



# Community Stabilization and Fair Rent Act Program

January 2019

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CSFRA Program  
 City of Mountain View  
 500 Castro Street  
 Mountain View, CA 94041  
 For more information visit:  
[mountainview.gov/rentstabilization](http://mountainview.gov/rentstabilization)

# CSFRA Newsletter

## Why am I Receiving this Letter?

This newsletter is in your mailbox because you either live in or own a rental property covered by the Community Stabilization and Fair Rent Act (CSFRA).

### What is a Covered Unit?

The CSFRA provides rent stabilization and eviction protections for most multi-family rental properties with 3 or more units in Mountain View built before December 23, 2016. Check [mountainview.gov/rentstabilization](http://mountainview.gov/rentstabilization) or call (650) 903-6125 to get updated information on your coverage.

#### Fully Covered

*Both rent stabilization and eviction protections apply*

- Built before 1995

#### Partially Covered

*Eviction protections apply*

- Built between 1995 and 2017

### What does this mean?

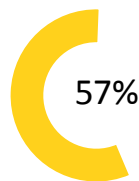
As of December 23, 2016, a fully covered unit's rent:

- Must be rolled back to:
  - The amount paid on Oct 19, 2015 if tenancy started on or before Oct. 19, 2015 [plus allowed Annual General Adjustments (AGAs)]
  - The amount paid on move-in if the tenancy started after Oct. 19, 2015 (plus allowed AGAs)
- Can only be increased by the allowed AGA  
 2018 AGA: 3.6% | 2017 AGA: 3.4%
- Includes all housing services such as parking, utilities, and pets

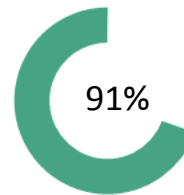
Additionally, under the law, tenants of fully and partially covered units can only be evicted for nine "just cause" reasons. If you have questions regarding rent, evictions or other housing related issues, please feel free to contact the Mountain View Rental Housing Helpline at (650) 282-2514.

## Get to Know Your Community

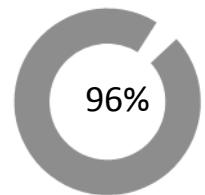
### By the Numbers – Renters in Mountain View



of all households live in rental units



of all multi-family rental units are subject to the CSFRA



of all multi-family rental units are occupied

# Rental Housing Committee (RHC) Updates

## Welcome New RHC Members!

The City recently recruited to fill RHC vacancies.

On January 15, 2019, City Council interviewed seven candidates for three; four-year term openings.

Julian Pardo de Zela and Susyn Almond were appointed as committee members with Nicole Haines-Livesay appointed as an alternate. Matt Grunewald and Emily Ramos were also selected to serve as Chair and Vice-Chair.

*Congratulations on your appointments!*

## 2019 RHC Members



*From Left to Right  
Nicole Haines-Livesay, Susyn Almond,  
Vanessa Honey, Chair Matt Grunewald,  
Vice-Chair Emily Ramos, Julian Pardo de Zela*

## Rental Housing Committee Meetings



### Upcoming Dates

January 28, 2019 | February 11, 2019  
March 4, 2019 | March 25, 2019  
April 15, 2019 | May 6, 2019  
June 3, 2019 | June 24, 2019

The Rental Housing Committee meets regularly to make decisions on policy issues for the CSFRA.

Rental Housing Committee meetings are held in City Council Chambers, 500 Castro Street, and start at 7:00 p.m.

Agendas are posted online at least 72 hours in advance on the outside bulletin board near the front doors of City Hall and at

[mountainview.gov/council/agendas/rental\\_housing\\_committee.asp](http://mountainview.gov/council/agendas/rental_housing_committee.asp).

CSFRA Program staff would like to thank Chair Ortiz and Committee Member Means for their service on the RHC. Your insights and expertise significantly contributed to the swift implementation of the CSFRA.

*We will miss your presence!*

## Thank you for



## your service!

## What does the RHC do?

The primary role of the RHC is to implement the CSFRA.

