

Rent Program Annual Report 2024



Presented by the
City Attorney's Office

Yibin Shen – City Attorney
Bill Chapin – Rent Program Director





The City Attorney’s Office is pleased to submit the Rent Program’s seventh annual report.

The Alameda Rent Program was created to implement the City’s Rent Ordinance through education, community engagement and collaboration to promote equity and stability in the rental market.

This report and the public services described throughout would not be possible without the efforts of the following individuals

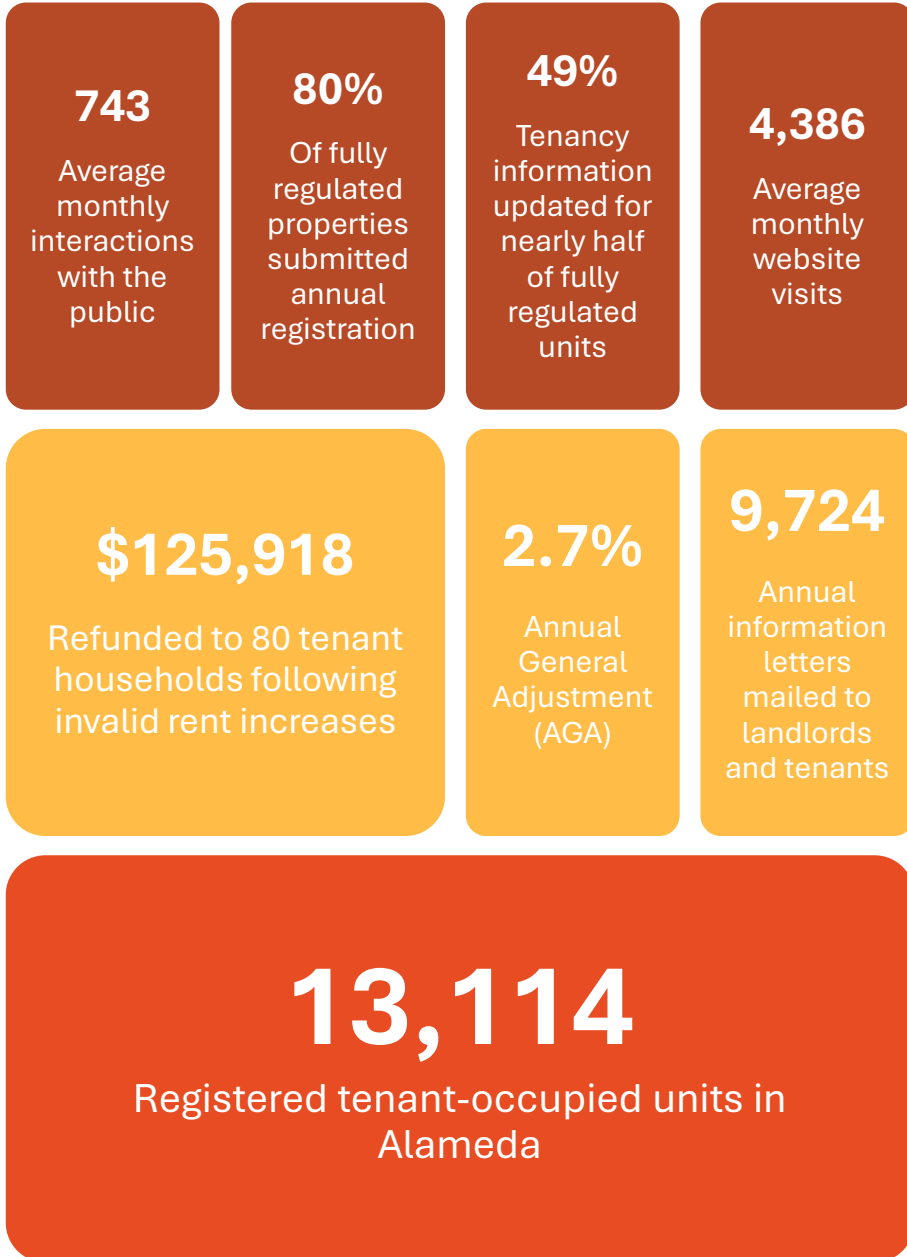
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2024 By the Numbers...



2024 Program Highlights

Annual Registration

The Rent Program successfully launched its first drive to collect annual registration statements for all fully regulated rental units in the city. As of January 1, 2025, more than **80%** of fully regulated properties had submitted registration statements. Almost half of the 13,000 fully regulated rental units in the city had outdated information (i.e. unregistered tenancies, out-of-date rents) that landlords updated as a result of the registration drive.

The Rent Ordinance includes a requirement for landlords to submit an annual registration statement, but this requirement was not enforced during the COVID-19 pandemic. Rent Program staff developed new forms and worked with the database vendor to update the Rent Registry in preparation for the registration drive. Staff did significant outreach to landlords to inform them of the requirement, including mailings and a series of clinics at the Alameda Free Library computer lab, where staff offered one-on-one support for landlords using the Rent Registry.

During the registration period, staff responded to a record 1,300 emails, calls, and other inquiries during a single month (July 2024). Overall Rent Program staff responded to nearly 9,000 inquiries during the 2024 calendar year, an average of **743** per month.

Program staff will continue to pursue compliance for the remaining unregistered units until the next registration period begins June 1, 2025. The Rent Ordinance prohibits a landlord from increasing rent for any unit on a property if not in full compliance, including payment of all fees and registration of all rental units.

Balanced Budget

Despite the added administrative effort of requiring landlords to submit registration statements before paying annual program fees,

the new enforcement process did not negatively impact revenues. As of January 1, 2025, **86%** of properties had paid program fees for the 2024-25 fiscal year, maintaining a compliance rate similar to previous years.

The Rent Program has also made significant financial strides since transitioning to an in-house department within the City Attorney's Office. By streamlining expenses and enhancing revenue collection efforts, the program has successfully eliminated a structural budget deficit. These financial improvements ensure that the Rent Program remains on solid fiscal footing, allowing it to continue providing essential services to both renters and landlords while maintaining the integrity of the Rent Ordinance.

Capital Improvement Plans

The Rent Program successfully implemented an updated Capital Improvement Plan (CIP) Policy approved by the City Council in December 2023. Staff developed new application forms and guidance on the program website. The new policy is intended to encourage landlords to improve the quality of the City's housing stock by making more projects eligible while enacting stronger protections for tenants to limit displacement. Landlords subsequently submitted **nine new CIP applications** during the 2024 calendar year, compared to just 13 applications submitted during an eight-year period from 2016 to 2023 under the prior policy.

2024 Program Highlights

State Rent Control

Since 2020, California's AB 1482 has provided statewide rent control protections, including just cause eviction rules and annual rent increase caps (5% + local CPI or 10%, whichever is lower). Generally, Alameda's local Rent Ordinance offers stronger protections for most Alameda tenants, including more stringent caps on rent increases and broader "just cause" eviction rules; however, in those cases when state law offers stronger protections, those regulations apply.

Recent state legislation allows city attorneys to enforce state rent control laws. On April 2, 2024, City Council adopted an implementation ordinance authorizing the City Attorney's Office to enforce the statewide rent cap.

The Rent Program estimates that 150–300 single-family homes, condos, and townhouses owned by corporations or LLCs, along with about 10 multifamily units built between 1995 and 2009, will initially fall under state rent control enforcement. This number will grow as more properties age into eligibility under the state's 15-year rolling exemption. To manage this, staff has updated the Alameda Rent Registry with property construction dates and has begun complaint-based enforcement, investigating when a tenant reports a rent increase that may be in violation of the state rent cap.

Temporary Relocation Tenant Assistance Program




On October 25, 2023, City Council adopted Resolution 16108, creating a dedicated fund for the Temporary Relocation Tenant Assistance Program. In cases where landlords fail to promptly issue the required temporary relocation payments as required by the Rent Ordinance, the Rent Program steps in to ensure tenants

receive immediate assistance while pursuing reimbursement from the responsible landlord.

In 2024, the program provided emergency temporary relocation assistance to **seven tenants**, disbursing a total of **\$24,332**. This financial support helped tenants secure temporary housing during their displacement, reinforcing the City's commitment to housing stability and tenant protections.

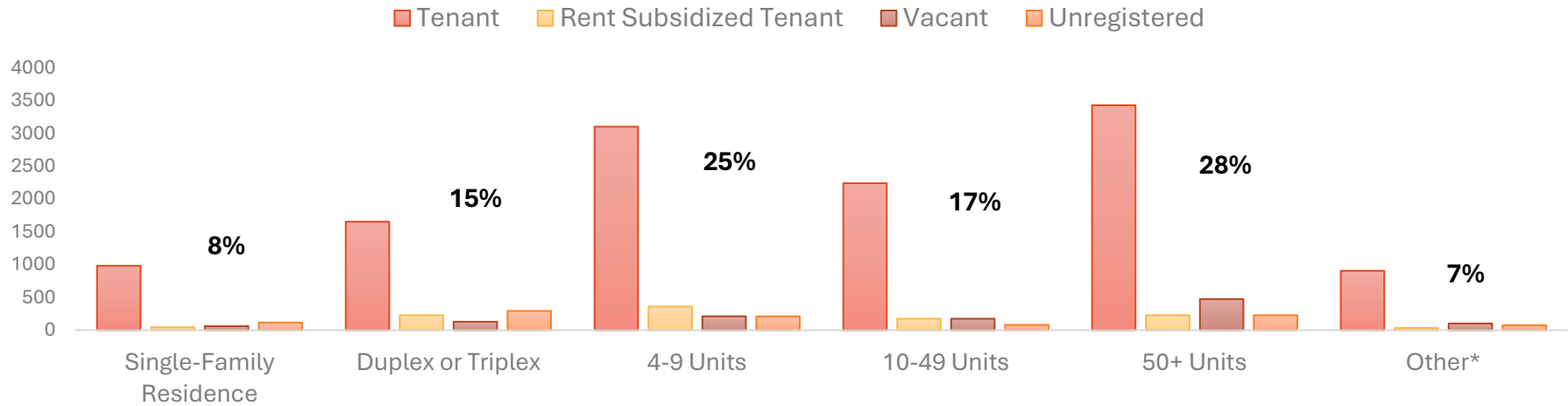


16,420 Units Subject to the Rent Ordinance (as of 12/31/2024)

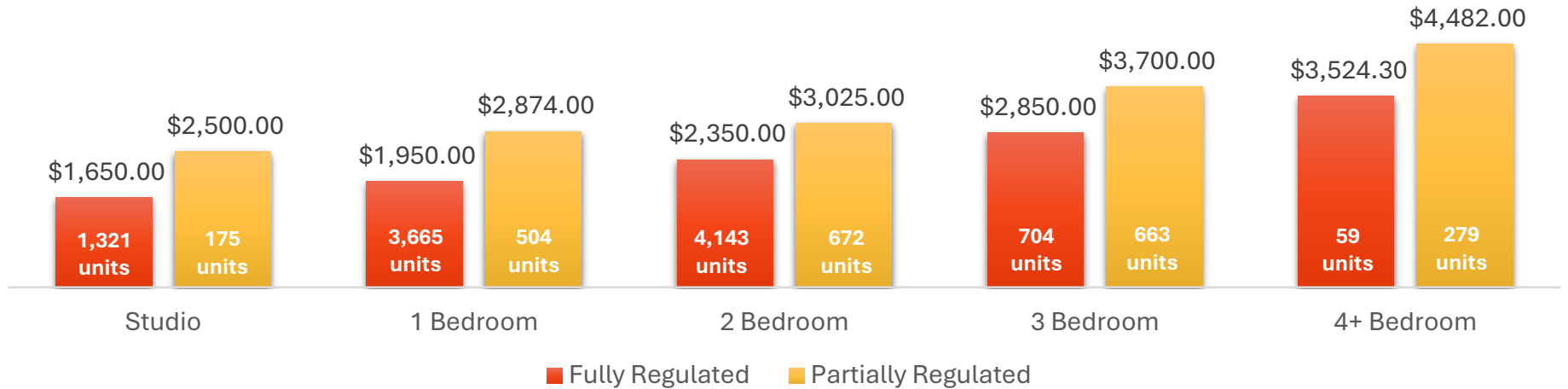
Regulation Type	Rent-Controlled	Just-Cause Protected	Unit Types
<p>Fully Regulated 13,493 Units (82%)</p>			<p>Multi-family units (two or more dwelling units, even if a property owner lives in one of the units) built prior to February 1, 1995</p>
<p>Partially Regulated 2,927 Units (18%)</p>			<p>Single-family homes, condominiums, townhouses, a permitted accessory dwelling unit on the same lot as a single-family home, privately owned units occupied by a Housing Choice Voucher (Section 8) participant, multi-family units built after February 1, 1995</p>
<p>Exempt Units</p>			<p>Commercial units, institutional uses such as assisted living facilities, mobile homes, accommodations of 30 days or less, rental units owned by the Housing Authority or a non-profit organization with a rent regulatory agreement in place.</p>

