

District 1 — Roma Dawson

District 3 — Barry Del Buono

District 5 — Ruben Navarro

District 7 — Victoria Partida (VC)

District 9 — Don Jackson

Mayor — VACANT

Lived Experience (Mayor) — Sketch Salazar

Lived Experience Alternate (Mayor) — VACANT

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

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

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## REGULAR MEETING AGENDA

June 13, 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](mailto: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.*

<b>APPROX. TIME</b>	<b>AGENDA ITEM</b>
<b>5:45</b>	<p><b>I. Call to Order &amp; Orders of the Day</b></p> <ul style="list-style-type: none"> <li>A. Chair reviews logistics for Zoom meetings</li> </ul>
<b>5:46</b>	<p><b>II. Introductions and Roll Call</b></p>
<b>5:50</b>	<p><b>III. Consent Calendar</b></p> <ul style="list-style-type: none"> <li>A. <b>Approve the Minutes for the Regular Meeting of May 9, 2024</b> ACTION: Approve the May 9, 2024 action minutes</li> </ul>
<b>6:00</b>	<p><b>IV. Reports and Information Only</b></p> <ul style="list-style-type: none"> <li>A. Director</li> <li>B. Council Liaison</li> <li>C. Chair</li> </ul>
<b>6:10</b>	<p><b>V. Open Forum</b></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><b>VI. Old Business</b></p>
	<p><b>VII. New Business</b></p>
<b>6:15</b>	<p><b>A. Preservation and Reinvestment Initiative for Community Enhancement (PRICE) Notice of Funding Opportunity (S. Gutowski, Housing Department)</b></p> <p>Hold a public hearing on the Notice of Funding Opportunity (NOFO) for the Preservation and Reinvestment Initiative for Community Enhancement (PRICE) program from the U.S. Department of Housing and Urban Development (HUD) and provide Housing Department (Housing Department) staff with input on the City’s forthcoming grant application.</p>
<b>6:35</b>	<p><b>B. Rent Stabilization Program Quarter 3 Mobilehome Interaction Log (E. Hislop, Housing Department)</b></p> <p><b>ACTION:</b> Review the Rent Stabilization Program interaction log report for</p>

mobilehomes in the third quarter of Fiscal Year 2023-2024 and provide possible recommendations to staff.

- 6:45**            **C. Rent Stabilization Program Semi-Annual Report**  
**(E. Hislop, Housing Department)**  
**ACTION:** Review the Rent Stabilization Program Semi-Annual Report for 2023-2024 and provide possible recommendations to staff.

- 7:15**            **D. Annual Retreat Agenda Setting**  
**(R. VanderVeen, Housing Department)**  
**ACTION:** Consider possible items to be discussed at the Commission's Annual Retreat and discuss retreat date.

- 7:45**            **E. Elections for Chair and Vice Chair for Fiscal Year 2024-2025**  
**(R. VanderVeen, Housing Department)**  
**ACTION:** Hold elections for position of Chair and Vice Chair of the Commission to serve in Fiscal Year 2024-2025 commencing with the first Commission meeting after the June regular meeting.

- 8:00**            **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.*

- 8:05**            **IX. Meeting Schedule**
- The commission does not meet in July. The next **Regular Meeting** for the Commission is scheduled to be held on **Thursday, August 8, 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.**

Additionally, there will be a Special Meeting for the Commission's Annual Retreat at a date and time to be determined in August or September.

- 8:10**            **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, 14<sup>th</sup> 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, 12<sup>th</sup> Floor  
San José, California 95113  
Tel: (408) 534-2961  
Email: [mindy.nguyen@sanjoseca.gov](mailto: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

May 9, 2024

<b>MEMBERS PRESENT:</b>	Roma Dawson	Commissioner (D1)
	Barry Del Buono	Commissioner (D3)
	Ruben Navarro	Commissioner (D5) <i>arrived at 5:52pm</i>
	Jen Beehler	Commissioner (D6) <i>left at 6:49pm</i>
	Victoria Partida	Vice Chair (D7)
	Huy Tran	Commissioner (D8)
	Roberta Moore	Commissioner (D10)
	Ryan Jasinsky	Chair (ML)
	Daniel Finn	Commissioner (MR)

<b>MEMBERS ABSENT:</b>	Alain Mowad	Commissioner (D2)
	Linh Vong	Commissioner (D4)
	Don Jackson	Commissioner (D9)
	Sketch Salazar	Lived Experience (CW)

<b>STAFF PRESENT:</b>	Rachel VanderVeen	Assistant Director of Housing
	Ragan Henninger	Deputy Director, Housing
	Jim Shannon	Director, Budget
	Lucas Ramirez	City Council Liaison, District 2
	Shelsy Bass	Senior Development Officer, Housing
	Francisco Montes	Development Officer, 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 5:45 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 April 11, 2024.**

Commissioner Tran made the motion to approve the Consent Calendar with correction to Commissioner Tran’s vote on Item VII.B and attendance with a second by Commissioner Finn. The motion passed 8-0

**Housing & Community Development Commission  
DRAFT Minutes – Regular Meeting of May 9, 2024**

Yes	Finn, Jasinsky, Dawson, Del Buono, Beehler, Partida, Tran, Moore (8)
No	None (0)
Absent	Mowad, Vong, Navarro, Jackson, Salazar (5)

**(IV) Reports and Information Only**

- A. Chair:** Chair Ryan Jasinsky reviewed logistics and guidelines for participation.
- B. Director:** Ms. Rachel VanderVeen shared that Erik Solivan, the Housing Department’s new director will be starting on May 13, 2024. She also shared that Budget Study Sessions were in progress. A public hearing will be held on May 14, 2024 and the Study Sessions will be from May 15-16, 2024.
- C. Council Liaison:** Mr. Lucas Ramirez reported that Vice Mayor Kamei, Councilmember Jimenez, Councilmember Ortiz, and Councilmember Candelas submitted a memo to Rules requesting a Manager’s Budget Addendum providing information on resources needed to engage with health care providers at Emergency Interim Housing locations to reduce emergency service calls. He shared that the construction of the Monterey-Branham Emergency Interim Housing Community is anticipated to be completed by mid-June 2024.

**(V) Open Forum**

**(VI) Old Business**

**(VII) New Business**

**A. Measure E Spending Plan**

**(R.VanderVeen, Housing, S. Bass, Housing, J. Shannon, Budget)**

**ACTION:** As the Measure E Oversight Committee, review the staff report and provide possible recommendations to the City Council on the two scenarios for the proposed spending plan and changes to the percentage allocations of Measure E Transfer Tax Revenue for Fiscal Year 2024-2025

Commissioners asked clarifying questions and gave feedback to staff. Commissioner Moore made a motion to approve the proposed Measure E Spending Plan Scenario 2. It did not receive a second.

Commissioner Navarro made the motion to reject the proposed Measure E Spending Plan and maintain the current percentage allocations to the policy with a second by Vice Chair Partida. The motion passed 6-2.

**Housing & Community Development Commission  
DRAFT Minutes – Regular Meeting of May 9, 2024**

Yes	Finn, Dawson, Del Buono, Navarro, Partida, Tran (6)
No	Jasinsky, Moore (2)
Absent	Mowad, Vong, Beehler, Jackson, Salazar (5)

Commissioner Moore made the motion to require that the next proposed Measure E report include measurable results expected for each budget line item with a second by Chair Jasinsky. The motion passed 6-2.

Yes	Finn, Jasinsky, Del Buono, Navarro, Partida, Moore (6)
No	Dawson, Tran (2)
Absent	Mowad, Vong, Beehler, Jackson, Salazar (5)

Commissioner Tran made the motion to create an ad hoc committee to draft a letter with a summary of the commission discussion and opposition vote for the May 14, 2024 Council meeting. The motion passed 7-1.

Yes	Finn, Jasinsky, Dawson, Del Buono, Navarro, Partida, Tran (7)
No	Moore (1)
Absent	Mowad, Vong, Beehler, Jackson, Salazar (5)

**B. Ad Hoc Report: Peer Led Advisory Committee on Homelessness  
(D. Finn, HCDC)**

**ACTION:** Hear updates and recommendations from the Ad Hoc Committee.

Commissioners asked clarifying questions and gave feedback to Commissioner Finn. No motions were made.

**C. Commission Nominations for Officers  
(R. VanderVeen, Housing)**

**ACTION:** Make nominations for positions of Chair and Vice Chair of the Commission to serve in Fiscal Year 2024-2025 commencing with the first Commission meeting after the June regular meeting.

Commission Moore nominated Commission Finn for Vice Chair. Commission Tran nominated Chair Jasinsky to continue his role as Chair. Chair Jasinsky nominated Vice Chair Partida to continue her role as Vice Chair. All accepted their nominations. No motions were made.



**Housing & Community Development Commission  
DRAFT Minutes – Regular Meeting of May 9, 2024**

**(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 13, 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 expected to be heard are (updated):

- Rent Stabilization Program Quarter 3 Mobilehome Interaction Log
- Rent Stabilization Program Semi-Annual Report
- Elections for Chair and Vice Chair for Fiscal Year 2023-2024

**(X) Adjournment**

Chair Jasinsky adjourned the meeting at 8:53 p.m.



# Memorandum

**TO:** HOUSING AND COMMUNITY DEVELOPMENT COMMISSION

**FROM:** Rachel VanderVeen

**DATE:** June 6, 2024

**SUBJECT: PRESERVATION AND REINVESTMENT INITIATIVE FOR  
COMMUNITY ENHANCEMENT (PRICE) NOTICE OF FUNDING  
OPPORTUNITY**

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## **RECOMMENDATION**

Hold a public hearing on the Notice of Funding Opportunity (NOFO) for the Preservation and Reinvestment Initiative for Community Enhancement (PRICE) program from the U.S. Department of Housing and Urban Development (HUD) and provide Housing Department (Housing Department) staff with input on the City's forthcoming grant application.

## **SUMMARY AND OUTCOME**

The goal of this hearing is to give the public and the Commissioners an opportunity to provide comments and possible recommendations on the grant application for the Preservation and Reinvestment Initiative for Community Enhancement (PRICE) program.

## **BACKGROUND**

HUD has issued a Notice of Funding Opportunity (NOFO) in competitive \$235 million in grant funding for the preservation and revitalization of manufactured housing and eligible manufactured housing communities. Congress has directed HUD to undertake a competition using the Community Development Block Grant (CDBG) statutory and regulatory framework for this first-of-its-kind initiative. The Preservation and Reinvestment Initiative for Community Enhancement supports communities in their efforts to maintain, protect, and stabilize manufactured housing and manufactured housing communities (MHCs).

## **ANALYSIS**

Manufactured housing is a critical piece of the nation's affordable housing stock that provides a home to over 22 million Americans. Manufactured housing and manufactured housing

communities (MHCs) face significant challenges to affordability, resilience, infrastructure, and maintenance.

### ***Eligible Uses***

PRICE supports efforts to preserve and revitalize manufactured housing units or MHCs in diverse communities across America. Eligible uses include:

- Repair, rehabilitation, or replacement of existing manufactured housing units;
- Assistance to manufactured housing tenants or owner-renters for land and site acquisition;
- Installation of or upgrades to infrastructure that supports manufactured housing, including roads, sidewalks, water, wastewater infrastructure and utility hookups;
- Planning activities for MHCs, including those needed to support resident-controlled communities;
- Resident and community services, including relocation assistance, housing mobility counseling, and eviction prevention;
- Resilience activities to enhance the stability of manufactured housing and MHCs in the face of extreme weather, natural hazards, and disasters; and
- Environmental improvements, like remediation of contaminants in land servicing MHCs.

### ***Eligible Applicants***

Eligible applicants for the grant include:

- State governments;
- Local governments;
- Tribal Applicants Multi-jurisdictional entities;
- Cooperatives;
- Nonprofit entities;
- Resident-controlled MHCs; and
- Community Development Financial Institutions (CDFIs).

### ***Recommended Approach***

The City of San José, as an eligible applicant, is recommending moving forward with an application to fund two eligible activities: repair, rehabilitation, or replacement of existing manufactured housing units; and installation of or upgrades to infrastructure that supports manufactured housing located in low- and moderate-income neighborhoods. These two activities will meet the needs of low- and moderate-income mobilehome residents. Desired outcomes for this grant will include increased housing quality and stability for residents.

Staff is currently working with HUD to determine the appropriate amount of funding being sought under this grant opportunity. Details will be available in the 15-day review, which is

HOUSING & COMMUNITY DEVELOPMENT COMMISSION

JUNE 6, 2024

Subject: Preservation and Reinvestment Initiative for Community Enhancement Notice of Funding Opportunity

Page 3

expected to begin on June 21, 2024. The application will be sent to the Housing and Community Development Commissioners via email at this time.

