:

Single-family homes, condominiums, a permitted accessory dwelling unit on the same lot as a single-family home, units occupied by a Housing Choice Voucher (Section 8) participant not owned by the Housing Authority or a non-profit organization, multi-family units built after February 1, 1995.

Exempt Units

REGULATION TYPE:

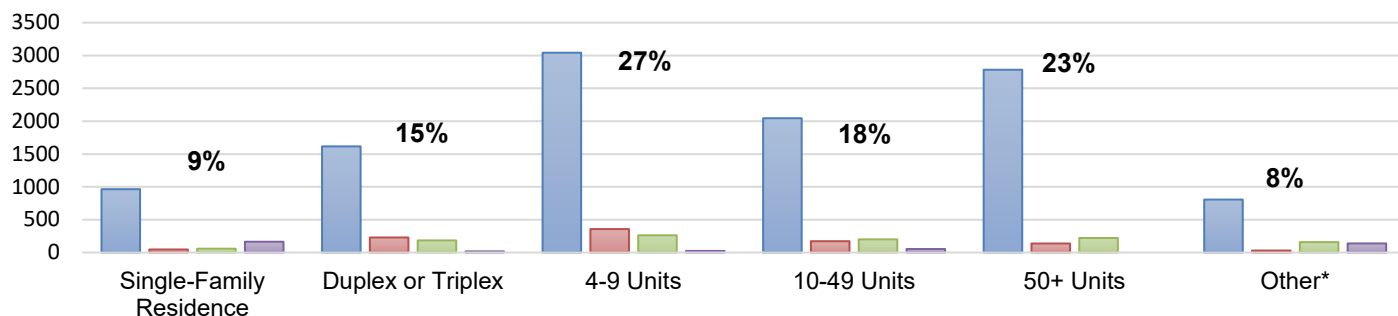
Not subject to Ordinance 3250

UNIT TYPE:

Commercial units, institutions, mobile homes, accommodations of 30 days or less, rental units owned by the Housing Authority or a non-profit organization with a rent regulatory agreement in place.

Number of Rental Units by Building Type

Tenant Rent Subsidized Tenant Vacant Unregistered



*Includes condominiums, townhouses, ADUs, and residential units in mixed-use buildings.

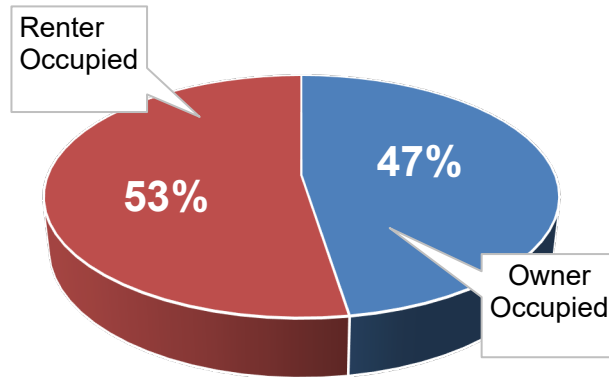
**As of December 31, 2022

Data sourced from rental unit registration with the Alameda Rent Program.

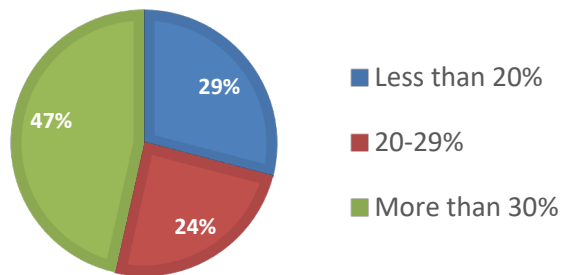
Note, approximately 94% of units in the rental market have been registered as of December 31, 2022. Unregistered units are assumed to be subject to Ordinance 3250.

RENTAL MARKET TRENDS

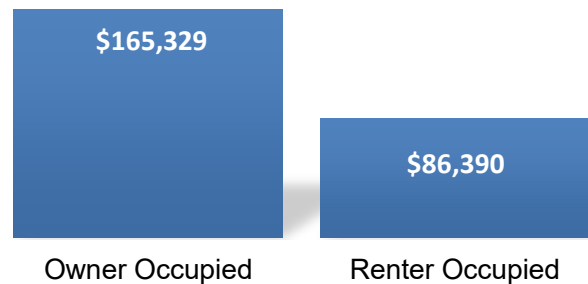
OCCUPIED HOUSING UNITS



PERCENTAGE OF HOUSEHOLD INCOME SPENT ON RENT

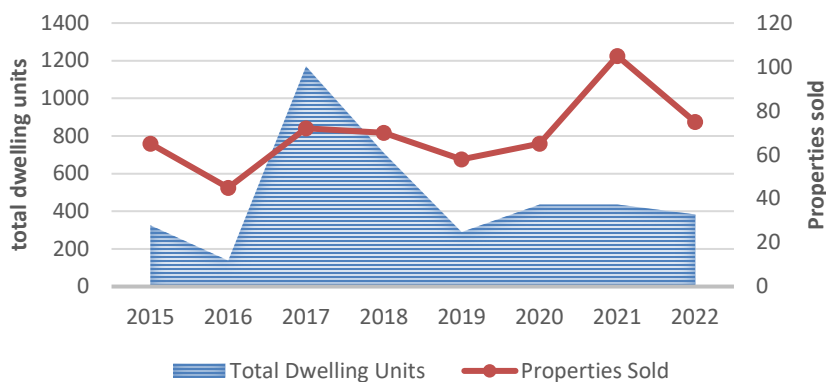


MEDIAN HOUSEHOLD INCOME



Source: U.S. Census 2021 American Community Survey Five-Year Estimates

MULTI-UNIT PROPERTY SALES



The number of multi-unit properties sold in Alameda has fluctuated between 45 and 105 since 2015 averaging about 70 per year. Note a fairly significant jump from 65 to 105 sales from 2020 to 2021 during the Covid-19 pandemic. The significant number of dwelling units in 2017 can be attributed to the sale of three large properties accounting for more than 800 units.