Alameda Rental Market

Number of Rental Units by Building Type



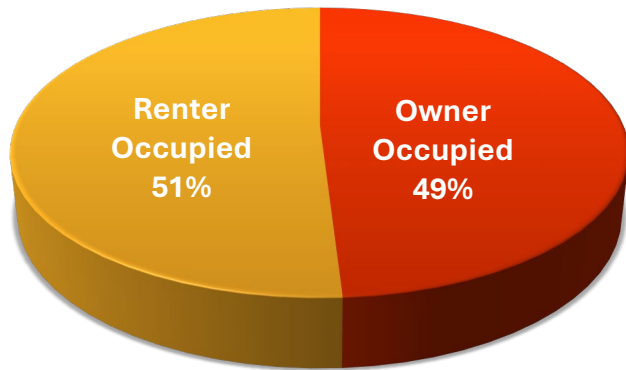
Median Monthly Rent by Number of Bedrooms



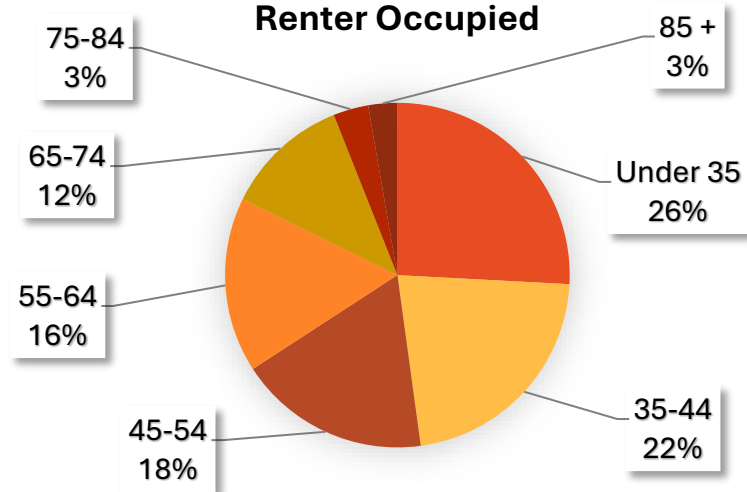
- Data sourced from rental unit registration with the Alameda Rent Program
- *Other: Includes condominiums, townhouses, ADU's, and residential units in mixed-use buildings.
- Median Monthly Rent chart does not include rent-subsidized tenancies

Alameda Rental Market

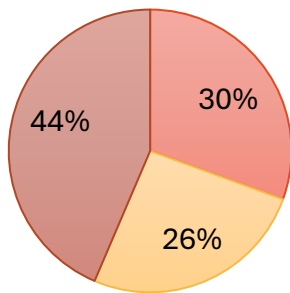
Housing Units



Age of Householder - Renter Occupied

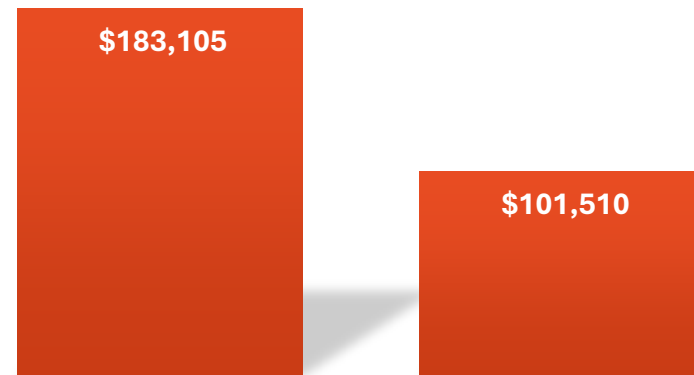


Percentage of Household Income Spent on Rent



■ Less than 20%
 ■ 20-29%
 ■ More than 30%

Median Household Income



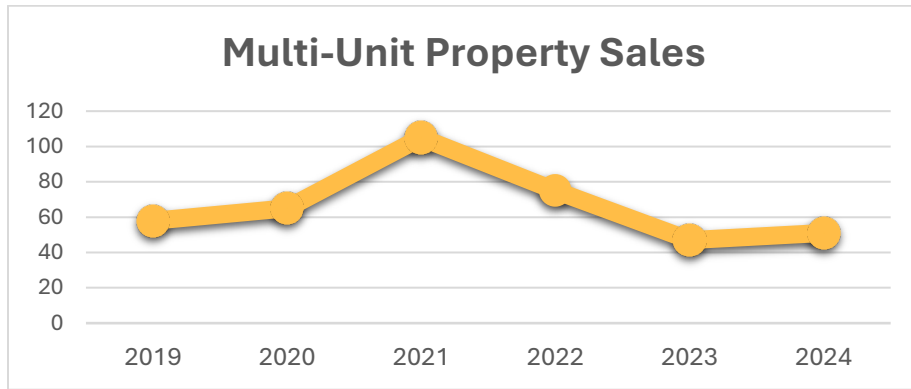
Owner Occupied

Renter Occupied

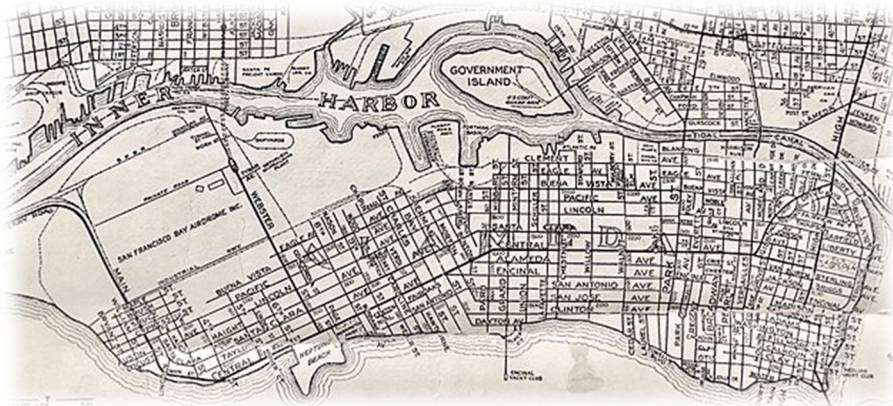
• Source: U.S. Census 2023 American Community Survey – Five Year Estimates

Rental Property Owners

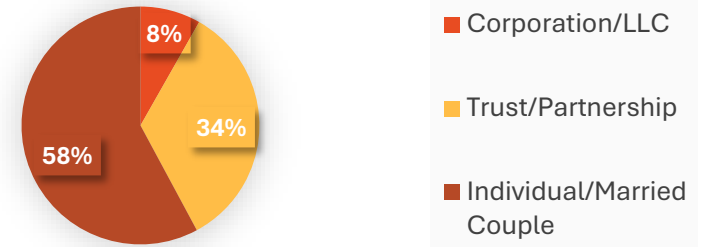
The number of multi-unit properties sold in Alameda has fluctuated between 47 and 105 since the passage of the current Rent Ordinance in 2019, averaging about 70 per year. Note a significant jump from 65 sales in 2020 to 105 in 2021 during the COVID-19 pandemic. Amidst high interest rates, sales have declined 55% since the peak in 2021.



• Source: Alameda County Assessor & the City of Alameda Rent Registry

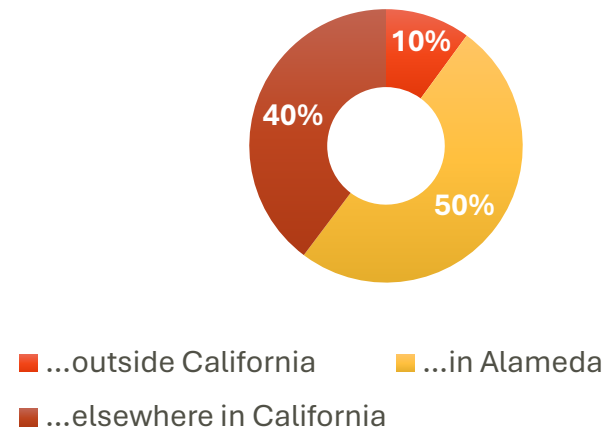


Active Rental Properties Ownership Type



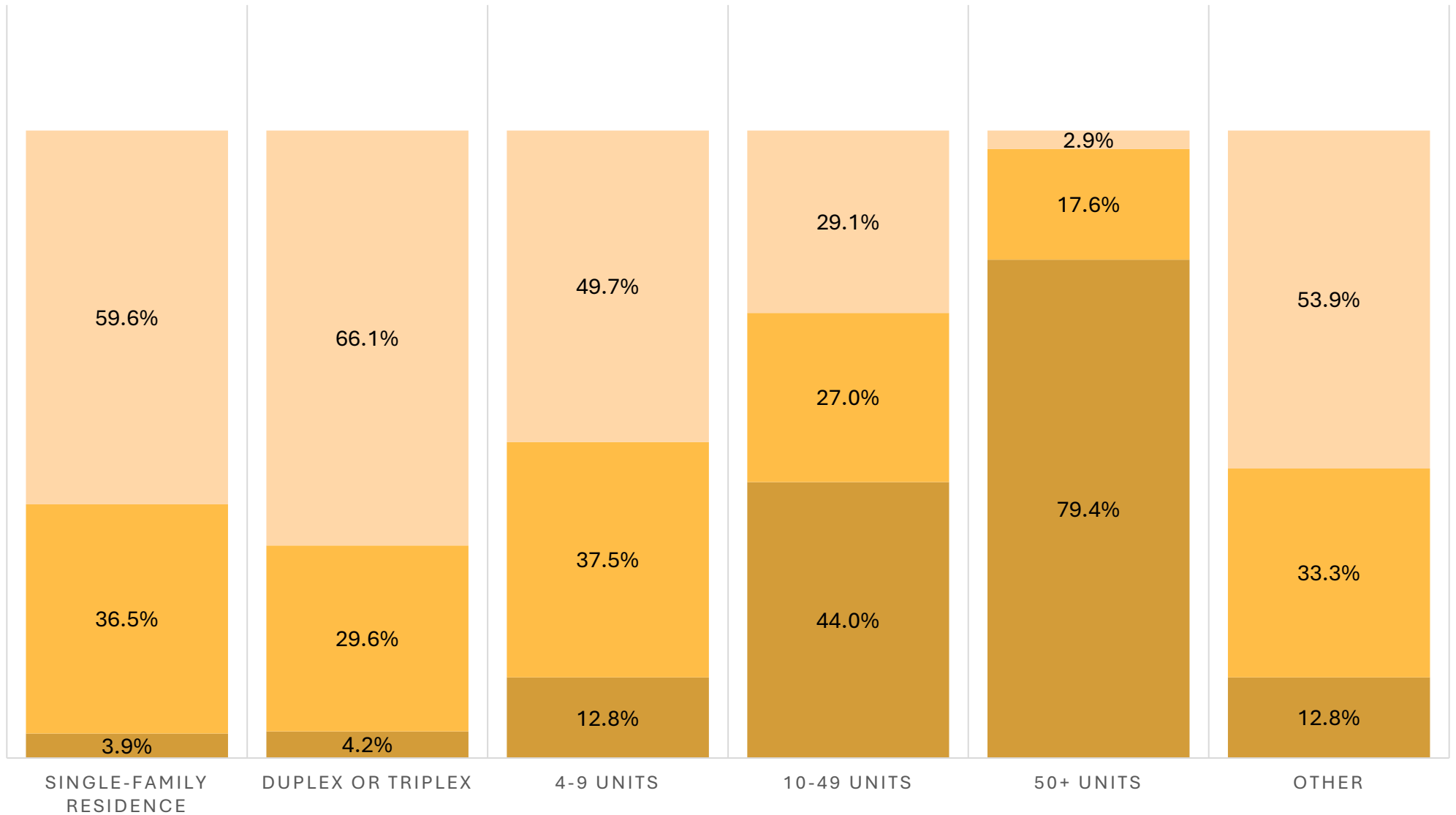
Of the more than 4,000 rental properties in Alameda, more than half are owned by individuals and married couples. About a third are in trusts, and 8% are classified as corporations or LLCs. In many cases, trusts and LLCs have been established by an individual or family for business or estate-planning purposes. More than 50% of Alameda landlords reside in the city.