### **EVALUATION AND FOLLOW-UP**

Staff will complete the PRICE application, and upon completion, will make a copy available for a 15-day public review period. The grant application is due to HUD on July 10, 2024.

### **PUBLIC OUTREACH**

Public hearing of the PRICE NOFO will be conducted at the Housing and Community Development Commission meeting on June 13, 2024. This provides the public and commissioners an opportunity to comment on the new grant opportunity.

RACHEL VANDERVEEN  
Assistant Director, Housing Department

For questions, please contact Stephanie Gutowski, Housing Policy and Planning Administrator, at (408) 975-4420 or at [stephanie.gutowski@sanjoseca.gov](mailto:stephanie.gutowski@sanjoseca.gov)



# Memorandum

**TO:** HOUSING AND COMMUNITY DEVELOPMENT COMMISSION

**FROM:** Emily Hislop

**DATE:** June 6, 2024

**SUBJECT: RENT STABILIZATION PROGRAM FISCAL YEAR 2023-2024 QUARTER 3 INTERACTION LOG REPORT FOR MOBILEHOMES**

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## **RECOMMENDATION**

Review the Rent Stabilization Program interaction log report for mobilehomes in the third quarter of Fiscal Year 2023-2024 and provide possible recommendations to staff.

## **SUMMARY AND OUTCOME**

This memorandum gives the Housing and Community Development Commission an update on the interactions Rent Stabilization Program (Program) staff had with residents, park owners and park managers of mobilehome communities in San José during the third quarter (January – March) of Fiscal Year 2023-2024.

## **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 provides the interaction log report for mobilehomes during Fiscal Year 2023-2024 Quarter 3.

## **ANALYSIS**

In Quarter 3, 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 30 mobilehome park inquiries and conducted one site visit summarized in **Table 1**, during Quarter 3. **Table 1** shows a breakdown of the number of inquiries the Program received. The highest number of inquiries were request for information and miscellaneous inquiries having to do with rental assistance and service issues.

**Table 1: Summary of Call Inquiries Received in FY 2023-2024 Quarter 3**

Topic	Inquiries Received
Request for Information	5
Eviction Information	4
Fees	4
Rent Increases	4
Maintenance	4
Ordinance Information	3
Referral	1
Miscellaneous (title inquiries, service issues etc.)	5
<b>Total</b>	<b>30</b>

*Additional information about these inquiries is found in the Call Log Report (Attachment A).*

### ***Site Visits***

Program staff conducted one site visit in Quarter 3. Program staff visited Oakcrest Mobilehome Park where staff were able to meet with the park manager on site. While there, staff was able to ask questions, address concerns, and develop an understanding of the mobilehome park community. The goal of the site visits is to strengthen the communication and collaboration between the Program and mobilehome communities, and to discuss the ways to help support mobilehome residents. Program staff is continuously working towards building a partnership between staff and park operators to build communication.

### ***Annual Invoices***

In December 2023, Program staff generated annual mobilehome park Rent Stabilization invoices and delivered invoices to park owners through a combination of email and U.S Postal mail. The Program Administrative Mobilehome fee for 2023-2024 is \$35, of which half of the fee (\$17.50) may be passed through to residents. As of today's report, 91% of mobilehome space fees have been paid in full<sup>1</sup>.

### ***Mobilehome Ordinance Summary Letter***

The Mobilehome Ordinance Summary letter is to be sent annually by February of each year. Program staff mailed out the letter to all mobilehome parks and notified them that a copy of the Mobilehome Summary had to be sent out to all residents in their mobilehome park. In the letter the program is notifying residents and park operators stating the Ordinance limits annual rent increases to 75% of the San Francisco-Oakland Consumer Price Index (CPI) with a minimum of

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<sup>1</sup> Collection of fees and application of late charges is the responsibility of the Finance Department.

3% and maximum of 7%. For the period of October 1, 2023 through September 30, 2024, the maximum that mobilehome park owners can increase rents is 3.14%<sup>2</sup>.

### **CONCLUSION**

Program staff continues to communicate with the public and respond to their needs. In Quarter 3, most of the inquiries were request for information and miscellaneous inquiries having to do with rental assistance and service issues.

Program staff addressed mobilehome residents' concerns and questions by offering the appropriate referrals. Program staff also conducted one site visit this quarter.

### **EVALUATION AND FOLLOW-UP**

The Rent Stabilization Program interaction log for mobilehomes for FY 2023-2024 Quarter 3 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 a Semi-Annual Report for the Commission's consideration.

/s/

Emily Hislop

Division Manager, Housing Department

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

### **ATTACHMENT A - Call Log Report**

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<sup>2</sup> The Program sent the letter with the Maximum Allowable Percentage Increase calculation to mobilehome park managers and owners in June 2023. The percentage change of CPI from April 2022 to April 2023 was 4.19% and 75% of that is 3.14%.



# Memorandum

TO: HOUSING & COMMUNITY DEVELOPMENT COMMISSION  
(HCDC)  
SUBJECT: CALL LOG REPORT  
Total Calls=31

FROM: Elizabeth+Guzman

DATE: 5/30/2024

	Date	Requestor	Mobilehome Park	Topic	Language
Jan	1/12/2024	RESIDENT	Unavailable	Office Information	English
Jan	1/17/2024	RESIDENT	SPANISH COVE MOBILEHOME PARK	Allowable Rent Increase	English
Jan	1/23/2024	RESIDENT	TOWN & COUNTRY MOBILE VILLAGE	Maintenance	English
Jan	1/24/2024	RESIDENT	TOWN & COUNTRY MOBILE VILLAGE	Maintenance	English
Jan	1/24/2024	RESIDENT	SUMMERSET MOBILEHOME PARK	Allowable Rent Increase	English
Feb	2/1/2024	Mobilehome Park Manager	OAKCREST ESTATES MOBILEHOME PARK	Office Information	English
Feb	2/1/2024	TENANT	Unavailable	Service	English
Feb	2/2/2024	RESIDENT	SAN JOSE MOBILE HOME AND RV PARK	Allowable Rent Increase	Spanish
Feb	2/2/2024	City Staff	Unavailable	Allowable Rent Increase	English
Feb	2/5/2024	RESIDENT	WESTERN TRAILER MOBILEHOME PARK	Harrasment	Spanish
Feb	2/6/2024	RESIDENT	WESTERN TRAILER MOBILEHOME PARK	Maintenance	Spanish
Feb	2/7/2024	RESIDENT	GOLDEN WHEEL PARK	Mobilehome Eviction	English
Feb	2/7/2024	RESIDENT	TRAILER TERRACE	Office Information	Spanish
			GOLDEN WHEEL		



Feb	2/7/2024	RESIDENT	PARK	Office Information	English
Feb	2/8/2024	City Staff	SAN JOSE MOBILE HOME AND RV PARK	Ordinance	Spanish
Feb	2/12/2024	City Staff	TRAILER TERRACE	Service	Spanish
Feb	2/12/2024	Mobilehome Resident Advocate	TRAILER TERRACE	Service	English
Feb	2/13/2024	City Staff	Unavailable	Fees	English
Feb	2/13/2024	LANDLORD	Unavailable	Fees	English
Feb	2/15/2024	City Staff	GOLDEN WHEEL PARK	Mobilehome Eviction	English
Feb	2/15/2024	Mobilehome Resident Advocate	TRAILER TERRACE	Service	English
Feb	2/15/2024	RESIDENT	Unavailable	Mobilehome Eviction	English
Feb	2/22/2024	RESIDENT	TOWN & COUNTRY MOBILE VILLAGE	Ordinance	English
Feb	2/26/2024	RESIDENT	TRAILER TERRACE	Referral Advice	Spanish
Feb	2/28/2024	RESIDENT	RANCHO SANTA TERESA MOBILEHOME PARK	Rental Assistance	English
Feb	2/29/2024	City Staff	COTTAGE TRAILER GROVE MOBILEHOME PARK	Fees	English
March	3/6/2024	RESIDENT	SAN JOSE MOBILE HOME AND RV PARK	Mobilehome Eviction	English
March	3/6/2024	CBO	SAN JOSE MOBILE HOME AND RV PARK	Maintenance	Spanish
March	3/15/2024	Mobilehome Park Owner	WESTERN TRAILER MOBILEHOME PARK	Office Information	English
March	3/19/2024	Mobilehome Park Manager	COLONIAL MOBILE MANOR MOBILEHOME PARK	Fees	English
March	3/25/2024	Property Manager	Unavailable	Ordinance	English

## **Brief Synopsis on Disposition of Calls**

### **1/12/2024 - Unavailable**

Resident inquired information regarding the Mobilehome Rent Ordinance, staff answered her questions regarding the allowable percentage and referred her to the Housing website for further information on the MRO.

### **1/17/2024 - SPANISH COVE MOBILEHOME PARK**

Resident requested information on rent increases regarding selling/replacing of mobilehome. Staff referred resident to a section on the mobilehome rent ordinance for further information and gave her the phone number to the Mobilehome Help Center for further assistance on other questions outside of the MRO.

### **1/23/2024 - TOWN & COUNTRY MOBILE VILLAGE**

Resident called on behalf of his next door neighbor to inquire about resident and management responsibilities. Staff gave resident the phone number to The Mobilehome Assistance Help Center for further assistance with this questions.

### **1/24/2024 - TOWN & COUNTRY MOBILE VILLAGE**

Resident inquired as to whether or not it was his responsibility to fix a fence that came down due to the rain. Staff let him know that he should call the Mobilehome Assistance Help Center to help them determine whose responsibility it is to fix the fence. Resident is a senior with no one to help him fix the broken fence and staff gave him information for ReBuilding Together in case it is his responsibility to fix the fence.

### **1/24/2024 - SUMMERSET MOBILEHOME PARK**

Resident requested information about the Maximum Allowable Percentage Increase for 2022-2023 and 2023-2024. Staff provided information for both years. Resident also requested rental assistance information. Staff provided referrals to community organizations and EHC.

### **2/1/2024 - OAKCREST ESTATES MOBILEHOME PARK**

Program staff had reached out to Property Manager about scheduling a site visit. Property manager returned the call to program staff to get more information regarding the visit.

### **2/1/2024 - Unavailable**

Resident requested information about tree trimming responsibility. Staff provided information for the Mobilehome Assistance Help Center.

### **2/2/2024 - SAN JOSE MOBILE HOME AND RV PARK**

Resident inquired about a letter he received from his property manager regarding his rent increase. Resident had questions regarding the letter and the allowable rent increase percentage and wanted to make sure he is not being over charged. Staff provided information about the current Maximum Allowable Percentage Increase.

### **2/2/2024 - Unavailable**

Resident requested information on the maximum allowable rent increase for mobilehomes and RVs in the City of San Jose. Staff provided information about the Mobilehome Rent Ordinance and the Maximum Allowable Percentage Increase.

### **2/5/2024 - WESTERN TRAILER MOBILEHOME PARK**

Resident walked in to talk to staff regarding safety issues and harassment by a neighbor at her mobilehome park. The resident stated that she has contacted the mobilehome park office and police regarding her issues with her neighbor but nothing has been done. Staff provided her legal services phone numbers and the phone number to the California Department of Housing and Community Development for further assistance.

**2/6/2024 - WESTERN TRAILER MOBILEHOME PARK**

Resident inquired about what she should do about the mobilehome park staff member not being able to check the meter due to her next-door neighbor having a lot of things in the way. She again mentioned that she tried going to the office to talk to the property manager on-site and there was no one to assist her. Staff gave her the phone number to the Mobilehome Assistance Help Center to help her submit a complaint with HCD.

**2/7/2024 - GOLDEN WHEEL PARK**

Resident requested referrals because he got a notice of eviction while he was away on a business trip. Resident mentioned that he paid the rent but did not write the correct amount to cover the utilities so the management company did not cash the check and moved forward to sending him notices for non-payment of rent. Resident was away on a business trip and that was the reason he did not see any notices. Program staff referred him to legal services and the Mobilehome Assistance Help Center.

**2/7/2024 - TRAILER TERRACE**

Resident inquired about a letter they received from the property manager and was wondering what it was about. The letter had the Program's information and that is why they called. The resident let staff know that he couldn't read it due to it being only in English and asked if we could send him a Spanish version. Staff let him know that we did not have a Spanish version but staff explained to them that the letter was just a summary of the Mobilehome Rent Ordinance and it did not require any action from him.

**2/7/2024 - GOLDEN WHEEL PARK**

Resident inquired information regarding the allowable percentage rent can be increase at a mobilehome parks. Staff let them know it was currently 3.14% and referred them to the Housing Department website for further assistance.

