

City of San José Housing & Community Development Commission

District 1 — Roma Dawson

District 3 — VACANT

District 5 — Ruben Navarro

District 7 — Victoria Partida (VC)

District 9 — VACANT

Mayor — Ali Sapirman

Lived Experience (Mayor) — Sketch Salazar

Lived Experience Alternate (Mayor) — Gabriela Gabrian

Alain Mowad — District 2

Nuha Khan — District 4

Jen Beehler — District 6

Huy Tran — District 8

Roberta Moore — District 10

Daniel Finn — CAAC MR

(C) Ryan Jasinsky — CAAC ML

Commissioners are appointed by corresponding Council Members, but do not need to reside in that Council District.

REGULAR MEETING AGENDA

June 12, 2025

Virtual [Zoom Link](#)

Start time: 5:45 PM

Web ID: **940 5398 8541**

Location: City Hall, Wing Rooms 118-120

888-475-4499 (Toll Free)

Members of the public have a choice to attend the meeting either in person at the location listed above, or to attend virtually, viewing and listening to the meeting by following the instructions below. Additional instructions are provided below to those members of the Public who would like to comment on items on the agenda.

Beginning Tuesday, February 6, 2024, the City of San José will limit verbal comment for Brown Act meetings to **in person only**. The public will still be able to watch live broadcasts of commission meetings on Zoom. The public may attend meetings in person to provide comment or may provide written comments on agenda items.

How to attend the Housing & Community Development Commission Meeting:

- 1) **In person:** For participants that would like to attend in person, the physical location is listed on the upper left of this page.
- 2) **Electronic Device Instructions:** For participants who would like to join electronically from a PC, Mac, iPad, iPhone, or Android device, please click this URL: [Zoom Link](#).
 - a. Use a current, up-to-date browser: Chrome 30+, Firefox 27+, Microsoft Edge 12+, Safari 7+. Certain functionality may be disabled in older browsers including Internet Explorer. Mute all other audio before speaking. Using multiple devices can cause an audio feedback.
 - b. Enter an email address and name to join the meeting.
- 3) **Telephone Device Instructions:** For participants who would like to listen to the meeting on their telephones, please dial **888-475-4499 (Toll Free)**.
- 4) **Public Comments prior to meeting:** If you would like to submit your comments prior to the meeting, please e-mail mindy.nguyen@sanjoseca.gov or call **(408) 534-2961** by

12pm the day of the meeting. Comments submitted prior to the meeting will be considered as if you were present in the meeting.

Note that the times for items shown below are approximate and intended only to notify the Commission of the approximate amount of time staff expects each item might take.

Please note that items may be heard before or after the times shown, and plan accordingly.

APPROX. TIME	AGENDA ITEM
5:45	I. Call to Order & Orders of the Day A. Chair reviews logistics for Zoom meetings
5:46	II. Introductions and Roll Call
5:50	III. Consent Calendar A. Approve the Minutes for the Regular Meeting of May 8, 2025 ACTION: Approve the May 8, 2025 action minutes
5:55	IV. Reports and Information Only A. Chair B. Director C. Council District Liaison
6:05	V. Open Forum <i>Members of the Public are invited to speak on any item that does <u>not</u> appear on today's Agenda and that is within the subject matter jurisdiction of the Commission. Meeting attendees are usually given two (2) minutes to speak during Open Forum; however, the time limit is in the discretion of the Chair of the meeting and may be limited when appropriate due to a large number of speaker requests.</i>
6:15	VI. Old Business
	VII. New Business
6:20	A. Rent Stabilization Program Semi-Annual Report Fiscal Year 2024-2025 (E. Hislop, Housing) Action: Review and provide advice to staff regarding the Rent Stabilization Program Semi-Annual Report Fiscal Year 2024-2025.

You may speak to the Commission about any discussion item that is on the agenda, and you may also speak during Open Forum on items that are not on the agenda and are within the subject matter jurisdiction of the Commission. Please be advised that, by law, the Commission is unable to discuss or take action on issues presented during Open Forum. Pursuant to Government Code Section 54954.2, no matter shall be acted upon by the Commission unless listed on the agenda, which has been posted not less than 72 hours prior to meeting. Agendas, Staff Reports and some associated documents for the Commission items may be viewed on the Internet at <http://www.sanjoseca.gov/hcdc>. Speakers using a translator will be given twice the time allotted to ensure non-English speakers receive the same opportunity to directly address the Commission.

Correspondence to the Housing & Community Development Commission is public record and will become part of the City's electronic records, which are accessible through the City's website. Before posting online, the following may be redacted: addresses, email addresses, social security numbers, phone numbers, and signatures. However, please note: e-mail addresses, names, addresses, and other contact information are not required, but if included in any communication to the Housing & Community Development Commission, will become part of the public record. If you do not want your contact information included in the public record, please do not include that information in your communication.

All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body will be available for public inspection at the Office of the City Clerk, 200 East Santa Clara Street, 14th Floor, San José, California 95113, at the same time that the public records are distributed or made available to the legislative body. Any draft resolutions or other items posted on the Internet site or distributed in advance of the Commission meeting may not be the final documents approved by the Commission. Contact the Office of the City Clerk for the final document.

On occasion, the Commission may consider agenda items out of order.

The Housing & Community Development Commission meets every second Thursday of each month (except for July and sometimes December) at 5:45pm, with special meetings as necessary. If you have any questions, please direct them to the Commission staff. Thank you for taking the time to attend today's meeting. We look forward to seeing you at future meetings.

The Levine Act requires a Party in a Proceeding before the City of San José that involves any action related to their contract, license, permit, or use entitlement to disclose any campaign contributions to City elected or appointed officials totaling more than \$250 within the 12 months prior to the City decision. A Participant to a Proceeding may voluntarily report a campaign contribution. Please visit <https://www.sanjoseca.gov/your-government/appointees/city-clerk/levine-act> for updated forms and information.

To request translation or interpretation services, accommodation, or alternative format under the Americans with Disabilities Act for City-sponsored meetings, events, or printed materials, please call (408) 535-1260 as soon as possible, but at least three business days before the meeting. Please direct correspondence, requests, and questions to:

City of San José Housing Department
Attn: Mindy Nguyen
200 East Santa Clara Street, 12th Floor
San José, California 95113
Tel: (408) 534-2961
Email: mindy.nguyen@sanjoseca.gov

Para residentes que hablan español: Si desea mas información, favor de llamar a Luisa Cantu al 408-535-8357.

Tiếng Việt: Xin vui lòng liên lạc Janie Le tại 408-975-4462.