Source: Alameda County Assessor

Median Monthly Rent by Number of Bedrooms

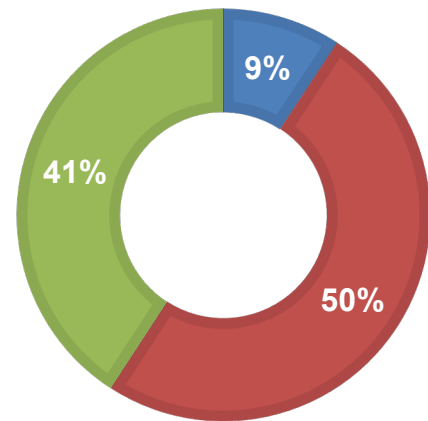


Registered Tenant-Occupied Units

(includes Rent-Subsidized Tenants)

RENTAL UNITS OWNED
BY LANDLORDS WITH
ADDRESSES...

- ...outside California
- ...in Alameda
- ...elsewhere in California



	2021	2022	% Change
Single-Family Homes (includes ADUs)	893	983	10.1%
Condos/ Townhouses	467	504	7.9%
Multi-Unit (includes mixed-use buildings)	9,888	10,489	6.1%
TOTAL:	11,248	11,976	6.5%

The number of tenant-occupied units is affected by landlords registering previously unregistered properties, as well as when units are added or removed from the rental market.

Data based on registration information submitted by landlords and verified for fully and partially regulated units through the FY2022-2023 Maximum Allowable Rent certification process.

ANNUAL PROGRAM FEE

An annual program fee is charged to landlords who own units subject to the Rent Ordinance. Since 2020, the Alameda City Council has adopted a tiered fee structure with reduced fees for partially regulated units. In addition, the City of Alameda covers the entire fee for privately owned units occupied by a Housing Choice Voucher (Section 8) participant, as an incentive to encourage landlords to rent to voucher holders.

Beginning with FY 2020-2021, landlords have been permitted to pass half of the program fee on to tenants in 12 equal installments.

Per Resolution 15571, program fees are revised annually by a factor equal to the difference in the San Francisco-Oakland-Hayward Region Consumer Price Index for All Urban Consumers (CPI-U) for the twelve-month period April through April of the prior fiscal year:

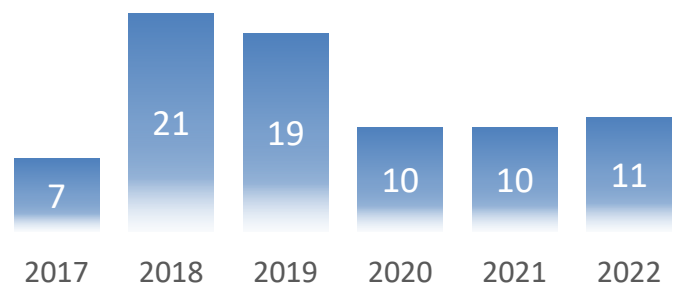
Regulation Type	Per-Unit Fee for FY2022-23
Fully Regulated Units	\$155
Partially Regulated Units	\$105
Rent-Subsidized Units	\$0

PUBLIC RECORDS REQUESTS

Landlords, tenants and members of the public may request non-exempt rent registry information under the California Public Records Act. Per State law, tenant information in the Rent Registry is considered “confidential” and is exempt from disclosure under the California Public Records Act.

In 2022, the Rent Program received and responded to 11 requests for public records.

REQUESTS RECIEVED BY YEAR



RENTAL UNIT REGISTRATION

In January 2020, the online Rent Registry was launched to allow owners and property managers to submit rental unit information to meet requirements set forth in the Alameda Municipal Code, Section 6-58.55. A landlord who has failed to register a rental unit is not eligible to increase the rent and may be subject to an enforcement action leading to fines and penalties.

Landlords must update their registration information if there is a change in a tenancy, a unit that was vacant is rented, or if ownership of the rental unit changes.