**2/8/2024 - SAN JOSE MOBILE HOME AND RV PARK**

Resident inquired about the MRO Summary letter that he received. Staff explained the letter and what it meant since he was under the impression that the letter meant that the program helped with rental assistance for mobilehomes and wanted a copy of his registration. Staff let him know that the Program does not provide rental assistance and that if he wanted to get a copy of his mobilehome title, he would need to call California Department of Housing and Community Development to get a copy of his registration/title. Staff provided the resident with the phone number to HCD Registration and Titling department for further assistance.

**2/12/2024 - TRAILER TERRACE**

A mobilehome resident advocate emailed program staff to inform them that a resident that staff has worked with before, reached out to her about the same issue she had the last time staff assisted her in 2021. The issue was that the park manager was requiring resident to fill out a form to get a copy of her lease and would not accept the form without disclosure of a social security number. Mobilehome resident advocate writes that the problem persists and wanted to inform staff and the property owner of the issue.

**2/12/2024 - TRAILER TERRACE**

Program staff reached out to resident to follow up regarding the issue that a mobilehome resident advocate had contacted staff about. Resident was able to give staff more details on what she needed and program staff referred her to legal services and the Mobilehome Assistance Help Center with HCD to see if they could give her a copy of her mobilehome registration she needed. Resident also mentioned that she needed a renewed copy of her lease, but that she would try to get a translator to help her communicate with her property manager regarding a copy.

**2/13/2024 - Unavailable**

Program staff reached out to mobilehome property manager to answer her question regarding a delinquency notice she received. Staff let her know that the Program does not send delinquency notices and she should contact the Finance Department for further assistance on the letter/notice that she received.

**2/13/2024 - Unavailable**

Property owner inquired about being charged twice for a bill they received. Staff let them know they needed to check in with our finance department and gave them the phone number to call for further assistance.

### **2/15/2024 - GOLDEN WHEEL PARK**

Program staff called resident to follow up on his last inquiry with the program. Resident mentioned that he was able to connect with the property manager and explain to him the situation. Resident was able to make his rent payment and was no longer being evicted.

### **2/15/2024 - TRAILER TERRACE**

A mobilehome resident advocate, in a chain of emails, informed program staff that the property owner has shown proof that the resident has had an active lease since 2019 and is not sure what else the resident might need. The mobilehome resident advocate indicated that they "closed the case" on the issue they previously contacted the Program about.

### **2/15/2024 - Unavailable**

Resident inquired about being evicted as a sub-leaser and not being properly notified of the eviction. The resident that owns the mobilehome changed the locks and bagged the residents items. Program staff connected resident with BALA and other legal resources for further assistance and gave them the phone number to the Mobilehome Assistance Help Center.

### **2/22/2024 - TOWN & COUNTRY MOBILE VILLAGE**

A potential mobilehome buyer called to inquire information on the Mobilehome Rent Ordinance. Resident wanted to know if his mobilehome was covered by the ordinance. Staff explained to him the MRO and also gave him the Mobilehome Assistance Help Center for further assistance regarding his real estate questions.

### **2/26/2024 - TRAILER TERRACE**

Resident reached out to program staff for further resource information. Program staff gave resident the phone number to the State of California Housing and Community Development for further assistance and phone numbers to legal services.

### **2/28/2024 - RANCHO SANTA TERESA MOBILEHOME PARK**

Resident inquired assistance from the program to help her pay her rent due in March. Staff explained to the resident that the program does not provide rental assistance and referred her Red Cross, Sacred Heart Community Service and HCD for further assistance.

### **2/29/2024 - COTTAGE TRAILER GROVE MOBILEHOME PARK**

Program staff received a check for the 2023 mobilehome space fee invoice. Staff reached out to the owner and was advised to return the check since the invoice had already been paid. Program staff let the mobilehome owner that they will send the check back to the return address on the envelope.

### **3/6/2024 - SAN JOSE MOBILE HOME AND RV PARK**

Resident inquired about her rights as a subtenant living in a mobilehome because she received a 30-day notice to vacate. Program staff gave her the phone numbers to legal services, the Eviction Help Center, and the Mobilehome Assistance Help Center for additional assistance.

### **3/6/2024 - SAN JOSE MOBILE HOME AND RV PARK**

A community-based organization representative reached out to program staff to meet and discuss some health and safety issues residents had shared with him. Program staff scheduled a meeting and got insight into some of the problems at the resident's mobilehome park. Program staff took note of the issues and shared information to legal services, and the State of California Housing and Community Development for further assistance. A follow up meeting was also scheduled.

**3/15/2024 - WESTERN TRAILER MOBILEHOME PARK**

Property Owner left a message to inform the City that they have sold Western Trailer Mobilehome Park and wanted to know if anything needs to be done on their part. Program staff called to get further information, there was no answer but program staff left a message requesting a call back.

**3/19/2024 - COLONIAL MOBILE MANOR MOBILEHOME PARK**

Property manager inquired about the amount of pass-through they can pass to the resident regarding the mobilehome space fees. Program staff let her know that the MRO allows half of the fee amount be passed to the resident.

**3/25/2024 - Unavailable**

Property management director inquired about in-place transfers and the allowable percentage for increasing rent. Program staff told him they could not increase the rent and that an in-place transfer was a provision that only applied for the specified period of time 30 years ag. Program staff referred him to the MRO for further understanding.

Elizabeth+Guzman

Rental Rights & Referrals Program

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



# Memorandum

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**TO:** HOUSING AND COMMUNITY DEVELOPMENT COMMISSION

**FROM:** Emily Hislop

**DATE:** June 6, 2024

**SUBJECT:** RENT STABILIZATION PROGRAM SEMI-ANNUAL REPORT 2023-2024

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## **RECOMMENDATION**

Review the Rent Stabilization Program Semi-Annual Report for 2023-2024 and provide possible recommendations to staff.

## **BACKGROUND**

The Rent Stabilization Program Semi-Annual Report from July to December 2023 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 includes several highlights from the first six months of the 2023-2024 fiscal year. The San José Rent Registry has been instrumental to the city's housing policy and marks its fifth year with 89% of rent-stabilized units registered as of December 31, 2023. The Rent Stabilization program overall enforces tenant rights and provides alternative dispute resolution for tenants and property owners to address their issues, with most cases settled amicably. Vacancies mainly arise from voluntary move-out and nonpayment, while lease violations are a leading cause for other terminations. The program has issued 110 citations for the fourth rent registry period for "failure to register" with the rent registry and has successfully resolved conflicts between both landlord and tenant parties totaling 65 petitions. Between July and December 2023, the Eviction Diversion and Settlement Program stabilized 89 households facing imminent eviction. Programs in the division address diverse housing inquiries, reinforcing the Housing Department's commitment to community support and housing stability.

As part of folding the programs developed during the COVID-19 pandemic to mitigate displacement into the same Housing Department division as the Rent Stabilization Program, staff has examined how to revise the division's vision and purpose in supporting the community.

The central goal of each of the programs in the division is to stabilize renter households, improve relations between residents and housing providers, and preserve the city's affordable housing stock. To better focus on these goals, the division will now be referred to as the Housing Stabilization Division.

### **EVALUATION AND FOLLOW-UP**

An annual report providing outcome data from the entire 2023-2024 fiscal year will be brought forward to the Commission in Fall 2024. Input received at the June 6, 2024 Commission meeting will be incorporated into the annual report.

EMILY HISLOP  
Division Manager, Housing Department

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](mailto:emily.hislop@sanjoseca.gov).

### **ATTACHMENTS:**

- **Attachment A** – Rent Stabilization Program Semi-Annual Report 2023-2024

**ATTACHMENT A**

**Rent Stabilization Program**

**Semi-Annual Report**

**Quarters 1 & 2 of Fiscal Year 2023-2024**



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## **I. INTRODUCTION AND SUMMARY**

The Housing Stabilization Division within the City of San José Housing Department oversees the implementation of several key ordinances and programs including the Apartment Rent Ordinance, the Tenant Protection Ordinance, the Mobilehome Rent Ordinance, the Ellis Act Ordinance, and the Eviction Prevention Program.

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

- Addressing general inquiries and conducting meetings with property owners and tenants to discuss issues, provide answers, and offer solutions to challenging problems;
- Facilitating access to external resources for residents to address their rental housing needs;
- Developing and implementing policies to enforce the Ordinances;
- Managing the rent registry and submissions of notices of termination of tenancy, including reviewing submitted notices for accuracy and analyzing trends;
- Managing tenant and owner petitions, and scheduling mediations and administrative hearings;
- Interacting with and educating community members and community-based organizations through a variety of channels, including mailings, presentations to community groups, site visits to apartment complexes and mobilehome communities, fact sheets, brochures, website updates, social media, 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 2023-2024 (July 2023 through December 2023).

The Program's notable accomplishments include:

- Management of 65 petitions, similar to July to December of the prior year
- Launch of the fifth (FY 2023-24) Rent Registry registration period,
- Program requires the issuance of citations for properties that fail to register their units with the Rent Registry.
- Maintaining a court-based eviction diversion program and weekly courthouse clinic.
- Launching monthly Housing Provider Roundtable meeting

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 its 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). The ARO was amended comprehensively in 2017 to strengthen and expand its provisions. The Program's public policy purposes in the ARO:

- Aims to prevent excessive and unreasonable rent increases;

- Aims to help in mitigating undue hardship for individual tenants; and
- Aims to provide property owners with the confidence that they will receive a fair and reasonable return on the value of their property.

Units covered by the ARO are in buildings with three or more units built before September 7, 1979 and units in guesthouses built prior to that date.

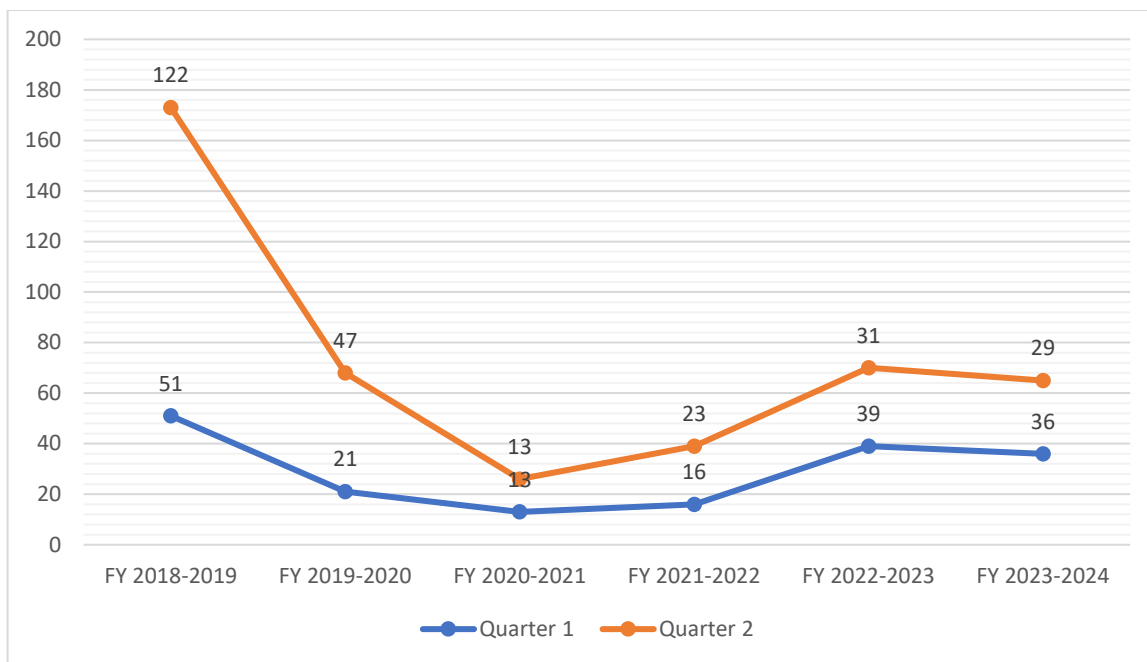
**a. Summary of Petitions**

The Rent Stabilization Program supports both tenants and property owners initiate petitions under the ARO. Independently contracted Hearing Officers and Mediators conduct approximately 60 mediations and hearings a year to resolve disputes. For certain petitions, staff serve as Petition Examiners and issue administrative decisions. Tenants address concerns such as service reductions, unlawful rent increases, and health and safety concerns. Property owners may petition to pass-through costs of specified capital improvements which provided added benefit to tenants or to seek rent increases beyond 5% in order to achieve their right to fair return on investment. Moreover, both property owners and tenants have the option to jointly petition for a one-time increase or fee to cover additional services not initially included in the rental agreement.

