

District 1 — Roma Dawson
District 3 — Barry Del Buono
District 5 — Ruben Navarro
District 7 — Victoria Partida (VC)
District 9 — VACANT
Mayor — VACANT
Lived Experience (Mayor) — Sketch Salazar
Lived Experience Alternate (Mayor) — Gabriela Gabrian

Alain Mowad — District 2
VACANT — 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

November 14, 2024

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	<p>I. Call to Order & Orders of the Day</p> <ul style="list-style-type: none"> A. Chair reviews logistics for Zoom meetings
5:46	<p>II. Introductions and Roll Call</p>
5:50	<p>III. Consent Calendar</p> <ul style="list-style-type: none"> A. Approve the Minutes for the Regular Meeting of September 12, 2024 <p>ACTION: Approve the September 12, 2024 action minutes</p>
6:00	<p>IV. Reports and Information Only</p> <ul style="list-style-type: none"> A. Chair B. Director C. Deputy Director D. Council District Liaison
6:10	<p>V. Open Forum</p> <p><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></p>
	<p>VI. Old Business</p>
	<p>VII. New Business</p>
6:15	<p>A. Rent Stabilization Program Fiscal Year 2023-2024 Quarter 4 and Fiscal year 2024-2025 Quarter 1 Mobilehome Interaction Log Report for Mobilehomes (E. Hislop, Housing)</p> <p>Action: Review the Rent Stabilization Program interaction log report for mobilehomes in the fourth quarter of Fiscal Year 2023-2024, first quarter of Fiscal Year 2024-2025, and other updates and provide possible recommendations to staff.</p>

6:45 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 (per [Section 2.08.2840](#) of the San José Municipal Code). 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.

6:50 IX. Meeting Schedule

The next **Regular Meeting** for the Commission is scheduled to be held on **Thursday, December 12, 2024 at 5:45 p.m. in 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:

- Rent Stabilization Program Semi-Annual Report Fiscal Year 2023-2024
- Measure E Annual Report

6:55 X. Adjournment

The City's [Code of Conduct](#) is intended to promote open meetings that welcome debate of public policy issues being discussed by the City Council, their Committees, and City Boards and Commissions in an atmosphere of fairness, courtesy, and respect for differing points of view.

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□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

September 12, 2024

MEMBERS PRESENT: Roma Dawson Commissioner (D1)
 Alain Mowad Commissioner (D2)
 Barry Del Buono Commissioner (D3)
 Ruben Navarro Commissioner (D5)
 Victoria Partida Vice Chair (D7)
 Huy Tran Commissioner (D8)
 Roberta Moore Commissioner (D10)
 Ryan Jasinsky Chair (ML)
 Gabriela Gabrian Commissioner (LE Alt)

MEMBERS ABSENT: Jen Beehler Commissioner (D6)
 Daniel Finn Commissioner (MR)
 Sketch Salazar Commissioner (LE)

STAFF PRESENT: Erik L. Soliván Director of Housing
 Cupid Alexander Deputy Director, Housing
 Mindy Nguyen Development Officer, Housing
 Karly Wolak Senior Supervisor, Housing

(I) Call to Order & Orders of the Day

A. Chair Jasinsky called the meeting to order at 5:48 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 June 13, 2024 and August 8, 2024.**

Commissioner Moore made the motion to approve the Consent Calendar with a second by Commissioner Dawson. The motion passed 9-0.

Yes	Dawson, Mowad, Del Buono, Navarro, Partida, Tran, Moore, Gabrian, Jasinsky (9)
No	None (0)
Absent	Beehler, Finn, Salazar (3)

**Housing & Community Development Commission
DRAFT Minutes – Regular Meeting of September 12, 2024**

(IV) Reports and Information Only

- A. Chair:** Chair Jasinsky reviewed logistics and guidelines for participation. Chair Jasinsky reviewed the functions, powers, and duties of the Housing and Community Development Commission.
- B. Director:** Mr. Erik L. Soliván provided housing administrative and policy updates to the commission.
- C. Deputy Director:** Mr. Cupid Alexander provided updates on the Housing Department’s homelessness response efforts.
- D. Council Liaison:** No updates were given as the Council Liaison was not present.

(V) Open Forum

(VI) Old Business

(VII) New Business

**A. Housing and Community Development Commission Convention
(R. Jasinsky, HCDC)**

ACTION: Discuss ways to enhance the Commission's effectiveness in advising City Council on housing policy, including identifying key focus areas, and improving communication on commission’s work.

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

**B. Housing and Community Development Commission’s Fiscal Year 2023-2024 Accomplishments Report and Fiscal Year 2024-2025 Work Plan
(E. Soliván, Housing Department)**

ACTION: Review, discuss, and adopt the Housing and Community Development Commission’s Fiscal Year 2023-2024 Accomplishments Report and Fiscal Year 2024-2025 Workplan for submission to the City Council’s Community and Economic Development Committee at its September 23, 2024 meeting.

Commissioner Jasinsky made the motion to approve the Fiscal Year 2023-2024 Accomplishments Report with modifications from Commissioner Moore with a second by Commissioner Mowad. The motion passed 9-0.

Yes	Dawson, Mowad, Del Buono, Navarro, Partida, Tran, Moore, Gabrian, Jasinsky (9)
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Housing & Community Development Commission
DRAFT Minutes – Regular Meeting of September 12, 2024

No	None (0)
Absent	Beehler, Finn, Salazar (3)

Commissioner Mowad made the motion to approve the Fiscal Year 2024-2025 Work Plan with a second by Commissioner Del Buono. The motion passed 9-0.

Yes	Dawson, Mowad, Del Buono, Navarro, Partida, Tran, Moore, Gabrian, Jasinsky, (9)
No	None (0)
Absent	Beehler, Finn, Salazar (3)

(VIII) Open Forum

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(IX) Meeting Schedule

The next Regular Meeting for the Commission is scheduled to be held on **Thursday, October 10, 2024 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:

- Moderate-Income Housing Strategy Status Report
- Housing Balance Status Report
- Mobilehomes Quarter 4 Report

(X) Adjournment

Chair Jasinsky adjourned the meeting at 7:45 p.m.

HOUSING & COMMUNITY DEVELOPMENT COMMISSION
MEETING ACTION MINUTES

September 12, 2024

MEMBERS PRESENT:

Roma Dawson	Commissioner (D1)
Alain Mowad	Commissioner (D2)
Barry Del Buono	Commissioner (D3)
Ruben Navarro	Commissioner (D5)
Victoria Partida	Vice Chair (D7)
Huy Tran	Commissioner (D8)
Roberta Moore	Commissioner (D10)
Ryan Jasinsky	Chair (ML)
Gabriela Gabrian	Commissioner (LE Alt)

MEMBERS ABSENT:

Jen Beehler	Commissioner (D6)
Daniel Finn	Commissioner (MR)
Sketch Salazar	Commissioner (LE)

STAFF PRESENT:

Erik L. Soliván	Director of Housing
Cupid Alexander	Deputy Director, Housing
Mindy Nguyen	Development Officer, Housing
Karly Wolak	Senior Supervisor, Housing

(I) Call to Order & Orders of the Day

A. Chair Jasinsky called the meeting to order at 5:48 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 June 13, 2024 and August 8, 2024.

Commissioner Moore made the motion to approve the Consent Calendar with a second by Commissioner Dawson. The motion passed 9-0.