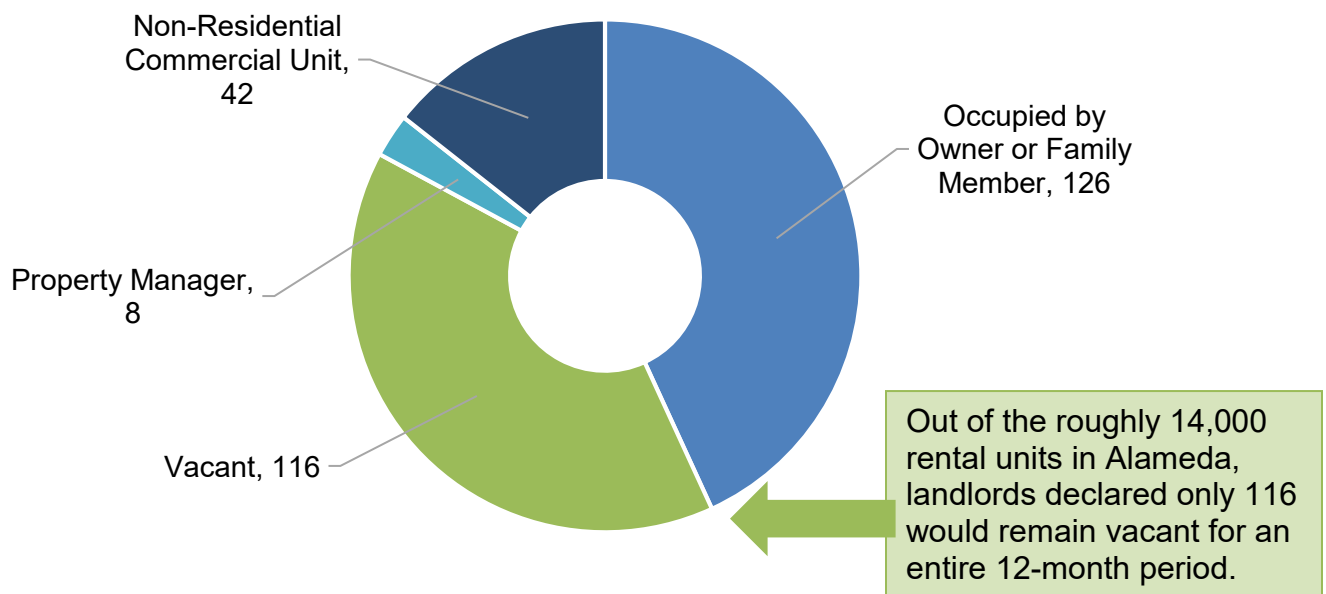
Open registration concluded in May 2020, but program staff continues to work with landlords to update information and process late registration submissions.

As of December 31, 2022:

- 90% of rental properties had been registered
- 94% of total rental units had been registered

In 2022, landlords submitted 311 requests to exempt an individual rental unit from the annual program fee, of which 292 were approved. A unit may be approved for an exemption because it is occupied by the owner, a family member who pays no rent, or an on-site property manager who pays reduced rent; is a non-residential, commercial unit; is rented short-term to guests for 30 days or less; or will remain vacant for the entire fiscal year

Approved Unit Fee Exemptions



Another 116 submissions during calendar year 2022 declared that an entire property was exempt from Ordinance 3250 because it has no residential rental units.

COMMUNITY ENGAGEMENT

Workshops

The Rent Program hosts two monthly general informational workshops for both landlords and tenants. One each month held in-person at City Hall West in the afternoons and one in the evenings remotely via Zoom. The program also introduced a series of workshops focused on the Termination of Local Emergency. A total 26 workshops were hosted in calendar year 2022 with 76 attendees.

Individual Service

Program staff answer questions and provide services to the public through the program website and responding to phone and email inquiries. Over the course of the year, staff had a total of 8,911 interactions with 4,771 individuals. The program website logged 41,838 total sessions during 2022.

743

Average monthly interactions with public

3,486

Average monthly website visits

3,193

Newsletter subscribers as of December 2022



Fair Housing Virtual Workshop

In April 2022 the Alameda City Attorney's Office hosted its second annual Fair Housing Workshop.

Topics included fair housing laws, source of income discrimination, and COVID-19 related rules and regulations. The presentation included seven guest speakers representing the City Attorney's Office, Alameda Rent Program, U.S. Department of Housing and Urban Development (HUD), ECHO Fair Housing, Santa Monica City Attorney's Office, Western Center on Law & Poverty, and Bay Area Legal Aid.

68 members of the public attended.

RENT INCREASE REGULATIONS

Fully Regulated Units are subject to a cap on the annual amount of a rent increase. Each year, the rent may only increase by the Annual General Adjustment (AGA), calculated at 70% of the percentage change in the Consumer Price Index for the 12-month period ending April of each year; provided, however, in no event will the Annual General Adjustment be more than 5% nor less than 1%.

- 2022 AGA: 3.5% - Effective September 1, 2022 - August 31, 2023
- 2021 AGA: 2.7% - Effective September 1, 2021 - August 31, 2022
- 2020 AGA: 1.0% - Effective September 1, 2020 - August 31, 2021
- 2019 AGA: 2.8% - Effective September 1, 2019 - August 31, 2020

A landlord may increase rent by the AGA only if the landlord has complied with all provisions of the Rent Ordinance, including payment of all program fees owed for the property and registration of all rental units.

The ordinance allows landlords who choose not to raise the rent for a full 12 months, or choose to raise the rent by less than the full AGA, to “bank” those unused amounts. Any AGA increases a landlord was prohibited from imposing during the moratorium on rent increases due to COVID-19 shall similarly be considered “banked.” These unused portions can be carried over and added to a subsequent year’s AGA; however, such increases are subject to numerous restrictions.

Importantly, regardless of how much a landlord has “banked,” the Rent Ordinance prevents landlords from increasing rent (a) to a rent that exceeds the Maximum Allowable Rent (MAR) as determined by the Rent Program* or (b) by a percentage that exceeds the current AGA plus 3.0%, whichever, i.e., (a) or (b), is smaller. Such rent increases in excess of the AGA also cannot be imposed in consecutive years or more than three times during any one tenancy.

In March 2022, the Rent Program issued letters to landlords and tenants of fully regulated units in the City of Alameda, informing of the resumption of AGA increases in accordance with Ordinance 3155.

In December 2022, the Rent Program issued letters to landlords and tenants of fully regulated units in the City of Alameda, stating the MAR for each unit, a summary of AGA and Banked Rent Increase regulations, and providing a deadline to contest information in the letter.

*Ordinance 3250 establishes “base rent” as the rent charged on September 1, 2019, or the rent charged on the first date of tenancy if the tenancy starts after September 1, 2019. The Maximum Allowable Rent (MAR) is the “base rent” increased by the AGA.