Race data provided optionally by petitioners between July and December 2023 indicated a distribution in filing of 34% Hispanic, 12% African Ancestry, and 8% White representation among the petitioners. The remaining petitioners did not disclose race data.

Between July and September (quarter one) of 2023, 36 petitions were filed by tenants and property owners and between October and December (quarter two) of 2023, 29 petitions were filed. **Chart 1** below compares the number of petitions filed in quarter one (July-September) and quarter two (October-December) of during the past six fiscal years.

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



**Chart 1** demonstrates that the Program is receiving and processing petitions at a similar rate as before the pandemic. The Program serves tenants and property owners by providing a way to resolve issues

and enforce their rights without a lengthy court process. The number of petitions filed informs staffing levels and indicates whether efforts to educate tenants and property owners about the petition process and program is effective. During the first two fiscal years of the Program, there was a one-time petition process for property owners to adjust rents to account for utility charges that were charged separately prior to major amendments to the ARO. This accounted for a higher volume of petitions. There was a decrease in petitions during COVID-19 pandemic closure.

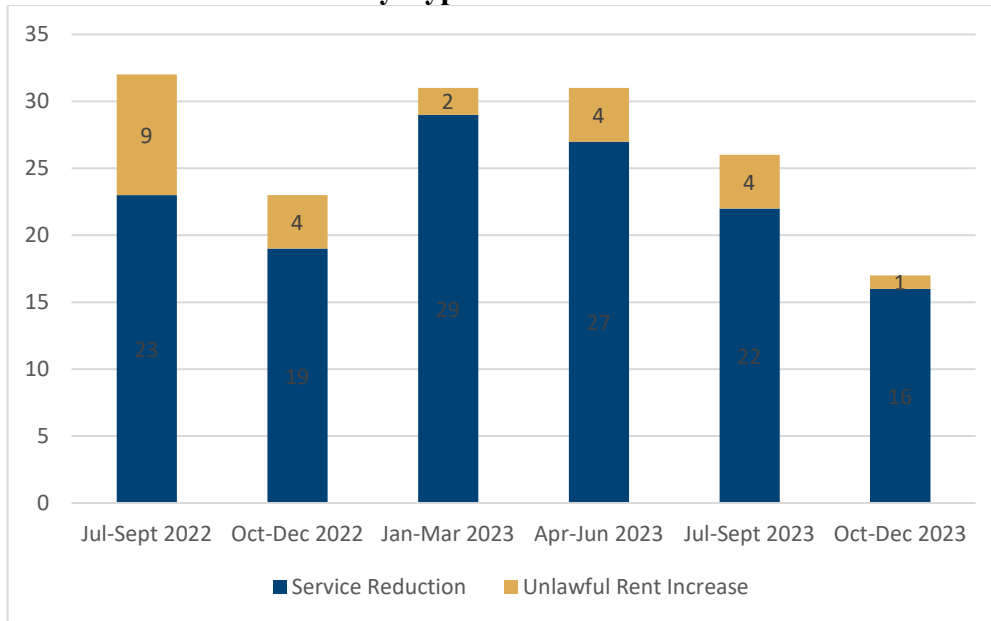
***i. Tenant Petitions***

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.

**Table 1** shows the types and number of tenant petitions submitted to the program by quarter for the past fiscal year and fiscal year 2023-24. The Petitions section in **Appendix A** provides detail about tenant petitions for service reductions.

**Table 1: Tenant Petitions by Type Over Time**



***ii. Property Owner Petitions***

During the six-month period of this report, the Program received one petition for fair return and 10 petitions for specified capital improvements. To prove that the property is not earning a fair rate of return on investment, a property owner must demonstrate that the net operating income has not kept up with rate of inflation since the initial change to the ARO in 2014, even with the allowable rent increase applied each year. For a specified capital improvement pass-through petition, an owner must produce documentation demonstrating that the improvement qualifies, that the work was performed and paid for, and current tenant rent amounts. The one fair return petition was pending hearing as of December 31,

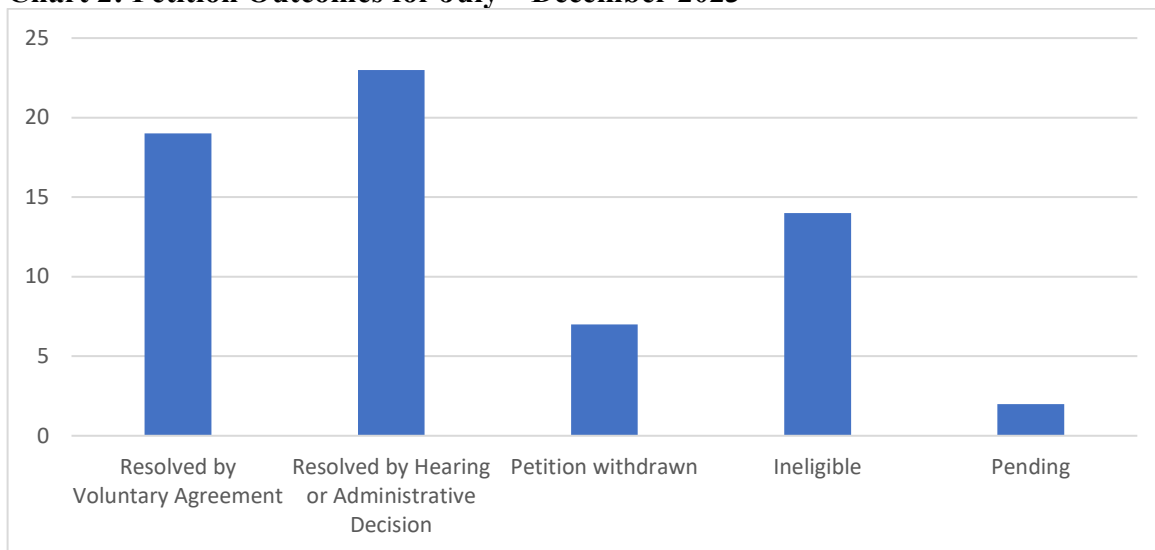
2023. The 10 specified capital improvement petitions were submitted towards the end of the year and were pending an administrative decision as of December 31, 2023.

### iii. Petition Outcomes

It is the goal of the Program to encourage tenants and property owners to come to mutual and voluntary agreements that are facilitated through staff or a Mediator who ensure parties' understanding of rights and responsibilities. Of the 51 eligible petitions submitted between July and December 2023, 82% were resolved as of May 2024 and 37% were resolved by voluntary agreement.

**Chart 2** below details the outcomes for the 65 petitions submitted to the Program between July and December of 2023. Voluntary agreements are where, with the assistance of Program staff or a Mediator, the parties enter into a written agreement to resolve their issue(s). Petitions can also be resolved by adjudication where a Hearing Officer or Petition Examiner reviews evidence and issues a written decision. A petition is pending if the case has not reached a final conclusion (e.g. an appeal is under review).

**Chart 2: Petition Outcomes for July – December 2023**



Petitions may be considered ineligible if the property is not covered under the ARO, such as single-family homes, duplexes or townhouses, if the rental unit is either owned or operated by a government agency, or the rental unit was built or has an occupancy permit issued after September 7, 1979. A tenant or property owner may request to withdraw their petition from the process if they provide a written request to the program. Petitions may be withdrawn if both tenant and property owner resolve the issues on their own prior to a scheduled mediation. A petition may also be considered withdrawn if it is incomplete. Tenants must revise and amend their petition within 30 days of receiving a Notice of Incomplete Petition. Most incomplete petitions may be missing supporting documentation, signatures, rent information, or reasons for submitting a petition. A petition may also be withdrawn if the tenant fails to respond to revise or amend their petition within 30 days.

### b. Rent Registry

The ARO requires that all units covered by the ARO be registered annually. Implemented in 2018, the Rent Registry Portal is where property owners register their rent stabilized units unless submitted through paper registration. The Rent Registry is a cornerstone of San José's efforts to maintain fair and equitable housing practices. It provides critical oversight and data that underpin the Rent Stabilization Program.

San José’s Rent Registry collects information relating to rent increases, security deposits, vacancies, and vacancy reasons, and helps ensure tenants’ rights are protected.

***i. Rent Registry Periods***

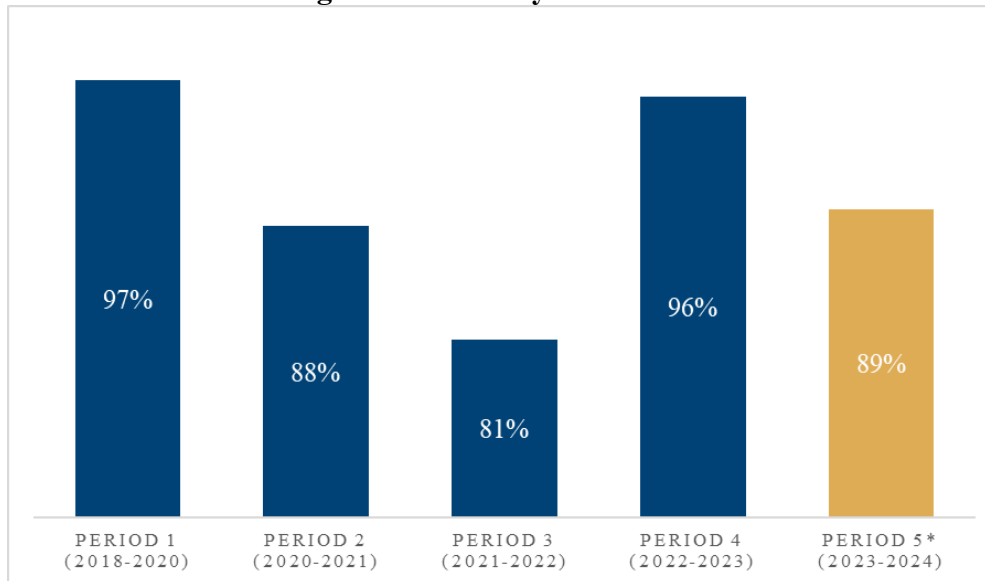
The Program has had five annual registration periods since the Rent Registry launch in 2019. While the registration compliance window is typically 60 days, some percentage of owners register their units outside of that time period. Property owners that do not substantially comply with the rent registration requirements during the compliance window cannot lawfully increase the rent for units until those units are registered. The Program sends a courtesy notice to owners of units that were not registered by the compliance deadline, which is followed by a notice of violation and corrective action and ultimately an administrative citation is issued if the owner still fails to comply.

**1. Fifth Registration Period (August 1, 2023 – September 30, 2023)**

For the period ending December 31, 2023, of the 38,371 units designated as rent-stabilized, 34,255 or 89% of units had successfully registered for the fifth registration period. After employing the escalating methods of enforcement, the Program expects that more than 96% of units will be registered before the launch of the sixth Rent Registry period in August 2024.

**2. Rent Registry Periods History**

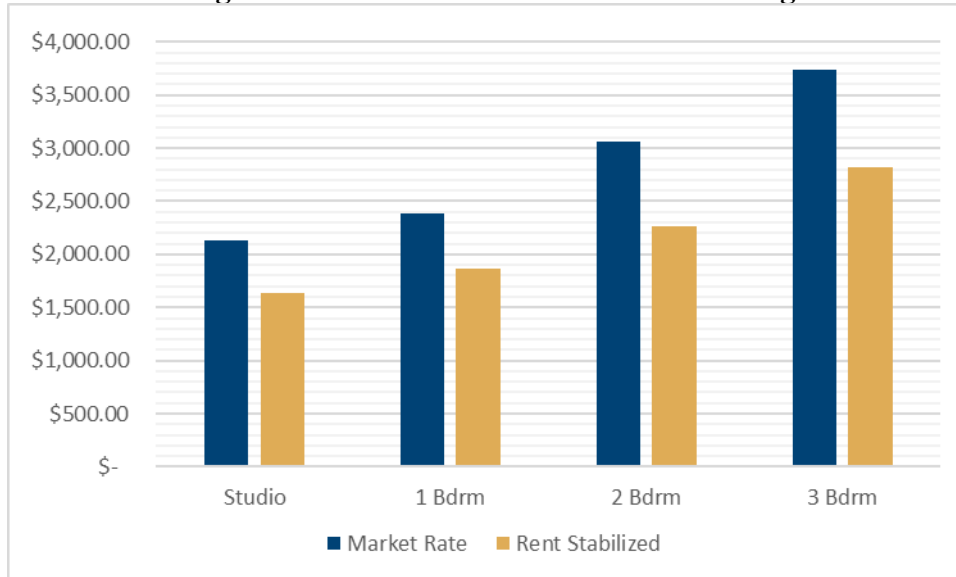
**Chart 3: Percent of Registered Units by Period**



*\*As noted above, Period 5 is still in progress and the Program expects at least 96% of units to be registered before the next registration period. This data is as of December 31, 2023.*

**Chart 4** shows the average rent of Rent Stabilized Units by number of bedrooms for the fifth registration period as compared to market rate units. **Table B** of the Rent Registry section of **Appendix A** details average rent of Rent Stabilized Units by number of bedrooms over the five registration periods.