對於說華語的居民: 請電 408-975-2694 向 Hong Hua 詢問詳細事宜。

HOUSING & COMMUNITY DEVELOPMENT COMMISSION

MEETING ACTION MINUTES

May 8, 2025

MEMBERS PRESENT:

Roma Dawson	Commissioner (D1)
Alain Mowad	Commissioner (D2)
Ruben Navarro	Commissioner (D5) <i>Arrived at 5:52pm</i>
Jen Beehler	Commissioner (D6) <i>Arrived at 6:05pm</i>
Victoria Partida	Vice Chair (D7)
Huy Tran	Commissioner (D8)
Roberta Moore	Commissioner (D10)
Ali Sapirman	Commissioner (Mayor)
Daniel Finn	Commissioner (MR)
Gabriela Gabrian	Commissioner (LE Alt)

MEMBERS ABSENT:

Ryan Jasinsky	Commissioner (ML)
Nuha Khan	Commissioner (D4)
Sketch Salazar	Commissioner (LE)

STAFF PRESENT:

Erik Soliván	Director, Housing
Cupid Alexander	Deputy Director, Housing
Mindy Nguyen	Development Officer, Housing
Grace Kolander	Policy Director, Council District 7

(I) Call to Order & Orders of the Day

A. Vice Chair Victoria Partida called the meeting to order at 5:46 p.m.

(II) Introductions – Commissioners and staff introduced themselves.

(III) Consent Calendar

A. Approve the Consent Calendar which includes Minutes for the Regular Meeting of March 13, 2025 and April 10, 2025.

Commissioner Finn made the motion to approve the Consent Calendar with a second by Commissioner Dawson. The motion passed 8-0.

Yes	Finn, Dawson, Mowad, Partida, Tran, Moore, Sapirman, Gabrian (8)
No	None (0)
Absent	Jasinsky, Khan, Salazar (3)

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(IV) Reports and Information Only

A. Chair: Vice Chair Partida reviewed logistics and guidelines for participation. Vice Chair Partida reviewed the functions, powers, and duties of the Housing and Community Development Commission.

B. Director: There were no updates.

C. Council Liaison: There were no updates.

(V) Open Forum

(VI) Old Business

(VII) New Business

**A. Draft 2025-2030 Consolidated Plan, Draft Fiscal Year 2025-2026 Annual Action Plan, and Draft Amendments to Citizen Participation Plan
(C. Alexander, Housing Department)**

Action: 1) Conduct a public hearing on the draft 2025-2030 Consolidated Plan, Fiscal Year 2025-2026 Annual Action Plan, and Citizen Participation Plan, and take public comment as required by the U.S. Department of Housing and Urban Development (HUD);

2) Provide input to Housing Department staff on the draft 2025-2030 Consolidated Plan, Fiscal Year 2025-2026 Annual Action Plan and proposed funding allocations and Citizen Participation Plan; and

3) Recommend City Council approve the 2025-2023 Consolidated Plan, Fiscal Year 2025-2026 Annual Action Plan, and Citizen Participation Plan.

Commissioners asked clarifying questions and gave feedback to staff. No actions were taken.

**B. Measure E Spending Plan
(E. Solivan, Housing)**

Action: Recommend the City Council take the following actions:

- I. Adopt a resolution amending Section 22 of City Council Policy 1-18, titled “OPERATING BUDGET AND CAPITAL IMPROVEMENT PROGRAM POLICY “, to approve the following percentage allocations for the spending of Measure E revenues effective July 1, 2025:

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- a. Up to 5% of the revenues may be allocated for the administration of funding related to increased workload resulting from more robust homeless prevention efforts and the creation of more affordable housing, including, but not limited to, financial, legal, or administrative and policy programmatic support.
 - b. The remaining revenue is allocated as follows:
 - i. 10% for homelessness prevention including, but not limited to, gender-based violence programs, legal services, and rental assistance.
 - ii. Up to 90% for homeless sheltering and support programs that may include, but are not limited to, case management, outreach teams, encampment services, safe or supportive parking, homeless shelters, and interim housing construction and operations; and
 - iii. Any remaining revenue not budgeted within the homeless sheltering and support program allocation above will be allocated as determined through the annual budget process for the creation of new or the preservation of existing affordable housing.
- II. Approve the following percentage allocations for the spending of Measure E revenues totaling \$55.0 million anticipated to be received in Fiscal Year 2025-2026:
- a. 5% or \$2,750,000 for administration with the remaining revenue allocated as follows:
 - i. 10% or \$5,225,000 for homeless prevention, gender-based violence programs, legal services and rental assistance; and
 - ii. Up to 90% or \$47,025,000 for homeless sheltering and support programs that may include, but are not limited to, case management, outreach teams, encampment services, safe or supportive parking, homeless shelters, and interim housing construction and operations.

Commissioners asked clarifying questions and gave feedback to staff. Commissioner Navarro made the motion to recommend that the allocation for the spending of Measure E revenues effective July 1, 2025, match the labeled existing policy allocation as reflected in Table 1 on Item VII.B Measure E Spending Plan. The motion was seconded by Commissioner Tran. The motion passed 6-4.

Yes	Finn, Dawson, Navarro, Partida, Tran, Sapirman (6)
No	Mowad, Beehler, Moore, Gabrian (4)
Absent	Jasinsky, Khan, Salazar (3)

C. Middle-Income Housing Strategy Status Report

(E. Solivan, Housing)

Action: Review and provide possible recommendations to the Middle-Income Housing Strategy Status Report

Commissioners asked clarifying questions and gave feedback to staff. No actions were taken.

D. Commission Nominations for Officers

(V. Partida, HCDC)

Action: Make nominations for positions of Chair and Vice Chair of the Commission to serve in Fiscal Year 2025-2026 commencing with the first Commission meeting after the June 2025 regular meeting.

Vice Chair Partida and Commissioner Mowad were nominated for Chair, both accepted. Commissioner Dawson was nominated for Vice Chair, and she accepted.

(VIII) Open Forum

Members of the Public are invited to speak on any item that does not appear on today's Agenda and that is within the subject matter jurisdiction of the Commission. Meeting attendees are usually given two (2) minutes to speak on any discussion item and/or during open forum; the time limit is in the discretion of the Chair of the meeting and may be limited when appropriate. Speakers using a translator will be given twice the time allotted to ensure non-English speakers receive the same opportunity to directly address the Commission.

(IX) Meeting Schedule

The next Regular Meeting for the Commission is scheduled to be held on **Thursday, June 12, 2025 at 5:45 p.m., Wing Rooms 118-120, at San José City Hall, 200 E. Santa Clara St., San José, CA 95113.** Items tentatively expected to be heard are:

- Housing Trust Fund Budget
- Rent Stabilization Program Semi-Annual Report Fiscal Year 2024-2025
- Rent Stabilization Program Quarter 3 Mobilehome Interaction Log
- Elections for Chair and Vice Chair for Fiscal Year 2024-2025

(X) Adjournment

Vice Chair Partida adjourned the meeting at 8:59 p.m.



Memorandum

TO: HOUSING AND COMMUNITY DEVELOPMENT COMMISSION

FROM: Emily Hislop

DATE: June 6, 2025

SUBJECT: RENT STABILIZATION PROGRAM SEMI-ANNUAL REPORT FISCAL YEAR 2024-2025

RECOMMENDATION

Review the Rent Stabilization Program Semi-Annual Report for Fiscal Year 2024-2025 and provide possible recommendations to staff.

