

## Monthly Report - FY 21-22

### February 2022

	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	
	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	YTD TOTAL
<b>Public Information &amp; Enrollment Unit</b>									
Rent/Eviction Counseling Appointments Walk-ins	-		-	-	-				-
Rent/Eviction Counseling Appointments By Phone	209	208	160	168	140	140	137	214	1,376
Rent/Eviction Counseling Appointments By In-Person	71	102	65	68	105	51	71		533
Rent/Eviction Counseling Questions Addressed By Email	212	176	89	163	104	68	209	240	1,261
<b>TOTAL RENT/EVICTION COUNSELING APPOINTMENTS</b>	<b>492</b>	<b>486</b>	<b>314</b>	<b>399</b>	<b>349</b>	<b>259</b>	<b>417</b>	<b>454</b>	3,170
Rent/Eviction Counseling Sessions Conducted in Spanish			52	42	35	30	44	38	241
Rent/Eviction Counseling Sessions Conducted in Mandarin		-	-			-		-	-
Rent/Eviction Counseling Sessions Conducted in Cantonese			-			-		1	1
Rent/Eviction Counseling Sessions Conducted in Another Language	45	55	52	42	35	-			229
<b>TOTAL RENT/EVICTION COUNSELING APPOINTMENTS IN A LANGUAGE OTHER THAN ENGLISH</b>	<b>45</b>	<b>55</b>	<b>104</b>	<b>84</b>	<b>70</b>	<b>30</b>	<b>44</b>	<b>39</b>	471
Legal Service Referrals	15	18	8	4		4	15	9	73
Written Legal Referrals - Eviction Defense Center	-			8	12	4	6	8	38
Verbal Legal Referrals - Eviction Defense Center	-			1		6		1	8
Written Legal Referrals - Bay Area Legal Aid				8	1	9	2	8	28
Verbal Legal Referrals - Bay Area Legal Aid				4	5	16		-	25
Mediations Conducted	2				2	3	3	1	11
Assists from Front Office Staff	266	133		35	70	203	238	274	1,219
Courtesy Compliance Letters Sent	15		4	25	24	24	8	198	298
Community Workshop Attendees	1		32	37		-		-	70
Hard Copy Rent Increase Notices Processed	7	27	12	32	53	98	16	21	266
<b>Hard Copy Termination of Tenancy Notices Processed</b>	<b>5</b>	<b>46</b>	<b>9</b>	<b>8</b>	<b>2</b>	<b>7</b>	<b>8</b>	<b>3</b>	<b>88</b>
<b>TOTAL HARD COPY NOTICES PROCESSED</b>	<b>12</b>	<b>73</b>	<b>21</b>	<b>40</b>	<b>55</b>	<b>105</b>	<b>24</b>	<b>24</b>	354

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	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	
	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	YTD TOTAL
Billing/Enrollment/Registration Counseling Appointments In-Person	7	4	-	2	3	-		-	16
Billing/Enrollment/Registration Counseling Appointments By Phone	83	68	51	24	24	41	38	21	350
Billing/Enrollment/Registration Counseling Questions Addressed By Email	131	49	29	14	35	33	29	38	358
<b>TOTAL BILLING/ENROLLMENT/REGISTRATION COUNSELING APPOINTMENTS</b>	<b>214</b>	<b>117</b>	<b>80</b>	<b>38</b>	<b>59</b>	<b>74</b>	<b>67</b>	<b>59</b>	708
Enrollment/Tenancy Registration Packets Mailed	77	5	32	1	7	-		3	125
Enrollment Forms Processed	31	12	10	44	20	21	9	20	167
Rental Housing Fee Invoices Generated	4,729	124	78	8	40	130	4	2	5,115
Checks Processed	881	650	29	39	27	13	13	6	1,658
Checks Returned	2	2	4	22	15	-		-	45
Rental Units Discovered Not in Database	1	3	2	3	1	10	1	5	26
Property Information Updated	153	58	21	14	54	117	46	110	573
Compliance Actions (Reviewing Records, Exemption Statuses, Addresses)	-			258	31	14	7	15	325
Applications for Administrative Determination of Exempt/Inapplicable Status Received	8	5		2	-	1	4	3	23
Administrative Determination of Exempt/Inapplicable Status Issued	-	1		6	10	2		-	19
Declarations of Exemption Processed	4	12		6	4	2		9	37
<b>LEGAL UNIT</b>									-
Public Records Act Requests Received	1	1	2	4	-	-	2	-	10
Owner Move-In Eviction Termination of Tenancy Notices Reviewed	-	-	1	1	-	-		-	2
Withdrawal from the Rental Market (Ellis Act) Termination of Tenancy Notices Reviewed	2	-	1	-	1	1		1	6
Substantial Repairs Termination of Tenancy Notices Reviewed	-	-	-	-	-	1		-	1
Appeal Hearings Held	-	-	-	-	-	1		-	1
<b>HEARINGS UNIT</b>									-
Consultations with Hearings Unit Coordinator In Person					1	-	-	4	5
Consultations with Hearings Unit Coordinator By Phone	3	6	3	2	10	15	15	13	67
Hearings-Related Questions Addressed by Email	17	12	20	26	31	51	69	79	305