Yes	Dawson, Mowad, Del Buono, Navarro, Partida, Tran, Moore, Gabrian, Jasinsky (9)
No	None (0)
Absent	Beehler, Finn, Salazar (3)

**Housing & Community Development Commission
DRAFT Minutes – Regular Meeting of September 12, 2024**

(IV) Reports and Information Only

- A. Chair:** Chair Jasinsky reviewed logistics and guidelines for participation. Chair Jasinsky reviewed the functions, powers, and duties of the Housing and Community Development Commission.
- B. Director:** Mr. Erik L. Soliván provided housing administrative and policy updates to the commission.
- C. Deputy Director:** Mr. Cupid Alexander provided updates on the Housing Department’s homelessness response efforts.
- D. Council Liaison:** No updates were given as the Council Liaison was not present.

(V) Open Forum

(VI) Old Business

(VII) New Business

**A. Housing and Community Development Commission Convention
(R. Jasinsky, HCDC)**

ACTION: Discuss ways to enhance the Commission's effectiveness in advising City Council on housing policy, including identifying key focus areas, and improving communication on commission’s work.

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

**B. Housing and Community Development Commission’s Fiscal Year 2023-2024
Accomplishments Report and Fiscal Year 2024-2025 Work Plan
(E. Soliván, Housing Department)**

ACTION: Review, discuss, and adopt the Housing and Community Development Commission’s Fiscal Year 2023-2024 Accomplishments Report and Fiscal Year 2024-2025 Workplan for submission to the City Council’s Community and Economic Development Committee at its September 23, 2024 meeting.

Commissioner Jasinsky made the motion to approve the Fiscal Year 2023-2024 Accomplishments Report with modifications from Commissioner Moore with a second by Commissioner Mowad. The motion passed 9-0.

Yes	Dawson, Mowad, Del Buono, Navarro, Partida, Tran, Moore, Gabrian, Jasinsky (9)
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Housing & Community Development Commission
DRAFT Minutes – Regular Meeting of September 12, 2024

No	None (0)
Absent	Beehler, Finn, Salazar (3)

Commissioner Mowad made the motion to approve the Fiscal Year 2024-2025 Work Plan with a second by Commissioner Del Buono. The motion passed 9-0.

Yes	Dawson, Mowad, Del Buono, Navarro, Partida, Tran, Moore, Gabrian, Jasinsky, (9)
No	None (0)
Absent	Beehler, Finn, Salazar (3)

(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

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- Moderate-Income Housing Strategy Status Report
- Housing Balance Status Report
- Mobilehomes Quarter 4 Report

(X) Adjournment

Chair Jasinsky adjourned the meeting at 7:45 p.m.



Memorandum

TO: HOUSING AND COMMUNITY DEVELOPMENT COMMISSION

FROM: Erik L. Soliván

DATE: November 7, 2024

SUBJECT: RENT STABILIZATION PROGRAM FISCAL YEAR 2023-2024 QUARTER 4 AND FISCAL YEAR 2024-2025 QUARTER 1 INTERACTION LOG REPORT FOR MOBILEHOMES

RECOMMENDATION

Review the Rent Stabilization Program interaction log report for mobilehomes in the fourth quarter of Fiscal Year 2023-2024, first quarter of Fiscal Year 2024-2025, and other updates and provide possible recommendations to staff.

SUMMARY AND OUTCOME

This memorandum provides a quarterly update to the Housing and Community Development Commission on interactions the Rent Stabilization Program staff had with residents, park owners, and park managers of mobilehome communities in San José. The report covers the fourth quarter (April – June) of Fiscal Year 2023-2024, the first quarter (July – September) of Fiscal Year 2024-2025, and notable Program activities since the last update to the Commission.

BACKGROUND

The Program's objective is to enforce the City of San José housing ordinances through education, engagement, and collaboration to build and maintain safe, healthy, and sustainable communities. In administering the Mobilehome Rent Ordinance, Program staff provides education and information to protect the rights and improve relations between mobilehome residents and park owners/managers. This report includes the interaction log for mobilehomes from Fiscal Year 2023-2024, Quarter 4, and Fiscal Year 2024-2025, Quarter 1. This memorandum covers other related activities during these periods.

ANALYSIS

In Quarter 4 of Fiscal Year 2023-2024 and Quarter 1 of Fiscal year 2024-2025, Program staff continued community engagement via phone and email assistance and provided referrals to legal and social services as needed. The Program received a total of 31 mobilehome park inquiries summarized in **Table 1**, during Quarter 4 and there were 40 mobilehome park inquiries for Quarter 1 of Fiscal year 2024-2025. **Table 1** shows a breakdown of the number of call inquiries the Program received. Most inquiries related to rent increase information, titling and registration, lease disputes and rights, and office information. **Table 2** shows the number of call inquiries received by the Program during Quarter 1 of Fiscal Year 2024-2025. During this quarter, miscellaneous inquiries and requests for rent increase information represented the bulk of inquiries received by the Program. A summary of inquiries involving multiple interactions concerning each park is included after Table 2.

Table 1: Breakdown of Call Inquiries Received in FY 2023-2024 Quarter 4

Topic	Inquiries Received
Rent Increase Information	15
Request for Office Information	5
Eviction Information	2
Fees	1
Maintenance	0
Ordinance Information	0
Referral	2
Miscellaneous (title inquiries, service issues etc.)	6
Total	31

Additional detail and information about these inquiries can be found in the Call Log Report (Attachment A).

Table 2: Breakdown of Call Inquiries Received in FY 2024-2025 Quarter 1

Topic	Inquiries Received
Rent Increase Information	12
Request for Office Information	8
Eviction Information	1
Fees	1

Maintenance	2
Ordinance Information	0
Referral	3
Miscellaneous (title inquiries, service issues etc.)	13
Total	40

Additional detail and information about these inquiries can be found in the Call Log Report (Attachment A).

Summary of Interactions by Park

Western Manufactured Housing Community aka Western Trailer Park (94 Spaces):

In Quarter 4, the Program was informed of possible illegal rent increases being issued to residents of Recreational Vehicles (RVs) at the park. Inquiries to staff indicated that park management had sent a letter to RV residents informing them of a new rent amount, which exceeded the Maximum Allowable Percentage Increase (MAPI). The letter also purported to offer a subsidy option to decrease the noticed rent amount. However, even with such subsidy, the proposed rent increase still exceeded the 2023-2024 MAPI of 3.14%. Staff had a series of interactions with the management company and owner to explain the Mobilehome Rent Ordinance and how the Ordinance’s rent increase limitations do apply to resident RVs at the park. This issue persisted beyond the end of Quarter 4.

In Quarter 1, residents followed up on the illegal RV rent increase notice to the Program and chose to pay the full amount while working with managers to investigate the issue. Staff contacted managers multiple times to clarify MRO compliance and explained that RVs are protected under the Mobilehome Rent Ordinance. After consulting with the City Attorney and Commissioner Jasinsky, staff reiterated the MRO's regulations to the managers, who continued to dispute the ordinance. Additionally, staff reached out to a resident about an eviction notice, providing legal referral information. In August, the Program sent a letter of corrective action to the mobilehome park owner. Park owners have not rescinded the notices sent to the RV residents. Residents were provided with information regarding legal services agencies they could contact for possible assistance. Program staff is evaluating whether to refer the matter to the City Attorney’s Office. Residents were provided with information regarding legal services agencies they could contact for possible assistance. Program staff was informed by Law Foundation of Silicon Valley that they were assisting at least one RV resident of the park.