BACKGROUND

The Rent Stabilization Program Semi-Annual Report from July to December 2024 provides the Housing and Community Development Commission (Commission) and San José residents with a comprehensive report on the Rent Stabilization Program and Eviction Prevention Program activities. As found in **Attachment A**.

ANALYSIS

The Semi-Annual Report highlights key achievements from the first half of Fiscal Year 2024–2025. The San José Rent Registry, now in its sixth year, registered 83 percent of rent-stabilized units as of December 31, 2024¹, reinforcing its central role in the City's housing policy. The Rent Stabilization Program actively enforces tenant rights and offers alternative dispute resolution, settling most disputes amicably. Program staff issued 21 citations for non-registration during the fourth registration period and resolved 41 petitions between July and December 2024. Meanwhile, the Eviction Diversion and Settlement Program stabilized 27 households facing imminent eviction.

Following the integration of COVID-19 displacement-mitigation initiatives into this Division, staff revised the division's vision and purpose to better support the community. Across all programs, we commit to stabilizing renter households, strengthening relationships between residents and housing providers, and preserving San José's affordable housing stock.

¹ As of the date of this memo, 98.1% of rent-stabilized units have been registered for the sixth registration period. Final data for the sixth registration period will be shared in the Fiscal Year 2024-25 Annual Report.

EVALUATION AND FOLLOW-UP

An annual report providing outcome data from the entire 2024-2025 fiscal year will be brought to the Commission in Fall 2025. Input received at the June 12, 2025 Commission meeting will be considered for the annual report.

Emily Hislop
Division Manager

The primary author of this memorandum and report is Brittany Stafford – Senior Development Officer. For more information, please contact Emily Hislop – Division Manager, emily.hislop@sanjoseca.gov.

ATTACHMENTS:

- **Attachment A** – Rent Stabilization Program Semi-Annual Report Fiscal Year 2024-2025

ATTACHMENT A

Rent Stabilization Program

Semi-Annual Report

Quarters 1 & 2 of Fiscal Year 2024-2025

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I. INTRODUCTION AND SUMMARY

The Rent Stabilization Division of the City of San José Housing Department is responsible for administering important ordinances and programs that help protect tenants and provide stability in the housing market. These include the Apartment Rent Ordinance, the Tenant Protection Ordinance, the Mobilehome Rent Ordinance, the Ellis Act Ordinance, and the Eviction Prevention Program. Through these initiatives, the division works to ensure fair rental practices, support tenant rights, and promote housing security for the community.

This division provides services to owners, managers, and residents of apartments and mobilehomes. The services include:

- Responds to general inquiries and meets with property owners and tenants to address concerns, provide guidance, and offer solutions to complex issues.
- Connects residents with external resources to support their rental housing needs.
- Develops and implements policies to ensure compliance with ordinances.
- Manages the rent registry and processes termination of tenancy notices, reviewing submissions for accuracy and analyzing trends.
- Oversees tenant and owner petitions, schedules mediations, and facilitates administrative hearings.
- The Program engages and educates community stakeholders through mailings, presentations, on-site visits to apartment and mobilehome communities, informational materials, website and social media updates, and multilingual workshops.

This semi-annual report provides the Housing and Community Development Commission and San José residents with a comprehensive overview of the Rent Stabilization and Eviction Prevention Division's (Program) activities during the first six months of the Fiscal Year 2024-2025 (July 2024 through December 2024).

The Program's notable accomplishments include:

- Management of 41 petitions,
- Successful completion of the Mobilehome Fair Return Petition submitted by Golden Wheel MH Park impacting 191 mobilehome residents.
- Acceptance of the Rent Stabilization Program's 3-Year Strategic Plan on September 17, 2024.
- Launch of sixth (FY 2024-2025) Rent Registry registration period,
- Maintaining a court-based eviction diversion program and weekly courthouse clinic.

Analyzing data and trends from the Program over a six-month period provides valuable insights into the experiences of the rental community and the effectiveness of Program implementation. It also highlights the recent efforts made by the Program in response to the economic and social impacts of the cost-reductive strategies in place during the pandemic.

II. APARTMENT RENT ORDINANCE

In 1979, the City Council enacted the Apartment Rent Ordinance (ARO), which was comprehensively amended in 2017 to strengthen and expand its provisions. The Program's public policy objectives under the ARO are to:

- Prevent excessive and unreasonable rent increases,
- Mitigate undue hardship for individual tenants, and
- Ensure property owners receive a fair and reasonable return on their investment.

The ARO applies to units in buildings with three or more residences constructed before September 7, 1979, as well as units in guesthouses built prior to that date.

a. Summary of Petitions

The Rent Stabilization Program assists tenants and property owners with Apartment Rent Ordinance petitions. Contracted Hearing Officers and mediators resolve disputes through mediation and hearings, and staff issue administrative decisions as Petition Examiners for rent-increase or joint petitions. Tenants typically challenge service reductions, unlawful rent hikes, or health and safety violations, while owners seek capital-improvement cost pass-throughs or rent increases above 5% to secure a fair return. Both parties may also file joint petitions for a one-time rent increase or fee to cover new services not in the original lease.

i. Demographics of Petitioners

Between July and September 2024, the Program received 27 tenant and owner petitions; from October to December, it processed 14 more. Among petitioners who disclosed race, 55 percent identified as Hispanic, 12.5 percent as African ancestry, 10 percent as White, 5 percent as Chinese, 2.5 percent as South Asian, and 2.5 percent as Filipino. We analyze these data to uncover service gaps, evaluate equitable access, and tailor engagement strategies for underrepresented groups. Going forward, the Program will embed race-based insights into strategic planning to refine outreach, enhance service delivery, and eliminate identified disparities.

Chart 1: Comparison of Number of Petitions filed in Quarter 1 and Quarter 2 Over Time

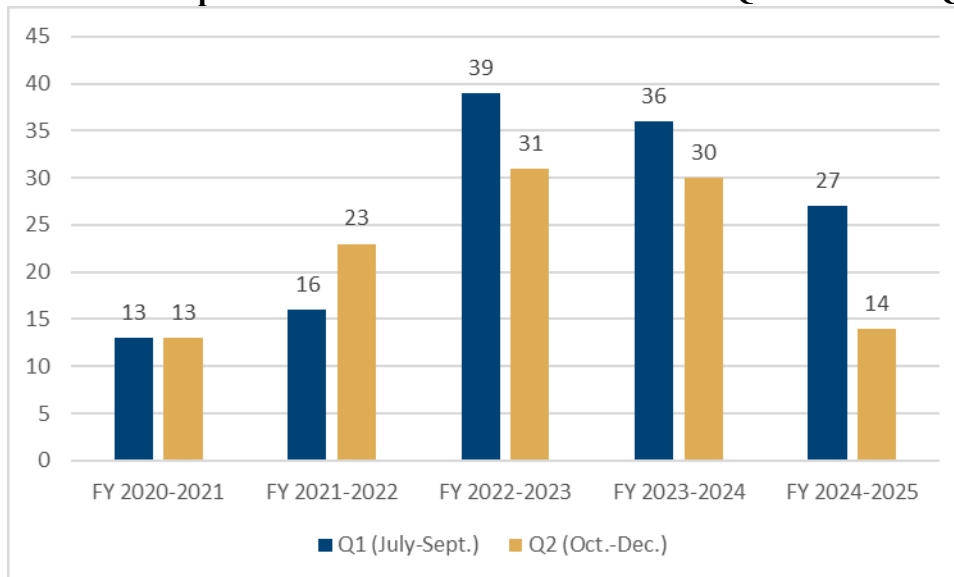


Chart 1 petition volumes over the past five fiscal years.

