

1 [Residential Rent Ordinance, Additional Keys: Landlord must respond within 14 days of  
 2 written tenant request for additional keys/key-sets by providing keys or written denial;  
 3 replication costs only, no other charges/deposits/conditions; unreasonable denial or failure to  
 4 respond or impermissible terms or conditions constitute “substantial” decrease in housing  
 5 services.]

6 **Ordinance amending Administrative Code Chapter 37 “Residential Rent Stabilization  
 7 and Arbitration Ordinance” by amending Section 37.13 “Keys” to provide that: the  
 8 landlord must provide additional keys/key-sets within fourteen (14) days of a tenant’s  
 9 written request unless the landlord denies the request in writing within that time period  
 10 (the current ordinance does not set a deadline for providing the additional keys/key-  
 11 sets), and failure to respond within the fourteen days constitutes a substantial  
 12 decrease in housing services; the landlord may charge only for documented replication  
 13 costs and may not require other charges or deposits or terms or conditions of any  
 14 kind, and imposing such other terms or conditions constitutes a substantial decrease  
 15 in housing services; a tenant’s petition to the Rent Board to decide a disputed request  
 16 may include a failure to respond within fourteen days, or a disagreement regarding  
 17 terms or conditions for the additional keys/key-sets; and, unreasonable denial of  
 18 additional keys/key-sets also constitutes a “substantial” decrease in housing services  
 19 (the word “substantial” is new in this provision).**

18 Note: Additions are single-underline italics Times New Roman font;  
 19 deletions are ~~strikethrough italics Times New Roman font~~.  
 20 Board amendment additions are double underlined Arial font;  
 21 Board amendment deletions are ~~strikethrough Arial font~~.

22 Be it ordained by the People of the City and County of San Francisco:

23 Section 1. The San Francisco Administrative Code is hereby amended by amending  
 24 Section 37.13, to read as follows:  
 25

1 SEC. 37.13. KEYS.

2 (a) A landlord shall provide a minimum of one key or key-set per rental unit for each  
3 adult occupant, without charge.

4 (b) Additional Keys/Key-Sets. ~~Upon receipt of a tenant's written request for extra keys/key-~~  
5 ~~sets stating the reason(s) for the request a landlord shall provide the extra keys/key set, unless the~~  
6 ~~landlord determines that the request is unreasonable under the circumstances and provides the tenant~~  
7 ~~with specific written reasons for the rejection within fourteen days of the request.~~

8 (1) — A tenant may request ~~extra~~ keys/key-sets in addition to those provided pursuant to  
9 Section 37.13(a), for his or her convenience. Requested additional keys/key sets must be provided  
10 within fourteen (14) days of the tenant's written request stating the reason(s), unless the landlord  
11 timely denies the request in writing as provided in Section 37.13(b)(3). Examples of tenant reasons  
12 for receiving additional keys/key-sets include, but are not limited to: admitting a service provider,  
13 ~~or a~~ delivery person, or a houseguest, or relative. All keys are issued for the duration of a tenancy,  
14 to be returned upon vacating the unit.

15 (2) 1) When providing requested additional keys/key-sets to a tenant, ~~The~~ the landlord may  
16 charge only for the documented cost of replicating the additional ~~extra~~ keys/key-sets, which cost  
17 shall be paid by the tenant upon delivery of the requested additional keys/key sets. Additional keys/key  
18 sets shall be provided without requiring any other costs, fees, deposits, or terms or conditions of any  
19 kind whatsoever.

20 (3) 2) The landlord may deny the request for ~~extra~~ additional keys/key-sets only for  
21 good reason, such as unlawful occupancy in the tenant's unit or ~~a~~ the tenant's pattern of lease  
22 violation. Any landlord denial must be provided to the tenant in writing, stating specific reasons for  
23 the denial, within fourteen (14) days of the written request.

24 (4) 3) A tenant may file a petition with the Board to decide a disputed request for ~~extra~~  
25 additional keys or key-sets which may constitute a substantial decrease in housing services,

1 and/or to decide a disagreement concerning landlord charges or deposits (Section 37.13(b)(2)). A  
2 disputed request includes a failure to respond within fourteen days (Section 37.13(b)(1)), a  
3 disagreement concerning landlord terms and conditions (Section 37.13(b)(2)), and a denial (Section  
4 37.13(b)(3)).

5 (A) The Board through its Administrative Law Judges shall conduct a hearing in  
6 order to decide the petition.

7 (B) The decision of the Administrative Law Judge shall be final unless the Board  
8 vacates the decision on appeal.

9 (C) Either party may file an appeal of the Administrative Law Judge's decision with  
10 the Board. Such appeals are governed by Section 37.8(f).

11 (~~5~~ 4) Unreasonable denial of ~~extra~~ additional keys/key-sets requested under this Section  
12 37.13(b), or failure to respond to the tenant's written request within fourteen days by providing either  
13 the keys/key-sets or a written denial as provided by Sections 37.13(b)(1) and (3), or imposition of terms  
14 or conditions prohibited by Section 37.13(b)(2), constitutes a substantial decrease in housing  
15 services, for which the Administrative Law Judge may order a corresponding reduction in rent.

18 APPROVED AS TO FORM:  
19 DENNIS J. HERRERA, City Attorney

20 By: \_\_\_\_\_  
21 MARIE CORLETT BLITS  
22 Deputy City Attorney