Oakcrest Estates Mobilehome Park (158 Spaces):

Issue 1

In Quarter 4, the Program was contacted by a resident of the park concerning a possible 8% rent increase being noticed for a mobilehome that had recently been purchased. Program staff spoke with the park manager to clarify the limits of an in-place transfer and explained that the 8% in-place transfer, per the Mobilehome Rent Ordinance, was only a temporary provision between October 25, 1991, and April 7, 1992. Once the issue was brought to the Program's attention, staff efficiently educated the park manager and affected residents about the in-place transfer provision and resolved the matter.

Issue 2

In Quarter 1 Fiscal Year 2024-2025, a resident with concerns about renewing his lease due to changes in the mobilehome park sought assistance from Program staff. He was worried about being pushed into a long-term lease. Staff referred him to legal services and the Mobilehome Assistance Help Center and sought clarity from the property company. Another resident, anxious about a meeting regarding his lease and a rent check on hold, provided information to ensure comfort with any agreement before signing and was provided legal services contacts. Staff handled multiple inquiries regarding an illegal 8% rent increase during this quarter for Oakcrest Estates Mobilehome Park. Additionally, staff provided clarification and reassurance to a resident following confusion related to emails from a mobilehome advocate regarding the reported illegal 8% rent increase. Staff emphasized that residents needing further assistance should contact the program directly and/or seek legal services when appropriate.

Casa Del Lago (619 Spaces):

In Quarter 4, the Program received several inquiries from a park resident concerning obtaining a rent receipt from management. Staff provided the resident the HCD Mobilehome Assistance number to learn about their rights under State law concerning rent receipts. When the resident contacted the Program again about not receiving a receipt, staff reached out to park management who confirmed that residents may stop by the park office at any time and request a copy of their rent receipt. This information was shared with the park resident and the matter was resolved. The Program also received an inquiry from an owner who walked in to obtain information on how to begin the eviction process for a mobilehome unit. Staff provided them with legal resources.

In Quarter 1 of Fiscal Year 2024-2025, a resident shared complaints and concerns about the 2022 Allowable Percentage Increase, believing it should always be 3%. Staff

explained the MRO allows increases between 3%-7%, but it is based on the change in the Consumer Price Index. When the calculation comes out to less than 3%, the MRO states the maximum allowable percentage will be 3%. For many years the calculation equaled less than 3%, so the "3% floor" applied. The resident requested the 2022, 2023, and 2024 MAPI letters, which staff mailed. Another resident asked about the allowable rent increase percentage and requested a callback to complain about the 3.75% increase in 2022. Staff referred the request to the mobilehome program specialist, who then followed up.

Coyote Creek Mobilehome Community (182 Spaces):

In Quarter 4, a resident inquired about the laws behind security deposits for mobilehome parks, and staff provided the Mobilehome Assistance Help Center's phone number for further assistance. Another resident renting a room in a mobilehome sought information about their deposit after leaving the room, and staff referred them to analysts for additional information and referrals.

Golden Wheel Mobilehome Park (221 Spaces):

In Quarter 1, program staff received a Fair Return mobilehome petition for Golden Wheel Mobilehome Park. Interactions related to that petition included, providing technical assistance to support attorneys in uploading petition related documentation. Staff assisted a resident requesting a Vietnamese translator and provided information about upcoming mobilehome community meetings and registration requirements. Staff distributed notices to all residents on steps to register for the Mobilehome Zoom Meeting if unable to attend in-person. Staff confirmed the registration of a caller and her grandparent for the Zoom meeting ensuring that all parties have access to the meeting in their preferred language. Staff guided a resident regarding documentation for the hearing and encouraged all residents to attend. Other activities related to this petition are detailed below.

MOBILEHOME SPACE FEE

The Program fees were considered by City Council as a part of the Housing Departments submission for Fiscal Year 2024-2025 Proposed Fees and Charges. The City Council approved the proposed fees at the beginning of the fiscal year, July 1, 2024. The adopted program fees for covered mobilehome spaces are \$30.00 per space for Fiscal Year 2024-2025.

MAXIMUM ANNUAL PERCENTAGE INCREASE (MAPI) NOTICE

On June 20, 2024, Program staff mailed out the 2024-2025 Maximum Allowable Percentage Increase (MAPI) letter and notice to mobilehomes and park owners, which is included with this report as **Attachment B**. The City of San José's Mobilehome Rent Ordinance, San José Municipal Code (SJMC) Chapter 17.22.155, allows mobilehome park owners/managers to increase rents without an administrative hearing if the increase does not exceed the MAPI. The MAPI is calculated based on difference of the reported Consumer Price Index (CPI) for San Francisco-Hayward-Oakland All-Items/All Urban Consumers for April of the current year and prior year. The Ordinance provides that the MAPI is calculated by taking 75% of the percentage increase of CPI from the prior year to the current year. SJMC Chapter 17.22, provides that MAPI be a minimum of 3% and not exceed 7%. Thus, if 75% of the CPI change is less than 3%, the MAPI would be 3% and if 75% of the CPI change is calculated to exceed 7%, the MAPI would be capped at 7%. The 2024-2025 MAPI calculation equaled 2.81% and since it is less the 3% minimum, the MAPI for October 1, 2024, through September 30, 2025, is 3%.

OTHER UPDATES

A petition for fair return pursuant to SJMC Section 17.22.700 et seq. was submitted to the Program on August 22, 2024 on behalf of Golden Wheel Mobilehome Park that would affect 211 of the park's 221 mobilehome spaces. Staff adhered to all timelines specified in the Mobilehome Rent Ordinance and its Regulations while assigning a Hearing Officer and notifying park residents and the owner. To the extent possible, all communications and notices are sent in three languages – English, Vietnamese and Spanish – with the option to request other languages. The Program held three community meetings in September (via zoom and in-person), open only to residents, owners or their designated representatives, with Spanish and Vietnamese interpretation available. Following these meetings and several interactions with residents, staff has noted that the majority of park residents primarily speak Vietnamese. Additionally, there are residents who speak Spanish, Cantonese, or Mandarin with limited English proficiency. Many residents also have limited technological literacy. Requests to appear virtually were made by some parties and/or their designated representative or attorney.¹ This information was shared with the Hearing Officer and staff is using its best efforts to ensure the appropriate level of language access is provided to impacted residents. The Program's overall goal is to preserve the parties' due process rights and reduce any

¹ The MRO was last amended in 1985 and the MRO regulations were last updated in 1992. Since both the ordinance and regulations pre-date widespread use of the internet and video conferencing, there are no provisions addressing the question of virtual appearances. Thus, the question had to be addressed by the Hearing Officer. Staff worked out logistics to allow residents of limited technological access or literacy to come to City Hall in order to participate and testify via zoom (with interpretation).

barriers in understanding residents' rights under the Ordinance. A timeline of events related to this fair return petition is included with this report as **Attachment C**.

CONCLUSION

The services performed during the last two quarters, reflect the Program's commitment to supporting residents and park management in resolving issues and by recommending the appropriate information and referrals. In one instance, the Program issued a Notice of Corrective action when evidence indicated a clear violation of the Mobilehome Rent Ordinance for residents of Western Manufactured Housing Community. Additional steps are under evaluation to identify enforcement mechanisms through the City Attorney's Office. The Program received a fair return petition on behalf of Golden Wheel Mobilehome Park in Quarter 1 of Fiscal Year 2024-25 and anticipates utilizing a significant amount of Program resources to support residents, the park owner and Hearing Officer through the petition and hearing process. Staff will continue to improve the quality of the Programs' interactions with community members by reviewing and evaluating interaction logs and corresponding summaries.