ii. Tenant Petitions

Tenants of units covered by the ARO have the right to file a petition for issues such as:

- service reductions (e.g. loss of amenity, unaddressed maintenance concerns, etc.);
- unlawful rent increases (above 5%, less than 12 months since last increase, increase issued while unit was unregistered); and
- issues relating to violations of the Housing Code, like outstanding code violations.

iii. Property Owner Petitions

During the first half of Fiscal Year 2024-25, the Program received one fair-return petition under the ARO. The owner must demonstrate—with detailed financial records—that the property’s net operating income has not kept pace with inflation since the ARO’s 2014 base year, factoring in permitted annual rent increases. For a specified capital-improvement pass-through petition, owners must submit evidence that the improvement meets ARO criteria, proof of completion and payment, and current rent data for affected units. These documents establish eligibility and ensure compliance with the Ordinance.

iv. Petition Outcomes

During the current fiscal reporting period, the Program resolved 82% of its 51 eligible petitions—41 in total. Staff and mediators facilitate mutual voluntary agreements, ensuring both tenants and owners consent to the terms and understand their rights and responsibilities. The Program disqualifies petitions for units outside the ARO’s scope—single-family homes, duplexes, townhouses, government-owned or -operated rentals, and units built or permitted after September 7, 1979. Petitioners may withdraw at any time via written notice, and the Program withdraws any petition that remains incomplete 30 days after issuing a Notice of Incomplete Petition if petitioners fail to supply required documentation, signatures, rent details, or stated grounds.

Chart 3: Petition Outcomes for July – December 2024

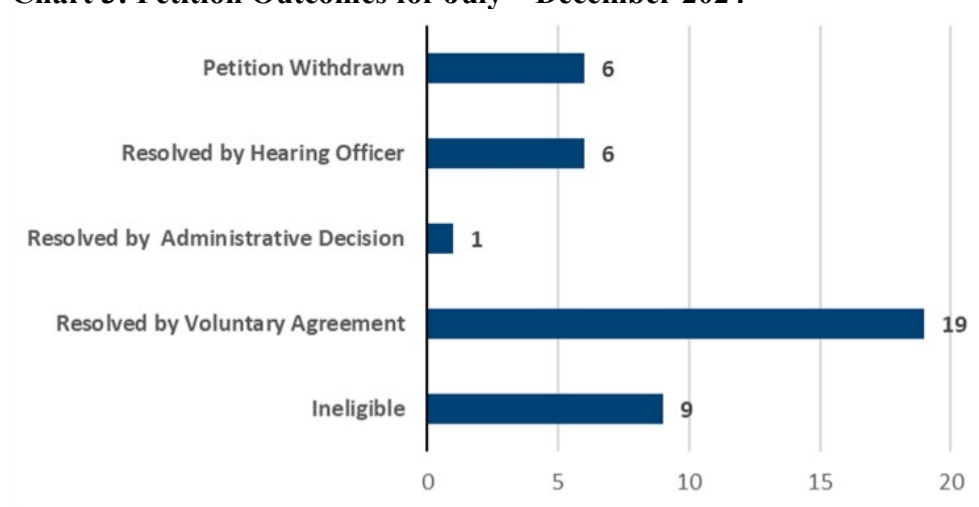


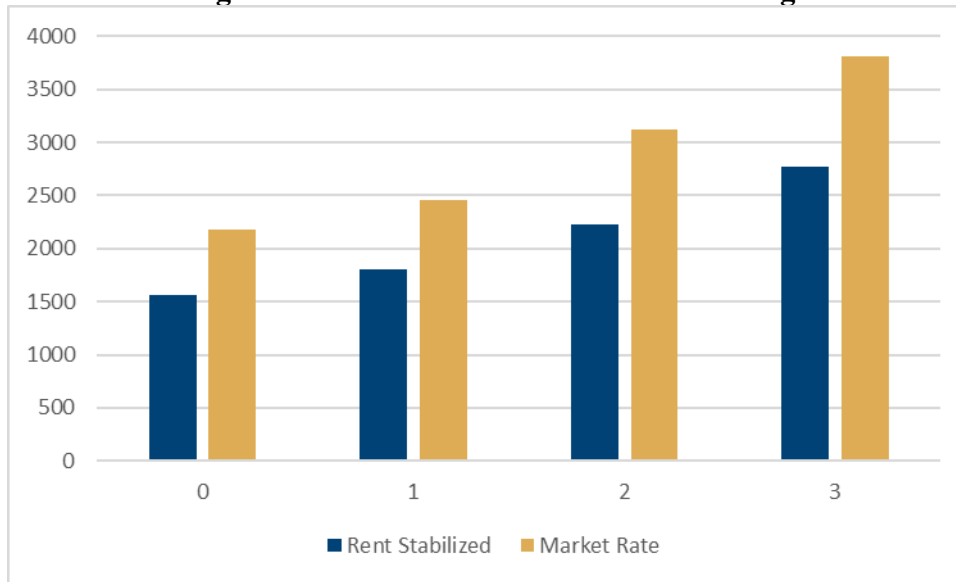
Chart 3 summarizes outcomes for the 41 petitions submitted from July to December 2024: staff and mediators negotiated 29 voluntary settlements, Hearing Officers or Petition Examiners adjudicated eight cases, and four were pending final decision as of December 31, 2024.

b. Rent Registry Preliminary Data

Under the ARO, owners must register all covered units annually via the Rent Registry Portal or by paper. Since its 2019 launch, the Registry has tracked rent increases, security deposits, vacancies, and vacancy reasons to safeguard tenants’ rights and inform the Rent Stabilization Program. Owners have a 60-day compliance window; those who register late cannot raise rents until they comply. Staff enforce registration with courtesy notices, violation notices requiring corrective action, and administrative citations for continued noncompliance. Data as of December 31, 2024, show the Program registered 31,995 of 38,359 rent-stabilized units (83%) during the sixth cycle. We expect enforcement measures to boost registration above 98% before the seventh cycle begins in September 2025. These figures are preliminary; finalized data will appear in the Annual Report.