The RHC's duties are to:

- Establish rules and regulations and a budget
- Set Rents
- Determine and publicize the Annual General Adjustment
- Appoint Hearing Officers
- Adjudicate petitions and issue decisions
- Administer oaths and affirmations and subpoena witnesses and relevant documents
- Administer the withdrawal process for the removal of Rental Units from the rental housing market
- Hold public hearings
- Conduct studies, surveys, investigations and hearings
- Report periodically to City Council
- Publicize the CSFRA
- Establish a schedule of Penalties for non-compliance
- Pursue civil remedies in courts of appropriate jurisdiction, subject to City Council approval
- Intervene as an interested party in litigation with respect to Covered Rental Units, subject to City Council approval
- Any other duties necessary to administer and enforce the CSFRA

## New!

### Required CSFRA Information Sheet

The Rental Housing Committee has adopted new noticing requirements for covered rental units.

At the start of a new tenancy and with each notice of increase of rent, landlords are required to distribute a **CSFRA Information Sheet** to tenants that describes the CSFRA and provides information for the Mountain View Rental Housing Helpline.

A template of the **CSFRA Information Sheet** is inserted in this newsletter and can also be downloaded under Forms and Notices at [mountainview.gov/rentstabilization](http://mountainview.gov/rentstabilization)

## Online Registration for CSFRA Rental Properties Now Available

We are happy to announce that the CSFRA rental property online database is now up and running. The new online portal allows rental property owners and/or managers to:

- Register Rental Properties
- Manage Multiple Properties
- Review Registration Status
- Apply for Rental Housing Fee Exemptions

If you'd like to register your property online, make changes to ownership or mailing address or claim an exemption for Rental Housing Fees, please log in to [mvrent.mountainview.gov](http://mvrent.mountainview.gov) using the APN and individually assigned PIN provided in the description section of your Invoice.

Please email [andrea.kennedy@mountainview.gov](mailto:andrea.kennedy@mountainview.gov) if you have any questions.

## FY 2018-19 Rental Housing Fee Invoices

The CSFRA requires landlords to pay an annual Rental Housing Fee to fund the reasonable and necessary expenses of implementing the CSFRA. On June 18, 2018, the Rental Housing Committee adopted the FY 2018-19 budget and established the 2019 annual Rental Housing Fee of \$124.00 per unit. Invoices were sent at the beginning of January 2019 and payment of the fee is due by February 2019. Failure to pay the annual fee may result in a penalty assessment of 1% per month until the fee is paid. Rent increases are not effective if a landlord has not paid the fee.

## Contact Us

### Walk-in Office Hours

Thursdays  
12:00 p.m. to 2:00 p.m.  
City Hall, 1st Floor  
Public Works Front Conference Room

### Petition Clinics

1<sup>st</sup> and 3<sup>rd</sup> Friday of Each Month  
1:00 p.m. to 3:00 p.m.  
City Hall, 2<sup>nd</sup> Floor  
Plaza Conference Room

Phone: (650) 282-2514

Email: [csfra@housing.org](mailto:csfra@housing.org)  
[mountainview.gov/rentstabilization](http://mountainview.gov/rentstabilization)

**We're Here to Help!**

## Did you know...?

Rent cannot be increased, even by the Annual General Adjustment (AGA), on fully covered rental units unless a property owner is in full compliance with the CSFRA.

To be in compliance with the CSFRA, property owners must have:

- Paid the Rental Housing Fees
- Rolled back the rent as applicable
- Increased the rent only as allowed under the CSFRA
  - Allowable Annual General Adjustments (AGAs)
  - Petitions for Rent Increases above the AGA
  - Once every 12 months
- Addressed any outstanding code violations



# Upcoming 2019 Workshops

## The Landlord-Tenant Connection: Tips 4 Talking

February 21, 2019, 6:30 p.m.  
City Hall, Plaza Conference Room  
500 Castro St.

## Maintaining Habitability (Landlord Focused)

March 18, 6:30 p.m.  
City Hall, Plaza Conference Room  
500 Castro St.

## Maintaining Habitability (Tenant Focused)

April 18, 2019, 6:30 p.m.  
City Hall, Plaza Conference Room  
500 Castro St.

## Landlords' Rights (Federal, State, and Local)

May 16, 2019, 6:30 p.m.  
City Hall, Plaza Conference Room  
500 Castro St.

## Renters' Rights (Federal, State, Local)

June 20, 2019, 6:30 p.m.  
City Hall, Plaza Conference Room  
500 Castro St.

