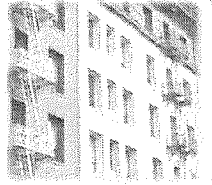


San Francisco Rent Board



MISSION

The Residential Rent Stabilization and Arbitration Board's (RNT) mission is to protect tenants from excessive rent increases and unjust evictions while assuring landlords fair and adequate rents; to provide fair and even-handed treatment for both tenants and landlords through efficient and consistent administration of the law; to promote the preservation of sound, affordable housing; and to maintain the ethnic and cultural diversity that is unique to San Francisco.

STRATEGIC GOALS

Process Tenant and Landlord Petitions Efficiently

Provide Effective Information to Tenants and Landlords

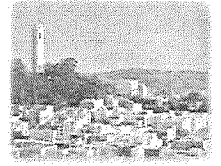
Ensure the Rent Board's Website is Timely and Accessible

Support Limited English Proficient Communities

Increase Collaboration with other City Agencies Through Improved Data Sharing



San Francisco Rent Board



STRATEGIC GOALS

Insuring San Francisco's Diverse Community Can Access the Department's Services

The department is continuing to improve its service delivery to San Francisco's diverse community. To be able to serve this diverse community and insure everyone can access the services it provides, the department translates its materials and provides interpreters for many of the hearings it conducts, and in order to continue these efforts, the department recently increased its budget for interpreters.

Increased Collaboration With Other City Departments

The Rent Board is continuing to participate in cross-departmental collaboration by pursuing a strategy of sharing data in more streamlined and standardized ways. For example, its partnership with the Planning Department increases its effectiveness and helps expedite permitting and decision-making processes related to rental units. The Mayor's proposed budget adds one new position to increase the efficiency and volume of these data-sharing processes as well as increase supervisorial capacity at the Department.





LEGISLATIVE CHANGES

The impact of recent legislative changes will continue to increase the Department's workload over the coming years. These changes include capital improvement petitions based on mandatory seismic upgrades to over 5,000 buildings with approximately 50,000 units, and increases in related hardship applications filed by tenants who cannot afford the capital improvement pass throughs. These changes account for an increase of more than 250 petitions per year in the current year, and are projected to account for an increase of about 325 petitions per year in FY 2019-20.