**As noted above, Period 6 is still in progress and the Program expects at least 98% of units to be registered before the next registration period. This data is as of December 31, 2024.*

Chart 5: Average Rent of Rent Stabilized Units vs Average Rent of Market Rate Units**



***Market Rent Data Source: October 1, 2024-December 31, 2024, Housing Market Report¹*

Chart 5 compares the average rent of rent-stabilized units by bedroom count during the sixth registration period with that of market-rate units.

i. Tenancy Turnover and Vacancies

In San José, the Rent Stabilization Program collects data on rent-stabilized units. During the reporting period, the Program registered 31,995 units, with 75% experiencing no vacancy turnover, 19% reporting new tenancies, and 6% found vacant at the time of registration. The Division plans to integrate evidence-based recommendations to leverage the collected data. By building strong relationships with the Housing Authority, the County of Santa Clara, and other affordable housing providers, the Division aims to optimize resource allocation and expand the affordable housing stock inventory.

ii. Voucher Holders in Rent Stabilized Units

Preliminary analysis of registration data as of December 31, 2024, indicates that 6% of registered units are occupied by voucher holders. These units—including those using Housing Choice Vouchers (Section 8), HUD-VASH, and project-based vouchers—serve approximately 1,910 voucher holders and provide affordable housing options in both public and private markets. In alignment with the City's 2023-2031 Housing Element, the Program plans to expand voucher usage and acceptance while collaborating with the Housing Authority to capture robust performance measures. To support this effort, the Division will make its outreach initiatives more intentional, re-establishing, and growing community-based relationships with local housing providers. By leveraging these strengthened relationships, the Program aims to increase affordable housing availability, reduce costs, and promote long-term housing stability throughout the city.

¹ [Costar Market Rate Report \(July to September 2024\)](#) and [Costar Market Rate Report \(October to December 2024\)](#)

iii. Rent Increases

As of December 31, 2024—excluding voucher holders— Rent Registry data indicates that 42% of continuing tenants received rent increases during the past 12 months, with an average increase of 4.4%. Program analysts are developing a map that illustrates the geographic and demographic distribution of rents for inclusion in the final Housing Department Dashboard. Additionally, the Division is working with consultants to identify opportunities to improve data capture from rent-registered units, thereby enhancing the overall quality and usability of the collected information.

iv. Enforcement and Administrative Citations

Effective fiscal year 2019-2020, the Program actively strengthened compliance with the ARO, TPO, and Ellis Act Ordinances through adoption of an administrative citation program. The Program remains committed to enforcing these ordinances by promptly investigating and notifying property owners of violations and seeking immediate corrective action with the goal of achieving compliance under the Program's ordinances. Units that do not meet registration requirements by the deadline remain ineligible for annual rent increases until registration is complete. The Program has fully integrated the administrative citation process in collaboration with the Code Enforcement and Finance Departments to achieve consistent enforcement, promote accountability, and uphold transparency in regulatory adherence.

During the current fiscal year, the Program issued 21 citations to property owners who failed to register their units during the fourth registration period. Cited property owners may request a hearing to appeal their citation within 30 days of issuance. These hearings are coordinated with the Finance Department and conducted by neutral hearing officers to ensure a fair and impartial review process. Through proactive notifications and clear communication of obligations, our robust procedures underscore our steadfast commitment to ensuring rigorous compliance with program requirements.

II. ELLIS ACT ORDINANCE

The City of San José's Ellis Act Ordinance regulates the withdrawal of buildings containing covered residential units² from the residential rental market. The Ellis Act Ordinance requires owners to serve withdrawal notices, prepare summary memoranda, provide relocation benefits, and guarantee tenants a controlled rent right of return if units reenter the market. Owners may withdraw units for demolition, major rehabilitation, or conversion to uses such as condominiums or commercial space. The Program enforces compliance through direct outreach, educational materials, and stakeholder engagement that emphasize owners' relocation-benefit obligations. Although no units withdrew from July through December 2024, staff will continue monitoring potential withdrawals, advising owners and tenants, and upholding transparency, tenant rights, and responsible property management.

III. TENANT PROTECTION ORDINANCE

Effective June 16, 2017, San José's Tenant Protection Ordinance covers rent-stabilized buildings, multi-unit dwellings, guesthouse rooms, and unpermitted units. It requires owners to cite one of 13 just-cause reasons (Municipal Code §17.23.1250) for any tenancy termination and to file proof of notice with the Housing Department. The Ordinance guarantees at-risk tenants access to financial aid, legal referrals, social services, and homelessness support. The Program analyzes termination data to monitor compliance, spot trends, and shape strategies that prevent unnecessary displacement.

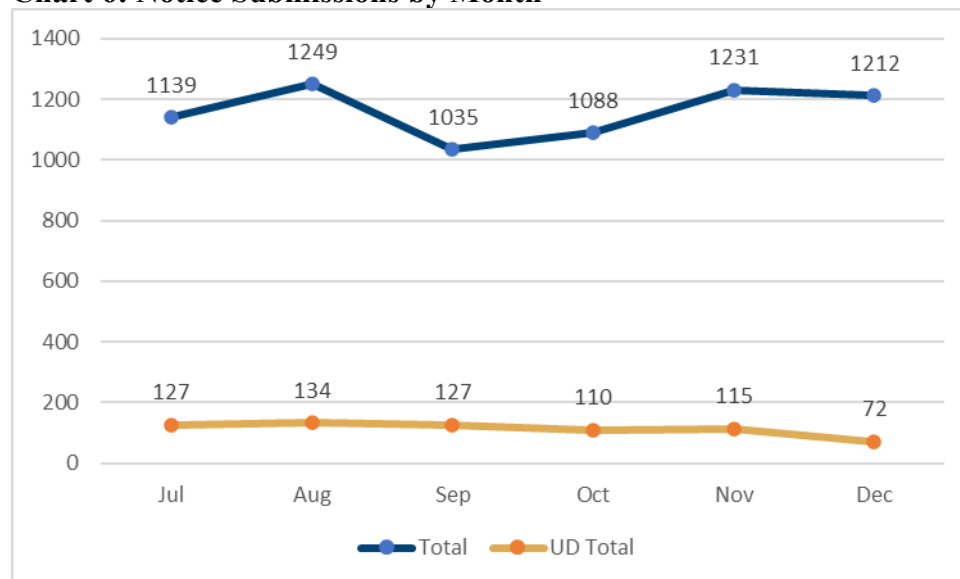
² A covered unit is defined as a rent stabilized unit (Subsection G of SJMC 17.23.1130) or a residential rental dwelling unit that is temporarily exempt from rent stabilization

a. Notices of Termination Submissions and Trends

As outlined in prior reports, the TPO provides that owners of multifamily homes, guesthouses, and units without permits can only end a tenancy if one of 13 just cause for eviction applies³. Between July and December 2024, the Program logged 6,954 termination notices and 685 unlawful detainer (eviction lawsuit) filings. Rent nonpayment accounted for over 96 percent of notices, with material or habitual lease violations as the second leading cause. We enforce compliance on all TPO submissions, including the rarely used non-fault reasons 9–12. Under the TPO, owners must file initial termination notices with the Program before initiating an unlawful detainer lawsuit in Santa Clara County Superior Court and, after serving tenants, submit copies of the filed action. Consequently, not every notice issued to a tenant leads to an unlawful detainer action, and the Program receives significantly more notices than UD actions. The upcoming annual report will analyze whether this decrease represents an overall trend for the year, potentially indicating improved housing stability for rent-burdened households.