PETITIONS, APPEALS & HEARINGS

A landlords or tenant may file a petition for a rent-adjustment hearing or to appeal a determination by the Rent Program Administrator. Petitions and appeals are heard by hearing officers who issue binding decisions, subject to judicial review. The petitioning party always has the burden of proof.

Landlord Petitions

A landlord may petition for an upward adjustment to the Maximum Allowable Rent if the landlord believes an increase is necessary to provide a fair rate of return.

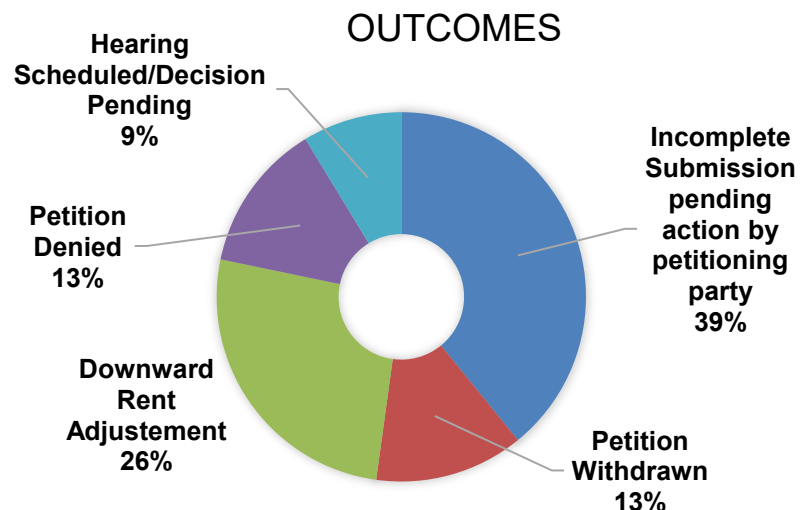
Tenant Petitions

A tenant may request a reduction in the rent if they can show:

- There has been a reduction in housing services, living space, or amenities, such as loss of parking or the availability of laundry facilities on site.
- There has been a substantial deterioration of the rental unit.
- The landlord has failed to comply with housing, health, and safety codes or the City's rent regulations.

Petition Submissions

Landlord petitions requesting an upward rent adjustment	3
Tenant petitions requesting and downward rent adjustment	20
TOTAL:	23



Appeals of Program Administrator's Determination

Two appeal hearings were conducted in 2022, both filed by landlords contesting that tenants were owed temporary relocation payments. In a decision on an appeal filed in December 2021, the hearing officer found that the landlord did owe temporary relocation payments to a tenant. In the other case, the hearing officer found that that the landlord had provided the tenant with a comparable unit and owed no additional payments, and ordered the tenant to reimburse the landlord for relocation payments made.

STAFF REVIEW OF RENTS

Rent Program staff conduct reviews of registration information and rent-increase notices based on requests from tenants and landlords or when the registration process indicates a violation has occurred. Staff works with landlords to correct registration errors. When a rent violation is identified, staff directs the landlord to reset the rent and refund any overpayment to the tenant. If the tenant received an invalid notice that is not yet effective, staff directs the landlord to rescind the notice.

\$117,113.68

Total paid to tenants
owed a refund after a
rent violation

66

Tenants received
refunds

\$1,774.45

Average refund

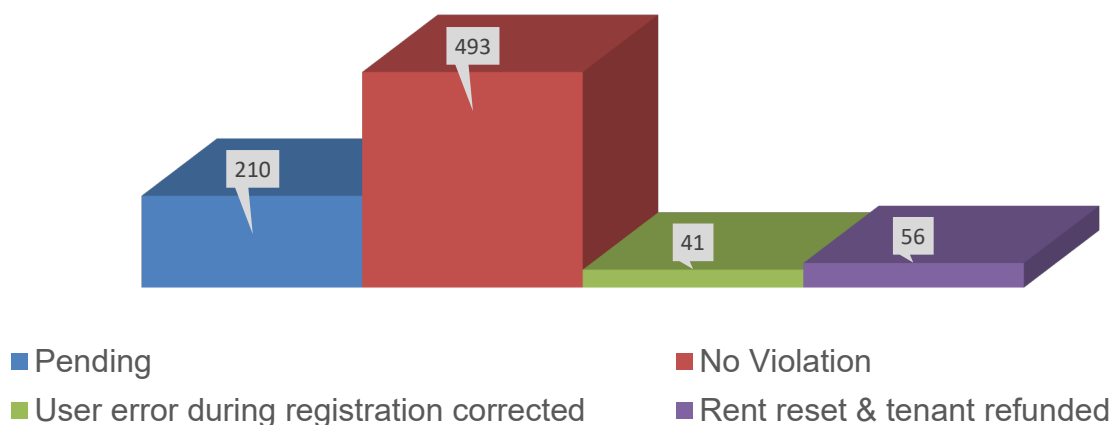
Registration Errors and Invalid Rent Increases

During calendar year 2022, program staff reviewed 800 cases in which registration information submitted by the landlord indicated at least one of the following:

- A rent increase exceeding the Annual General Adjustment (AGA)
- Reported current rent exceeds the Maximum Allowable Rent (MAR)
- A rent increase within one year of move-in
- A rent increase with an effective date after April 22, 2020, and before June 1, 2022 in violation of the COVID-19 urgency ordinance
- Reported base rent exceeding the current rent

In more than half of cases, staff found that there was, in fact, no violation of rent increase regulations. Cases that remained open at the end of 2022 will be marked for enforcement action if staff have confirmed a violation and the landlord fails to address the error.