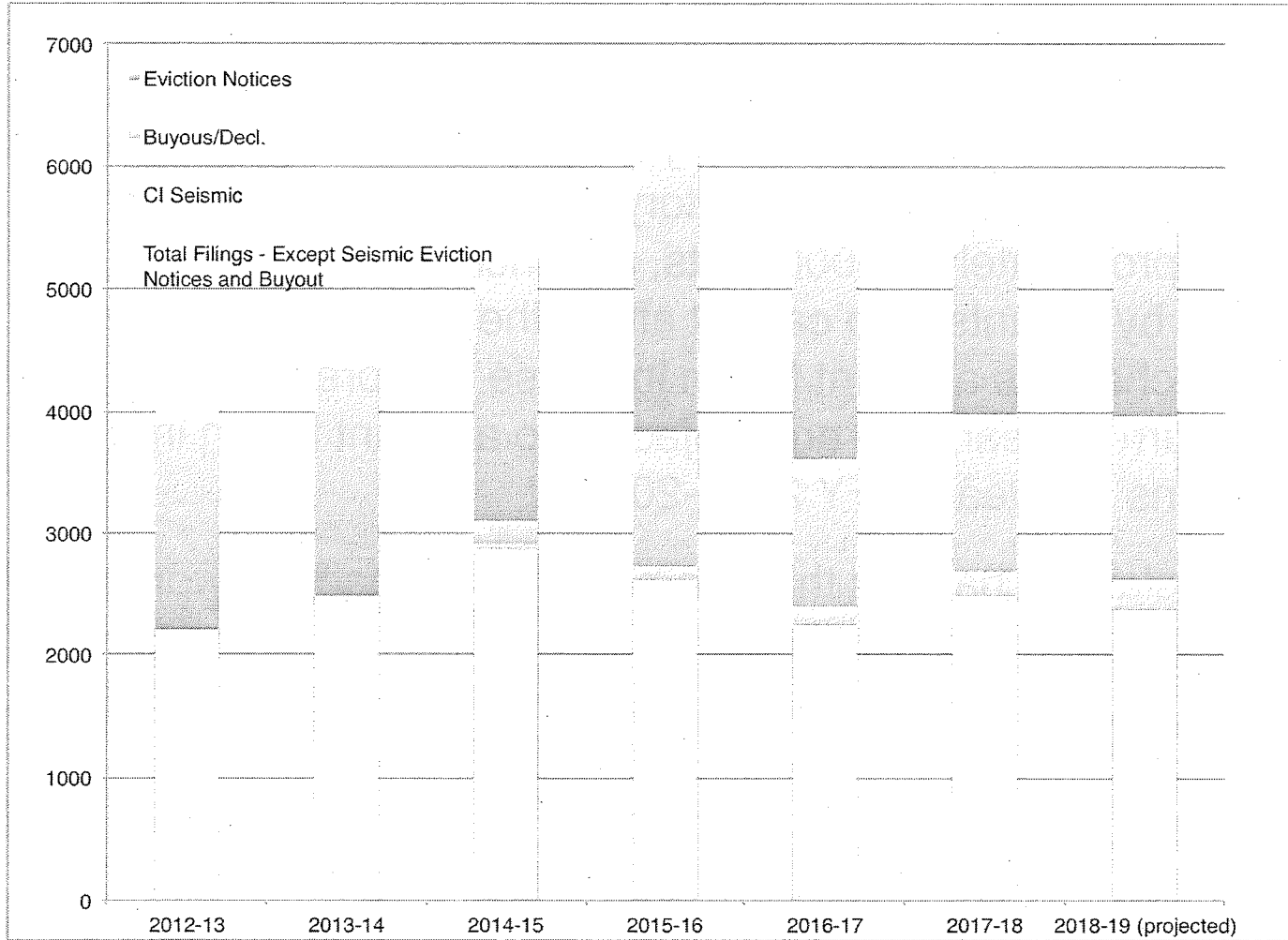
Other recent legislative changes that are having an impact on workload include recent changes to the Owner Move-In/Relative Move-In law, and ongoing changes due to the recent requirement of filing of buyout agreements with the department.



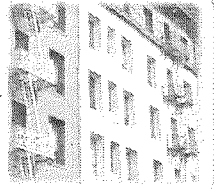
San Francisco Rent Board



WORKLOAD STATISTICS



San Francisco Rent Board

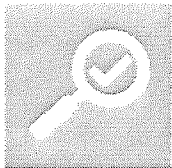


Budget Data Summary

	2018-19	2019-20		2020-21	
	Original Budget	Proposed Budget	Change from 2018-19	Proposed Budget	Change from 2019-20
Total Expenditures	\$8,543,912	\$9,144,677	\$600,765	\$9,563,220	\$418,543
Total FTE	37	37	0	38	1



San Francisco Rent Board



Performance Measures

	2017-2018 Actual	2018-2019 Target	2018-2019 Projected	2019-2020 Target	2020-2021 Target
Increase collaboration with other City agencies					
• Number of Days to respond to no-fault eviction reports provided to the Planning Department	2	21	14	14	14
Process tenant and landlord petitions efficiently					
• Average number of days for Administrative Law Judges to submit decisions for review	24.0	25.0	25.0	25.0	25.0
• Average number of days needed to process allegations of wrongful evictions	2.1	2.0	2.0	2.0	2.0
Provide effective information to tenants and landlords					
• Average number of days to post a summary of amendments to the Rent Ordinance and Rules and Regulations on the website	N/A	7	7	7	7
Support limited English proficient communities					
• Number of discrete documents in languages other than English	532	581	603	638	643
• Number of locations where translated documents are available	787	898	887	898	913



San Francisco Rent Board



BUDGET ISSUES AND DETAILS

Budget increases are primarily due to salary and benefit cost increases. The Department receives no General Fund support and is entirely funded by the Rent Board fee.

THE RENT BOARD FEE

The Rent Board Fee in FY2018-19 was \$45 per year (\$22.50 for SRO units). The Department receives no General Fund support. In previous years, the Department's surplus from the prior year was applied in order to reduce the amount of the fee. The fee will be determined by the Controller at the end of July.