2024 Rental units owned by landlords with addresses...



OWNERSHIP CATEGORY BY RENTAL PROPERTY TYPE (% SHARE)

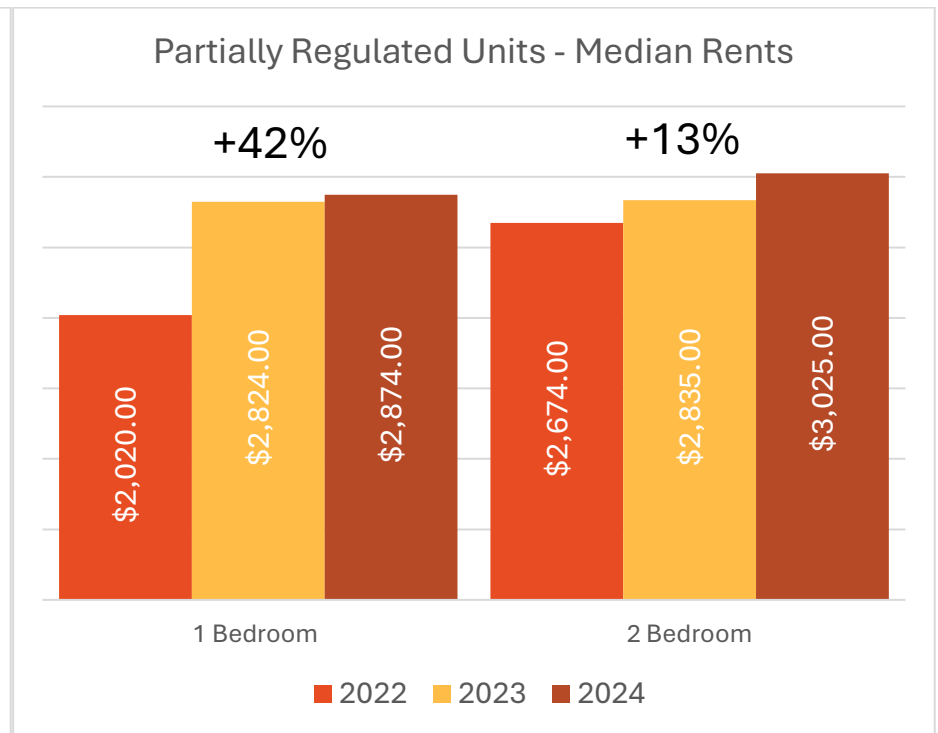
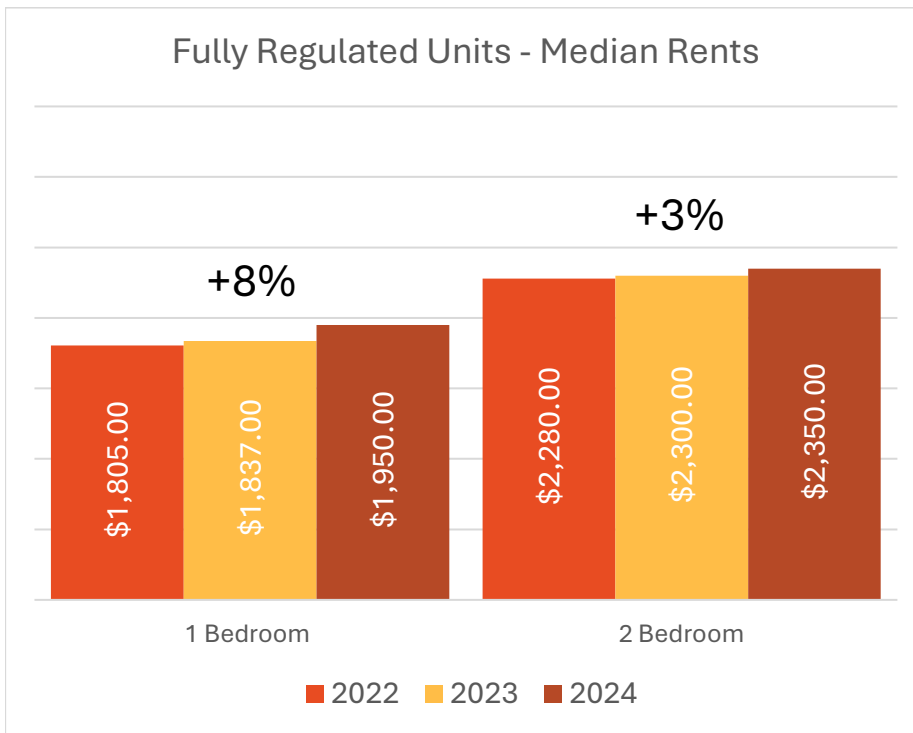
■ Corporation/LLC ■ Trust/Partnership ■ Individual/Married Couple



Alameda Rental Market

According to Rent Registry data, median rents for fully regulated one-bedroom units have **increased by 8% since 2022**. In most cases, the Annual General Adjustment (AGA) would have allowed only about a 6% increase during this period, but the data also reflects the fact that landlords are permitted to a) exceed the AGA using prior years “banked” AGAs, subject to restrictions (see page 21 for more information) and b) set rents at any level for new tenancies. For fully regulated two-bedroom units, rents **increased by just 3% since 2022**. Together, these units account for 64% of tenant households in Alameda.

In contrast, partially regulated units not subject to rent control have seen significantly higher increases, with one-bedroom units rising **42%** and two-bedroom units increasing **13%** over the same period. The introduction of several new market-rate developments, such as Alta Star Harbor and The Launch, adding over 600 new partially regulated rental units to the market, may be contributing by increasing the supply of high-end rental housing.

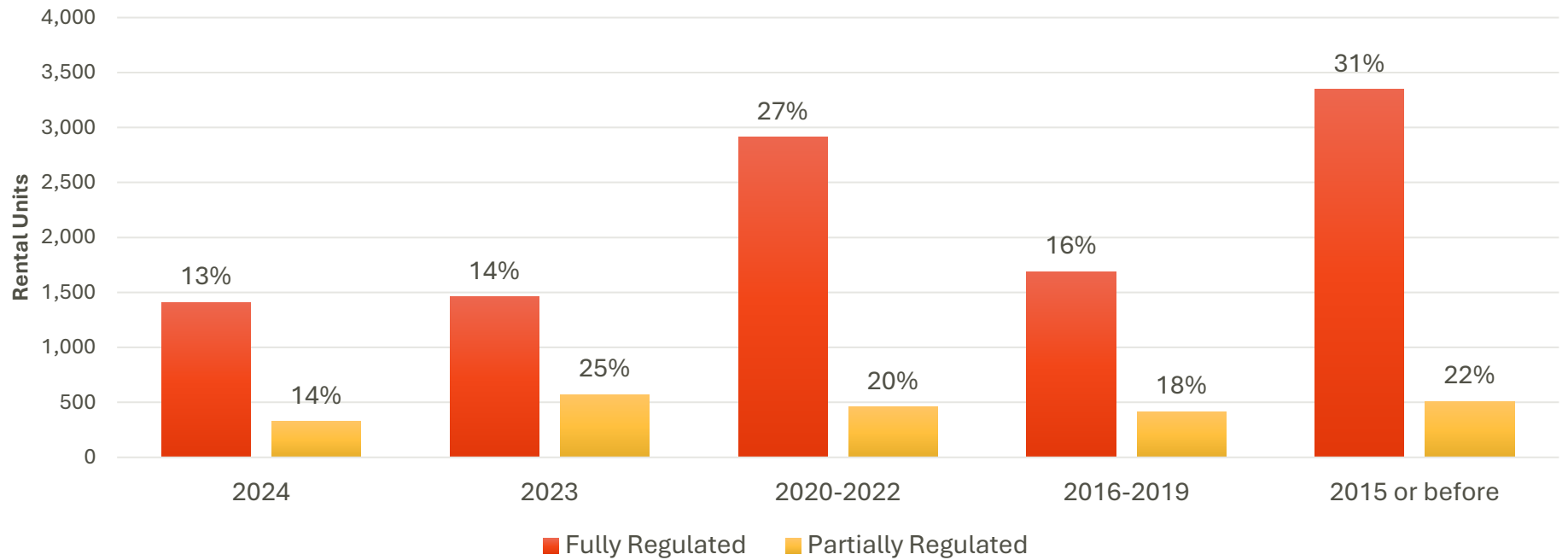


Alameda Rental Market

According to Rent Registry data, as illustrated in the chart below, a significant portion (31%) of fully regulated rental units have tenancies that began more than 10 years ago (prior to the first rent stabilization ordinance in Alameda), compared to 22% of partially regulated units. In contrast, recent tenancy turnover appears higher for partially regulated units, with 39% of tenancies starting in the past two years, compared to 27% of fully regulated units.



Start Date of Tenancy - Alameda Rental Units



Rental Unit Registration

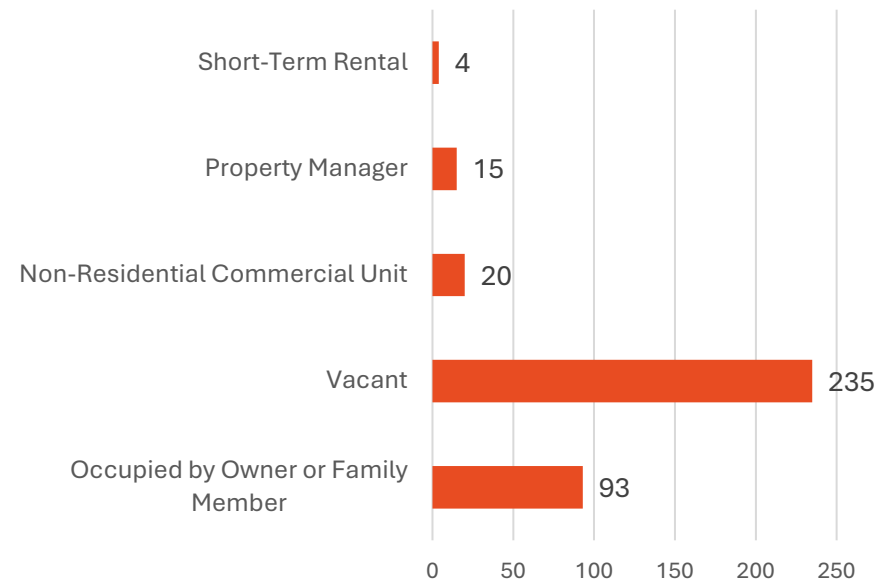
In January 2020, the online Rent Registry was launched to allow owners and property managers to submit rental unit information to meet requirements set forth in the Alameda Municipal Code, Section 6-58.55. A landlord who has failed to register a rental unit is not eligible to increase the rent and may be subject to an enforcement action, leading to fines and penalties

Tenant Occupied Units (includes Rent-Subsidized Tenants)				
Unit Type	2022	2023	2024	% Change
Single-Family Homes (includes ADU's)	983	1,035	1,026	4.4%
Condos/Townhouses	504	510	506	0.4%
Multi-Unit (includes mixed-use buildings)	10,489	11,352	11,582	10.4%
Total	11,976	12,897	13,114	9.5%

The number of tenant-occupied units is affected by landlords registering previously unregistered properties, as well as when units are added or removed from the rental market. By the end of 2024, we estimate more than **96%** of Alameda's rental units have submitted at least initial registration.

In 2024, landlords submitted **407 requests** to exempt an individual rental unit from the annual program fee, of which 367 were approved. A unit may be approved for an exemption because it is occupied by the owner, a family member who pays no rent, or an on-site property manager who pays reduced rent; it is a non-residential, commercial unit; is rented short-term to guests for 30 days or less; or will remain vacant for the entire fiscal year.

Unit Exemptions Approved



Out of the roughly 16,000 rental units in Alameda, landlords declared **235 would remain vacant** for an entire 12-month period.

Another 183 submissions during calendar year 2024 declared that an **entire property** was exempt from the Rent Ordinance because it has no residential units.

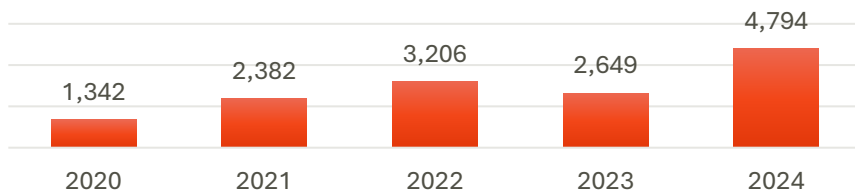
Annual Registration FY24-25

For the first time, the Rent Program required an annual registration statement for each fully regulated rental unit, marking a shift from the previous four years when landlords only registered new tenancies and paid the program fee after initial registration.