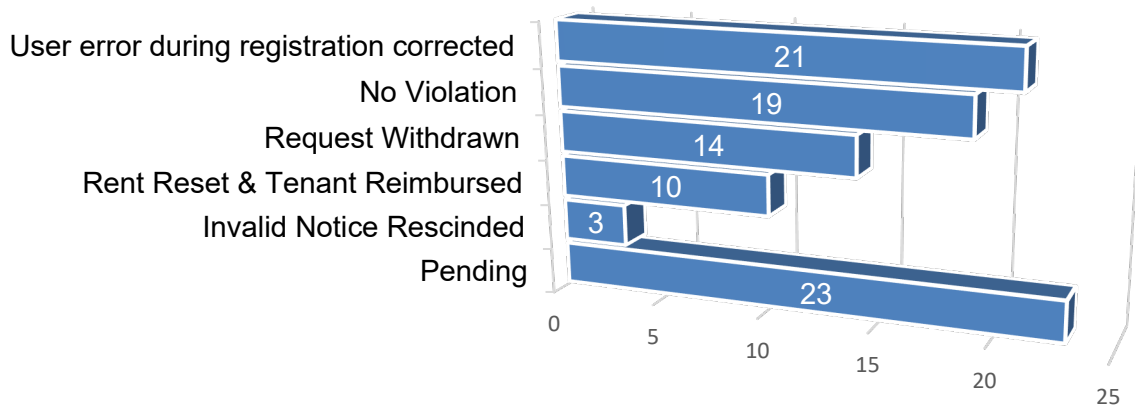
Review Outcomes



Requests for Staff Review

Tenants may request that Rent Program staff review previous or pending rent increases to determine if they complied with the City's regulations. Tenants may also contest the base rent (and/or the housing services included with the base rent) that the landlord reported when registering the unit. In addition, landlords or tenants may request a review of the calculation of the MAR.

Submission Outcomes



Landlord-initiated requests	10
Tenant-initiated requests	80
TOTAL:	90

TERMINATIONS OF TENANCY

For Cause Grounds

No relocation payment is required, and no reporting is required with the Rent Program.

- Non-payment of rent
- Breach of the lease
- Failure to give access
- Nuisance

No Fault Grounds

Relocation payment is required, and restrictions are placed on the rent and/or the occupancy/use of the unit.

- Owner move-in
- Capital Improvement Plan (CIP)
- Demolition
- Withdrawal permanently from the rental market
- Compliance with a governmental order

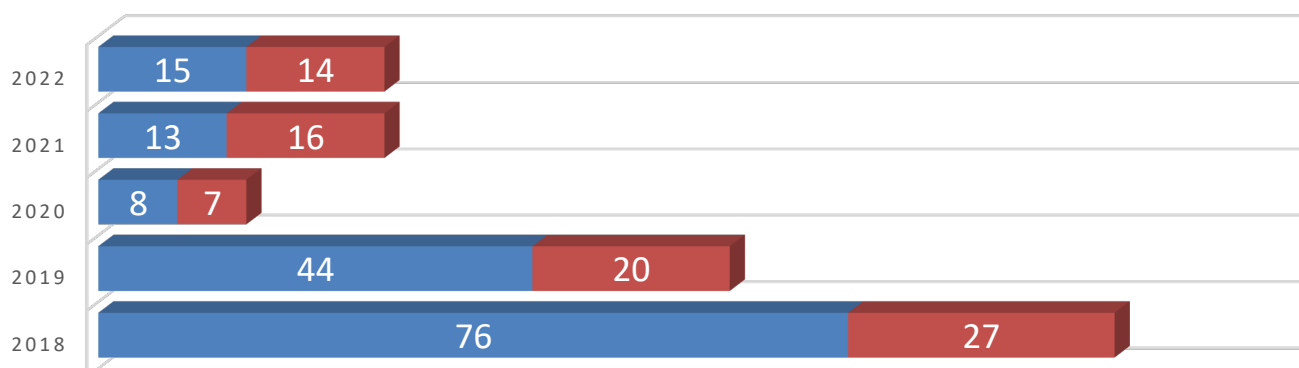
The Rent Program received a total of 29 submissions in 2022 for no-fault terminations of tenancy. Of these, 14 notices were rescinded, primarily due to deficiencies in the notice. The remaining 15 submissions represent an 80 percent reduction in displaced households from the peak in 2018.