# Community Stabilization and Fair Rent Act Program Updates

- **CSFRA Rental Property Registration is Now Available Online** - If you wish to register your property online, make changes to ownership and/or mailing addresses or claim an exemption from Rental Housing Fees, login to [mvrent.mountainview.gov](http://mvrent.mountainview.gov).
- **FY 2018-19 Rental Housing Fee Invoices** - The annual Rental Housing Fee is a per unit fee billed to landlords of covered rental properties. For FY 2018-19, the Rental Housing Fee is set at \$124 per unit. This fee cannot be passed through to tenants. Fee invoices were sent to owners/property managers in early January 2019 and payment of the fee is due by February 2019.
- **Required CSFRA Information Sheet** - The Rental Housing Committee has adopted new noticing requirements for covered rental units. At the start of a new tenancy, and with each notice of increase of rent, landlords are required to distribute a CSFRA Information Sheet to tenants that describes the CSFRA and provides information for the Mountain View Rental Housing Helpline.

CSFRA Program  
City of Mountain View  
Post Office Box 7540  
Mountain View, CA  
94039-7540

BULK RATE  
US POSTAGE  
PAID  
CITY, STATE  
PERMIT NO. 000

ADDRESS CORRECTION REQUESTED

Subscriber Name  
Number Street Address  
City, State Postal Code  
Country





## CSFRA RENT STABILIZATION INFORMATION SHEET

***This residential unit is subject to the City of Mountain View Community Stabilization and Fair Rent Act.***

This summary of rights and responsibilities under the law is for informational purposes and must be presented to each tenant when signing a lease or upon submittal of a rent increase notice. For more information contact the Mountain View Rental Housing Helpline at (650) 282-2514 or CSFRA@housing.org or [www.mountainview.gov/rentstabilization](http://www.mountainview.gov/rentstabilization).

### **Rent Levels and Rent Increases**

For tenancies covered under the rent stabilization program, the initial rent agreed to at the beginning of the tenancy establishes the **base rent** for that tenancy. If a current tenant has been residing in the rental unit since October 19, 2015, the amount of rent charged on October 19, 2015, is considered to be the base rent.

All rent increases during the tenancy are limited by law. The owner may increase the rent once per year and only if proper written notice of the increase is provided to the tenant. The Rental Housing Committee determines each year's allowed rent increase (the "Annual General Adjustment" or "AGA"). A landlord may implement a current year's AGA from September 1<sup>st</sup> of each year onwards. If a landlord collects more rent than is allowed under the CSFRA, a tenant may file a petition with the Rental Housing Committee for collection of unlawful rent to get the overcharges reimbursed.

**If you cannot afford to make your rent payment, you may contact the Mountain View Rental Housing Helpline at (650) 282-2514 or CSFRA@housing.org for potential assistance referrals.**

### **Eviction Protections**

Tenants have eviction protections, meaning they **cannot be asked to move out** without a lawful reason (even at the end of the lease term). A landlord may only evict a tenant for just-cause. The **just causes for eviction** are listed in Section 1705 of the CSFRA, which is available on the CSFRA website. Some of the just-causes for eviction include: not paying rent on time, violating a lawful provision of a rental agreement, creating a nuisance, criminal activity or failure to give access.

For most of the reasons that involve tenant fault (other than not paying the rent), the landlord must give the tenant a **notice to cease (warning letter) and a reasonable amount of time to correct certain problems** before giving the tenant a termination notice. A landlord must file a copy of the termination notice with the Rental Housing Committee within three days of serving it on the tenant.

There are also a few causes for eviction that are beyond a tenant's control such as a landlord choosing to remove the rental property off the rental market, to redevelop the property or to live in a unit on the property. A tenant evicted for any of these reasons, may be entitled to receive a **relocation payment**, depending on income level of the household. To evict, the landlord must follow certain procedures as further detailed in the Tenant Relocation Assistance Ordinance including providing proper written notice to the tenant.

### **Maintenance, Repairs and Amenities**

Generally, **maintenance and repairs are a landlord's responsibility**. A landlord must maintain apartments and common areas in a safe and habitable condition. Tenants are required to take care of their apartment, and they may be liable for the costs of repairs if any damage is caused by tenants beyond normal wear and tear. When there is a maintenance issue, a tenant should let the landlord know immediately, particularly if there is an emergency. Additionally, tenants should give **written notice to the landlord** of the need for repair(s) and should **keep a copy of the notice**. If the necessary repairs are not completed within 30 days, the tenant may file a **petition for rent decrease** with the Rental Housing Committee. A petition for rent decrease may also be filed if a landlord reduces or removes certain **amenities or housing services** such as parking, storage, laundry areas or the right to have pets. State law requires that a landlord give tenants at least 24-hours written notice to enter their apartment for necessary or agreed upon repairs, unless there is an emergency.