Many landlords had expressed confusion over annual mailings disclosing the Maximum Allowable Rent (MAR), as the Rent Ordinance’s restrictions on banked rent increases often prevented immediate rent adjustments to the MAR. To address this concern, the Rent Program began collecting current rent data to provide clearer guidance on allowable rent increases in compliance with local law. Although the Rent Ordinance has always required an annual registration statement (AMC Section 6-58.35(l)), this provision was not enforced during the COVID-19 pandemic. In 2024, landlords were required to submit updates on current rent, the date of the last increase, and any changes to previously registered information. As in previous years, they also had the opportunity to apply for new exemptions before paying the annual program fee.

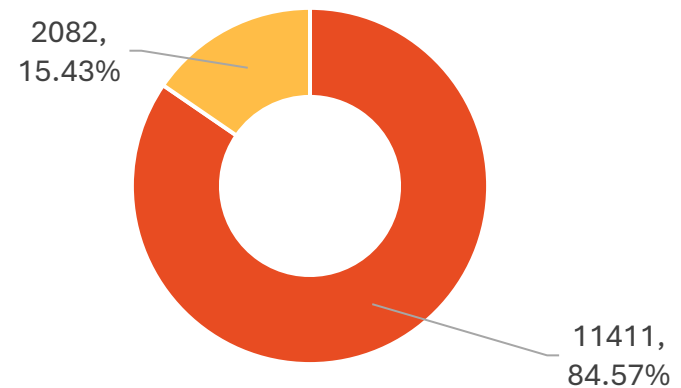
With the implementation of an annual registration requirement, the program saw a record amount of new tenancy registrations in 2024.

New Tenancy Registrations



Nearly 1,500 (81%) fully regulated properties submitted registration electronically via the Rent Registry portal, while staff processed more than 300 (19%) registration statements via paper form.

Fully-Regulated Rental Units



■ Registration Completed ■ Registration Incomplete

As of 1/1/2025, **85%** of fully regulated properties had submitted registration statements. Almost half of the 13,493 fully regulated rental units in the city had outdated information (i.e. unregistered tenancies, out-of-date rents) that landlords updated as a result of the registration drive.

Based on the updated registration information, the Rent Program sent annual informational mailings to 8,099 tenants and 1,625 landlords of fully regulated properties.

Annual Program Fee

An annual program fee is charged to landlords who own units subject to the Rent Ordinance. Since 2020, the Alameda City Council has adopted a tiered fee structure with reduced fees for partially regulated units. In addition, the City of Alameda covers the entire fee for privately owned units occupied by a Housing Choice Voucher (Section 8) participant, as an incentive to encourage landlords to rent to voucher holders.

Beginning with FY 2020-2021, landlords have been permitted to pass half of the program fee on to tenants in 12 equal installments.

Per Resolution 15571, program fees are revised annually by a factor equal to the difference in the San Francisco-Oakland-Hayward Region Consumer Price Index for All Urban Consumers (CPI-U) for the twelve-month period April through April of the prior fiscal year



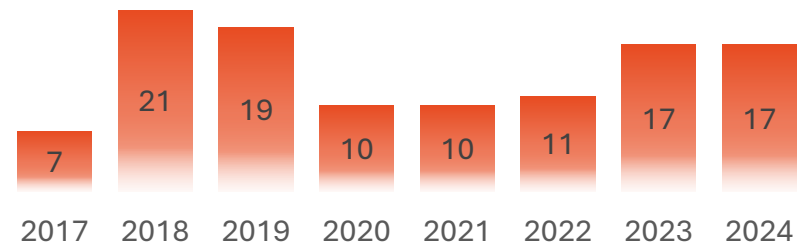
Regulation Type	Per-Unit Fee FY2024-25
Fully Regulated Units	\$168
Partially Regulated Units	\$113
Rent-Subsidized Units	\$0

Public Records Requests

Landlords, tenants, and members of the public may request non-exempt rent registry information under the California Public Records Act. Per State law, tenant names and contact information are considered “confidential” and are exempt from disclosure under the California Public Records Act.

In 2024, the Rent Program received and responded to 17 requests for public records.

PUBLIC RECORDS REQUESTS BY YEAR



Community Engagement

Informational Workshops

The Rent Program hosts two monthly general informational workshops for both landlords and tenants: one each month held in-person at City Hall West in the afternoons and one in the evenings remotely via Zoom. A total of 26 workshops were hosted in calendar year 2024 with 51 attendees.

Fair Housing Conference

In April 2024 the Alameda City Attorney's Office hosted its fourth annual Fair Housing Conference at City Hall. 86 guests attended the event. Topics included the City Attorney's Mediation Program, fair housing laws, evictions, and tenant relocation. The presentation included guest speakers representing the City Attorney's Office, Alameda Rent Program, U.S. Department of Housing and Urban Development (HUD), Bay Area Legal Aid, and ECHO Fair Housing.

Rent Registry Clinics

With the introduction of a new annual registration requirement, the Rent Program launched a series of weekly Rent Registry Clinics from May through August 2024. Hosted at the Alameda Free Library computer lab, these sessions provided landlords & property managers with hands-on guidance navigating the Alameda Rent Registry portal. Over the course of 12 clinics, program staff assisted more than 30 participants, demonstrating the registration process and addressing questions to ensure compliance.



Rent Registry User Guide

To further support landlords in navigating the Rent Registry, program staff launched a dedicated YouTube channel featuring a series of step-by-step video tutorials. These videos provide guidance on key processes, including submission of annual registration, making program fee payments, registering new tenancies, requesting exemptions, filing AGA and/or Banked Rent Increases, managing multiple properties within the portal, and updating contact information. The YouTube channel garnered 360 views across nine instructional videos.

<https://www.youtube.com/@AlamedaRentProgram>

Reimbursement Policy Workshops

In December 2024, program staff hosted two workshops to discuss penalties for rent increase violations and a new policy proposal. The events provided an opportunity for landlords, property managers, and tenants to learn about existing regulations, review potential changes, and engage with program staff through a Q & A session. More than 40 participants attended both sessions, one held online via Zoom and another in person at City Hall West.

Community Engagement

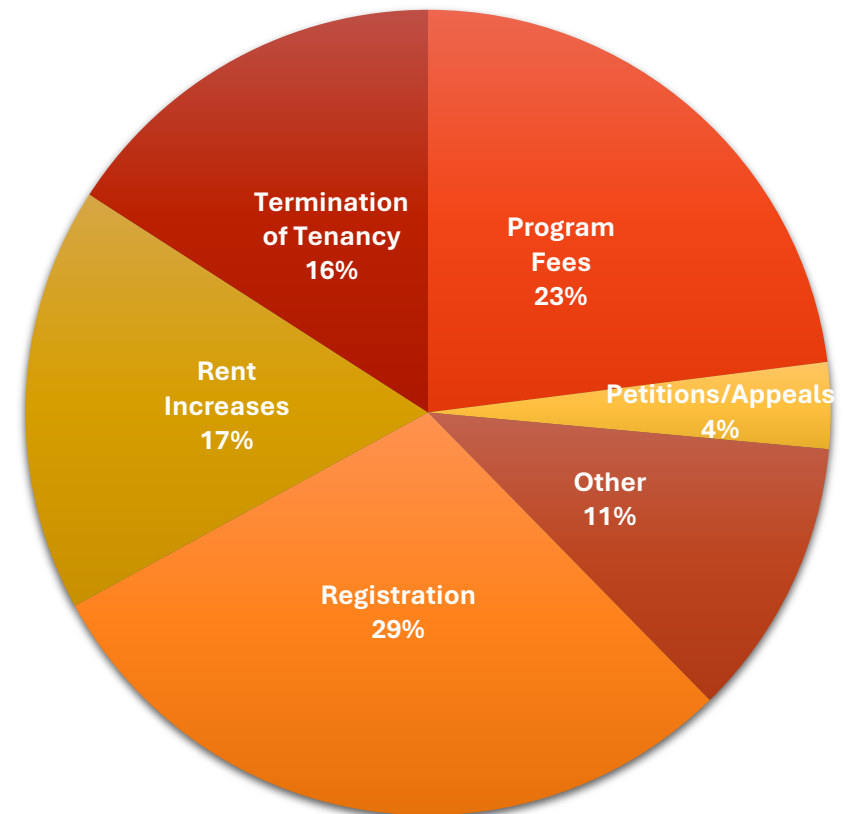
Together, City Attorney's Office staff from the Rent Program and Prosecution and Public Rights Unit responded to **10,181 phone calls, emails, and walk-in inquiries** from the public about housing rights and rental regulations over the course of 2024.

The Rent Program website logged **52,638 total sessions**.

In 2024, Rent Program staff began to log all correspondence received from landlords, tenants, and other stakeholders, categorizing each inquiry by topic. This tracking process enables staff to analyze trends in inquiries, such as questions related to registration, program fees, rent increases, and termination of tenancy. The chart above provides a breakdown of inquiries by type, highlighting the most common topics addressed by staff.



Inquiries by Subject



Rent Increase Regulations

Annual General Adjustment

Fully Regulated Units are subject to a cap on the annual amount of rent increase. Each year, the rent may only increase by the Annual General Adjustment (AGA), calculated at 70% of the percentage change in the Consumer Price Index for the 12-month period ending April of each year; provided, however, in no event will the Annual General Adjustment be more than 5% nor less than 1%.

Year	AGA	Effective Dates
2024	2.7%	9/1/2024 – 8/31/2025
2023	2.9%	9/1/2023 – 8/31/2024
2022	3.5%	9/1/2022 – 8/31/2023
2021	2.7%	9/1/2021 – 8/31/2022
2020	1.0%	9/1/2020 – 8/31/2021
2019	2.8%	9/1/2019 – 8/31/2020

A landlord may increase rent by the AGA only if the landlord has complied with all provisions of the Rent Ordinance, including payment of all program fees owed for the property and registration of all rental units. In 2024, Landlords reported **4,485** cases of rent increased by the AGA or less



Annual Notification for Regulated Rental Units

In November 2024, the Rent Program distributed notifications to landlords and tenants of fully regulated rental units in the City of Alameda, marking the first use of information gathered by the new annual registration requirement. These letters provide the Apparent Lawful Rent Ceiling, which reflects the current rent with an AGA increase, based on the last reported current rent and date of increase. Additionally, landlords and tenants were informed of the maximum allowable banked rent increase, if eligible.

A total **8,099** tenants received individual letters outlining their unit’s rent ceiling, while **1,625** landlords were notified of rent ceilings for all registered tenant-occupied units at their properties.

Rent Increase Regulations

“Banked” Rent Increases

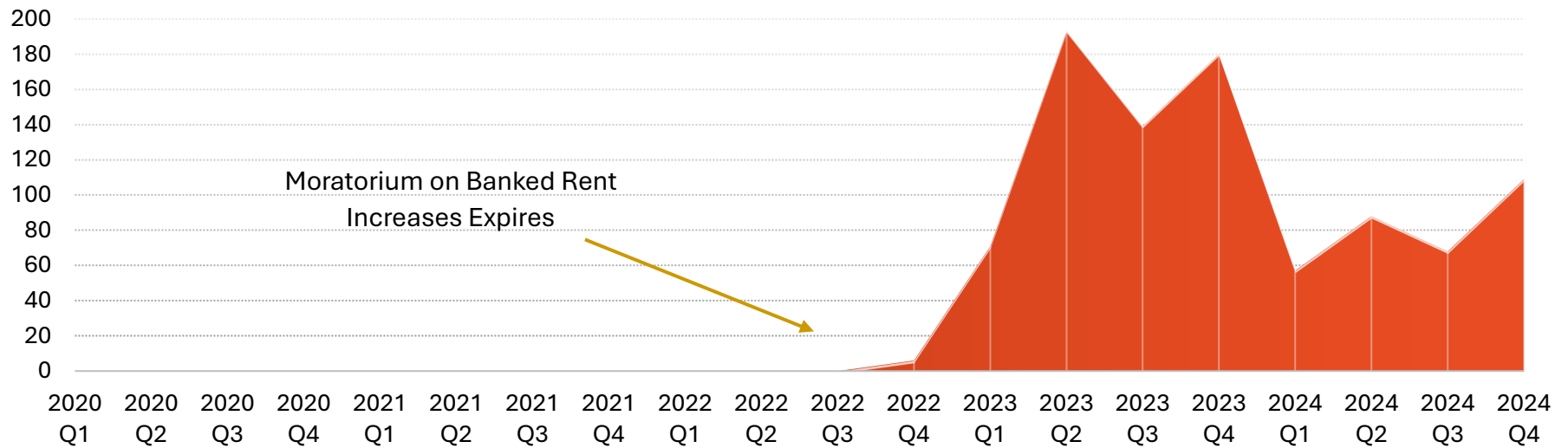
The ordinance allows landlords who choose not to raise the rent for a full 12 months or choose to raise the rent by less than the full AGA, to “bank” those unused amounts. These unused portions can be carried over and added to a subsequent year’s AGA; however, such increases are subject to numerous restrictions.