EVALUATION AND FOLLOW-UP

The Rent Stabilization Program interaction log for mobilehomes for FY 2023-2024 Quarter 4 is prepared for the Housing and Community Development Commission and will not be a report reviewed by the City Council. Staff provides periodic reports to the Commission and is currently working on an Annual Report for the Commission's consideration.

Erik L. Soliván
Director, Housing Department

The primary author of this memorandum and report is Elizabeth Guzman, Analyst II. For questions, please contact Emily Hislop, Division Manager at emily.hislop@sanjoseca.gov

ATTACHMENT A - Call Log Report & Summary

ATTACHMENT B - Maximum Annual Percentage Increase Letter for 2024-2025

ATTACHMENT C - Golden Wheel Mobilehome Park Fair Return Petition Timeline



Memorandum

TO: HOUSING & COMMUNITY DEVELOPMENT COMMISSION
(HCDC)

FROM: Elizabeth+Guzman

SUBJECT: CALL LOG REPORT

DATE: 10/24/2024

Total Calls=71

	Date	Requestor	Mobilehome Park	Topic	Language
April	4/3/2024	City Staff	COYOTE CREEK MOBILEHOME COMMUNITY	Deposit	English
April	4/3/2024	RESIDENT	COYOTE CREEK MOBILEHOME COMMUNITY	Lease Dispute	English
April	4/3/2024	City Staff	SAN JOSE MOBILE HOME AND RV PARK	Service	English
April	4/9/2024	Mobilehome Park Owner	CASA DEL LAGO	Mobilehome Eviction	English
April	4/12/2024	Mobilehome Park Owner	RANCHO SANTA TERESA MOBILEHOME PARK	Allowable Rent Increase	English
April	4/15/2024	RESIDENT	WESTERN MANUFACTURED HOUSING COMMUNITY	Allowable Rent Increase	English
April	4/15/2024	OTHER	WESTERN MANUFACTURED HOUSING COMMUNITY	Allowable Rent Increase	English
April	4/16/2024	City Staff	WESTERN MANUFACTURED HOUSING COMMUNITY	Allowable Rent Increase	English
April	4/24/2024	RESIDENT	OAKCREST ESTATES MOBILEHOME PARK	Service	English
April	4/24/2024	Real Estate Professional	OAKCREST ESTATES MOBILEHOME PARK	Allowable Rent Increase	English
			WHISPERING		

April	4/24/2024	RESIDENT	HILLS MOBILEHOME PARK	Referral Advice	English
April	4/30/2024	Mobilehome Park Owner	SAN JOSE VERDE MOBILEHOME PARK	Mobilehome Eviction	English
May	5/6/2024	City Staff	OAKCREST ESTATES MOBILEHOME PARK	Allowable Rent Increase	English
May	5/6/2024	RESIDENT	CASA DEL LAGO	Rights	English
May	5/20/2024	RESIDENT	WESTERN MANUFACTURED HOUSING COMMUNITY	Allowable Rent Increase	English
May	5/21/2024	City Staff	WESTERN MANUFACTURED HOUSING COMMUNITY	Allowable Rent Increase	English
May	5/28/2024	RESIDENT	Unavailable	Mobilehome HCD Title	Spanish
May	5/30/2024	RESIDENT	CASA DEL LAGO	Office Information	English
May	5/30/2024	City Staff	CASA DEL LAGO	Office Information	English
June	6/3/2024	RESIDENT	ARBOR POINT MH PARK	Allowable Rent Increase	English
June	6/4/2024	Mobilehome Park Manager	OAKCREST ESTATES MOBILEHOME PARK	Fees	English
June	6/19/2024	Mobilehome Park Manager	PEPPERTREE MOBILEHOME ESTATES	Office Information	English
June	6/20/2024	City Staff	PEPPERTREE MOBILEHOME ESTATES	Office Information	English
June	6/20/2024	RESIDENT	CASA ALONDRA MOBILEHOME PARK	Referral Advice	VIETNAMESE
June	6/24/2024	RESIDENT	Unavailable	Mobilehome HCD Title	English
June	6/26/2024	RESIDENT	WESTERN MANUFACTURED HOUSING COMMUNITY	Allowable Rent Increase	Spanish
June	6/27/2024	City Staff	WESTERN MANUFACTURED HOUSING COMMUNITY	Allowable Rent Increase	Spanish
June	6/28/2024	City Staff	WESTERN MANUFACTURED HOUSING COMMUNITY	Allowable Rent Increase	Spanish

June	6/28/2024	City Staff	WESTERN MANUFACTURED HOUSING COMMUNITY	Allowable Rent Increase	English
June	6/28/2024	Mobilehome Park Manager	WESTERN MANUFACTURED HOUSING COMMUNITY	Allowable Rent Increase	English
June	6/28/2024	Mobilehome Park Manager	WESTERN MANUFACTURED HOUSING COMMUNITY	Allowable Rent Increase	English
July	7/1/2024	RESIDENT	MILL POND 1	Mobilehome HCD Title	Spanish
July	7/1/2024	RESIDENT	WESTERN MANUFACTURED HOUSING COMMUNITY	Allowable Rent Increase	Spanish
July	7/1/2024	City Staff	WESTERN MANUFACTURED HOUSING COMMUNITY	Allowable Rent Increase	English
July	7/2/2024	City Staff	WESTERN MANUFACTURED HOUSING COMMUNITY	Allowable Rent Increase	English
July	7/2/2024	City Staff	WESTERN MANUFACTURED HOUSING COMMUNITY	Allowable Rent Increase	English
July	7/11/2024	RESIDENT	RANCHO SANTA TERESA MOBILEHOME PARK	Maintenance	English
July	7/16/2024	City Staff	WESTERN MANUFACTURED HOUSING COMMUNITY	Eviction	English
July	7/19/2024	City Staff	WESTERN MANUFACTURED HOUSING COMMUNITY	Allowable Rent Increase	English
July	7/26/2024	RESIDENT	COLONIAL MOBILE MANOR MOBILEHOME PARK	Referral Advice	English
Aug	8/2/2024	RESIDENT	Unavailable	Referral Advice	Spanish
Aug	8/13/2024	RESIDENT	CASA DEL LAGO	Allowable Rent Increase	English
Aug	8/13/2024	RESIDENT	CASA DEL LAGO	Allowable Rent Increase	English
Aug	8/14/2024	RESIDENT	OAKCREST ESTATES MOBILEHOME	Lease Dispute	English