## INFORMACIÓN SOBRE LA ESTABILIZACIÓN DE RENTA – CSFRA

***Esta unidad residencial está sujeta al Acta de Estabilización Comunitaria y Renta Justa de la Ciudad de Mountain View.***

Aquí se resumen los derechos y responsabilidades conforme a la ley para fines informativos los cuales deben presentarse a cada inquilino al firmar un contrato de arrendamiento o al presentar un aviso de aumento de renta. Para obtener más información, comuníquese con la Línea de Ayuda para Viviendas de Alquiler de Mountain View al (650) 282-2514 o CSFRA@housing.org o [www.mountainview.gov/rentstabilization](http://www.mountainview.gov/rentstabilization).

### **Niveles de Renta y Aumentos de Renta**

Para los alquileres cubiertos por el programa de estabilización de alquileres, la renta inicial acordada al comienzo del alquiler establece la **renta base** para ese alquiler. Si un inquilino actual ha estado residiendo en la unidad de alquiler desde el 19 de octubre de 2015, la cantidad de renta cobrada el 19 de octubre de 2015 se considera la renta base.

Todos los aumentos de renta durante el arrendamiento están limitados por la ley. El propietario puede aumentar la renta una vez al año y solo si se le proporciona al inquilino un aviso por escrito del aumento. El Comité de Vivienda de Alquiler determina el aumento de alquiler permitido en cada año (el "Ajuste General Anual" o "AGA"). Un propietario puede implementar el AGA del año en curso a partir del 1 de septiembre de cada año. Si un arrendador cobra más renta de la permitida por el CSFRA, el inquilino puede presentar una petición ante el Comité de Vivienda de Alquiler para la recaudación de la renta ilegal y obtener el reembolso de los recargos.

**Si no puede pagar su renta, puede comunicarse con la Línea de Ayuda para Viviendas de Alquiler de Mountain View al (650) 282-2514 o CSFRA@housing.org para obtener posibles referencias de asistencia.**

### **Protecciones de Desalojo**

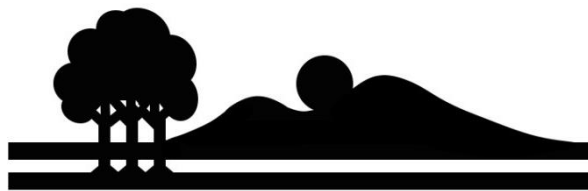
Los inquilinos tienen protecciones de desalojo, lo que significa que **no se les puede pedir que se muden** sin una razón legal (incluso al final del término del contrato de arrendamiento). Un propietario solo puede **desalojar a un inquilino por una causa justa**. Las causas justas para el desalojo se enumeran en la Sección 1705 de la CSFRA, que está disponible en el sitio web del CSFRA. Algunas de las causas justas para el desalojo incluyen: no pagar la renta a tiempo, infringir una disposición legal establecida en el contrato de alquiler, crear una molestia, actividad delictiva o no dar acceso a la propiedad.

Para la mayoría de las razones que involucran la falta del inquilino (aparte de no pagar la renta), el propietario debe dar al inquilino **una notificación de cese (carta de advertencia) y un tiempo razonable para corregir el problema** antes de darle un aviso de terminación. Un propietario debe presentar una copia del aviso de terminación al Comité de Vivienda de Alquiler dentro de los tres días posteriores a la entrega de la misma al inquilino.

También hay algunas causas de desalojo que están más allá del control de un inquilino, como que un propietario elija retirar la propiedad de alquiler del mercador, nuevos desarrollos en la propiedad o vivir en una unidad de la propiedad. Un inquilino que es desalojado por cualquiera de estas razones, puede tener derecho a recibir un **pago de reubicación**, dependiendo del nivel de ingresos del hogar. Para efectuar el desalojo, el propietario debe seguir ciertos procedimientos como se detallan en la Ordenanza de Asistencia para la Reubicación del Inquilino, incluyendo notificación adecuada por escrito al inquilino.