**Chart 4: Average Rent of Rent Stabilized Units vs Average Rent of Market Rate Units**



Market Rent Data Source: October 1, 2023-December 31, 2023 Housing Market Report<sup>1</sup>

**ii. Tenancy Turnover and Vacancies**

In San José, the Rent Stabilization Program provides data on rent stabilized units. For the reporting period, there were 38,371 rent stabilized apartments. Of which, 77% of the units experienced no vacancy turnover. 16% of registered units reported new tenancies and 6% of registered units reported the unit as vacant at the time of registration.

**Table C** of the Rent Registry section in **Appendix A** demonstrates reasons for turnover as reported by property owners for the during the fifth registration period. Vacancy turnover reports can provide insights into the turnover rates, which reflect how often tenants move out and new tenants move in, affecting the availability of rent-stabilized housing.

**iii. Voucher Holders in Rent Stabilized Units**

Preliminary analysis of the registration data as of December 31, 2023, revealed that 6% of registered units were occupied by voucher holders. Specific voucher type ranged from HCV (Section 8), HUD-VASH, to Project-Based and aim to provide affordable housing options in both the public and private markets and represented approximately 2,181 voucher holders. It is the goal of the Program in the coming years and a strategy of the City’s 2023-2031 Housing Element<sup>2</sup> to expand the use and acceptance of vouchers and work with the Housing Authority to capture performance measures.

**iv. Rent Increases**

Based on preliminary analysis of the units registered as of December 31, 2023, excluding voucher holders, 46% of continuing tenants received a rent increase in the past 12 months, with the average rent

<sup>1</sup> <https://www.sanjoseca.gov/home/showpublisheddocument/109900/638463655613930000>

<sup>2</sup> <https://www.sanjoseca.gov/home/showpublisheddocument/106978/638355761263470000>

increase being 4.6%. Program analysts are working towards creating a “geographic/demographic distribution of rents” map for San José’s Annual Report.

#### ***v. Enforcement and Administrative Citations***

In the fiscal year 2019-2020, the Program launched an administrative citation initiative to enforce adherence to the Apartment Rent Ordinance, Tenant Protection Ordinance, and Ellis Act Ordinance. The onset of the COVID-19 pandemic required a deferral in the issuance of citations, which resulted in the issuance of non-compliance notices for properties that failed to register with the rent registry. Apartments not registered by the deadline are ineligible for annual rent increases until registration is complete. The program is structured to facilitate the administrative citation process, ensuring vigilant enforcement in collaboration with the Code Enforcement and Finance Departments.

For the current fiscal year, 110 citations were distributed for the fourth rent registry period for “failure to register” with the rent registry, with 14 of these cases being appealed through an administrative hearing. These hearings are coordinated with the Finance Department, and conducted by neutral hearing officers that are contracted by the Finance Department to provide this service.

## **II. ELLIS ACT ORDINANCE**

The City of San José’s Ellis Act Ordinance regulates the withdrawal of buildings containing covered residential units<sup>3</sup> from the residential rental market. The Ordinance creates a standardized process for issuing withdrawal notices to residents, recording a summary memorandum, providing required relocation benefits, and providing residents with a right to return and re-controlling rental costs if the units are returned to the rental market. Property owners may choose to enter the Ellis Act Ordinance withdrawal process for a handful of reasons including but not limited to demolition of the property for redevelopment, substantial rehabilitation of the property, and conversion of the property for different use (condominiums, commercial, etc.).

There were no withdrawal of rental units during between July and December 2023.

## **III. TENANT PROTECTION ORDINANCE**

The Tenant Protection Ordinance (TPO) in the City of San José, effective since June 16, 2017, applies to rent-stabilized buildings, rental units within multiple dwellings, guest rooms in guesthouses, and unpermitted units within the city limits. Property owners are required to provide just-cause reasons for termination of tenancy and submit proof of notice to the Housing Department in accordance with the TPO guidelines. All notices of termination submitted to the Rent Stabilization Program, including 3-day notices, 30-60-90-day notices, and Unlawful Detainer Summons and Complaints<sup>4</sup>, must be based on at least one of the 13 reasons listed in San José’s Municipal Code 17.23.1250.

The TPO ensures that at-risk residents have access to critical resources. These resources encompass internal and external financial assistance programs, legal referrals, social welfare resources and homelessness hotlines and shelters. Furthermore, the Program conducts data analysis on just-cause terminations of tenancy to identify trends and ensure property owner compliance with San José’s Municipal Codes. These efforts represent the Program’s top priorities in mitigating avoidable displacement.

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<sup>3</sup> 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

<sup>4</sup> Eviction lawsuits

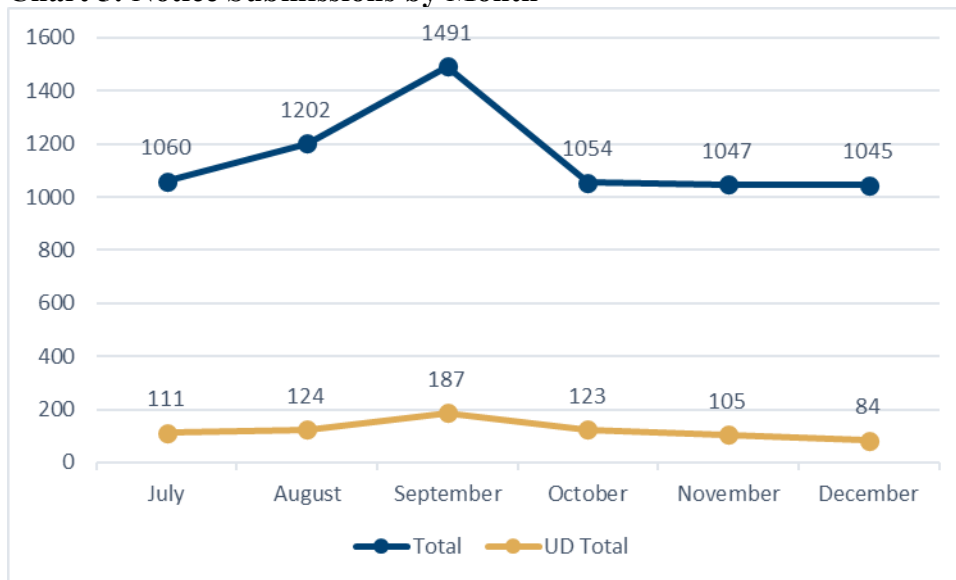


### a. Notices of Termination Submissions and Trends

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 applies<sup>5</sup>. Between July and December 2023, the Program recorded a total of 6,898 notice submissions and 735 unlawful detainer submissions to the Program. More than 94% of the notices were based in whole or in part on nonpayment of rent during this period, making “nonpayment of rent” the leading cause for intended terminations. The second leading just cause reason for termination was “material or habitual violation of the lease.” Although notices related to reasons 9 through 12 of the TPO, which are not based on any fault of the tenant, are infrequently submitted, the Program diligently ensures compliance for all submissions.

For properties protected under the TPO, initial notices must be submitted to the Program before a property owner can file an unlawful detainer lawsuit<sup>6</sup> with the Santa Clara County Superior Court. Once filed with Superior Court and served on the tenant defendant, copies of the unlawful detainer lawsuit (UD) must also be submitted to the Program. **Chart 5** depicts a slight decrease in submissions during October through December, as it displays notices based on monthly submissions. As detailed in **Chart A** in the Tenant Protection Ordinance section of **Appendix A**, nonpayment notices make up 94% of the notices submitted to the Program between July and December 2023 and 93% of the UD submitted during that same period were based in whole or in part on nonpayment. Consequently, not every notice to a tenant results in a UD action being pursued. As such, the Program receives considerably more notices than UDs. The annual report will examine whether the decrease in submissions is an overall trend for the year which could suggest improving housing stability for rent burdened households.

**Chart 5: Notice Submissions by Month**



<sup>5</sup> [Tenant Protection Ordinance Factsheet](#)

<sup>6</sup> A property owner seeking to evict a tenant must initiate a court action after serving the proper initial notice on a tenant. The type of legal filing to remove someone from a property is called an unlawful detainer action or case.

## **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 regarding rent increases for mobilehome spaces. 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 3.14% for the period of October 1, 2023- September 30, 2024.

### **a. Resident and Owner/Manager inquiries**

Between July and December 2023 the Program recorded at least 53 mobilehome park inquiries. During July through September 2023 there was a higher number of inquiries for requests for program information and Miscellaneous inquiries having to do with HCDC Title and Registration inquiries and lease disputes. Further details regarding program inquiries can be found in the Mobilehomes section of **Appendix A**.

### **b. Site Visits**

Program staff continued its efforts to connect regularly with mobilehome parks by engaging in eight site visits between July and December 2023. Staff met with park management at each mobilehome park site, and while there, staff were able to ask questions, address concerns, and develop an understanding of each mobilehome park community. The goal of the site visits is to strengthen the communication and collaboration between the Program and mobilehome communities, and to discuss the ways to help support both mobilehome residents and park owners and managers.

### **c. Mobilehome Space Fee Invoices**

Each year in the Fall, program staff mails out the Mobilehome Ordinance Summary letter to all mobilehome parks as required by the MRO. Along with the summary, Program staff mails out the annual mobilehome fee exemption form for park owners to complete. The fee exemption form allows park owners to apply for a fee exemption if any of the following apply: 1) a park owner occupies a mobilehome lot, 2) a rental unit with plumbing, electrical, and sewage permits were issued after September 7, 1979, or 3) if the mobilehome park has a long-term lease or rental agreement with a mobilehome resident that is twelve months or longer. The MRO fee for Fiscal Year 2023-2024 was \$35/space and owners may pass half of the fee on to mobilehome residents.

Of the 58 mobilehome parks that received the fee exemption form, a total of seven parks requested fee exemptions based on long-term leases and plumbing, electrical, or sewage permits being issued after September 7, 1979. Staff approved all seven-exemption requests and sent invoices, which were due to be paid by January 31, 2024.

## **V. RENT STABILIZATION PROGRAM INQUIRIES**

To contribute to monitoring and improving the overall program and its policies, the department reviewed 2,483 inquiries received between July and December 2023. 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.

The Rent Stabilization Program section of **Appendix A** provides details regarding the inquiries made between July and December 2023. Notably, more than 90% of the Spanish inquiries were made for rent stabilized units which is an indication that the Program has succeeded in efforts to build trust and awareness of the ARO program in the Spanish speaking community.

## **VI. OUTREACH**

Community outreach plays a crucial role in enabling program staff to engage with community members, tenants, and property owners across San José. In-person events serve as the cornerstone of this outreach effort, offering a platform for program staff to address questions, share ordinance information, and guide tenants and property owners towards services available within the City of San José and the Santa Clara County. The Program's outreach strategy primarily involves attending resource fairs and giving presentations. Resource fairs entail setting up informative tables at various community, agency, school, or city-wide events to showcase our program services and connect with residents. Meanwhile, our outreach presentations allow our team to educate attendees by delivering focused presentations using program-specific slides to address program concerns or questions. Resource fairs are held at diverse events all over the city such as movie nights, Viva Parks/Viva Calle events, back to school events, health fairs, and numerous other community engagement initiatives. Between July and December 2023, Program staff participated in a total of 56 outreach events. The Outreach section of **Appendix A** provides detail regarding those outreach events. Program staff will continue to engage and educate tenants, residents and property owners/managers through community outreach events, e-mail, in-person, and telephone assistance, as well as provide referrals to legal and social services as needed.

### **a. Housing Provider Roundtable**

In October 2023, Housing Department leadership began hosting monthly meetings with local rental property owners and managers and landlord advocacy groups. This monthly engagement sessions provide a structured opportunity for staff to get input on policies impacting these stakeholders and inform housing providers of program opportunities they may benefit them. The Housing Provider group can also request workshops or Q&A on certain topics that interest them. The first two roundtable meetings were well attended by a variety of stakeholders – “mom and pop” landlords, property managers, realtors and landlord advocates. The monthly meetings will be a regular component of outreach for the Program.