			PARK		
Aug	8/16/2024	RESIDENT	CASA ALONDRA MOBILEHOME PARK	Rights	English
Aug	8/19/2024	RESIDENT	WESTERN MANUFACTURED HOUSING COMMUNITY	Allowable Rent Increase	English
Aug	8/20/2024	City Staff	Unavailable	Service	English
Aug	8/20/2024	RESIDENT	RANCHO SANTA TERESA MOBILEHOME PARK	Office Information	English
Aug	8/20/2024	ATTORNEY	GOLDEN WHEEL PARK	Petition/Hearing	English
Aug	8/20/2024	RESIDENT	OAKCREST ESTATES MOBILEHOME PARK	Office Information	English
Aug	8/20/2024	Mobilehome Resident Advocate	Unavailable	Office Information	English
Aug	8/20/2024	RESIDENT	OAKCREST ESTATES MOBILEHOME PARK	Allowable Rent Increase	English
Aug	8/20/2024	RESIDENT	OAKCREST ESTATES MOBILEHOME PARK	Office Information	English
Aug	8/21/2024	Mobilehome Resident Advocate	Unavailable	Service	English
Aug	8/21/2024	City Staff	WESTERN MANUFACTURED HOUSING COMMUNITY	Allowable Rent Increase	English
Aug	8/21/2024	ATTORNEY	GOLDEN WHEEL PARK	Petition/Hearing	English
Aug	8/21/2024	City Staff	RANCHO SANTA TERESA MOBILEHOME PARK	Allowable Rent Increase	English
Aug	8/22/2024	ATTORNEY	GOLDEN WHEEL PARK	Petition/Hearing	English
Aug	8/23/2024	RESIDENT	Unavailable	Rights	English
Aug	8/23/2024	RESIDENT	Unavailable	Maintenance	English
Aug	8/27/2024	ATTORNEY	Unavailable	Mobilehome HCD Title	English
			OAKCREST		

Aug	8/28/2024	RESIDENT	ESTATES MOBILEHOME PARK	Office Information	English
Aug	8/30/2024	RESIDENT	WESTERN MANUFACTURED HOUSING COMMUNITY	Allowable Rent Increase	English
Sept	9/18/2024	RESIDENT	GOLDEN WHEEL PARK	Office Information	VIETNAMESE
Sept	9/18/2024	RESIDENT	GOLDEN WHEEL PARK	Office Information	VIETNAMESE
Sept	9/24/2024	RESIDENT	RANCHO SANTA TERESA MOBILEHOME PARK	Utility Overcharges	Spanish
Sept	9/24/2024	RESIDENT	RANCHO SANTA TERESA MOBILEHOME PARK	Referral Advice	English
Sept	9/24/2024	RESIDENT	GOLDEN WHEEL PARK	Office Information	VIETNAMESE
Sept	9/25/2024	RESIDENT	GOLDEN WHEEL PARK	Petition/Hearing;Office Information	VIETNAMESE
Sept	9/30/2024	TENANT	GOLDEN WHEEL PARK	Petition/Hearing	English
Sept	9/30/2024	RESIDENT	SUMMERSET MOBILEHOME PARK	Fees	English

Brief Synopsis on Disposition of Calls

4/3/2024 - COYOTE CREEK MOBILEHOME COMMUNITY

Resident inquired regarding her security deposit and the laws behind deposits for mobilehome parks. Program staff gave her the phone number to the Mobilehome Assistance Help Center for further assistance.

4/3/2024 - COYOTE CREEK MOBILEHOME COMMUNITY

Resident renting a room in a mobilehome called regarding their deposit after leaving the room. Program staff referred them to analysts for further information and or referrals.

4/3/2024 - SAN JOSE MOBILE HOME AND RV PARK

Program staff followed up with resident regarding some resources she wanted mailed to her. Staff confirmed what she wanted copies of the allowable rent increase percentage and notice for the last 2 years. Staff mailed the copies to the address she provided.

4/9/2024 - CASA DEL LAGO

Owner walked in to get information on how to start the eviction process for a mobile home unit. Staff provided them with legal resources.

4/12/2024 - RANCHO SANTA TERESA MOBILEHOME PARK

Manager inquired information on the allowable percentage increase for 2024-2025. Staff let them know that the allowable percentage for 2024-2025 had not been determined yet. Manager asked if they could be notified once the program had the information. Staff let them know that the letter and notice would be sent to the mobilehome park once it was reviewed and approved.

4/15/2024 - WESTERN MANUFACTURED HOUSING COMMUNITY

Resident emailed Western Manufactured Housing and cc'd the program regarding a rent increase notice her friend at the mobilehome park received. In her email she asks for an explanation of the letter since the rent increase is higher than the allowed percentage. Staff took note of the complaint and called the mobilehome park for more clarity.

4/15/2024 - WESTERN MANUFACTURED HOUSING COMMUNITY

Resident called on behalf of friend who resides at Western Trailer. The resident at that mobilehome community received a letter with a high rent increase. Rent increase is effective 7/1/2024. Program staff informed caller that mobilehomes covered by the MRO have an maximum allowable percent increase of 3.14% through 9/30/2024. Program staff explained ordinance and rent increase calculations, and provided information to Mobilehome Assistance Center for HCD.

4/16/2024 - WESTERN MANUFACTURED HOUSING COMMUNITY

Program staff called mobilehome park to inquire about the rent increase letter they sent to residents. There was no one available and staff could not leave a message. Staff will follow up.

4/24/2024 - OAKCREST ESTATES MOBILEHOME PARK

Staff returned call - resident dialed by mistake.

4/24/2024 - OAKCREST ESTATES MOBILEHOME PARK

Realtor wanted information on 8% rent increase for mobilehomes under section 17.23.600. Program staff explained that the 8% is not allowed under the ordinance and was only allowed between 10/25/1991 & 4/7/1992. Staff provided ordinance information via email and call.

4/24/2024 - WHISPERING HILLS MOBILEHOME PARK

Resident requested information on permits for mobilehome repairs. Staff provided resident with information to Mobilehome Assistance Center.

4/30/2024 - SAN JOSE VERDE MOBILEHOME PARK

Owner emailed, asking for information on how to evict a tenant in a mobilehome and if submitting notice to the City is required. Staff shared that mobilehomes are exempt from the TPO. Email included California mobilehome residency laws for the owner to review and the reasons for which an owner may terminate a residents tenancy.

5/6/2024 - OAKCREST ESTATES MOBILEHOME PARK

Real Estate Agent informed program staff that property manager for mobilehome park is insistent on 8% rent increase and long-term lease for new buyer. Staff confirmed Mobilehome Rent Ordinance 17.22.630– rent increase not allowed for in-place transfers. Agent to follow up with property manager.

5/6/2024 - CASA DEL LAGO

Resident inquired about information on what they can do to get a rent receipt from their manager. Staff referred them to the Mobilehome Assistance Help Center and legal services.

5/20/2024 - WESTERN MANUFACTURED HOUSING COMMUNITY

Resdinet whose friend is said to have received an illegal rent increase followed up with the management company. She states that she has not received a response and would want a follow-up and CC'd the program. Staff took note of the email and will follow up with the resident.

5/21/2024 - WESTERN MANUFACTURED HOUSING COMMUNITY

Program staff called the resident whos friend had received what she believed was an illegal rent increase. Staff connected with resident but was not a good time to talk. The resident told staff she would contact them about the issue at a later time with more information.

5/28/2024 - Unavailable

Resident inquired about how to change the name in a mobilehome title. Staff let her know she had to call the State of California Housing and Community Development for further assistance.

5/30/2024 - CASA DEL LAGO

Resident inquired information on payment receipts after payment. The resident stated that the Property Manager did not provide her with a rent receipt after paying her rent. Program staff gave her information to the Mobilehome Assistance Help Center and program staff called the Property Manager for more clarity.

5/30/2024 - CASA DEL LAGO

Program staff called the property manager to inquire about rent receipts after payment. Property manager let staff know that they do provide receipts upon request, and residents can always come by and ask for their receipts copy.

6/3/2024 - ARBOR POINT MH PARK

Resident inquired information on how much rent can be raised for mobilehoemparks. Staff let her know that it is currently 3.14% until 9/330/2024. Staff also provided her with the Mobilhome Assistance Help Center because she wanted to make a complaint about tree trimming.