### **Mantenimiento, Reparaciones y Servicios**

Generalmente, el **mantenimiento y las reparaciones son responsabilidad del propietario**. Un propietario debe mantener los apartamentos y áreas comunes en condiciones seguras y habitables. Se les requiere a los inquilinos cuidar de su apartamento, y pueden ser responsables de los costos de las reparaciones si los inquilinos causan algún daño más allá del desgaste normal. Cuando hay un problema de mantenimiento, el inquilino debe informar al propietario de inmediato, especialmente si hay una emergencia. Además, los inquilinos deben **notificar por escrito al propietario** de la necesidad de reparaciones y **deben guardar una copia de la notificación**. Si las reparaciones necesarias no se completan dentro de los 30 días, el inquilino puede presentar una **petición de reducción de renta** ante el Comité de Vivienda de Alquiler. También se puede presentar una petición de reducción de renta si el propietario reduce o elimina **ciertas comodidades o servicios** de vivienda como estacionamiento, almacenamiento, áreas de lavandería o el derecho a tener mascotas. La ley estatal requiere que el propietario dé a los inquilinos al menos 24 horas de aviso por escrito para ingresar a su apartamento y llevar a cabo las reparaciones necesarias o acordadas, a menos que haya una emergencia.



## CSFRA 租金稳定信息表

### **该住宅单元受山景城社区稳定和公平租赁法的约束。**

此项法律规定的权利和责任摘要仅供参考，在签订租约或提交租金增加通知时必须提交给每个租户。更多信息请联系山景城房屋出租帮助热线，电话 (650) 282-2514，或发送电子邮件到 [CSFRA@housing.org](mailto:CSFRA@housing.org) 或访问以下网址 [www.mountainview.gov/rentstabilization](http://www.mountainview.gov/rentstabilization)。

### **租金水平和租金增长**

对于租金稳定项目所涵盖的租约，租约开始时同意的初始租金确定了该租约的基础租金。如果现有租户自 2015 年 10 月 19 日起一直居住在此租赁单元，则 2015 年 10 月 19 日的租金金额被视为基础租金。

租赁期间所有租金上涨均受法律限制。业主可以每年增加一次租金，并且只有在向租户提供适当的关于租金增加书面通知的情况下才可以。房屋租赁委员会确定每年允许的租金增加额（“年度总调整”或“AGA”）。房东可以从每年的 9 月 1 日起实施当年的 AGA。如果房东收取的租金超过 CSFRA 允许的租金额，租客可以向房屋租赁委员会提交请愿书，要求退还被非法超额收取的租金。

**如果您无法支付租金，您可以联系山景城出租房屋帮助热线，电话是(650) 282-2514 或发送电子邮件到 [CSFRA@housing.org](mailto:CSFRA@housing.org) 请求可能的协助或推荐**

### **驱逐保护**

租客受驱逐保护，这意味着他们不能在没有任何合理理由的情况下被要求迁出（即使在租赁期结束时）。房东只能因正当理由而驱逐房客。驱逐的正当理由列于 CSFRA 的第 1705 节，该项规定可在 CSFRA 网站上找到。驱逐的一些正当理由包括：不按时支付租金，违反租赁协议的合法条款，造成滋扰，犯罪活动或未能提供访问权等。

对于涉及租户过错的大多数原因（除了不支付租金），房东必须向租户发出**停止出租通知（警告信）**并给租客合理的时间来**纠正某些问题**，然后再给予租户终止出租通知。房东必须在向租户提出停止出租通知的三天内向租房委员会提交终止通知的副本。

除了租户可控制的原因之外，还有一些驱逐的原因是租客无法控制的，例如房东选择从租赁市场移除租赁房产，重新开发房产或业主住在出租房产的某一单元。由于上述任何原因而被逐出的租户可能有权获得**搬迁费**，具体取决于家庭的收入水平。这种驱逐，房东必须遵守“**租客搬迁援助条例**”中所进一步详述的某些程序，包括向租客提供适当的书面通知。

### **维护，维修和设施**

一般来说，**维护和维修是房东的责任**。房东必须维护公寓和公共区域使其保持在安全和可适宜居住的状态。租户必须照看好他们的公寓，如果是超出正常使用和磨损所造成的任何损坏，租客可能需要承担维修费用。如果出现维护问题，租户应立即告知房东，特别是在发生紧急情况时。此外，租户应**书面通知房东**需要维修，并应**保留通知的副本**。如果必要的维修未在 30 天内完成，租客可以向租房委员会提出**减租申请**。如果房东减少或移除某些设施或住房服务，例如停车，存储，洗衣区或有宠物的权利，租客也可以提出减租请求。州法律要求房东需提前至少 24 小时给租客书面通知方可进入他们的公寓进行必要或商定的维修，除非有紧急情况。