Chart 6 illustrates a slight decrease in monthly submissions during October through December.

Chart 6: Notice Submissions by Month



b. Audit of Tenant Protection Ordinance

From April through June 2024, the City Council commissioned an audit of the Program’s assessment and use of Tenant Protection Ordinance fees levied on units in buildings constructed after September 7, 1979 and not covered by the ARO⁴. The City Auditor expanded the scope of the audit to the TPO program. . Even before receiving recommendations, staff strengthened key processes, including refining time-tracking procedures. City auditors shadowed Outreach, Program Inquiries, and Staffing teams, conducted interviews, and suspended fee changes pending the audit’s findings. The audit was completed in October 2024 and the report was presented to Council. The final recommendations called for a centralized TPO property database, clear criteria for identifying covered versus exempt properties, formalized staff time-tracking and increased coordination with Code Enforcement and Fire Departments. Staff implemented updates to the Rent Stabilization Procedure Manual, enhanced interaction-log data, bolstered enforcement protocols, and established performance metrics for TPO activities. Staff also pursued targeted landlord outreach and maintain external partnerships—such as ongoing collaboration with the Fire Department on tenant-displacement resources. Additional progress

³ [Tenant Protection Ordinance Factsheet](#)

⁴ A separate fee is charged to ARO units which covers administration of both the ARO and TPO for those units.

toward implementation for these recommendations will be outlined in the 2024-25 Annual report this Fall.

c. Rent Stabilization Program Three-Year Strategic Plan

In August 2024, the Program finalized its three-year Strategic Plan, and City Council adopted it in September 2024. Shaped by stakeholder input and aligned with the City's 2023–2031 Housing Element, the Plan establishes three goals. Under Family Housing Stabilization, the Program will coordinate administration, data collection, and evaluation to deploy anti-displacement and eviction-mitigation measures, secure safe and stable housing for vulnerable households, and preserve rent-stabilized units. For Unit Preservation, it will streamline maintenance and repair approvals to remove regulatory hurdles and maintain the quality, affordability, and availability of existing housing stock. Through Outreach and Education, the Program will partner with community organizations to distribute resources and legal referrals and gather tenant and owner feedback to refine service delivery and strengthen awareness of rights and responsibilities. Throughout implementation, the Program will apply careful planning, deliberate prioritization, and ongoing stakeholder collaboration to embed these strategies across all functions, ensuring cohesive alignment and measurable progress toward Program objectives.

IV. MOBILEHOMES

The Mobilehome Rent Ordinance (MRO) covers 58 mobilehome parks and approximately 10,735 mobilehome park spaces. Of these mobilehome parks 11 are age-restricted communities, serving individuals fifty-five years and older, of which many live on fixed incomes. The Rent Stabilization Program aims to support and educate mobilehome owners, park owners, park managers, and park residents on the MRO. The city is home to the largest number of mobilehome households in California and among the highest in the nation, with approximately 35,000 residents living in mobilehome parks.

The MRO establishes the essential framework for the protection of rights for residents of mobilehomes in San José. State law – the Mobilehome Residency Law – governs many aspects of mobilehome park ownership and the resident/owner relationship. The MRO and attendant Regulations set forth rules and procedures regarding rent increases in mobilehome parks. The MRO designates the maximum annual mobilehome space rent increase to be 75% of the annual change in the regional Consumer Price Index, with a minimum increase of 3% and a maximum of 7%. The Maximum Annual Percentage Increase for mobilehome spaces covered by the MRO is 3% for the period of October 1, 2024- September 30, 2025. Program staff sent the Maximum Allowable Percentage Increase (MAPI) notification and explanatory letter to all mobilehome park owners, detailing the allowable rent increase for Fiscal Year 2024–2025.

a. Resident and Owner/Manager inquiries

Between July and December 2024 (Quarters 1 and 2 of FY 2024–25), Program staff logged 92 mobilehome park inquiries via email, telephone, and in-person visits. From July through September, residents primarily requested rent-increase details and raised HCDC title, registration, and service concerns. From October through December, inquiries shifted to petition and hearing procedures and eviction guidance. Commission members should refer to the Mobilehome Quarterly Reports for Quarters 1 and 2 for full data and analysis.

b. Mobilehome Space Fee Invoices

In July 2024, the City Council approved the program's fee schedule for Fiscal Year 2024–2025, establishing a \$30 fee per covered mobilehome space. That fall, program staff distributed the Mobilehome Ordinance Summary letter and the annual fee-exemption form to all mobilehome parks, as mandated by the Mobilehome Rent Ordinance. Eligible exemptions include spaces occupied by the park owner; spaces permitted after September 9, 1979; or spaces under homeowner leases of at least 13 months. Park owners must submit supporting documentation with their exemption requests. Of the 58 mobilehome parks that received the form, seven requested fee exemptions based on long-term leases and permits issued after September 7, 1979.

c. Mobilehome Fair Return Petition

During Quarters 1 and 2 of FY 2024-25 the program received and supported a Fair Return Petition submitted from Golden Wheel Mobilehome Park in the City of San Jose. During this time, the Program assisted all parties throughout the petition process; this involved the petitioners, their representatives, and the Hearing Officer. Staff worked to ensure that there was compliance within the timelines established in the Mobilehome Rent Ordinance and its accompanying Regulations. At the same time during this time Program staff continued to engage with the public by responding to inquiries and addressing concerns. Staff assisted inquiries during the petition process by providing accurate information, updates, and appropriate referrals to help resolve issues as they arose during this petition process. A decision in the petition was expected to be issued in quarter 3.

V. RENT STABILIZATION PROGRAM INQUIRIES

To contribute to monitoring and improving the overall program and its policies, the department responded to 2,483 inquiries received between July and December 2024. Inquiries ranged from rental assistance, affordable housing, homelessness prevention, request for referrals, and program ordinances. Residents and housing providers can contact the program via from phone calls, emails, walk-ins and mail. Program staff shares information with residents, as well as assesses a residents' situations and provides resources, makes referrals, or addresses a matter that will best assist their needs.

VI. OUTREACH

Program staff actively engage tenants, property owners, and community members across San José through a robust outreach program anchored in in-person events. At resource fairs—hosted during movie nights, Viva Parks/Viva Calle gatherings, back-to-school activities, health fairs, and other community functions—staff set up informational tables to showcase services and connect directly with residents. The team also delivers targeted presentations, using program-specific materials to explain ordinances, processes, and available resources in San José and Santa Clara County. Between July and December 2024, staff participated in 56 outreach events. Going forward, the Program will maintain this engagement through community events, email, in-person consultations, and telephone support, and will continue to refer participants to legal and social services as needed.