In 2024, 394 banked rent increases were submitted, with 36 denied for non-compliance. This marks a 36% decrease from 2023, when 616 submissions were received, 33 of which were denied.

Common reasons staff denies a submission for non-compliance may include:

- Total increase exceeds the **AGA + 3%**
- A banked increase imposed **within 24 months** of a prior banked increase
- Banked AGA applied after a **property sale**
- Failure to provide **required forms** to tenants
- Failure to file the rent increase notice and proof of service with the Rent Program **within 3 days**

Quarterly - Compliant Banked Rent Increases Filed



Petitions & Hearings

A landlords or tenant may file a petition for a rent-adjustment hearing or to appeal a determination by the Rent Program Administrator. Petitions and appeals are heard by hearing officers who issue binding decisions, subject to judicial review. The petitioning party always has the burden of proof.

Landlord Petitions

A landlord may petition for an upward adjustment to the Maximum Allowable Rent if the landlord believes an increase is necessary to provide a fair rate of return.

Tenant Petitions

A tenant may request a reduction in the rent if they can show:

- There has been a reduction in housing services, living space, or amenities, such as loss of parking or the availability of laundry facilities on site.
- There has been a substantial deterioration of the rental unit.
- The landlord has failed to comply with housing, health, and safety codes or the City’s rent regulations.

Joint Hearings

A joint hearing may be conducted in a consolidated proceeding in which multiple tenants at the same property filed petitions on uniform grounds. In 2024, the Rent Program hosted four such joint hearings amongst 16 different petitioners.

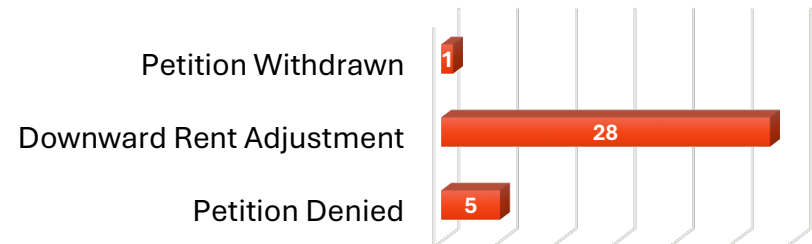
2024 Petition Submissions

Landlord Petitions - requesting an upward rent adjustment	0
Tenant Petitions - requesting a downward rent adjustment	31
Appeals of Rent Program Determinations	3
TOTAL:	34

Downward Rent Adjustments

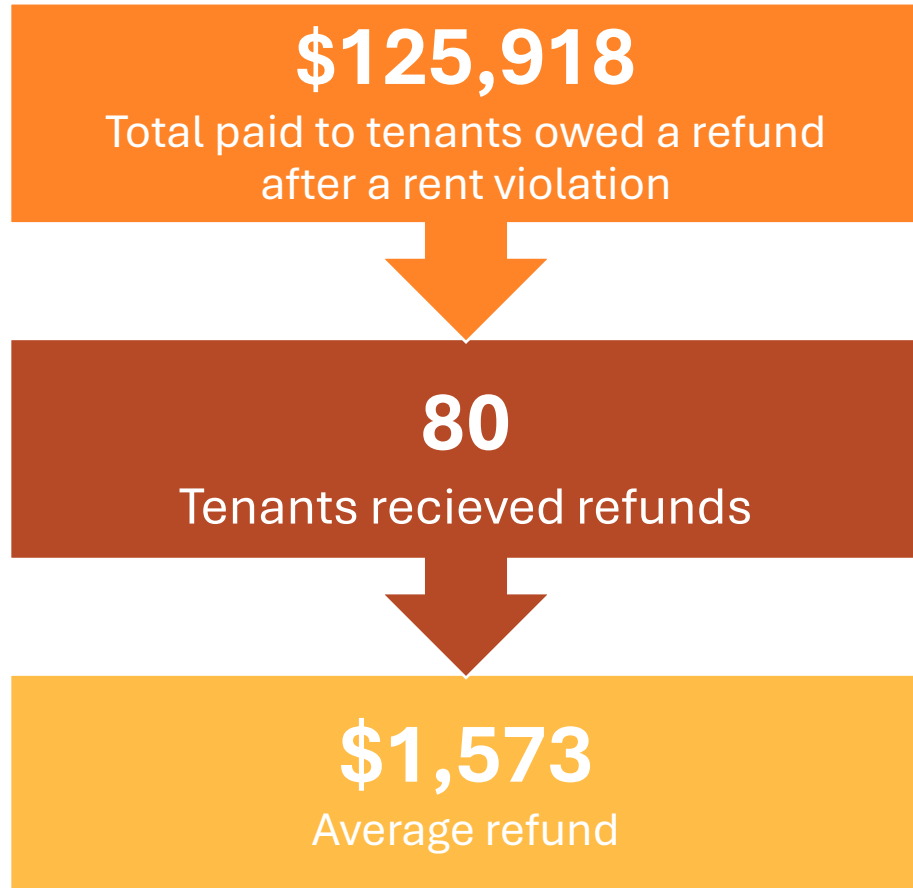
In 28 out of the 31 tenant petitions filed in 2024, a hearing officer determined a rent adjustment was warranted and ordered a total of \$58,972 in retroactive reimbursements made to tenants, resulting in an average of \$2,106 per adjustment ordered. In 27 of these cases, the hearing officer also ordered prospective rent decreases contingent on landlords resolving existing conditions, resulting in an average downward rent adjustment of -17.9% for tenants.

Hearing Outcomes - 2024



Staff Review of Rents

Rent Program staff conduct reviews of registration information and rent increase notices based on requests from tenants and landlords or when the registration process indicates a violation may have occurred. Staff works with landlords to correct registration errors. When a rent violation is identified, staff directs the landlord to reset the rent and refund any overpayment to the tenant. If the tenant received an invalid notice that is not yet effective, staff directs the landlord to rescind the notice.



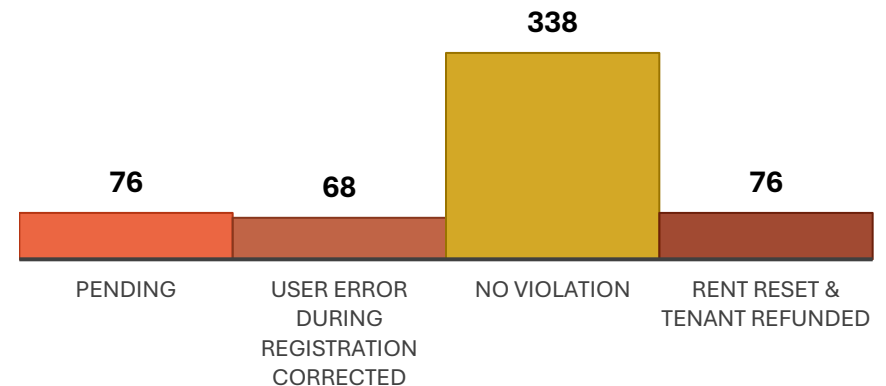
Registration Errors and Invalid Rent Increases

During calendar year 2024, program staff reviewed 558 cases in which registration information submitted by the landlord indicated at least one of the following:

- A rent increase exceeding the Annual General Adjustment (AGA)
- Reported current rent exceeds the Maximum Allowable Rent (MAR)
- A rent increase within one year of move-in
- A rent increase with an effective date after April 22, 2020, and before June 1, 2022, in violation of the COVID-19 urgency ordinance
- Reported base rent exceeding the current rent

Cases that remained open at the end of 2024 will be marked for enforcement action if staff have confirmed a violation and the landlord fails to address the error.

Registration Error Review Outcomes



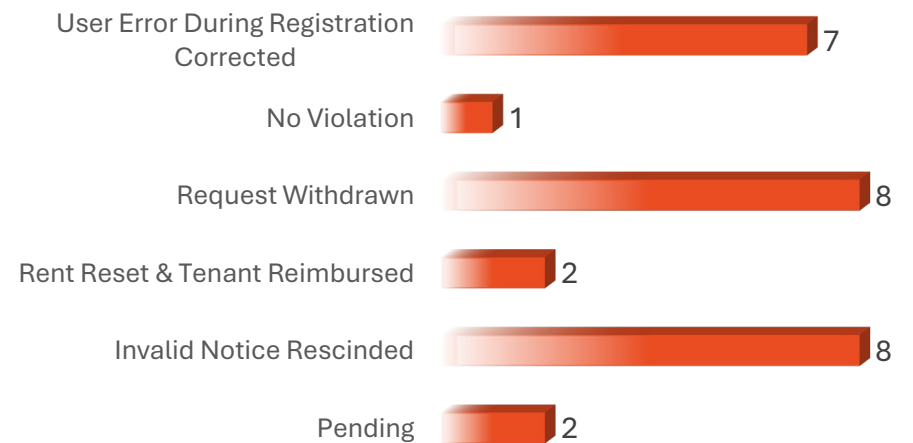
Staff Review of Rents

Tenants may request that Rent Program staff review previous or pending rent increases to determine if they complied with the City’s regulations. Tenants may also contest the base rent (and/or the housing services included with the base rent) that the landlord reported when registering the unit. In addition, landlords or tenants may request a review of the Rent Program’s calculation of the Maximum Allowable Rent for a unit



Staff Review Submissions 2024	
Landlord-Initiated Requests	5
Tenant-Initiated Requests	23
Total:	28

STAFF REVIEW OUTCOMES



Terminations of Tenancy

The Rent Ordinance prevents landlords from terminating a tenancy except for certain allowable grounds:

For Cause Grounds

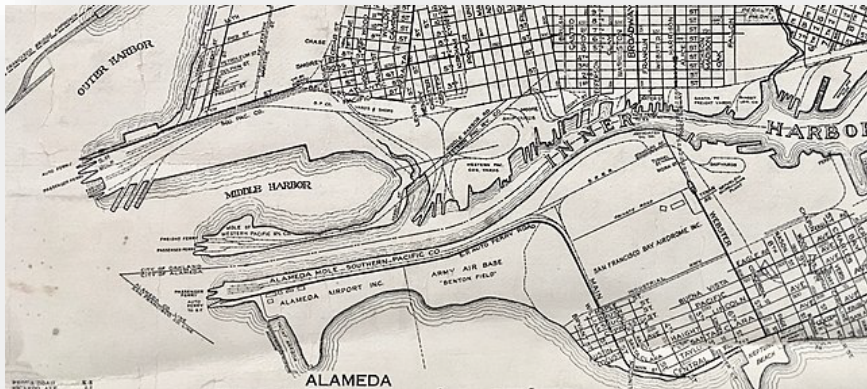
No relocation payment is required, and no reporting is required with the Rent Program

- Non-payment of Rent
- Breach of the lease
- Failure to give access
- Nuisance

No Fault Grounds

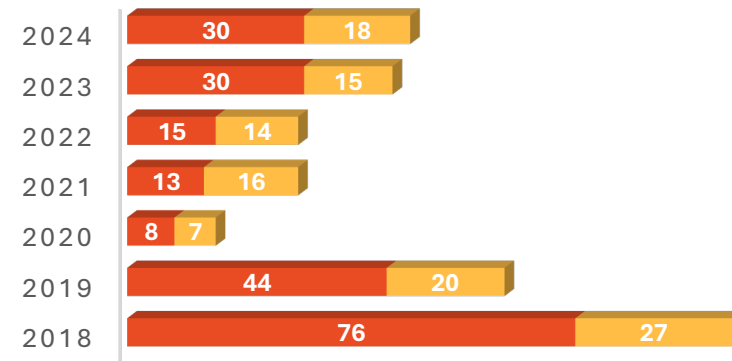
Relocation payment is required, and restrictions are placed on the rent and/or occupancy/use of the rental unit

- Owner Move-In
- Permanent withdrawal from the rental market
- Demolition
- Compliance with a government order