80%
Reduction in displaced
households since 2018

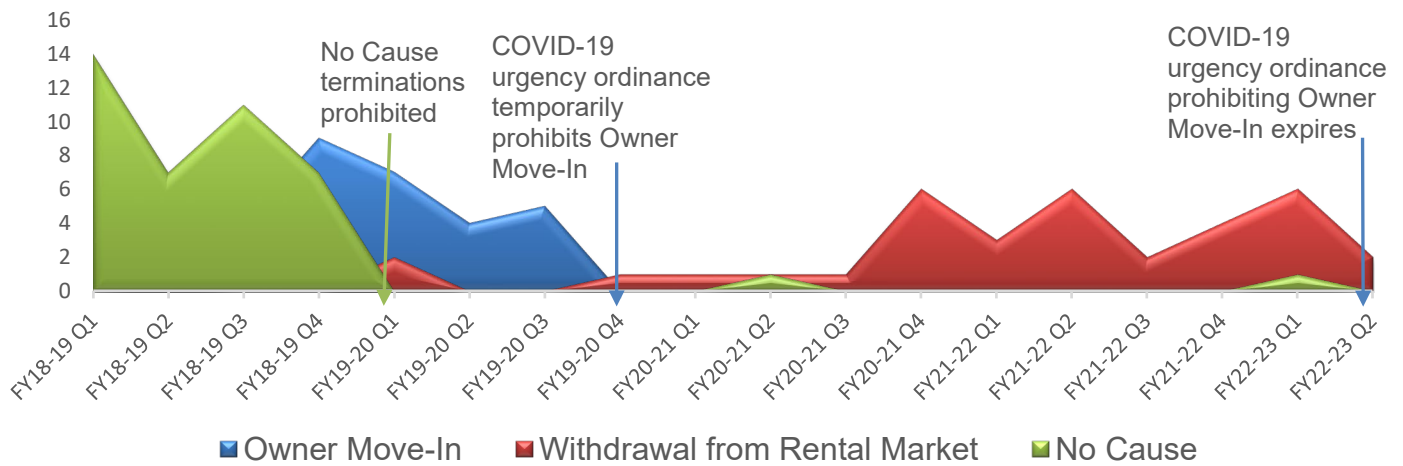
On April 21, 2020, the City Council adopted an urgency ordinance that, as a practical matter, restricts landlords from taking action to terminate tenancy based on Owner Move-In and(or) Capital Improvement Plans. On October 18, 2022, the City Council passed Resolution 15993, terminating the Declaration of Local Emergency that had been in place since March 2020. This action triggered an expiration of the prohibition of terminations for OMI and CIP November 18, 2022.

TERMINATION OF TENANCY SUBMISSIONS

■ Displaced Households ■ Notice Rescinded



Quarterly No-Fault Terminations of Tenancy FY18-19 to FY22-23



Relocation Payments

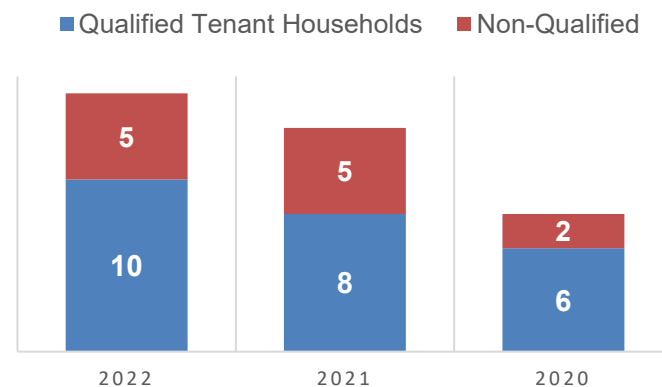
Tenants are owed a relocation assistance payment when they are not at-fault for the termination of tenancy.

Effective September 2019, Ordinance 3250 bases the amount of the payment on the federal government's estimate of the regional Fair Market Rent for a unit with the same number of bedrooms. In addition, certain tenant households are entitled to a larger payment, namely those that have a tenant who a) is a senior adult, b) is a person with a disability, or c) has at least one child under the age of 18 residing in the household. Under the previous Rent Ordinance, payment was based on the tenant's current rent and length of tenancy.

By City Council resolution, relocation payment amounts are updated annually based on a component of the Consumer Price Index. Amounts effective as of July 1 2022:

Rental Units	Base Amount	Qualified Tenant Household Amount
Studio	\$6,004	\$7,758
1 Bedroom	\$6,743	\$8,869
2 Bedrooms	\$7,789	\$10,408
3 Bedrooms	\$9,781	\$13,425
4+ Bedrooms	\$11,430	\$15,900

DISPLACED HOUSEHOLDS

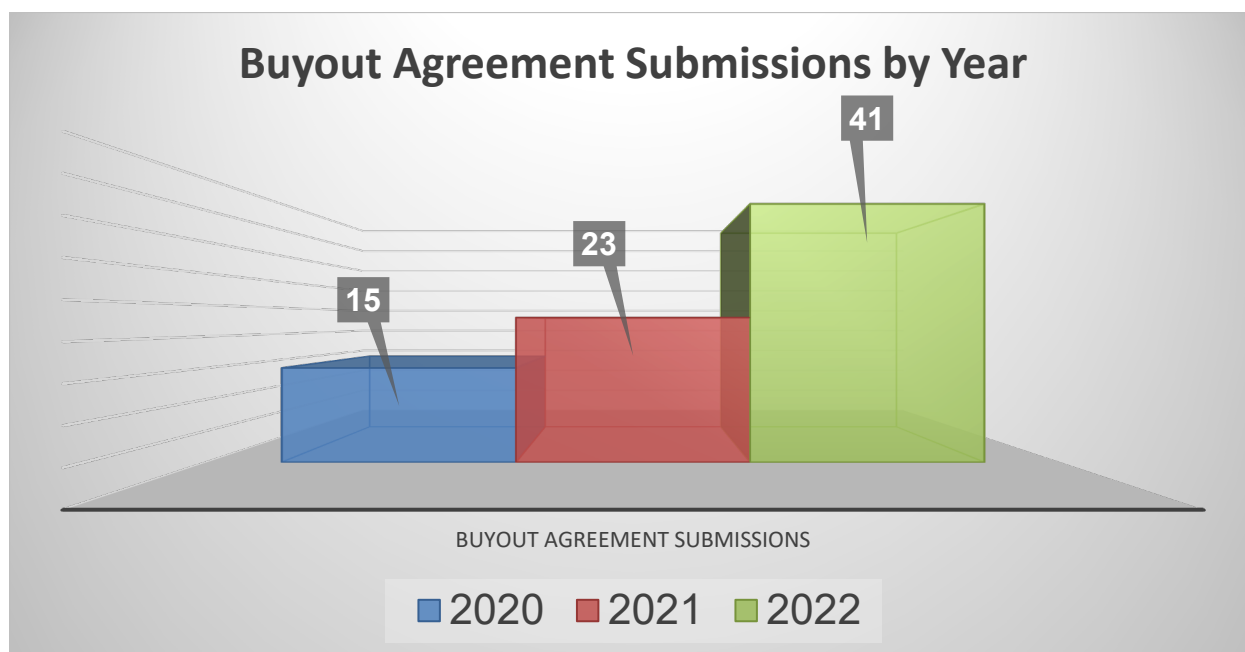


BUYOUT AGREEMENTS

A buyout agreement is a written agreement between a landlord and a tenant, by which a tenant agrees to vacate a rental unit, usually in return for money. Ordinance 3250 affords certain protections to tenants who are offered buyout agreements, including the ability to rescind an agreement up to 30 days after signing.