VII. EVICTION PREVENTION

Launched after California's COVID-19 eviction protections expired, the eviction helpline and email and weekly court clinic—in partnership with the Superior Court Self-Help Center and Sacred Heart Community Service—provides legal information, systems navigation related to the eviction process, and resource referrals. The Program aims to reduce disparities in legal representation by enhancing renter-rights education, improving tenant outcomes and preventing homelessness utilizing strategies that promote eviction prevention. From July through December 2024, Staff assisted 173 households in person

at the Housing Department, fielded 1,580 telephone inquiries and 208 emails, and supported 102 participants at the Weekly Eviction Prevention Courthouse Clinic. Staff also attend unlawful detainer calendars two to three times each week, collaborating with mediators, community partners, and landlord attorneys to screen tenants for the Eviction Diversion and Settlement Program and connect them to housing-stability resources. This strategic, data-driven approach enables us to identify trends, measure service effectiveness, and guide future initiatives that bolster tenant stability and community well-being.

a. Eviction Diversion and Settlement Program

The Eviction Prevention Program has continued its efforts to address the heightened risk of displacement. The Eviction Diversion and Settlement Program was initially launched in 2022 to clear a backlog of rent-relief applications for tenants facing imminent eviction, utilizing remaining federal COVID-19 related funds. As unlawful detainer filings increased, the Program shifted to assist tenants who demonstrated the ability to meet future rent obligations and whose landlords agreed to accept arrear payments—thereby preserving tenants’ housing. The Program has secured other funding, including a State earmark grant and Measure E Homeless Prevention and Rental Assistance funds to sustain the Eviction Diversion and Settlement Program’s operations.

Program staff recruit participants at the Santa Clara Superior Court unlawful detainer calendars on Wednesday through Friday mornings. When tenants meet eligibility criteria and agree to participate, a mediator works with them to negotiate a stipulated settlement agreement. Between July and December 2024, staff evaluated 27 households for Diversion Program eligibility; 24 qualified and maintained stable housing. The Program disbursed \$350,695.13 to 33 property owners to stabilize tenant households—an average of \$10,627.13 per household. During FY 2024–2025, staff surveyed participating tenants and landlords three to five months after payment to assess outcomes and measure the Program’s effectiveness. We will use those findings to refine future program iterations and will present the survey results in the FY 2024–2025 Annual Report this fall.

IX. CONCLUSION

The Program actively administers the provisions of the Apartment Rent, Tenant Protection, Mobilehome Rent, and Ellis Act Ordinances by constant community outreach, addressing complaints, facilitating mediations and dispute resolution, conducting impartial hearings, and when necessary, issuing corrective active notices and administrative citations. Although no Ellis Act withdrawals occurred, we sustained proactive outreach to ensure owners are aware of their relocation-benefit and reporting obligations. Under the Tenant Protection Ordinance, staff processed 6,954 termination notices and 685 unlawful detainer filings—over 96 percent for nonpayment of rent—and observed a decline in notices from prior periods, signaling improving housing stability. The fiscal year 2024-25 Annual Report will include further analysis and insights including outcomes, trend analyses race-based data and eviction-prevention trends and Audit Recommendation progress to refine compliance protocols, strengthen diversion and outreach, and deepen collaboration with Code Enforcement, Finance, and the Housing Authority. By basing our strategy on robust data and transparent communication, we will bolster tenant protections, advance equitable housing access, support property owners and promote long-term stability in San José’s rental community.



Memorandum

TO: HOUSING & COMMUNITY DEVELOPMENT COMMISSION
(HCDC)
SUBJECT: CALL LOG REPORT
Total Calls=28

FROM: Elizabeth+Guzman
DATE: 6/4/2025

	Date	Requestor	Mobilehome Park	Topic	Language
Jan	1/6/2025	RESIDENT	CAL-HAWAIIAN MOBILEHOME PARK	Mobilehome Residency Law Violation	English
Jan	1/9/2025	City Staff	GOLDEN WHEEL PARK	Petition/Hearing	English
Jan	1/23/2025	RESIDENT	Unavailable	Mobilehome HCD Title	VIETNAMESE
Jan	1/24/2025	Mobilehome Park Manager	CAL-HAWAIIAN MOBILEHOME PARK	Fees	English
Feb	2/5/2025	Mobilehome Park Manager	WESTERN MANUFACTURE D HOUSING COMMUNITY	Allowable Rent Increase	English
Feb	2/6/2025	RESIDENT	COYOTE CREEK MOBILEHOME COMMUNITY	Mobilehome Eviction	VIETNAMESE
Feb	2/14/2025	Mobilehome Park Manager	LA BUONA VITA MOBILEHOME PARK	Office Information	English
Feb	2/18/2025	RESIDENT	COYOTE CREEK MOBILEHOME COMMUNITY	Mobilehome Eviction	VIETNAMESE
Feb	2/20/2025	OTHER	TRIANGLE TRAILER PARK	Maintenance	English
Feb	2/21/2025	RESIDENT	TRIANGLE TRAILER PARK	Referral Advice	English
Feb	2/21/2025	Mobilehome Resident Advocate	TRIANGLE TRAILER PARK	Referral Advice	English

Feb	2/21/2025		COLONIAL MOBILE MANOR MOBILEHOME PARK	Referral Advice	English
Feb	2/24/2025	RESIDENT	COYOTE CREEK MOBILEHOME COMMUNITY	Office Information	VIETNAMESE
Feb	2/27/2025	City Staff	COYOTE CREEK MOBILEHOME COMMUNITY	Mobilehome Eviction	VIETNAMESE
March	3/3/2025	City Staff	WESTERN MANUFACTURED HOUSING COMMUNITY	Allowable Rent Increase	English
March	3/6/2025	RESIDENT	COYOTE CREEK MOBILEHOME COMMUNITY	Mobilehome Eviction	VIETNAMESE
March	3/7/2025	Mobilehome Park Owner	WESTERN MANUFACTURED HOUSING COMMUNITY	Allowable Rent Increase	English
March	3/10/2025	RESIDENT	LAMPLIGHTER MOBILEHOME PARK	Lease Dispute	English
March	3/11/2025	RESIDENT	LAMPLIGHTER MOBILEHOME PARK	Eviction	English
March	3/11/2025	RESIDENT	LAMPLIGHTER MOBILEHOME PARK	Office Information	English
March	3/12/2025	RESIDENT	LAMPLIGHTER MOBILEHOME PARK	Rights	English
March	3/14/2025	Property Manager	CHATEAU LA SALLE MOBILEHOME PARK	Rights	English
March	3/20/2025	RESIDENT	SAN JOSE MOBILE HOME AND RV PARK	Code Issue;Rights	Spanish
March	3/20/2025	RESIDENT	WESTERN MANUFACTURED HOUSING COMMUNITY	Allowable Rent Increase;Rights	English
March	3/27/2025	Mobilehome Resident Advocate	GOLDEN WHEEL PARK	Ordinance	English
March	3/28/2025	RESIDENT	GOLDEN WHEEL PARK	Office Information	English

Brief Synopsis on Disposition of Calls

1/6/2025 - CAL-HAWAIIAN MOBILEHOME PARK

Resident inquired about referral information for free legal services that would be able to review their current lease. The resident mentioned to staff that they received rental assistance from HomeFirst but got into a disagreement with the park manager due to the rent not being submitted on the first of the month and wanted someone with a legal background to review the lease about late fees. Staff referred them to Project Sentinel and free legal services. In a separate follow-up call, resident asked for staff to email them all the resources staff had given them through the phone so that they can look over them again if they were to have any future problems. Program staff emailed them free legal assistance flyers, Mobilehome Assistance Center information, and RSP rental rights pamphlet to the email they provided.

