

**Rent Program**  
**FY2020-21 Monthly Activity Report**

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1		Jul-2020	Aug-2020	Sept-2020	Oct-2020	Nov-2020	Dec-2020	Jan-2021	Feb-2021	Mar-2021	Apr-2021	May-2021	June-2021	
2		MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	YTD TOTAL
3	Public Information & Enrollment Unit													
5	Rent/Eviction Counseling Appointments By Phone	197	195	224	249	191	176	218	185	221	269	139	179	2,443
6	Rent/Eviction Counseling Appointments By Walk-ins												12	12
7	Rent/Eviction Counseling Questions Addressed By Email	308	341	135	434	363	242	194	155	166	203	123	182	2,846
8	<b>TOTAL RENT/EVICTION COUNSELING APPOINTMENTS</b>	<b>505</b>	<b>536</b>	<b>359</b>	<b>683</b>	<b>554</b>	<b>418</b>	<b>412</b>	<b>340</b>	<b>387</b>	<b>472</b>	<b>262</b>	<b>373</b>	5,301
12	Rent/Eviction Counseling Sessions Conducted in Another Language	-	-	-	-	-	-	-	-	-			15	15
13	<b>TOTAL RENT/EVICTION COUNSELING APPOINTMENTS IN A LANGUAGE OTHER THAN ENGLISH</b>	<b>105</b>	<b>155</b>	<b>135</b>	<b>217</b>	<b>155</b>	<b>105</b>	<b>157</b>	<b>131</b>	<b>155</b>	<b>155</b>	<b>35</b>	<b>15</b>	1,520
14	Legal Service Referrals	9	5	15	26	13	7	9	11	9	7	7	5	123
15	Written Legal Referrals													-
16	Verbal Legal Referrals													-
17	Mediations Conducted	-	-	-	-	-	-	2	3	1	-	2	1	9
18	Assists from Front Office Staff	123	217	172	123	212	179	212	216	66	212	187	215	2,134
19	Courtesy Compliance Letters Sent	78	62	8	50	12	27	24	11	2	-	5	3	282
20	Community Workshop Attendees	38	40	11	12	39	-	-	127	1	31	15	2	316
21	Hard Copy Rent Increase Notices Processed	8	62	22	6	3	5			-	4	-	2	112
22	Hard Copy Termination of Tenancy Notices Processed	1	-	26	9	3	2	6		11	62	41	29	190
24	Billing/Enrollment/Registration Counseling Appointments In-Person	-	-	-	-	-	-	-		-			-	-
25	Billing/Enrollment/Registration Counseling Appointments By Phone	19	119	76	41	22	32	15	14	44	80	93	56	611
26	Billing/Enrollment/Registration Counseling Questions Addressed By Email	62	152	73	28	20	71	81	27	25	94	105	105	843
27	<b>TOTAL BILLING/ENROLLMENT/REGISTRATION COUNSELING APPOINTMENTS</b>	<b>81</b>	<b>271</b>	<b>149</b>	<b>69</b>	<b>42</b>	<b>103</b>	<b>96</b>	<b>41</b>	<b>69</b>	<b>174</b>	<b>198</b>	<b>161</b>	<b>1,454</b>
28	Enrollment/Tenancy Registration Packets Mailed	13	108	4	21	-	4	4	55	120	12	42	5	388
29	Enrollment Forms Processed	16	19	9	5	1	8	13	12	15	10	9	4	121
30	Rental Housing Fee Invoices Generated	175	10,751	672	55	8	247	27	154	207	4,427	33	12,294	29,050
31	Checks Processed	8	148	1,084	142	46	8	21	20	20	23	70	45	1,635
32	Checks Returned	1	1	3	5	4	2	2	2	1	2	1	-	24
33	Rental Units Discovered Not in Database	3	-	-	1	-	-	-	18	-	1	5	8	36
34	Property Information Updated	20	6	55	13	9	9	-	40	8	7	14	39	220
35	Compliance Actions (Reviewing Records, Exemption Statuses, Addresses)	135	53	-	15	32	-	194	37	233	194	236	5	1,134
36	Applications for Administrative Determination of Exempt/Inapplicable Status Received	1	16	20	4	2	4	4	2	2	1	3	3	62
37	Administrative Determination of Exempt/Inapplicable Status Issued	-	-	4	2	1	4	2	-	3	4	1	3	24
38	Declarations of Exemption Processed	-	-	7	-	4	-	7	13	6	23	4	10	74
39	<b>LEGAL UNIT</b>													-
40	Public Records Act Requests Received	1	2	-	4	3	2	1	3	1	1	-	2	20
41	Owner Move-In Eviction Termination of Tenancy Notices Reviewed	1	-	-	2	1	2	1	2	1	-	-	1	11
42	Withdrawal from the Rental Market (Ellis Act) Termination of Tenancy Notices Reviewed	-	-	-	-	-	1	-	-	2	-	1	1	5
43	Substantial Repairs Termination of Tenancy Notices Reviewed	-	-	-	-	-	-	-	-	1	-	-	-	1
44	Appeal Hearings Held	-	-	-	-	1	-	-	1	-	-	-	1	3
45	<b>HEARINGS UNIT</b>													-
47	DUES & PUB/Subscription												-	-
48	Consultations with Hearings Unit Coordinator By Phone	21	10	22	17	9	7	9	8	7	2	5	-	117
49	Hearings-Related Questions Addressed by Email	73	53	59	34	35	38	31	27	20	15	13	18	416
50	<b>TOTAL HEARINGS-RELATED CONSULTATIONS</b>	<b>94</b>	<b>63</b>	<b>81</b>	<b>51</b>	<b>44</b>	<b>45</b>	<b>40</b>	<b>35</b>	<b>27</b>	<b>17</b>	<b>18</b>	<b>18</b>	<b>533</b>
53	Increase in Space or Services Petitions Received (Attachment C)	-	-	-	-	-	-	-	-	-			-	-
55	Landlord Multiple Grounds Petitions Received	-	-	-	-	-	-	-	-	-			-	-
56	Landlord Petition to Determine Exempt Status Received	-	-	1	1	-	2	1	-	-	-	-	-	5
57	<b>TOTAL LANDLORD PETITIONS RECEIVED</b>	<b>2</b>	<b>-</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>9</b>
58	Excess Rent or Failure to Return Sec Dep Petitions Received (Attachment A)	-	1	2	-	-	-	-	-	-	-	-	-	3