Buyout agreements must be filed with the Rent Program. Staff reviews submissions to ensure that tenants have been advised of their rights. An agreement that does not satisfy all requirements of Ordinance 3250 is not valid, and the tenant may rescind an invalid agreement at any time; however, the parties may still decide to proceed with the agreement.

The Rent Program received 41 buyout agreement submissions, 33 of which met the requirements of Ordinance 3250.



The average payment amount for the 41 submissions was \$13,965. For comparison's sake, this average payment is \$4,628 more than the average relocation payment required by Ordinance 3250, if those same tenants had instead been served with a no-fault termination of tenancy (see *pg. 15 for Permanent Relocation Schedule*).

The Alameda Rent Program received more Buyout Agreement Submissions in 2022 than both 2020 and 2021 combined.

MONITORING OF UNITS

FOLLOWING NO FAULT TERMINATIONS OF TENANCY

Certain restrictions are imposed on landlords following a “no fault” terminations of tenancy. These restrictions apply regardless of a change in ownership. On an annual basis, staff initiates monitoring of the unit to verify compliance with the restrictions, i.e. that residency requirements are met following terminations based on owner move-in; that the unit is not being rented following withdrawal of the unit from the rental market; and, following a “no cause” termination (when those were permitted), that the rent for a new tenant is not more than 5% of the prior rent. Monitoring of older “No Cause” and Owner Move-In cases continued even as new submissions were not allowed (due to passage of “just cause” protections in July 2019 and the COVID-19 moratorium limiting “no fault” terminations of tenancy from April 2020 to December 2022).

Units Monitored in 2022

	No Cause (no longer permitted)	Owner Move-In	Withdrawal from the Rental Market	TOTAL
Met compliance	1	1	10	12
Monitoring Ongoing	0	15	58	73
TOTAL:	1	16	68	85



TEMPORARY RELOCATIONS

Temporary relocation payments are owed when the tenant has temporarily vacated the rental unit (a) in compliance with a governmental agency's order to vacate; (b) due to health or safety conditions, as defined; or (c) as part of an approved Capital Improvement Plan.

For the first 60 days after the tenant vacates the rental unit, the landlord must make payments based on per diem rates set by the City Council to reflect local lodging, meal, laundry, and pet boarding expenses. A tenant continues to pay rent to the landlord while receiving these payments.

3

Temporary relocation
submissions

If the tenant remains displaced for longer than 60 days, the payments switch to a "rent differential" model, calculated by subtracting the tenant's rent from a fair market value for a unit with a comparable number of bedrooms. These payments continue until the tenant either re-occupies the rental unit or finds alternative, permanent housing. A tenant does not pay rent to the landlord while receiving a rent differential payment.

SUBMISSIONS

Three temporary relocation cases were submitted to the Rent Program in 2022, concerning tenants displaced due to governmental orders to vacate and/or health and safety conditions. One tenant found alternative permanent housing, one tenant was able to move in to a comparable unit onsite, and one tenant re-occupied a unit after repairs were completed. In these three cases, tenants received total payments ranging from \$3,248 to \$30,653.

CAPITAL IMPROVEMENTS

If a landlord intends to make substantial capital improvements to a property, the landlord may submit a Capital Improvement Plan to recover from the tenants, over time, the amortized cost of the improvements. The improvements must meet a cost threshold of at least eight times the monthly rent of each unit being improved. In addition, if any tenants must be displaced, even temporarily, because of work associated with capital improvements, the landlord must submit a plan to the Rent Program for approval prior to work commencing.

SUBMISSIONS

Two Capital Improvement Plans were submitted in 2022. One submitted in October 2022, encompassing approximately 450 rental units on two parcels, is currently under review by program staff at the time of publication. Another application submitted in November 2022 was denied because the improvements did not meet the requirements set forth in Resolution 15138.

2

Capital Improvement
Plan submissions

ENFORCEMENT FOR VIOLATIONS

Rent Program operational staff works closely with city attorneys in every step of the education and enforcement process. When operational staff determines there has been a violation of the Rent Ordinance and is unable to resolve the issue with the violator, program staff works in collaboration with city attorneys to take appropriate enforcement action. The transfer of the Rent Program to the City Attorney's Office has created greater synergies and will facilitate anticipated staffing changes in 2023, allowing program staff to issue administrative citations and conduct inspections.

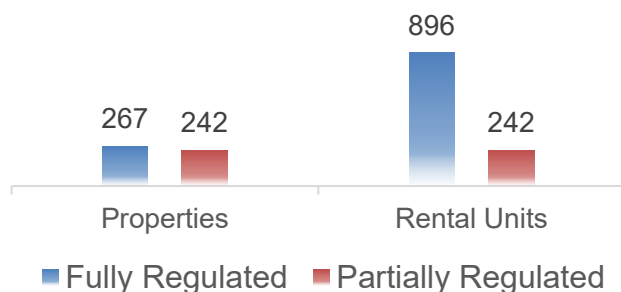
Failure to Remedy Registration Violations

In November 2022, the Rent Program issued 797 Non-Compliance Notices for properties that failed to register units and/or failed to submit payment of program fees. The 2,021 tenants residing at these properties also received a letter notifying that the landlord could not impose a rent increase until compliance is demonstrated.