TERMINATION OF TENANCY SUBMISSIONS BY YEAR

■ Displaced Households ■ Notice Rescinded

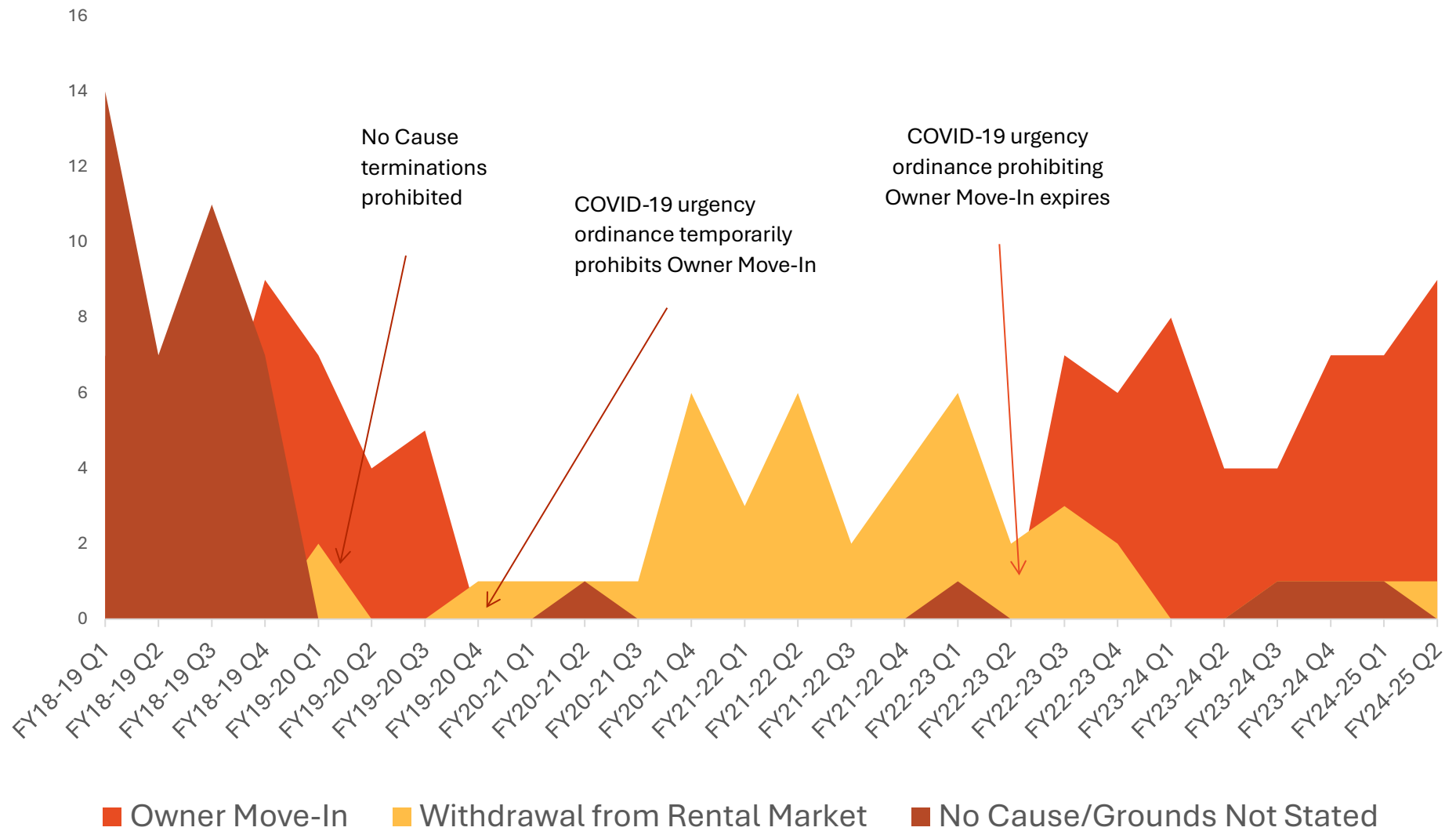


The Rent Program received a total of 48 submissions in 2024 for no-fault terminations of tenancy. Of these, 18 notices were rescinded, primarily due to deficiencies in the notice. The remaining 30 submissions represent a 60 percent reduction in displaced households from the peak in 2018, prior to passage of a “just cause” ordinance in June 2019 that removed “No Cause” as one of the allowable no-fault grounds.

During most of 2020, 2021, and 2022, landlords were prevented from taking action to terminate tenancy based on Owner Move-In due to tenant protections adopted by City Council in response to the COVID-19 pandemic. The end of the Declaration of Local Emergency meant that landlords could resume serving notice of an Owner Move-In as of November 18, 2022.

Landlords terminated 24 tenancies based on Owner Move-In in 2024, and 49 have been filed since the end of the moratorium.

Quarterly No-Fault Terminations of Tenancy 2018-2024



Terminations of Tenancy

Relocation Payments

Tenants are owed a relocation assistance payment when they are not at-fault for the termination of tenancy.

Payment amounts were established by City Council resolution and based on two months’ rent at the federal government’s estimate of the regional Fair Market Rent for a unit with the same number of bedrooms, as well as estimates of other costs displaced tenants may face such as moving expenses and taxes. In addition, certain tenant households are entitled to a larger payment, namely those that have a tenant who a) is a senior adult, b) is a person with a disability, or c) has at least one child under the age of 18 residing in the household.

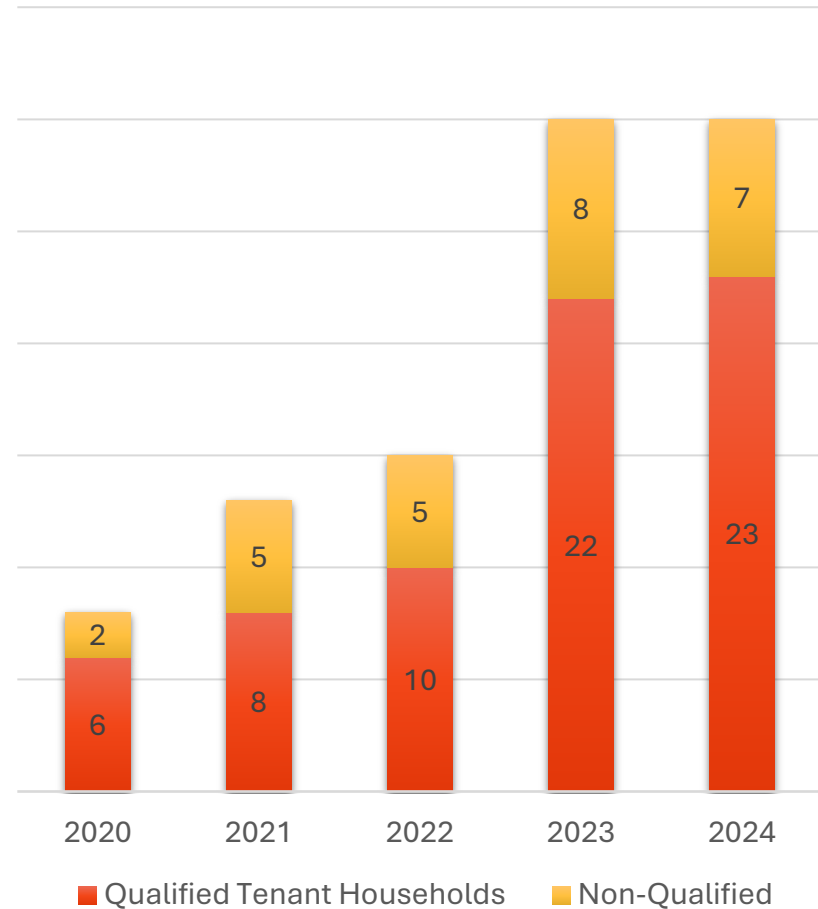
By City Council resolution, relocation payment amounts are updated annually based on a component of the Consumer Price Index. Amounts effective as of July 1, 2024:

Permanent Relocation Payment Schedule		
Rental Units	Base Amount	Qualified Tenant Household Amount
Studio	\$6,430	\$8,309
1 Bedroom	\$7,222	\$9,499
2 Bedrooms	\$8,343	\$11,147
3 Bedrooms	\$10,476	\$14,379
4+ Bedrooms	\$12,242	\$17,029

Qualified Tenant Households

A majority of households who have to relocate due to a “no fault” termination of tenancy met these qualifications. In 2024, **77% of displaced tenant households** included at least one member who was a senior, a child, or a person with a disability.

DISPLACED HOUSEHOLDS

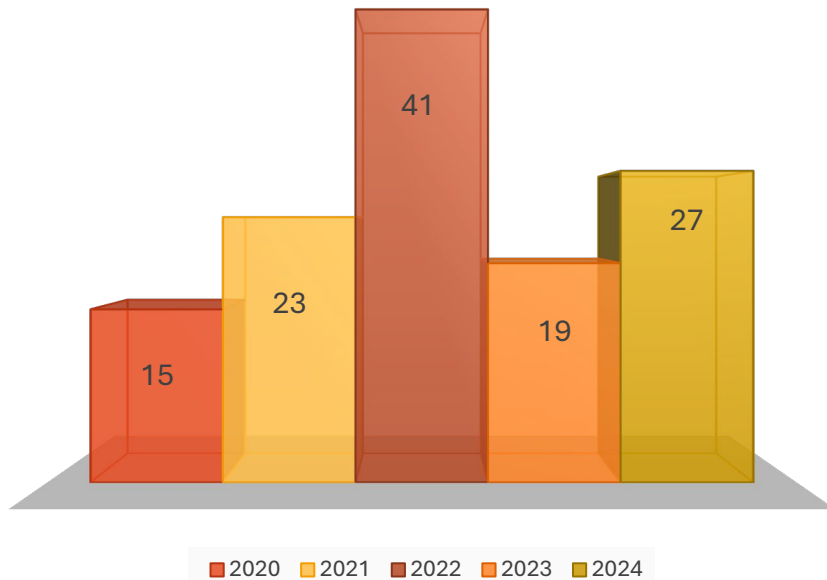


Buyout Agreements

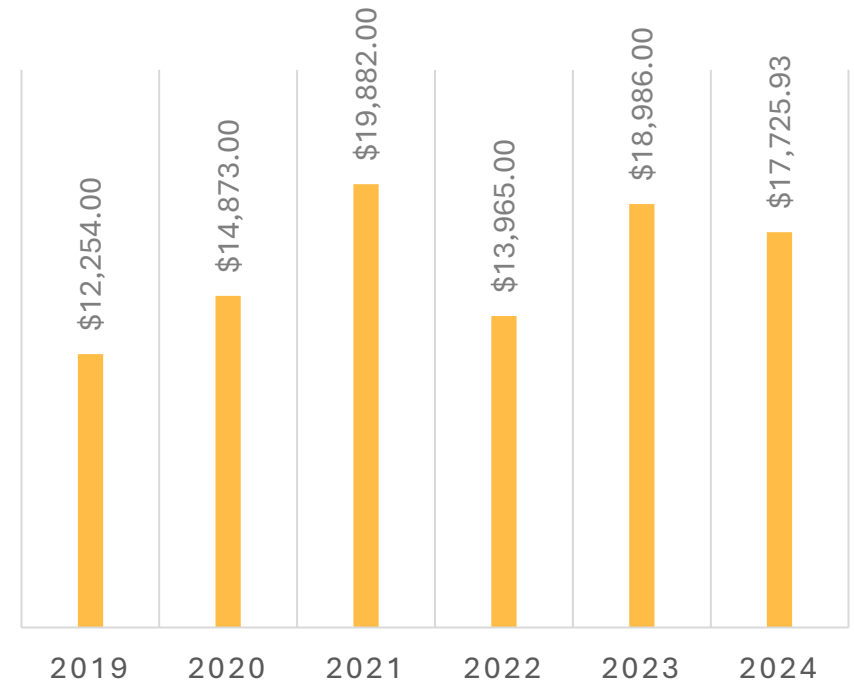
A buyout agreement is a written agreement between a landlord and a tenant, by which a tenant agrees to vacate a rental unit, usually in return for money. The Rent Ordinance affords certain protections to tenants who are offered buyout agreements, including the ability to rescind an agreement up to 30 days after signing.

Buyout agreements must be filed with the Rent Program. Staff review submissions to ensure that tenants have been advised of their rights. An agreement that does not satisfy all requirements of the Rent Ordinance is not valid, and the tenant may rescind an invalid agreement at any time; however, the parties may still decide to proceed with the agreement.

Buyout Agreement Submissions by Year



AVERAGE BUYOUT AGREEMENT PAYMENT BY YEAR



The average payment for the 27 submissions was \$17,725. For comparison's sake, this amount is **\$8,228 more than the average relocation payment** required by the Rent Ordinance if those same tenants had instead been served with a no-fault termination of tenancy (see pg. 25-27).