## **VII. EVICTION PREVENTION**

Amid the COVID-19 pandemic, the Housing Department swiftly adopted a comprehensive suite of strategies to maintain the stability of tenant housing. In the wake of the March 2020 shutdown, the City expeditiously introduced temporary moratoriums on evictions and rent hikes, adopting them as emergency ordinances. In the ensuing two years, the State of California enacted four additional laws with the objective of offering temporary eviction protection and rent relief. Following the expiration of emergency tenant protections on June 30, 2022 and the ending COVID-19 rent relief programs, eviction filings surged to pre-pandemic levels and the Housing Department redirected its efforts toward eviction diversion strategies. These efforts incorporate the dissemination of tenant rights information and the promotion of education and resources for both tenants and property owners dealing with eviction issues.

### **a. Eviction Help Centers**

Between July and December 2024, utilizing remaining federal COVID-19 recovery funding, the Housing Department continued to operate Eviction Help Centers (Help Centers) at various locations including the 12<sup>th</sup> Floor of San José City Hall, Lion Plaza at Story and King Roads, Kirk Community Center, and Educare Resource Center on Santee Drive. Staff at the Help Center sites provide eviction prevention services, primarily consisting of advising residents and property owners of resources and the eviction process<sup>7</sup>. The Help Centers continued to offer access to legal consultations with staff from the Law Foundation of Silicon Valley and Bay Area Legal Aid on-site and virtually Tuesday through Friday<sup>8</sup>. Staff at the Help Center sites provide eviction prevention services, primarily consisting of advising residents and property owners of resources and the eviction process<sup>9</sup>. The Help Centers continued to offer access to legal consultations with staff from the Law Foundation of Silicon Valley and Bay Area Legal Aid on-site and virtually Tuesday through Friday<sup>10</sup>.

The Help Center's primary objective is to reduce disparities in legal representation and enhance renter rights education. The goal of Help Center efforts is better outcomes for tenants and avoiding more families falling into homelessness.

### **i. Households Assisted by Phone, Email and In-Person**

The Eviction Prevention Program uses data collected from household inquiries that focus on aspects such as implementation, effectiveness, efficiency, and informing program development. Between July and December, the program staff assisted 771 households in-person at Help Center sites, 2180 were assisted by phone and 171 emails received response. The Eviction Prevention Program section of **Appendix A** provides further detail of these interactions

### **b. Court Based Programs**

When the strongest state COVID-19 eviction protections ended September 30, 2021, Program staff began going to Santa Clara County Superior Court to assist tenants and property owners with rent relief applications before their unlawful detainer Court hearings. This service evolved into a comprehensive Weekly Eviction Prevention Courthouse clinic (Court Clinic) in partnership with Santa Clara County Superior Court Self-Help Center and the Sacred Heart Community Service. The weekly Court Clinic is open to everyone and offers a broad spectrum of resources to tenants and property owners involved in unlawful detainer actions. The Court Clinic strives to provide as many opportunities as possible to help parties resolve their disputes and, ideally, avoid evictions. Coupled with the weekly Court Clinic, staff attends the unlawful detainer court trial calendar two to three times week. Working with mediators, Sacred Heart Community Service and property owner attorneys, staff screens San José tenants facing eviction for the Eviction Diversion and Settlement Program and connects them to resources to further their housing stability. During July to December 2023 staff assisted 165 tenants and property owners that were served during the court trial calendar or the Weekly Court Clinic.

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<sup>9</sup> As of May 2024, staff is only providing Help Center in-person support at the City Hall location.

<sup>10</sup> Legal consultation services through the Help Centers ended March 31, 2024 when the federal funding source was exhausted.

## **i. Eviction Diversion and Settlement Program**

In response to the heightened risk of displacement faced by residents post-June 30, 2022, the Eviction Prevention Program strategically realigned its focus. A significant initiative was the establishment of the Eviction Diversion and Settlement Program (Diversion Program). This program initially addressed the backlog in processing rent relief applications for tenants facing imminent eviction. As eviction rates escalated, the program's emphasis shifted to support tenants involved in unlawful detainer proceedings who demonstrated the capacity to meet future rent obligations and whose property owners were amenable to receiving arrears payments, thereby allowing tenants to retain their housing. The Diversion Program's operations have been sustained through allocations from federal emergency rent relief funds, various grants, and Measure E resources designated for Homeless Prevention and Rental Assistance.

Participants of the Diversion Program are sought out primarily during the unlawful detainer calendars at Santa Clara Superior Court on Wednesday, Thursday, Friday mornings when tenants and property owners are appearing. When clients are determined to be eligible and agree to participate, a mediator assists them with entering into a stipulated settlement agreement.

Between July and December 2023, at least 114 households were evaluated for eligibility for the Diversion Program and 89 households qualified and were able to remain stably housed. A total of \$947,947.69 was paid out to property owners during that time with an average per household payment of \$10,651.10. Demographic and other detailed information about the households who were served by the Diversion Program can be found under the Eviction Prevention Program section of **Appendix A**.

Staff has been conducting a survey with tenants and property owners who participate in the Diversion Program during Fiscal Year 2023-2024 to understand outcomes and evaluate the effectiveness of the program at keeping families stably housed. The results of that survey will inform future iterations of the program and will be shared in the Fiscal Year 2023-2024 Annual Report to the Commission this Fall.

The Diversion Program was awarded a \$2 million earmark grant in the State's budget last year. These funds will help support the Diversion Program to continue for Fiscal Year 2024-2025.

## **IX. CONCLUSION**

The activities during July and December 2023 reflect the efforts by the Program to strengthen relationships with the rental and mobilehome communities, and ensure those communities understand their rights and responsibilities and where to get their questions answered. The Program has focused on attending outreach events across all districts, conducted targeted site visits and prioritized serving the community by responding to the large volume of program inquiries by phone, in-person, and email. The Program supports both tenants and property owners in resolving their rental disputes. With the data collected from the Rent Registry and submission of termination notices and unlawful detainer lawsuits, staff can monitor compliance and understand where to target displacement mitigation efforts. The COVID-19 pandemic prompted the implementation of eviction diversion strategies, including providing resources, education, and court-based programs to prevent homelessness. The continued efforts of the Program demonstrate its commitment to maintaining stable and equitable housing for San José residents.

## APPENDIX A

### I. PETITIONS

#### a. Service Reduction Petitions Trends

Time of year and external factors can impact the number of tenant petitions received. For example, due to the holidays and closure of city offices at the end the year, there are typically less petitions filed October through December. The winter of 2023 saw record rainfall and storms. **Table A** below shows a higher number of petitions filed relating to weather protections from January to June. It can take a tenant a bit of time to talk to staff, gather documents and file a petition so a petition may be filed a month or two after the onset of the reduction.

**Table A** shows the types of service reductions for which tenants submitted petitions to the program by quarter. It is common for a petition to claim more than one category. These are grouped by the primary concern.

**Table A: Service Reduction Petitions by Issue Type Over Time**

Service Reduction	Jul-Sept 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-June 2023	Jul-Sept 2023	Oct-Dec 2023
Defective Walls, Floors, or Weather Protection	12	9	12	18	4	8
Defective Electrical Lights, Wiring, & Related Equipment	3	0	5	2	2	0
Defective Plumbing (Gas, Water Supply, or Sewage System)	8	6	7	10	3	2
Defective Heating or Cooking Facilities (Appliances)	8	2	5	11	5	5
Unsafe or Unsanitary Conditions in unit or in Common Areas	8	8	8	8	7	6
Other*	4	8	8	13	9	3

*\*Other includes issues like loss of laundry or recreational areas (pool), loss of 'Quiet Enjoyment', loss of parking, lease issues, etc.*

### II. RENT REGISTRY

#### a. Average Rents

**Table B** details average rent of Rent Stabilized Units by number of bedrooms over the five registration periods. Since 2018, the average rent of a two bedroom has gone up 9.1%. The period of COVID-19 is highlighted. A rent increase moratorium was in place for 18 months between 2020 and 2021. In the Annual Report, a comparison to market rate rental units over the same period of time will be shown.

**Table B: Average Rent of Rent Stabilized Units by Bedroom Size and Registration Period**

	COVID-19				
	Period 1 (2018-2020)	Period 2 (2020-2021)	Period 3 (2021-2022)	Period 4 (2022-2023)	Period 5 (2023-2024)
Studio	\$1,530	\$1,547	\$1,509	\$1,578	\$1,640
1 Bedroom	\$1,740	\$1,742	\$1,733	\$1,794	\$1,865
2 Bedroom	\$2,073	\$2,097	\$2,108	\$2,185	\$2,262
3 Bedroom	\$2,517	\$2,583	\$2,619	\$2,716	\$2,817

**b. Reasons for Turnover**

**Table C** demonstrates turnovers as reported by property owners during the fifth registration period. Vacancy turnover reports can provide insights into the turnover rates, which reflect how often tenants move out and new tenants move in, affecting the availability of rent-stabilized housing.

Nonpayment of rent, damage to the apartment, substantial rehabilitation of the apartment, and voluntary move-out account for the majority of vacancy reasons reported in the Rent Registry. It is important to recognize that the reason of voluntary move-out may not comprehensively account for the diverse reasons tenants vacate a unit. Examples such as receiving a notice from the landlord to pay rent or quit, notice of lease violation, or cash for keys agreement, can result in a tenant moving out. The Rent Stabilization Program is currently developing version 6.0 of the Rent Registry website. This update aims to include more specific sub-categories under voluntary move-outs to capture nuanced reasons for tenant vacancies.

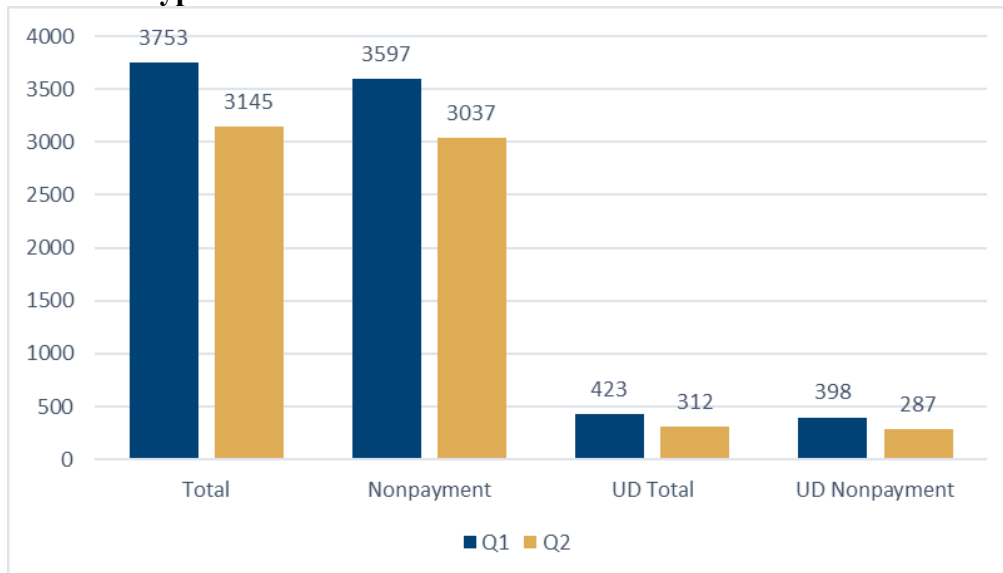
**Table C: Quarter 2 Vacancy Reasons Stated by Property Owners**

Vacancy Reason in Registration	Count
1. Nonpayment of rent	107
2. Material or habitual violation of the lease	4
3. Damage to the apartment	26
4. Refusal to agree to a similar or new rental agreement	1
5. Disorderly behavior/disturbing the peace	13
6. Refuse access to the apartment when requested in accordance with law	0
7. Unapproved holdover subtenant	1
8. Criminal activity	2
9. Substantial rehabilitation of the apartment	17

10. Removal of apartments from the rental market under the Ellis Act	0
11. Owner move-in	5
12. City code enforcement actions requiring a moveout	8
13. Convert an unpermitted apartment for permitted use	0
Voluntary move-out	2089
<b>Total</b>	<b>2273</b>

### III. TENANT PROTECTION ORDINANCE PROGRAM

**Chart A: Types of Notices and UD's Submitted**



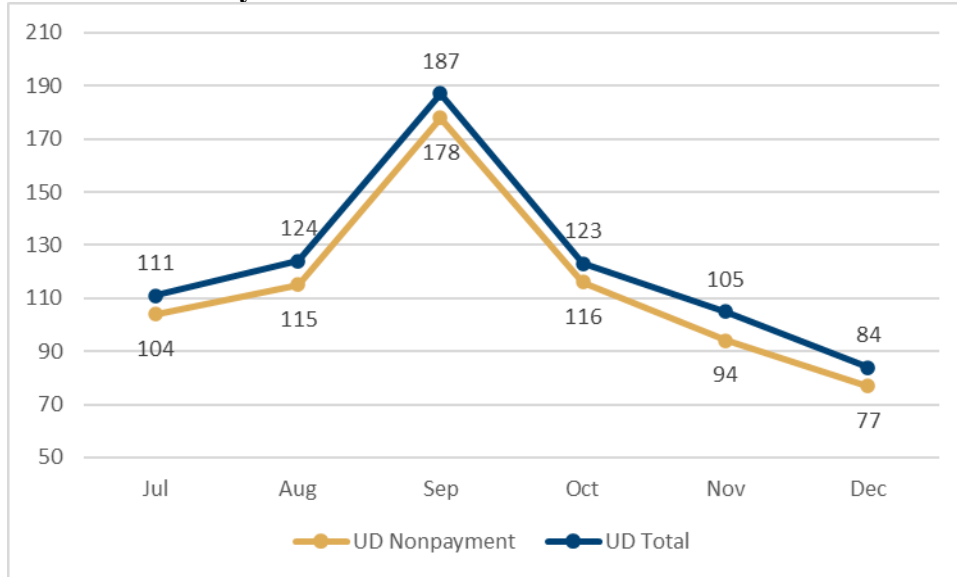
#### a. Unlawful Detainer (Eviction) Lawsuit Submissions and Trends

The trends and submissions of UD lawsuits can be influenced by various factors, including economic conditions, changes in housing policies, and shifts in the rental market. The Program received the most unlawful detainers in September, which was the month that most total notices of termination were processed. As a result, greater unlawful detainer submittals in quarter 1 (July – September) suggest a surge of potential evictions during that period which has been illustrated in **Chart B**.