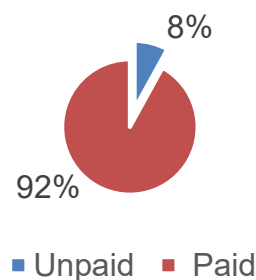
Failure to Pay Program Fees

As of December 31, 2022, 509 properties had failed to submit payment of program fees, accounting for approximately 1,138 total rental units. A total of \$217,735 in unpaid fees for FY22-23 remained pending on December 31, 2022.

UNPAID PROPERTIES



TOTAL RENTAL UNITS

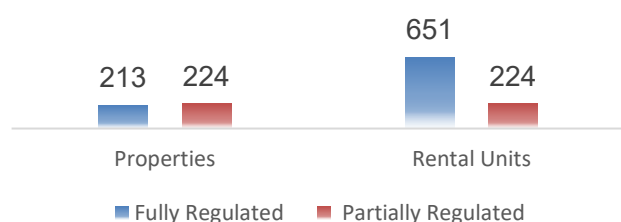


Please note: 321 of the 509 properties (63%) that are unpaid have also failed to submit registration.

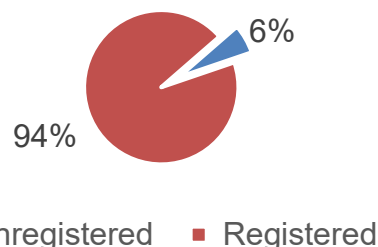
Failure to Register Rental Units

As of December 31, 2022, 437 properties had failed to submit registration of rental units, accounting for an estimated 875 total rental units. Staff continues to work with landlords to register properties, processing 160 late registration submissions in 2022.

UNREGISTERED PROPERTIES



TOTAL RENTAL UNITS



HOUSING EDUCATION & MEDIATION

At the direction of City Council in November 2021, the City Attorney's Office established a mediation program to assist both landlords and tenants with housing needs. The Prosecution and Public Rights Unit works to resolve consumer protection, labor, and fair housing issues through education, mediation, and public outreach. In coordination with Rent Program staff, the Prosecution Unit responds to direct contact it receives related to housing matters. In most cases, issues can be resolved with phone calls and referrals. When appropriate, the Unit enforces these laws to protect the public from unlawful practices.

Total Inquiries from Public

- Phone: 493
- Email: 119

Formal written complaints recieved

- Housing: 27
- Labor: 2

Case Resolutions

- Successful mediations: 10
- Other complaint resolutions: 9
- Lawsuits filed: 2

CASE HIGHLIGHTS

Source of Income Discrimination: After investigating a complaint by a rental applicant, the Unit confirmed that a landlord was advertising a vacancy but prohibiting Section 8 applicants. **Unit Action:** Compelled the landlord to change its practices and pay a \$10,500 restitution/penalty to the applicant and the City.

Tenant Harassment: Landlord repeatedly entered tenants' unit without notice and tried to harass them into vacating. **Unit Action:** Reached settlement after filing enforcement action in court. Landlord agreed to pay a \$70,000 restitution/penalty to the applicant and the City.

Wrongful Eviction: Landlord attempted to evict two units by withdrawing the property from the rental market, but without following the rules. One tenant claimed owner reneged on buyout promise. **Unit Action:** Prevented improper evictions and successfully mediated buyout dispute, with that tenant vacating in exchange for relocation payment.

Temporary Relocation: Tenants refused to vacate their unit for owner to perform overdue plumbing repairs, due to distrust and dispute over lodging and other relocation details. **Unit Action:** After successful mediation, tenants were relocated to temporary housing while owner performed repairs.

LOOKING FORWARD

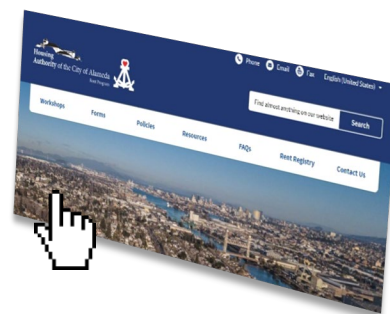
Rent Program priorities and goals for 2023:

- Development of a revised Capital Improvement Policy and present it to the City Council.
- Continue to register residential rental units covered by Ordinance 3250 that have not yet been registered, including tenancies at Floating Home Marinas
- Increase volume of regular email newsletters
- Add Banked Rent Increase calculator to program website
- Increase attendance at information workshops, explore more opportunities to provide foreign language workshops and more focused on registration and rent increase regulations
- Augment staffing to allow Rent Program staff to directly process annual fee payments, issue administrative citations, and conduct inspections.
- Escalate enforcement efforts for non-compliant properties which have either not been registered, have unpaid annual fees due, or have failed to remedy outstanding violations.
- Continue with outreach efforts to landlords and tenants to provide accurate information regarding their rights and responsibilities under new regulations.
- Distribute updated program materials, such as the revised Landlords and Tenant Pocket Guides.

WHERE TO FIND MORE INFO

Online Resources:

www.alamedarentprogram.org



Informational Workshops:

To register for an upcoming workshop or view video of a previously recorded workshop, visit www.alamedarentprogram.org/Workshops-Clinics.



Contact Information:

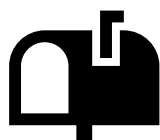
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