

Eviction Prevention Program Monthly Status Report

FY 2021-22 (as of December 2021)

Eviction Prevention Program

Eviction Help Center



24

Clinics held
(including 2 pop-up events)

Tenant: 313 | Landlord: 4 | Other: 0

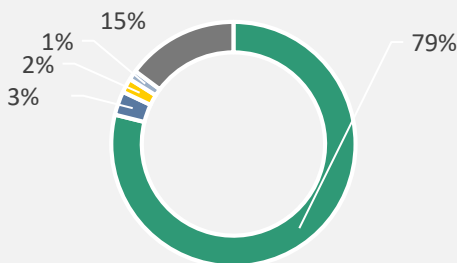


203

Individual households
applied for State Rent
Relief at the City's
Eviction Help Center

317 total clients assisted since August 14, 2021

Who We Serve (Household Demographics)



- Spanish
- Chinese
- Russian
- Other
- English

85%

Speak a primary language
other than English and require
translations assistance
(n=227)



89%

Heard about
services via the
community
(n=173 of 203)



3+

Majority (71%)
have 3 or more
people in
household
(n=169 of 203)



<\$25k

Majority (55%) live
on an average
annual household
income of less than
\$25k (n=151 of 203)



49%

Applied for the
City's Rent Relief
Program
(n=156 of 203)



2.3

Average number of
months of assistance
from the City
(n=69 of 203)



18%

Received
termination notices
(n=254)



1.4

Average number of
months households
are behind on rent
(n=114 of 203)



46

Clients requested
and received legal
assistance
(n=254)

Community Outreach

Information Requests



925

Public Inquiries

Tenant: 882 | Landlord: 40 | Other: 3

Pop-up Events



8

Eviction Help Center Pop-Up Events

~250 Community Members

Community Outreach and Meetings



14

Webinars, Trainings and Community Meetings (8 in English/Spanish)

~121 Community Members

Multilingual Direct Communications

Direct Mailings



2

Postcards

36,082 Households
655 Landlords



375

Targeted Mailings

Courtesy letters following-up Failure to Pay Rent Termination Notices

Electronic Outreach



6

Targeted Emails and MyMV Messages

7,915 Contacts

35 Neighborhood Associations
33 Landlord Representatives
21 Tenant Representatives
18 Community Organizations
12 School District Contacts

Multilingual Multi-Modal Communications



3

Website Pages

3 Languages



2

Informational Flyers

4 Languages



1

Short Video

3 Languages



1

Fillable Form

Mountain View COVID-19 Rent Relief Program

Press Releases and News Media



18

Weekly MV Voice Ads



1

Press Release



3

News Media Coverage (1 in Spanish)



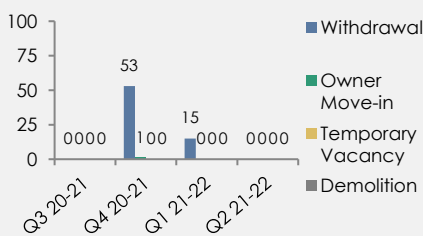
4

Social Media Posts

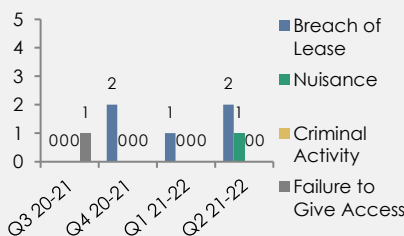
All shared via NextDoor, What's App, We Chat, and through Community Organizations

Termination Notices as Received by the Rent Stabilization Program

No-Fault Notices



At-Fault Notices



Failure to Pay Rent Notices