1/9/2025 - GOLDEN WHEEL PARK

Program staff emailed decision to both park and resident representatives. Park representative requested information on next steps to appeal decision. Program staff provided information on grounds to challenge decision as outlined in MRO.

1/23/2025 - Unavailable

Resident wanted a copy of the registration of her mobile home park; staff referred her to the State of California Registration and Titling Department for further assistance with her inquiry.

1/24/2025 - CAL-HAWAIIAN MOBILEHOME PARK

Property manager inquired about her mobile home space fee invoices. She asked staff to email them to her and to confirm if one of them had already been paid. Staff emailed her the three invoices she needed and confirmed that the invoice she believed had been paid was still active and needed to still be paid.

2/5/2025 - WESTERN MANUFACTURED HOUSING COMMUNITY

The Park Manager left RSP a voicemail requesting information on the minimum notice required for rent increases for their MH residents. Program staff returned the call, leaving a voicemail directing the park manager to the Mobilehome Assistance Center and the California Mobilehome Residency Law for guidance on proper rent increase notifications. Program staff will follow up at a later date to offer further assistance.

2/6/2025 - COYOTE CREEK MOBILEHOME COMMUNITY

Resident inquired about information on her options on how to retain her residency at her mobilehome. The resident explained that they had a UD hearing in February 2025 and received a judgment. The resident did not have a copy of the judgment but had a screenshot of only the first page. The resident told staff that the reason for her eviction was due to a violation of the mobilehome rules and regulations. Program staff asked the resident to get a copy of the judgment and come back to City Hall so we can explain to them their options. Staff also referred the resident to Eviction Prevention program staff.

2/14/2025 - LA BUONA VITA MOBILEHOME PARK

Mobilehome Park Manager contacted RSP to request a change of mailing address. Staff verified the new address details and successfully updated the information in the system.

2/18/2025 - COYOTE CREEK MOBILEHOME COMMUNITY

Resident requested assistance on selling mobilehome due to eviction. Program staff provided resident with referrals to Mobilehome Assistance Center and legal services.

2/20/2025 - TRIANGLE TRAILER PARK

Abode advocate helping a resident that rents a room at a mobile home inquired about needing assistance in trying to communicate with the owner of the mobilehome. Someone crashed into the mobile home and the resident is having a difficult time with the mobilehome owner doing the repairs. Program staff referred the call to mobilehome program specialist for further assistance.

2/21/2025 - TRIANGLE TRAILER PARK

Program staff contacted the mobile home resident to follow up on a request from their Abode case manager regarding issues with their landlord after a car accident damaged the mobile home. The resident requested that staff provide resources directly to their Abode case manager. Program staff will follow up with the case manager to ensure the resident receives the necessary support.

2/21/2025 - TRIANGLE TRAILER PARK

Program staff contacted the Abode case manager for the Mobilehome Resident, providing resources for legal aid, mediation, and the Mobilehome Assistance Center. Staff will also follow up by email to ensure access to these resources.

2/21/2025 - COLONIAL MOBILE MANOR MOBILEHOME PARK

Mobilehome Resident contacted RSP with inquiries about assistance for their mobile home ownership documents. Program staff provided guidance and referred them to the Mobilehome Assistance Center for further support.

2/24/2025 - COYOTE CREEK MOBILEHOME COMMUNITY

Resident requested assistance in Vietnamese. Program staff transferred call to Vietnamese speaking program staff for further assistance.

2/27/2025 - COYOTE CREEK MOBILEHOME COMMUNITY

Program staff emailed resident referral information to legal aid for post-eviction rights to sell mobilehome.

3/3/2025 - WESTERN MANUFACTURED HOUSING COMMUNITY

Program Staff sent park owners a Compliance Order via mail with a deadline to comply of March 18, 2025. The order details what owner must do to comply. Park owners have the option to appeal to the Director by requesting an appeal by mail or email within 14 days of the order being issued.

3/6/2025 - COYOTE CREEK MOBILEHOME COMMUNITY

Mobilehome resident received an eviction notice. The date on the writ of possession had passed, and the resident informed program staff that the sheriff had locked their mobile home. The resident confirmed they are currently staying with family. Program staff provided referrals to legal services and the Mobilehome Assistance Center for further support.

3/7/2025 - WESTERN MANUFACTURED HOUSING COMMUNITY

Park owner sent response via email to Program staff. Owner wrote in their response that they do not intend to rescind notices of rent increase, and request a Hearing. Owner provided copy of the park's state permit. City staff to follow up with owners request for a Hearing.

3/10/2025 – 3/12/2025 - LAMPLIGHTER MOBILEHOME PARK

Staff exchanged phone calls with a resident about eviction concerns and other related questions. The resident stated that they had already moved out of the mobilehome park but still had issues to be addressed. Staff provided referrals to legal services and mediation for further assistance.

3/14/2025 - CHATEAU LA SALLE MOBILEHOME PARK

Mobilehome park manager contacted program staff to request a Rental Rights letter for park residents. Staff responded via email, providing a copy of the letter along with a link to the Mobilehome website, which offers additional resources.

3/20/2025 - SAN JOSE MOBILE HOME AND RV PARK

Resident visited Program offices at City Hall to ask questions about Civil Codes cited in a Mobilehome Resident Handbook published by the Program. Resident wanted to know more about their rights and staff printed out the resource guide, fact sheet, legal resources and referrals, and gave information on Section 8 (As requested).

3/20/2025 - WESTERN MANUFACTURED HOUSING COMMUNITY

Resident called regarding a rent increase of over 34% they received from Western Trailer Park. The mobilehome program specialist followed up to assist the resident and collect documentation of the rent increase.

3/27/2025 - GOLDEN WHEEL PARK

Resident advocate notified program staff that there is a resident seeking tenancy at the mobilehome park is being denied a month-to-month lease and being told they need to sign a 10 to 20 year lease. Resident wants to be covered under the MRO and wants to know how they can go about not signing a long-term lease. Mobilehome program specialist took note of the issue and will reach out to the resident.

3/28/2025 - GOLDEN WHEEL PARK

Resident sent email to Program and City staff regarding signing a month to month lease for tenancy at the park so they can be covered under the MRO. Park manager informed the resident they would need to talk to the park owner. Program staff referred them to legal services and the California Department of Housing and Community Development for further assistance.

Elizabeth+Guzman

Rental Rights & Referrals Program

Analyst+II,+Policy+and+Special+Projects