6/4/2024 - OAKCREST ESTATES MOBILEHOME PARK

Mobilehome Regional Manager inquired about information on the annual mobilehome exemption fees. Program staff follow up and let them know that the exemption fee letter and form are mailed out in October and that the letter and form list the qualifying reasons to qualify for an exemption. Staff let them know that they will mail and email her the letter and form to ensure she receives it and fills it out.

6/19/2024 - PEPPERTREE MOBILEHOME ESTATES

Property manager inquired about the Maximum Allowable Percentage Increase letter the Program send out every year. Program staff let him know it was under review and that the allowable percentage to increase rents for 2024-2025 was 3%.

6/20/2024 - PEPPERTREE MOBILEHOME ESTATES

Program staff emailed the final Maximum Allowable Percentage Increase (MAPI) letter to the manager for their records.

6/20/2024 - CASA ALONDRA MOBILEHOME PARK

Resident walked in to the office asking for resources that can help him with the repair of his roof. Program staff referred them to ReBuilding together for further assistance.

6/24/2024 - Unavailable

Resident inquired on how they can change the owner on his mother's mobilehome title/registration. Staff referred them

to the Titling and Registration Department with the California Department of Housing and Community Development.

6/26/2024 - WESTERN MANUFACTURED HOUSING COMMUNITY

Resident walked into the office to report that the new Mobilehome Park owner was charging \$900 for rent space and is increasing the rent to \$1600. Resident is concerned that they will lose their property due to the increase. Staff gave them information on the Mobilehome Rent Ordinance and let them know that staff would follow up with them regarding their concerns/issues.

6/27/2024 - WESTERN MANUFACTURED HOUSING COMMUNITY

Program staff contacted the resident about a recent rent increase she had received. After speaking with the resident staff asked if they were able to send a copy of the notice for staff to review. The resident said they would send it at their earliest convenience.

6/28/2024 - WESTERN MANUFACTURED HOUSING COMMUNITY

Program staff received a copy of the rent increase letter for review. Upon reviewing the letter, program staff promptly sent an email to the management company regarding the Mobilehome Rent Ordinance and the maximum allowable percentage they can increase the rent.

6/28/2024 - WESTERN MANUFACTURED HOUSING COMMUNITY

Program staff reached out to property management company to discuss the rent increase notice that was sent out to RV owners in the park. In the email, staff let the manager know that the allowable percentage increase is 3.14% and that the notice sent violated the MRO.

6/28/2024 - WESTERN MANUFACTURED HOUSING COMMUNITY

Manager replied to program staff's email letting them know that they are looking into the illegal rent increase on RV's and will get back to staff when they have collected information.

6/28/2024 - WESTERN MANUFACTURED HOUSING COMMUNITY

Property management company representative responded to staff's email regarding the illegal rent increase notice given. In the email, the manager explains that the rent increase letter above the allowable percentage was only sent to residents who own RVs because according to his understanding, the Mobilehome Rent Ordinance does not apply to RVs.

7/1/2024 - MILL POND 1

Resident inquired about obtaining a copy of her updated owner information for a mobile home park. The staff referred her to the Registration and Titling department of the California Department of Housing and Community Development.

7/1/2024 - WESTERN MANUFACTURED HOUSING COMMUNITY

Resident who reported the illegal rent increase on RV's followed up with the program staff to confirm whether she should proceed with making the payment for the rent increase she received. Program staff recommended that she pay the full amount of rent. Staff also informed her that the program was working with the managers to resolve the issue. Following this, the program staff reached out to the managers once again to seek additional clarification regarding the compliance of the MRO and the rent increase.

7/1/2024 - WESTERN MANUFACTURED HOUSING COMMUNITY

Program staff emailed the property management company to follow up and clarify the Mobilehome Rent Ordinance, explaining its definitions to demonstrate that RVs are included under this ordinance.

7/2/2024 - WESTERN MANUFACTURED HOUSING COMMUNITY

Program staff let the manager know they would connect with their supervisor and get back to them with further information regarding their last email. During this time, staff connected with CAO and Commissioner Jasinsky for assistance on this matter. Staff then responded to the managers email explaining the MRO and Regulations and how it supports the protection of RVs under the MRO.

7/2/2024 - WESTERN MANUFACTURED HOUSING COMMUNITY

Due to a resident's inquiry about whether they should pay the rent increase that went into effect on July 1, 2024, Program Staff tried to contact the manager to inform them of the allowable Mobilehome Rent Increase Percentage for 2023-2024. However, when staff called the provided number, there was no answer, and was unable to leave a message.

7/11/2024 - RANCHO SANTA TERESA MOBILEHOME PARK

A resident inquired about referral information to address maintenance issues at her mobile home park. She mentioned that there are trees that need to be cut down and raised concerns about a fence being built in the park, which obstructs the view of incoming traffic and makes it difficult for residents to see passing cars. Staff referred her to the California Department of Housing and Community Development's Mobilehome Assistance Center for further assistance with these issues.

7/16/2024 - WESTERN MANUFACTURED HOUSING COMMUNITY

Program staff contacted the resident who requested a callback regarding an eviction notice he received. The resident did not answer, but staff left a message requesting a callback and included legal services referral information.

7/19/2024 - WESTERN MANUFACTURED HOUSING COMMUNITY

Program staff initiated another round of communication with the manager to address the issue of the unlawful rent increase on RVs. Staff provided a detailed explanation of the Mobile Rent Ordinance (MRO) and the corresponding regulations, emphasizing that RVs were included when the MRO was established. Despite these efforts, the manager continues to reject the explanation regarding the MRO and its regulations. Following the manager's response, program staff reached out to our City Attorney to discuss the next steps, given the manager's lack of understanding of the MRO and its scope.

7/26/2024 - COLONIAL MOBILE MANOR MOBILEHOME PARK

Resident inquired about referral information to legal or the state of California for her neighbor. Program staff gave her information on legal services and the Mobilehome Assistance Help Center.

8/2/2024 - Unavailable

Resident inquired about information on rental assistance referrals. Program staff gave them the information to a list of referrals they can call and ask for further information.

8/13/2024 - CASA DEL LAGO

Resident wanted to submit a complain about the 2022 Allowable Percentage Increase because she was under the impression that it would always stay at 3%. She stated that she was promised that it would always stay at a low 3% and that the increase in 2022 affected a lot of residents. Staff explained to her why the allowable percentage was higher than usual and how the MRO states that the allowable percentage has to stay within 3%-7% but it is not guaranteed always to be 3%. The resident requested the 2022, 2023, and 2024 MAPI letters to be sent to her for her records. Staff mailed out the letters to the address provided.

8/13/2024 - CASA DEL LAGO

A resident inquired about the allowable percentage by which a mobile home park can increase rent. Staff provided the resident with this information. The resident also requested a callback from the staff member who mails the letters

regarding the allowable percentage increase in order to submit a complaint about the 3.75% rent increase in 2022.. Staff let the mobilehome program specialist of the request and she followed up with a call.

8/14/2024 - OAKCREST ESTATES MOBILEHOME PARK

Resident called because he was asked to renew his lease due to changes in the people living in the mobilehome park. The resident did not want to sign a new lease but instead amended the names listed. The property manager told him that the person being take off the lease had to come and sign off to be removed. Residnet was willing to do that but he was worried that he was going to be asked to sign a long-term lease. He mentioned that he did not trust the property management company due to some other issues he has seen happen with other residents and them having to sign into long-term leases instead of month-to-month. Staff referred the resident to legal services for further assistance as well as the Mobilehome Assistance Help Center. Staff also called the property company to get more clarity on the situation.