Monitoring of Units

Following No Fault Terminations of Tenancy

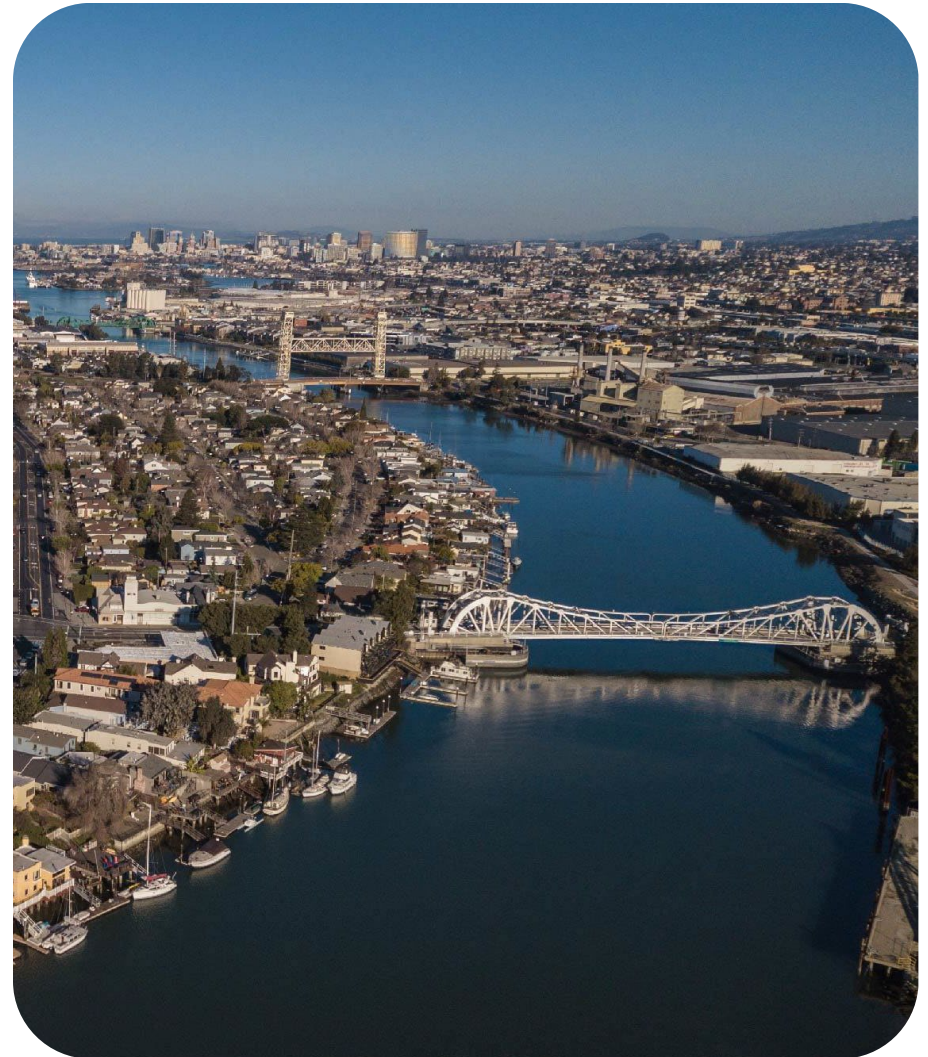
Certain restrictions are imposed on landlords following a “no fault” terminations of tenancy. These restrictions apply regardless of a change in ownership. On an annual basis, staff initiate monitoring of the unit to verify compliance with the restrictions, including:

- The residency requirements are met following terminations based on owner move-in
- That the unit is not being rented following withdrawal of the unit from the rental market
- When a tenant finds new housing based on an invalid notice that does not state grounds for termination, the rent for a new tenant is not more than 5% of the prior rent.

The majority of units that program staff monitored in 2024 continue to have restrictions in place and will undergo new rounds of monitoring in 2025.

Units Monitored in 2024

	Grounds not Stated	Owner Move-In	Withdrawal from the Rental Market	TOTAL
Met Compliance	1	1	2	4
Monitoring Ongoing	2	29	26	57
TOTAL:	3	30	28	61



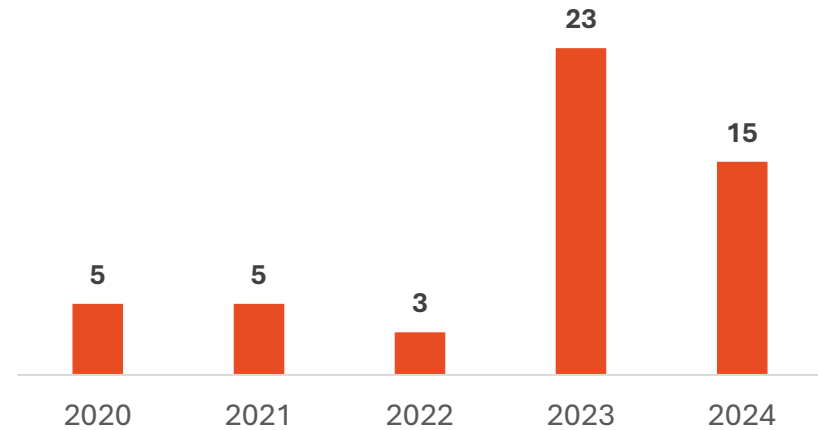
Temporary Relocations

Temporary relocation payments are owed when the tenant has temporarily vacated the rental unit (a) in compliance with a governmental agency’s order to vacate; (b) due to health or safety conditions later verified by a governmental agency; or (c) as part of an approved Capital Improvement Plan.

For the first 60 days after the tenant vacates the rental unit, the landlord must make payments based on per diem rates set by the City Council to reflect local lodging, meal, laundry, and pet boarding expenses. A tenant continues to pay rent to the landlord while receiving these payments. A different, monthly payment standard applies should repairs take longer than 60 days. These payments continue until the tenant either re-occupies the rental unit or finds alternative, permanent housing. Those who elect to find new housing are also owed a permanent relocation payment in the amount outlined in the table on page 27.

Temporary Relocation Payment Schedule		
Per Diem Description	Amount	Term(s)
Hotel or Motel	\$245	Per day per household
Meal Expenses	\$71	Per day per person
Laundry	\$1	Per day per household
Pets: Dog	\$72	Per day per animal
Pets: Cat	\$39	Per day per animal

Households Receiving Temporary Relocation Payments



In 2024, the Rent Program oversaw temporary relocation payments owed to 15 tenant households that were displaced due to governmental orders to vacate and/or health and safety conditions.

Of the 15 cases, nine households found alternative permanent housing and six households re-occupied their units after repairs were completed. Tenants received total payments ranging from \$1,143 to \$21,300.

Temporary Relocation Tenant Assistance Program

In 2024, the program provided emergency temporary relocation assistance to **seven tenants**, disbursing a total of **\$24,332**. This financial support helped tenants secure temporary housing during their displacement, reinforcing the City’s commitment to housing stability and tenant protections.

Housing Education & Mediation

At the direction of City Council in November 2021, the City Attorney's Office established a mediation program to assist both landlords and tenants with housing needs. The Prosecution and Public Rights Unit (PPRU) works to resolve consumer protection, labor, and fair housing issues through education, mediation, and public outreach. In coordination with Rent Program staff, the Prosecution Unit responds to direct contact it receives related to housing matters. In most cases, issues can be resolved with phone calls and referrals. When appropriate, the Unit enforces these laws to protect the public from unlawful practices.

Formal
written
complaints
received

- Housing: 49
- Consumer: 11

Case
Resolutions

- Housing: 44 (90%)
- Consumer: 10 (91%)
- Labor Cases closed : 2

Case Highlights – Litigation

The Public Rights Unit, in partnership with the Alameda County District Attorney's Office, took legal action against the owner of Barnhill Marina, Valley Investments Redwoods LLC, for alleged unlawful rent hikes and tenant harassment. The marina hosts 42 floating homes and 12 live-aboard sailboats, many of which are owned by long-term, elderly residents on fixed incomes.



An Alameda County Superior Court issued a final ruling against Valley Investments Redwoods LLC and manager Amarpal Narang following a housing enforcement case brought by the City Attorney's Office. The lawsuit accused the owners of using unlawful tactics to harass tenants, including illegal rent hikes and obstructing residents' rights to sell their floating homes.

The judgment requires the owners to pay over \$335,000 in penalties and overdue Rent Program fees, while also prohibiting harassment or interference with tenants' home sales. Additionally, due to an action on a separate case, a receiver has been appointed to take over management of the marina, ending Valley Investments Redwoods LLC and Narang's control of the property.

Housing Education & Mediation

Case Highlights – Mediation

As departments within the City Attorney’s Office, the Rent Program and Prosecution and Public Rights Unit (PPRU) work in close collaboration to educate the public about housing laws and resolve specific cases. When a landlord-tenant dispute falls outside the Rent Ordinance’s regulations, it may be a candidate for mediation through PPRU’s program. The following are examples of cases where mediation proved successful in 2024.

Case 1

The Prosecution and Public Rights Unit (PPRU) investigated a case involving a tenant who was displaced from their home for health and safety reasons. The tenant complained they did not receive any relocation assistance from their former landlord. The landlord claimed the tenant never actually vacated the unit and was therefore not entitled to assistance. Furthermore, the landlord claimed they were unable to pay the tenant regardless, as they had recently made payments to another displaced tenant based on the same health and safety grounds.

The PPRU stepped in to mediate a resolution. Upon further investigation and negotiations, a resolution was reached. The Tenant received a relocation payment, allowing them to recover from their displacement, while the landlord received favorable terms and avoided undue hardship.

Case 2

The Prosecution and Public Rights Unit (PPRU) investigated a case involving a tenant who was forced out of their home by their landlord. The tenant complained they were the victim of a retaliatory eviction. The tenant was given a 30-day notice to vacate the same day they asked their landlord to make repairs in their

unit. The following 30 days were filled with harassment via phone and text, resulting in the tenant vacating earlier due to perceived threat of harm. The landlord claimed that the tenant was misrepresenting the situation and denied any harassment. Further, the landlord claimed the tenant was evicted for damaging the unit, not out of retaliation.

The PPRU stepped in to mediate a resolution. Upon further investigation and interviews with witnesses, a resolution was reached. The tenant was compensated for their wrongful eviction, providing them with much-needed funds to relocate. The landlord was offered terms that factored claims of hardship, ensuring the payment was as bearable and fair as possible, for all parties.

Case 3

The Prosecution and Public Rights Unit (PPRU) investigated a case involving a tenant who received a retaliatory eviction notice from their landlord. The tenant complained their landlord was attempting to evict them due to having successfully challenged the landlord’s improper rental increase by contacting the Rent Program. The tenant further claimed the landlord began to harass them after their challenge, leading to them fleeing the property on at least one occasion. The landlord claimed they were unaware of Fair Housing laws in the City of Alameda and did not believe what they were doing was a violation of any laws.

The PPRU stepped in to mediate a resolution. Upon further investigation, interviews, and negotiations, a resolution was reached. The tenant, no longer comfortable in their current home, was offered a buyout agreement, which allowed them to relocate. The landlord regained possession of the unit, allowing them to complete move a relative into the unit in accordance with the Rent Ordinance’s requirements for owner move-in.

Capital Improvement Plans

The Rent Program in 2024 implemented the first major update to the Capital Improvement Plan (CIP) Policy since it was implemented in 2016. The purpose of the policy is to maintain the quality of the City's rental housing stock, ensure that landlords receive a just and reasonable return on their capital expenditures, and limit the displacement of tenants. By filing an application, landlords may recover the cost of eligible improvements over time by passing them on to the tenants in the form of a pass through.



Submissions

The Rent Program saw a notable increase in interest in the CIP program following implementation of the new policy. Nine CIP applications were submitted in 2024, while under the previous policy a total of only 14 were submitted in eight years. **Seven of the nine applications received approval** for a total of **\$352,033 in qualifying projects** at properties ranging in size from two to eight units.

Submitted projects included, but were not limited to, new roofs, exterior painting and siding, substantial electrical and plumbing upgrades, and the installation of fire & earthquake safety systems. One application was denied for not meeting the minimum cost threshold, while another remains under review, pending final documentation in early 2025.