**Charts C** detail trends in the type and number of UD submissions that were submitted to the Program during this reporting period. The Program experienced a spike in Unlawful Detainer submissions in September that declined into quarter 2.



**Chart C: Monthly UD Submissions**



**b. Analysis of Non-payment of Rent Notices and Unlawful Detainers**

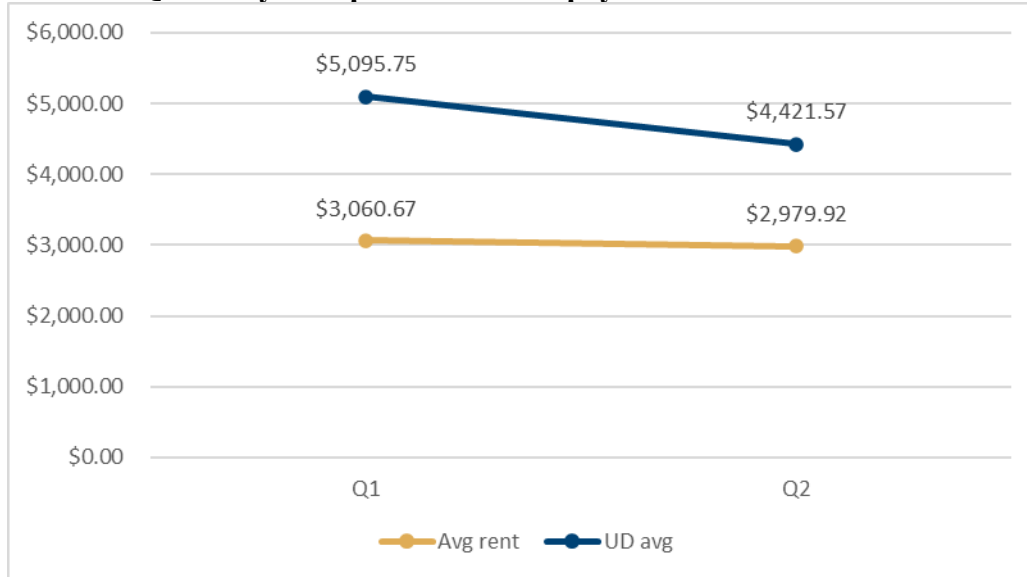
In **Table D**, the average number of days rent owed are considered, as the average rent amount is calculated based on the days reported for nonpayment of rent. Average days reported for nonpayment of rent helps identify the flow of the evictions process. Landlords filed unlawful detainers approximately after 2 months of nonpayment of rent between July and December. This is largely due in part to unpaid rent of approximately 40 days, as depicted in **Table D**. The average rent owed is less than the average rent owed for unlawful detainers. This is because tenants that did not pay rent after the days stated in the initial notice of termination accumulated more days of unpaid rent until they received an unlawful detainer. The decrease in average rent and average rent of unlawful detainers is attributed to the sudden decrease that occurred in September 2023 as shown in **Chart C and D**.

The average rent owed of submitted unlawful detainers tends to be greater than the average rent owed for total notices, given that landlords must issue UDs with the Superior Court after issuing an initial notice. This means more time for late rent payment is accrued since initial noticing.

**Table D: Monthly Comparison for Nonpayment of Rent**

	July	August	September	October	November	December
<b>Avg Rent Owed</b>	\$3,078.94	\$3,192.80	\$3,022.43	\$3,215.45	\$2,938.02	\$3,008.43
<b>Avg Days of Rent Owed</b>	40	43	41	43	35	41
<b>UD Avg Rent Owed</b>	\$5,675.86	\$5,395.36	\$4,563.91	\$4,840.42	\$4,114.56	\$4,207.53
<b>UD Avg Days</b>	65	60	58	53	54	47

**Chart D: Quarterly Comparison for Nonpayment of Rent**



**IV. MOBILEHOMES**

**Table E** shows the total number of inquiries by topic. The “Miscellaneous” topic section is made up of inquiries having to do with mobilehome service issues, state inspection, lease disputes, HCDC Title and Registration inquiries among other topics. **Table F** shows a breakdown of these inquiries by the resident’s preferred language.

**Table E: Combined Summary of Call Inquiries Received in Q1 and Q2 FY 2023-2024**

Topic	Inquiries Received
Rent Increases	3
Maintenance	7
Request for Information	14
Eviction Information	1
Referral	3
Miscellaneous (Service issues, title inquiries, etc.)	17
Site Visits	8
<b>Total</b>	<b>53</b>

**Table F: Combined Inquiries by Preferred Language in Q1 and Q2 FY 2023-2024**

Language	July-Sept	Oct-Dec
English	27	16
Spanish	10	0
Vietnamese	0	0
<b>Total</b>	<b>37</b>	<b>16</b>

## V. RENT STABILIZATION PROGRAM INQUIRIES

During this time period, a combination of property owners, tenants, property managers, and residents made up 87% of the inquiries. All other inquiries included real estate professionals, attorneys, or unidentified requestors. Notably, the most inquiries received were from tenants seeking petition services or information regarding tenant protections from Districts 3 and 5, as seen in **Chart 19**. This work also includes providing assistance with Rent Registry for landlords subject to the Apartment Rent Ordinance and informing landlords of Tenant Protection Ordinance guidelines. **Tables G and H** the total inquiries made to the Program based on language as well as those submitted to the program based on Council District, respectively.

**Table G: Inquiries to the Program by Language**

Language	July – Sept. 2023	Oct. – Dec. 2023
English	957	967
Spanish	264	242
Vietnamese	4	4
Other	24	21
<b>Total</b>	<b>1,249</b>	<b>1,234</b>

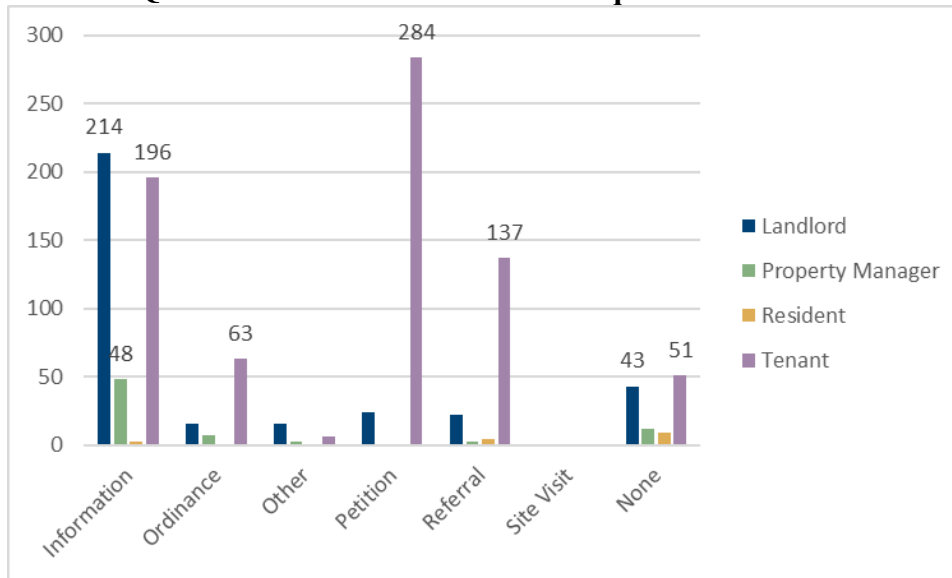
**Table H: Inquiries to the Program by Council District**

Council District	July – Sept. 2023	Oct. – Dec. 2023
1	202	218
2	13	23
3	192	218
4	7	6
5	91	77
6	284	181
7	0	0
8	0	0
9	102	85
10	32	34
N/A	248	341
<b>Total</b>	<b>1,249</b>	<b>1,234</b>

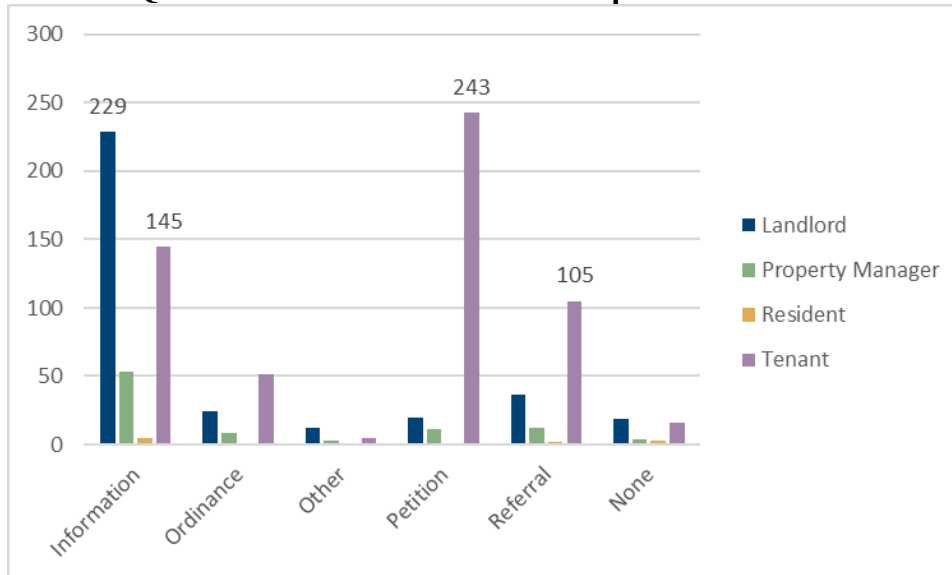
**Charts E and F** show categories of information and resources provided to community members contacting the Program for assistance and the number of inquiries in each category. Services are provided to anyone contacting the program. People occupying a rental property are referred to as “tenants”. “Landlords” are property owners, managers or any person renting real property to another. Occasionally, inquiries are made by individuals who do not fall into the category of Landlord or Tenant and they fall

into the category of “resident”. Tenants seeking services made up 61% of the Program's service outcomes, followed by landlords with 31%.