8/16/2024 - CASA ALONDRA MOBILEHOME PARK

Resident inquired information on how many people are allowed to live in a 2 bedroom 2 bathroom mobilehome. The resident wants his girlfriend and her kids to move in but the property manager is telling him it is against the law to have more than five people in a mobilehome that size. Staff referred him to the Mobilehome Assitance Help Center for further assistance on this issue.

8/19/2024 - WESTERN MANUFACTURED HOUSING COMMUNITY

Resident CC'd the program on an email to management thanking them for looking into the illegal rent increase she believed her friend had received. Staff took note of the email received.

8/20/2024 - Unavailable

City Staff called Mobilehome Advocate to follow up on the lease renewal case because resident had been calling the program very distressed asking for follow-up information. Staff wanted to know if Mobilehome Advocate had contacted the resident because he had called asking for assistance but staff let him know we could not interpret the lease or go with him to read through his lease. Staff was able to connect with mobilehome advocate and she let staff know that she had not received any response to her emails from him but was not available to assist at the moment. Staff took note of the call.

8/20/2024 - RANCHO SANTA TERESA MOBILEHOME PARK

Resident inquired information on rental space at the mobilehome park and what is the allowable rent increase percentage it is for 2024. Analyst to follow up with further information.

8/20/2024 - GOLDEN WHEEL PARK

Program staff received via email a Fair Return mobilehome petition for Golden Wheel Mobilehome Park. Staff sent an acknowledgment of the petition and asked the attorneys involved to upload supporting documents to an external folder.

8/20/2024 - OAKCREST ESTATES MOBILEHOME PARK

Resdient called very concerned about an upcoming meeting he had with his property manager regarding a lease he had to sign. He was also concerned about his rent check put on hold due to the lease not yet being signed. Staff let him know to check in with the manager and to make sure he is signing an agreement he is comfortable with. Resident was also in distress because he had not heard back from his representative and asked staff to follow up on his case. Staff let him know that management should be able to help him and to ask questions if needed but in order to avoid eviction he had to follow through with things on his end. Staff told him she made a note of his call and to call if he had any more questions. Staff also gave him numbers to legal services in case he needed them.

8/20/2024 - Unavailable

Mobilehome advocate reached out to the staff to follow up on a case involving a lease renewal. The staff informed her

about a conversation they had with the regional manager regarding the matter. The advocate clarified that she was representing the residents and assisting them with their lease issue. She requested that staff refrain from getting involved any further since she was already managing the case. staff acknowledged the call and took note of it.

8/20/2024 - OAKCREST ESTATES MOBILEHOME PARK

Resident called Program staff to follow up on an illegal 8% in place transfer case she was helping a resident with. She wanted staff to read through the residents lease but staff let her know that she had to contact legal services due to staff not having any legal background to interpret leases. Resident mentioned that they would let the resident know but will also send an email with residents information and "evidence" for further assistance on the issue.

8/20/2024 - OAKCREST ESTATES MOBILEHOME PARK

Staff contacted resident to follow up on the information she sent regarding an illegal 8% at her mobilehome park. Staff informed her that they needed the leaseholder's phone number to reach him directly. During the conversation, the resident directed staff to the lease she had emailed. Staff explained that they could not interpret the lease due to a lack of legal expertise but would like to connect with the resident directly for further assistance. Staff suggested that the resident with the issue seek legal services to review the lease. The resident agreed to send the leaseholder's contact information so that staff could provide better assistance.

8/21/2024 - Unavailable

Mobilehome Advocate contacted the program staff early in the morning, requesting a callback during regular working hours. They left a message and followed up with emails regarding the callback. Staff returned the call in the morning during operating hours to address the advocate's concerns.

8/21/2024 - WESTERN MANUFACTURED HOUSING COMMUNITY

Program staff reached out to the resident to let them know that the office had been in contact with the management company in trying to fix the problem and to ask if her friend can give the program a call to get more information from her. She stated that her friend only spoke Spanish and that is why she was the one emailing the company. Staff let her know that we have staff who speak Spanish and we will be able to assist her further. She said she would give her friend our contact information.

8/21/2024 - GOLDEN WHEEL PARK

Attorney withdrew Mobilehome Fair Return Petition due to calculation updates that needed to be reflected. They stated that they would submit the new petition to the external drive link that program staff provided them.

8/21/2024 - RANCHO SANTA TERESA MOBILEHOME PARK

Program staff called resident back to follow up on his inquiry on rental space rent increase. Resident notified staff that the mobilehome owner wants to upgrade their water system and the property management company is telling them that if they do the upgrade they would have to increase the rent \$200. Staff let the resident know that they MRO did not speak on repairs made like that to need a rent increase. Staff told resident they would do some research and get back to them. Staff also provided them with the Mobilehome Assistance Center for any other further assistance.

8/22/2024 - GOLDEN WHEEL PARK

Attorney submitted a Fair Return Mobilehome Petition via email for Golden Wheel Mobilehome Park. Staff confirmed receipt of the petition.

8/23/2024 - Unavailable

The father of a Mobilehome Resident that helps with the maintenance of the son's Mobilehome park lawn was asked to remove his dog from the premises by the property manager. The resident's father let the manager know that the dog

was a service dog and should be allowed to be with him. Resident's father wanted more information on ADA requirements on service dogs and his rights as the father of the mobilehome owner. Staff referred him to the State of California Mobilehome Assistance Help Center for further assistance.

8/23/2024 - Unavailable

Resident inquired information on how to obtain permits for a violation she received at her mobilehome park. Staff referred her to the State of California Mobilehome Assistance Center and Habitat for Humanity for further assistance.

8/27/2024 - Unavailable

An attorney inquired about obtaining a copy of the title and registration for a mobilehome. Staff directed them to the California Department of Housing and Community Development's Registration and Titling department for further assistance.

8/28/2024 - OAKCREST ESTATES MOBILEHOME PARK

Resident called program staff because she wanted to clear soa situation with staff regarding a 8% illegal rent increase due to an in-place transfer. She told program staff that a mobilehome advocate had been sending her emails telling her that RSP staff were upset over a phone conversation staff and the resident had. Resident wanted to apologize and wanted the emails from the Mobilehome advocate to stop so she wanted to apologize to staff. Staff let her know that she was not aware of any emails communicating what she had stated but assured her that staff did not have any conversation with anyone regarding any misunderstood feelings towards the conversation. Staff also let resident know that if they needed more assistance in the case that the resident in the lease needed to contact the program directly.

8/30/2024 - WESTERN MANUFACTURED HOUSING COMMUNITY

Resident emailed the management company at Western Manufactured housing and CC'd the program. She is asking for them to fix the illegal rent increase and give the residents back the over pay they have been paying them. She attached a copy of the letter that was sent out to her friend.

9/18/2024 - GOLDEN WHEEL PARK

Resident requested a Vietnamese translator for the call. Staff contacted a program team member who speaks Vietnamese for assistance and follow-up.

9/18/2024 - GOLDEN WHEEL PARK

Program staff followed up with resident who requested a Vietnamese translator for a phone call. Staff was able to assist the resident with their request and answer their questions. The resident wanted information about the upcoming mobile home community meetings and needed help with the registration process. Staff provided the necessary information for the resident to register for the meeting.