Ordinance 3361

In accordance with Ordinance 3361 adopted by City Council in December 2023, the new CIP Policy's highlights include:

- Projects must meet minimum cost thresholds of at least \$10,000 total and \$1,000 per unit.
- Properties with 25 or more rental units are not eligible for a CIP but may include capital improvement expenses in a Fair Return Petition.
- Properties with five to 24 units may recover only a percentage of the total cost of improvements other than seismic retrofitting and lead remediation.
- The maximum monthly CIP pass through amount is capped at no more than 5% of a tenant's current rent at the time of approval.
- When combined with other lawful rent increases permitted by the Rent Ordinance, the CIP pass through cannot result in a total increase of more than 8%.
- A low-income hardship exemption is available for qualifying tenants.
- If any tenants must be displaced, even temporarily, the landlord must (i) submit a plan to the Rent Program for approval prior to work commencing and (ii) make temporary relocation payments to the tenant.
- Landlords may no longer permanently terminate a tenancy in conjunction with a CIP

Enforcement for Violations

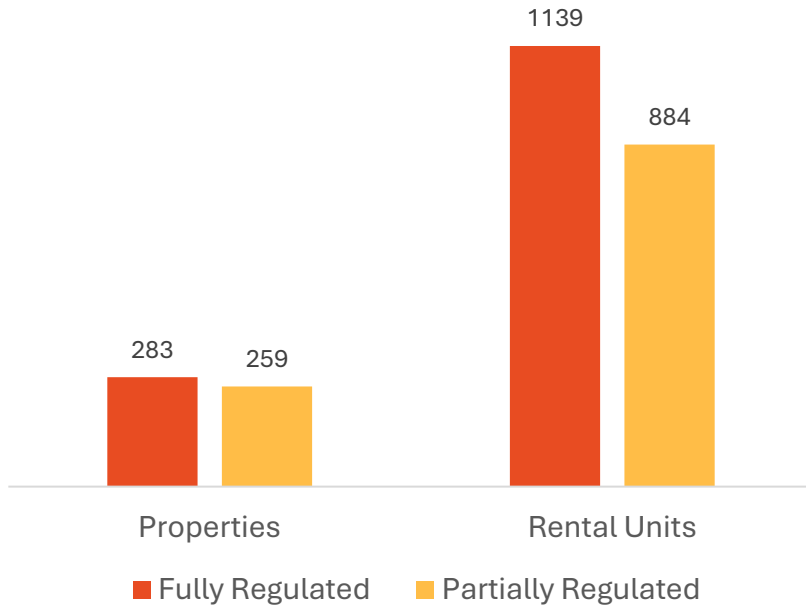
Rent Program operational staff works closely with city attorneys in every step of the education and enforcement process. When program staff determines there has been a violation of the Rent Ordinance, they notify the violator and provide information on the necessary steps for redress. When program staff is unable to resolve the issue with the violator, they work in collaboration with city attorneys to take appropriate enforcement action.

Failure to Pay Program Fees

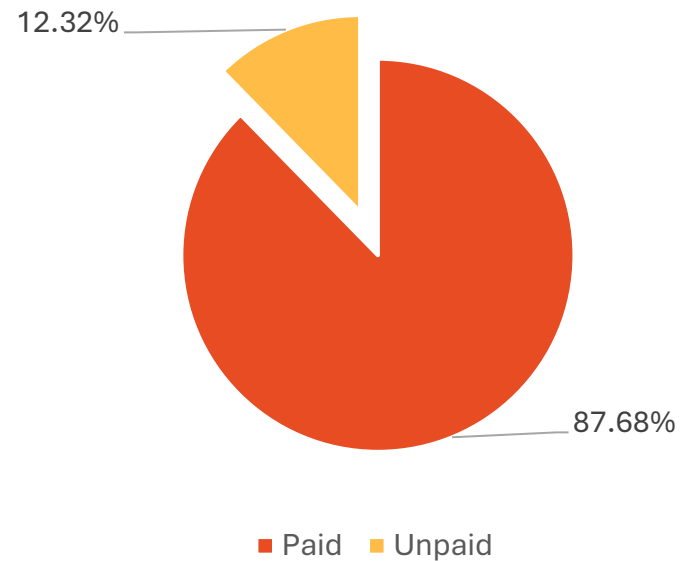
Program fees for 2024-2025 were due August 31, 2024. As of December 31, 2024, 543 properties had failed to submit payment, accounting for approximately 2,074 total rental units. This represents a total of \$273,419 in unpaid fees.



Unpaid Properties



Total Unpaid Units



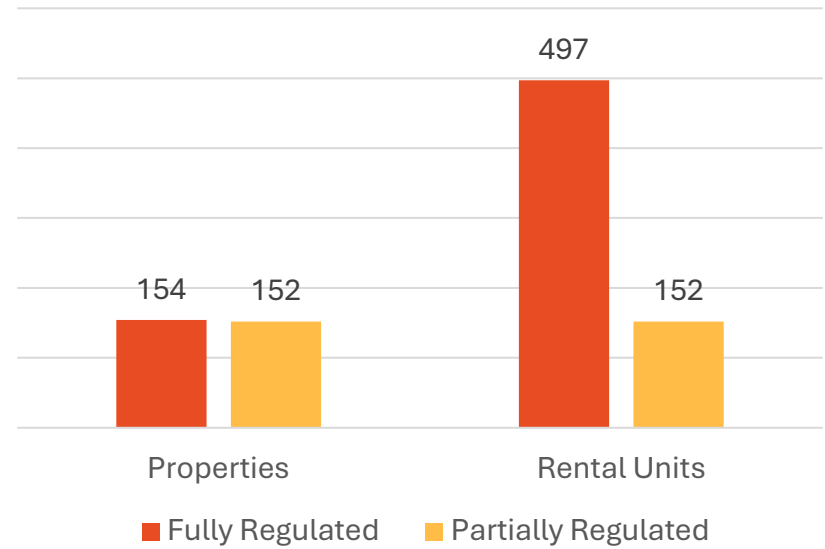
Enforcement for Violations

Failure to Submit Initial Registration

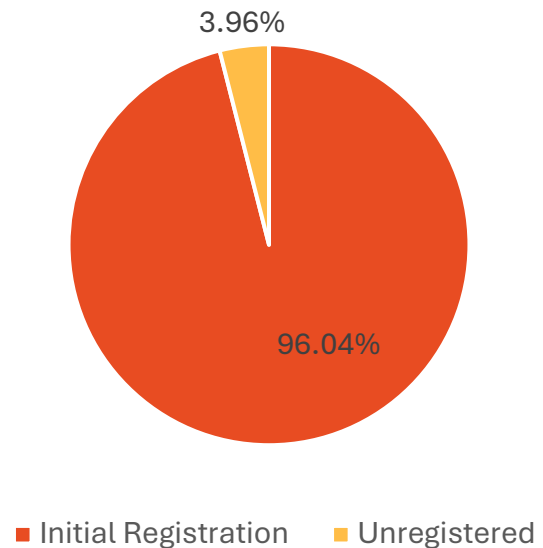
As of December 31, 2024, 306 properties had failed to submit initial registration of rental units, accounting for an estimated 651 total rental units. Staff continues to work with landlords to register properties, processing 45 late registration property submissions in 2024, providing initial registration information for 104 units.



Unregistered Properties



Total Unregistered Units



Enforcement for Violations

Non-Compliance Notices

In February 2024, 74 units were flagged for potential invalid rent increases based on registration data. In March 2024, the Rent Program issued letters to both landlords and tenants notifying them of potential violations of the Rent Ordinance's limits on rent increases. These letters warned landlords of the possibility of fines and penalties for failure to address the violations.

In September 2024, the Rent Program issued 1,041 Non-Compliance Notices for properties that failed to submit an annual registration statement and/or failed to submit payment of program fees.

Administrative Citations

The Rent Ordinance provides that the City may issue administrative citations and fines to any landlord or the landlord's agent for violations of the Rent Ordinance. From November 2023 to December 2024, the Rent Program issued 94 citations across 8 properties, resulting in a total of \$117,000 in fines.



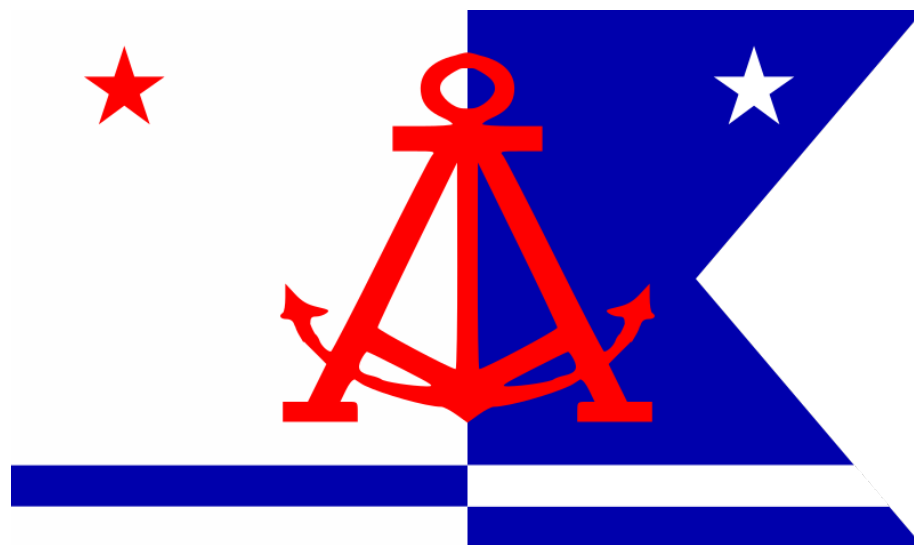
Summary of Citations Issued

- **59 counts** – Failure to register rental units, failure to pay program fees, and violations related to retaliation and waiver of tenant rights. Second and third-round citations were issued, with fines totaling \$94,250.
- **8 counts** – Failure to register, non-payment of program fees, issuance of invalid rent increases, and unlawful termination of tenancy. Second-round citations were issued, resulting in \$2,500 in fines.
- **2 counts** – Failure to register and non-payment of program fees, leading to \$500 in fines.
- **6 counts** – Failure to report a property sale and failure to disclose rent ordinance requirements to a new property owner across three properties. Second-round citations resulted in \$4,500 in fines.
- **6 counts** – Failure to register rental units and pay program fees. Second and third citations were issued, with fines totaling \$6,500.
- **13 counts** – Failure to register, non-payment of program fees, failure to rescind an invalid termination notice, failure to make required temporary relocation payments, and failure to reimburse the Temporary Tenant Relocation Assistance Fund. Second-round citations resulted in \$8,750 in fines.

Looking Forward

Rent Program priorities and goals for 2025:

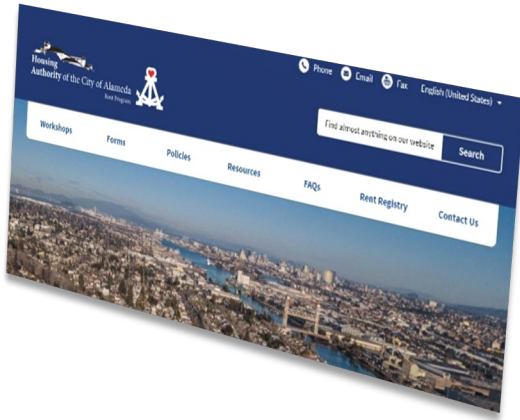
- **Review Rent Ordinance** – Conduct a comprehensive review of existing regulations to identify enhancements and potentially recommend updates to City Council.
- **Review Rent-Subsidized Tenancies** – Before the start of the 2025-26 registration period, conduct a comprehensive review of all rental units registered as occupied by rent-subsidized tenants. Require landlords to submit documentation to maintain eligibility for annual program fee waivers.
- **Improve Resolution of Invalid Rent Increases** – Implement process improvements to allow landlords to address invalid rent increases more efficiently. Key changes will include:
 - Converting a part-time staff position to full-time to enhance landlord outreach
 - Automated notices for landlords who submit registration via the online Rent Registry
 - Evaluating public feedback to assess whether to update administrative regulations to establish a less punitive standard for tenant reimbursements
- **Enforce Compliance Through Citations and Fines** – Issue administrative citations and fines to approximately 20 property owners who have failed to register units or pay required fees across multiple properties for the past five years
- **Launch a Rent Registry Search Tool** – Develop a public-facing search function that enables landlords and tenants to verify whether a rental property is registered, and fees have been paid. This feature will be modeled after the City of Mountain View’s Rent Registry portal
- **Expand Rent Program Digital Resources** – Enhance the Rent Program YouTube page by adding more instructional videos and workshop recordings to improve public access to program information.
- **Transition to a City Department Webpage** – Convert the Rent Program website into a City Department page for better integration with other municipal services and improved accessibility.



Where to Find More Info

Online Resources:

www.alamedarentprogram.org



Informational Workshops

To register for an upcoming workshop or view video of a previously recorded workshop, visit:

www.alamedarentprogram.org/Workshops-Clinics



Contact Us

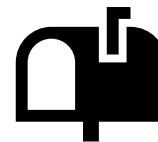
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