**Chart E: Quarter 1 Service Outcomes to Requestors**



**Chart F: Quarter 2 Service Outcomes to Requestors**

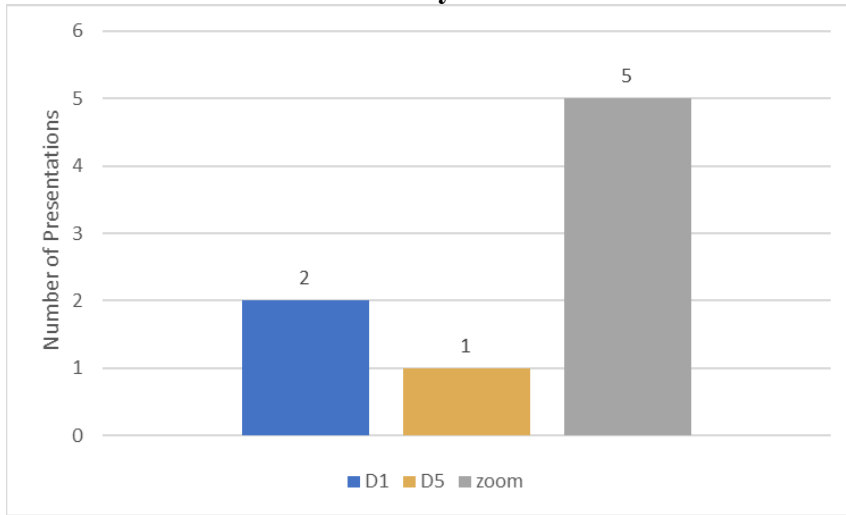


## VI. OUTREACH

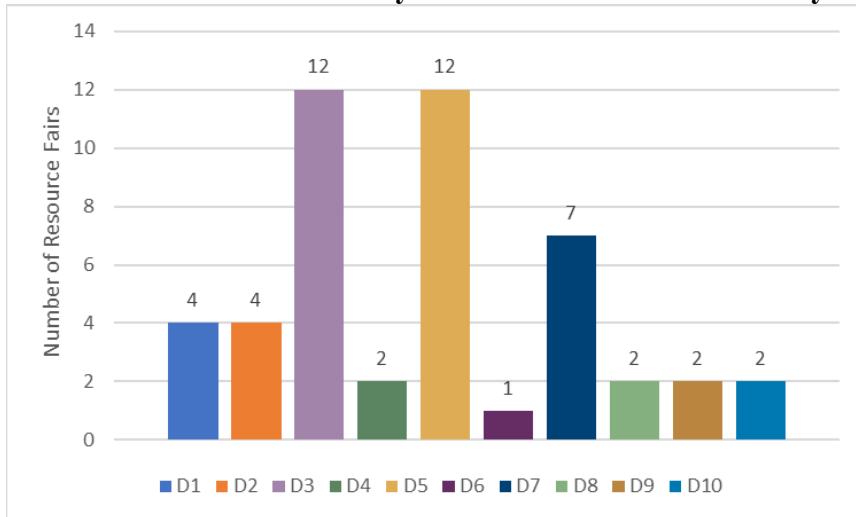
**Chart G** is a breakdown of Presentations provided between July and December. The program collaborates with a diverse array of partners to enhance community awareness regarding rights and responsibilities under the ordinances and available resources to address concerns. Some presentations are in person for community groups and some are held virtually which can capture a wider audience across all Districts. **Chart H** is a breakdown of the outreach events (resource

fairs, community events) by district that staff attended between July and December 2023. There is a concentration in District 3 and District 5 because those Districts historically contain a high demand for tenant rights and housing resources and have a considerable amount of ARO units. This districts contain census tracts identified as having tenants at high risk of displacement and high rent burden. This is due largely in part to the high number of program inquiries particularly from English and Spanish speakers.

**Chart G: Presentation Events by Council District Between July and December 2023**



**Chart H: Outreach Events by Council District Between July and December 2023**



**VII. EVICTION PREVENTION PROGRAM**

**a. Total Households served by the Eviction Prevention Program**

**Table I** demonstrates the total number of tenants and property owners assisted through the eviction help hotline and email, and in-person at the Help Center sites. A total of 3,401

households with eviction concerns were assisted by Eviction Prevention Program staff between July and December 2023.

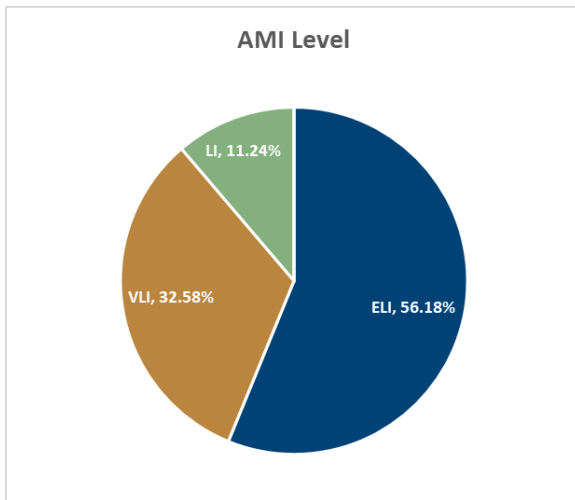
**Table I: Interactions in the Eviction Prevention Program**

Inquires	Jul – Sept 2023	Oct – Dec 2023
Phone Calls	1,137	1,043
Emails	99	72
Walk-in	417	354
Court	70	95
Eviction Diversion and Settlement Program Referrals	43	71
<b>TOTAL:</b>	<b>1,766</b>	<b>1,635</b>

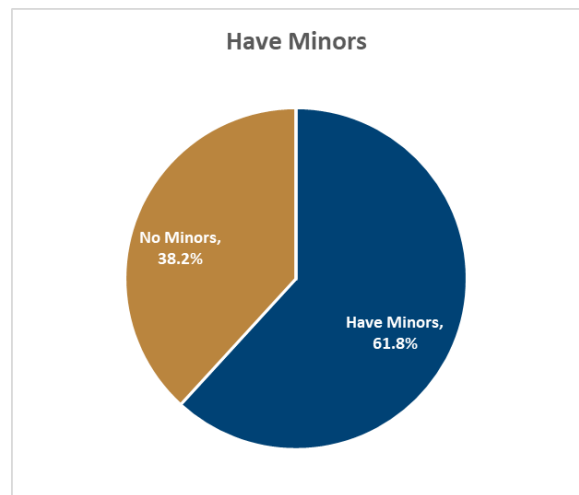
**b. Eviction Diversion and Settlement Program**

Between July and December 2023, 114 households that were assessed for the Eviction Diversion and Settlement Program. 89 of those households deemed eligible and their landlords were paid the back rent by the program. The program targets households earning 50% or less of the Area Median Income for Santa Clara County. **Charts I through O** detail the demographic breakdown of the households served by the program between July and December 2023.

**Chart I: Household Income\***

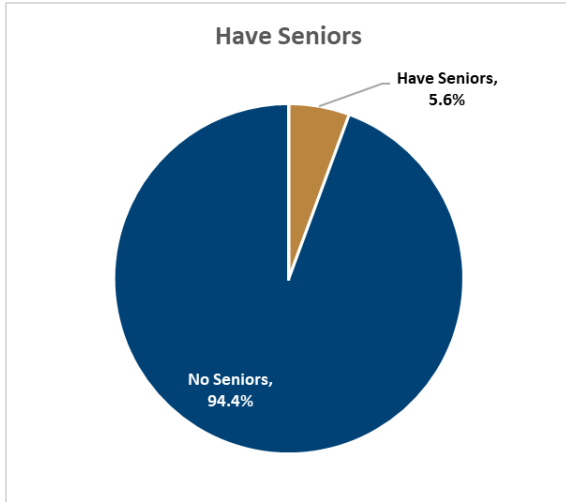


**Chart J: Households with Minor Children**

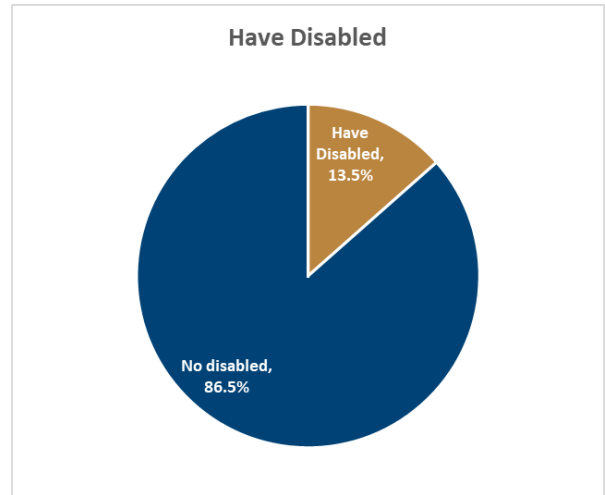


\*Current Santa Clara County AMI Levels for household of 4:  
 Low-Income (80% AMI) < \$146,100/year  
 Very Low-income (50% AMI) < \$92,150/year  
 Extremely Low-Income (30% AMI) < \$55,300/year

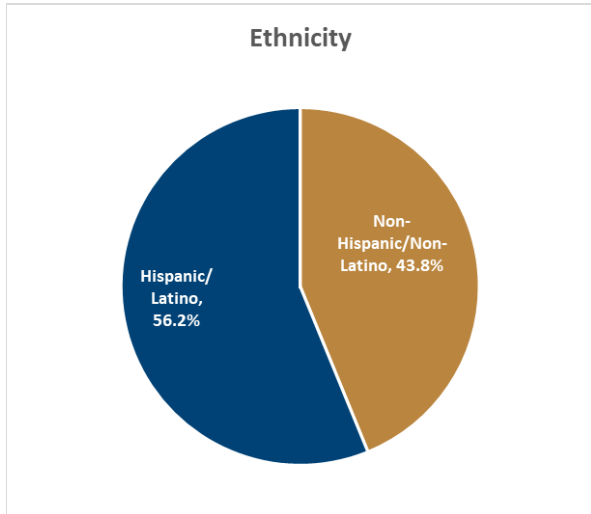
**Chart K: Senior Household Member(s)**



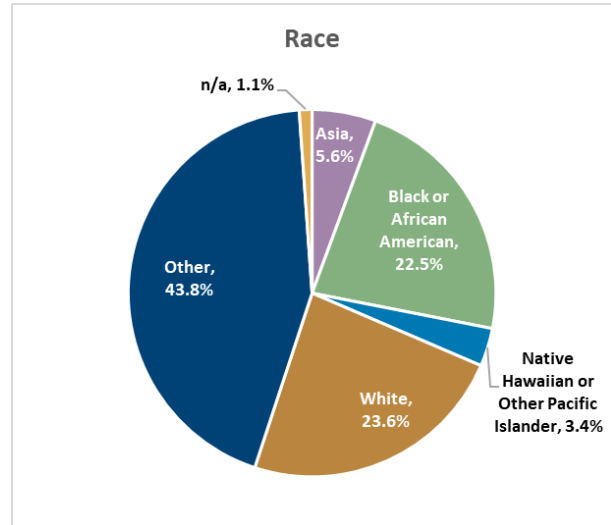
**Chart L: Disabled Household Member(s)**



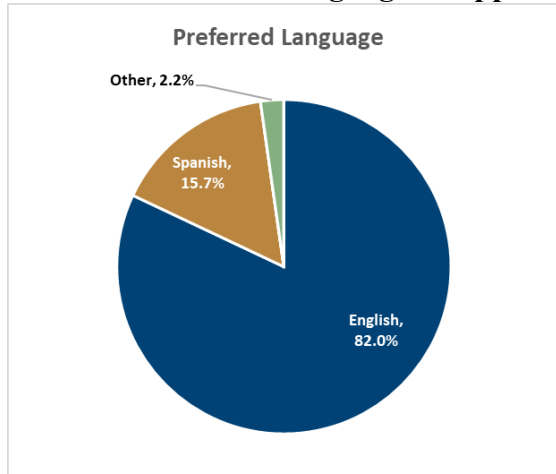
**Chart M: Ethnicity Reported by Applicant**



**Chart N: Race Reported by Applicant**



**Chart O: Preferred Language of Applicant**





**City of San José  
Housing & Community Development Commission**

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

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

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

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**DRAFT - SPECIAL MEETING AGENDA  
 ANNUAL RETREAT  
 AUGUST XX. 2024**

Virtual [Zoom Link](#)

Web ID: **940 5398 8541**

Start time: XXXX

Location: TBD

**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.**

<b>TIME</b>	<b>AGENDA ITEM</b>
12:00	<b>(a) Call to Order/Orders of the Day</b> (Chair)
12:05	<b>(b) Logistics &amp; Goals for the Retreat</b> (R. VanderVeen, Housing)
12:10	<b>(c) Open Forum</b> (Chair) <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 (per <a href="#">Section 2.08.2840</a> 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.</i>
12:15	<b>(d) Director's Welcome and Overview of Housing Department Priorities for FY 2024-2025</b> (E. Soliván, Housing)
12:45	<b>(e) Overview of Partnership with Santa Clara County</b> (R. VanderVeen, Housing and Santa Clara County Representative)
1:15	<b>(f) Commission Draft FY 2023-2024 Accomplishments</b> (M. Nguyen, Housing)
1:30	<b>(g) Commission Draft FY 2024-2025 Workplan</b> (R. VanderVeen, Housing)
2:25	<b>(h) Open Forum</b> <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 (per <a href="#">Section 2.08.2840</a> 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.</i>
2:30	<b>(k) Adjournment</b> (Chair)

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, 14<sup>th</sup> 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, 12<sup>th</sup> Floor  
San José, California 95113  
Tel: (408) 534-2961  
Email: [mindy.nguyen@sanjoseca.gov](mailto: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。