9/24/2024 - RANCHO SANTA TERESA MOBILEHOME PARK

The resident inquires assistance with their utility bill overcharge. The resident stated that the manager wants to overcharge them \$5,000 for their utility bill. Staff referred them to the State of California regarding placing a complaint for the overcharges and asked them to send over a receipt of the charges.

9/24/2024 - RANCHO SANTA TERESA MOBILEHOME PARK

Resident inquired information on what to do regarding her electricity being shut down with no notice from the park. The resident had concerns about her food and medication spoiling. Staff provided her referral information to the State of California and the Office of the Mobilehome Ombudsman for further assistance on how to file a complaint and seek compensation for her spoiled food and medication.

9/24/2024 - GOLDEN WHEEL PARK

Resident called to get information on how to register for the Mobilehome Zoom Meeting regarding the Golden Wheel Mobilehome petition. There was no answer, staff left a message with information on registering for the meeting.

9/25/2024 - GOLDEN WHEEL PARK

Caller requested confirmation that she and her grandparent are registered for today's Mobilehome Community Zoom meeting. Staff confirmed their registration.

9/30/2024 - GOLDEN WHEEL PARK

Resident is preparing all documentation for the hearing and came to CH to ask how many pictures she should include on each issue. Staff informed resident as many pictures they can provide, there is not an specific number it's an option. Also she wanted to know if she could attend to the hearing. Staff informed her yes, we encourage all residents to attend.

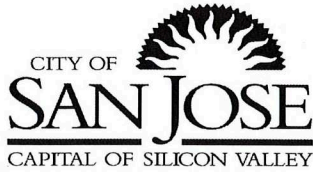
9/30/2024 - SUMMERSET MOBILEHOME PARK

Resident had questions regarding the mobilehome space fee pass through he received. the property management had just billed him and he wanted to know why they took this long to send over the pass-through if the fee was due to be paid in January 2024. Staff let him know to talk to his manager regarding the timing of the charge. He also wanted to suggest that the program adds a paragraph in the mobilhome website section explaining the pass through fee and what the fee is used for. Staff took note of his suggestion and will work with the communication team to add a paragraph on the website explaining mobilehome space fee and the pass through.

Elizabeth+Guzman

Rental Rights & Referrals Program

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



June 20, 2024

Re: Maximum Annual Percentage Increase for 10/01/24 - 9/30/25

Dear Mobilehome Park Owner/Manager,

The City of San José’s Mobilehome Rent Ordinance, San José Municipal Code (SJMC) Chapter 17.22.155, allows mobilehome park owners/managers to increase rents without an administrative hearing if the increase does not exceed the maximum annual percentage increase (MAPI). The MAPI is set by the City of San José, based on the Consumer Price Index (CPI) Report for San Francisco-Oakland-San José All-Items/All Urban Consumers for the month of April. The MAPI is calculated as three-quarters of the CPI with a floor of 3% and a cap of 7%. If the MAPI calculation is less than 3%, the MAPI would be 3% and if the MAPI calculation exceeds 7%, the MAPI would be capped at 7%. The 2024-2025 MAPI calculation equaled to 2.81% but because it is less than the floor of 3%, the MAPI is 3% for October 1, 2024, through September 30, 2025.

The chart below details the calculation of the MAPI allowed as of October 1, 2024. In accordance with the requirements of SJMC 17.22.155.

CPI April 2023*	CPI April 2024*	CPI %Change	75% of CPI %Change	MAPI
338.5	351.2	+3.75%	2.81%	3.00%

*https://www.bls.gov/regions/west/news-release/consumerpriceindex_sanfrancisco.htm

Section 17.22.1070 of the Mobilehome Rent Ordinance requires mobilehome park landlords to post a copy of the enclosed notice in their mobilehome park offices.

The Mobilehome Rent Ordinance prohibits more than one rent increase in any 12-month period and requires that all rent increases for owner-occupied mobilehomes be consolidated to a common date. The Ordinance does not require special noticing when the rent increase does not exceed the maximum annual percentage increase.

Please call (408) 975-4470 if you have any questions about this notice.

Sincerely,

Erik L. Soliván
Housing Director

Golden Wheel Mobilehome Park - Fair Return Petition Timeline
as of November 5, 2024

Date	Action	MRO ¹ or MRO Regulations Section	
1	Aug. 22, 2024	Fair Return Petition submitted on behalf of Golden Wheel Mobilehome Park	SJMC §§ 17.22.460 - 17.22.580, 17.22.700 <i>et seq.</i>
2	Aug. 23, 2024	Notices of Rent Increase sent to affected residents by Golden Wheel Mobilehome Park	SJMC § 17.22.710 B.
3	Aug. 27, 2024	Program sent letter to all affected residents explaining that the rent increase is contingent upon the Petition being evaluated and decided by a Hearing Officer and to contact the Program with questions.	<i>Not required by ordinance or regulation</i>
4	Sep. 6, 2024	Notice of Administrative Hearing served on all parties; Program sent a blank Proxy form, blank Service Reduction Claim Forms and RSP Mobilehome Rent Control Q&A's for Administrative Hearings (in English, Vietnamese and Spanish) to affected residents	SJMC § 17.22.770 (requires Notice of Administrative Hearing to be sent within 10 working days after petition submission)
5	Sep. 18, 2024	Community Meeting #1 (Hybrid in-person & Zoom) with Vietnamese and Spanish Interpretation 5pm-6pm	<i>Not required by ordinance or regulation</i>
6	Sep. 20, 2024	Community Meeting #2 (Hybrid in-person & Zoom) with Vietnamese and Spanish Interpretation 10am-11am	<i>Not required by ordinance or regulation</i>
7	Sep. 25, 2024	Community Meeting #1 (Zoom) with Vietnamese and Spanish Interpretation 5pm-6pm	<i>Not required by ordinance or regulation</i>
8	Oct. 7, 2024	Last day for affected residents to submit Service Reduction Claims	SJMC § 17.22.770 C. (Service Reduction claims must be submitted no more than 30 calendar days from when the Notice of Administrative Hearing was served)
9	Oct. 11, 2024	Notice of Pre-Hearing Conference and Hearing Officer Order Granting Continuance (Notice sent in English, Vietnamese and Spanish)	SJMC § 17.22.785 (Pre-Hearing Conference) SJMC § 17.22.790 E. (Continuance of Hearing)
10	Oct. 21, 2024	<i>Original Hearing Date (Continued by Hearing Officer)</i>	SJMC § 17.22.770 C. (Administrative Hearing date must be no later than 30 calendar days from when the Notice of Administrative Hearing is sent)
11	Oct. 25, 2024	Pre-Hearing Conference held (Zoom) with Vietnamese and Spanish Interpretation 10am-2pm	SJMC § 17.22.785
12	Oct. 28, 2024	Notice of Order following Pre-Hearing Conference and Administrative Hearing Dates (Notice sent in English, Vietnamese and Spanish)	<i>Not addressed in ordinance or regulation</i>
13	Nov. 1, 2024	Administrative Hearing Date # 1 Held (Zoom) with Vietnamese and Spanish Interpretation	SJMC § 17.22.790 and Regulation 2.01 (Conduct of Hearings)
14	Nov. 5, 2024	Order Following Hearing Day #1	SJMC § 17.22.790 and Regulation 2.01 (Conduct of Hearings)
15	Nov. 12, 2024	Administrative Hearing Date #2 scheduled (Zoom)	
16	Nov. 13, 2024	Administrative Hearing Date #3 scheduled (Zoom)	

¹ Mobilehome Rent Ordinance, Title 17, Chapter 22 of the San José Municipal Code