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60	Reduction in Number of Tenants Petitions Received (Attachment C)	-	-	-	-	-	-	-	-	-	-	-	-	-
62	Tenant Petition for Rent Withholding Petitions Received	-	-	-	-	-	-	-	-	-	-	-	-	-
63	Tenant Petition for Failure to Pay Relocation Payment Petitions Received	1	1	-	-	2	-	1	1	-	-	-	-	6
67	Request to Expedite Hearing Process	-	-	-	-	-	-	-	-	-	-	-	-	-
68	Request for a Continuance of the Hearing Process	-	-	-	3	-	-	1	-	1	1	-	-	6
69	Subpoena(s)	-	-	1	-	-	-	-	-	2	-	-	-	3
70	<b>TOTAL OTHER PETITIONS RECEIVED</b>	-	-	1	3	-	-	1	-	3	1	-	-	9
71	Decisions Ordered	-	3	-	1	-	1	1	-	1	-	1	-	8
72	Cases Settled	2	4	1	1	1	1	4	1	-	1	-	-	16
73	Cases Dismissed	-	-	-	1	1	-	1	-	-	-	-	-	3
74	Petitions Withdrawn	-	1	-	-	-	-	2	-	1	-	-	-	4
75	<b>TOTAL CASES CLOSED</b>	2	8	1	3	2	2	8	1	2	1	1	-	31
76	Appeals Received	-	-	1	-	1	1	1	-	-	-	-	-	4
77	Total Open Cases (Tenant Petitions)	18	14	12	10	10	11	5	1	6	5	5	3	100
78	Total Open Cases (Landlord Petitions)	3	4	4	4	2	2	2	-	1	-	-	-	22
79	Total Open Cases (Other Petitions)	1	-	-	-	-	-	-	-	-	-	-	-	1
80	<b>TOTAL OPEN CASES</b>	22	18	16	14	12	13	7	6	7	5	5	3	128
81	<b>Form Submissions</b>													-
82	Agent Authorization	-	-	-	-	-	1	-	-	1	-	-	1	3
83	Proof of Excess Rent Refund	-	-	-	-	-	-	-	1	-	3	-	-	4
85	Proof of Temporary Relocation Payment	-	-	-	-	-	-	-	-	-	-	-	-	-
86	Change in Terms of Tenancy	-	2	25	39	-	-	1	2	2	-	2	1	74
87	<b>TOTAL RENT INCREASE NOTICES FILED</b>	58	28	59	46	49	92	125	48	13	8	46	49	621
88	Termination of Tenancy - Nonpayment of Rent	-	-	5	111	8	65	28	104	44	29	46	3	443
89	Termination of Tenancy - Breach of Lease	9	1	1	8	5	3	9	4	6	-	-	3	49
90	Termination of Tenancy - Failure to Give Access	-	-	2	-	-	-	-	-	-	-	-	-	2
91	Termination of Tenancy - Nuisance	8	1	-	6	3	1	10	-	5	1	2	1	38
92	Termination of Tenancy - Withdrawal from the Rental Market	-	-	-	-	-	-	1	-	-	-	-	-	1
93	Termination of Tenancy - Owner Move-In	1	-	-	3	1	1	2	3	2	-	-	1	14
94	Termination of Tenancy - Substantial Repairs	-	-	-	-	-	-	-	-	1	-	-	-	1
95	Termination of Tenancy - Temporary Tenancy	-	-	-	-	-	-	-	-	1	-	-	-	1
96	<b>TOTAL TERMINATION OF TENANCY NOTICES FILED</b>	18	2	8	128	17	70	50	111	59	30	48	8	549