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	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	YTD TOTAL
<b>TOTAL HEARINGS-RELATED CONSULTATIONS</b>	<b>20</b>	<b>18</b>	<b>23</b>	<b>28</b>	<b>42</b>	<b>66</b>	<b>84</b>	<b>96</b>	<b>377</b>
MNOI Petitions Received (Attachment A)						-	10	1	11
Increased in Occupants Petitions Received (Attachment B)						-			-
Increase in Space or Services Petitions Received (Attachment C)	-					-			-
Restoration of Denied AGA Petitions Received (Attachment D)						-			-
Landlord Individual Rent Adjustment Petitions Received	1	2				-			3
Landlord Petition to Determine Exempt Status Received	-					2	1		3
<b>TOTAL LANDLORD PETITIONS RECEIVED</b>	<b>1</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2</b>	<b>11</b>	<b>1</b>	<b>17</b>
Excess Rent or Failure to Return Sec Dep Petitions Received (Attachment A)	-	2		1	1	1			5
Decrease in Space/Services or Habitability Petitions Received (Attachment B)		3		1	2	3	3	2	14
Reduction in Number of Tenants Petitions Received (Attachment C)	-					-			-
Tenant Petition Based on Multiple Grounds						1	1	1	3
Tenant Petition for Rent Withholding Petitions Received	-					-			-
Tenant Petition for Failure to Pay Relocation Payment Petitions Received	-			2		4			6
<b>TOTAL TENANT PETITIONS RECEIVED</b>	<b>-</b>	<b>5</b>	<b>-</b>	<b>4</b>	<b>3</b>	<b>9</b>	<b>4</b>	<b>3</b>	<b>28</b>
Petition for Determination of Occupancy Status						-			-
Petition for Initial Rent Determination						-			-
Request to Expedite Hearing Process	-					-			-
Request for a Continuance of the Hearing Process	-				1	-		2	3
Subpoena(s)	-					-			-
<b>TOTAL OTHER PETITIONS RECEIVED</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>2</b>	<b>3</b>
Decisions Ordered	1					-	2	2	5
Cases Settled	-				1	1		5	7
Cases Dismissed	1	2				-	2		5
Petitions Withdrawn	2	1	2	1		2	2	1	11
<b>TOTAL CASES CLOSED</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>8</b>	<b>28</b>
Appeals Received	-	1				-			1

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	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	MTD ACTUAL	YTD TOTAL
Total Open Cases (Tenant Petitions)	2	3	6	10	14	18	18	15	86
Total Open Cases (Landlord Petitions)	2	3	1	1	1	1	12	11	32
Total Open Cases (Other Petitions)	-			2	3				5
<b>TOTAL OPEN CASES</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>11</b>	<b>15</b>	<b>19</b>	<b>30</b>	<b>26</b>	<b>118</b>
<b>Form Submissions</b>									-
Agent Authorization		-	-		1	-		-	1
Proof of Excess Rent Refund	-	-	-	-	-	-		-	-
Proof of Permanent Relocation Payment			1	2	-	1	1	2	7
Proof of Temporary Relocation Payment	-	-	-	-	-	-		-	-
Change in Terms of Tenancy	1	-	2	2	-	1	1	-	7
<b>TOTAL RENT INCREASE NOTICES FILED</b>	<b>69</b>	<b>69</b>	<b>79</b>	<b>4</b>	<b>212</b>	<b>2</b>	<b>106</b>	<b>2</b>	<b>543</b>
Termination of Tenancy - Nonpayment of Rent	1	12	31	39	17	24	9	26	159
Termination of Tenancy - Breach of Lease	3	3	10	10	7	2	6	3	44
Termination of Tenancy - Failure to Give Access	-	-		-	-	-		-	-
Termination of Tenancy - Nuisance	-	2	2	1	-	1		-	6
Termination of Tenancy - Withdrawal from the Rental Market	2		1	-	1	-		1	5
Termination of Tenancy - Owner Move-In	-			4	-	1			5
Termination of Tenancy - Substantial Repairs	-			-	-	-			-
Termination of Tenancy - Temporary Tenancy	-		2	-	-	1			3
<b>TOTAL TERMINATION OF TENANCY NOTICES FILED</b>	<b>6</b>	<b>17</b>	<b>46</b>	<b>54</b>	<b>25</b>	<b>29</b>	<b>15</b>	<b>30</b>	<b>222</b>