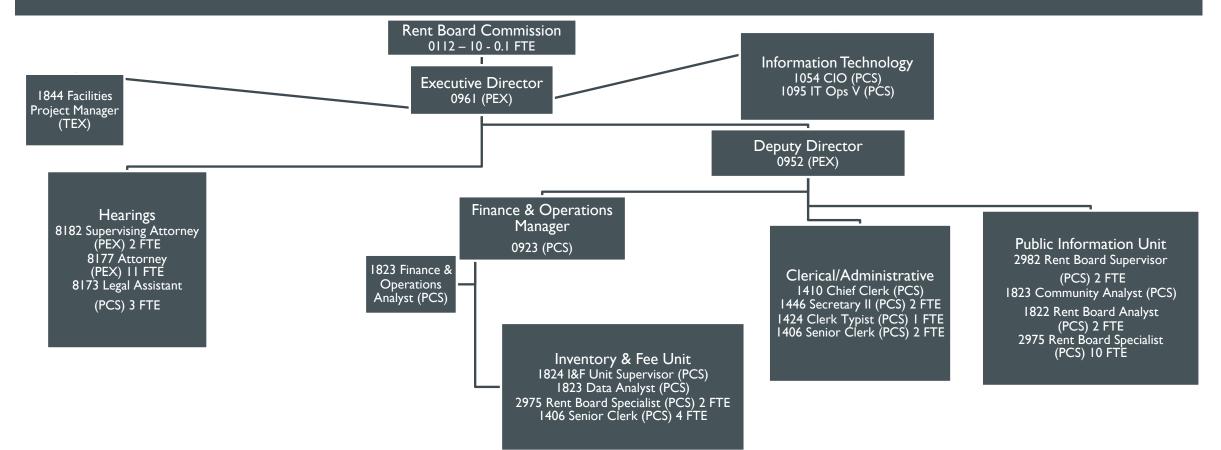
RESIDENTIAL RENT STABILIZATION AND ARBITRATION BOARD

BUDGET PRESENTATION FY 23-24 & FY 24-25 JUNE 16, 2023

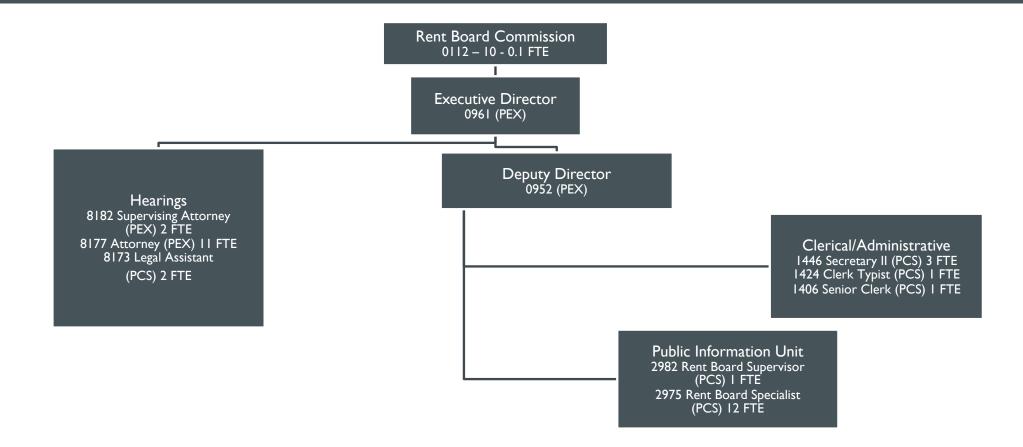
RENT BOARD MISSION

Protect tenants from excessive rent increases and unjust evictions while assuring 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.

ORGANIZATIONAL STRUCTURE ALL POSITIONS FILLED OR RECRUITMENT IN PROGRESS



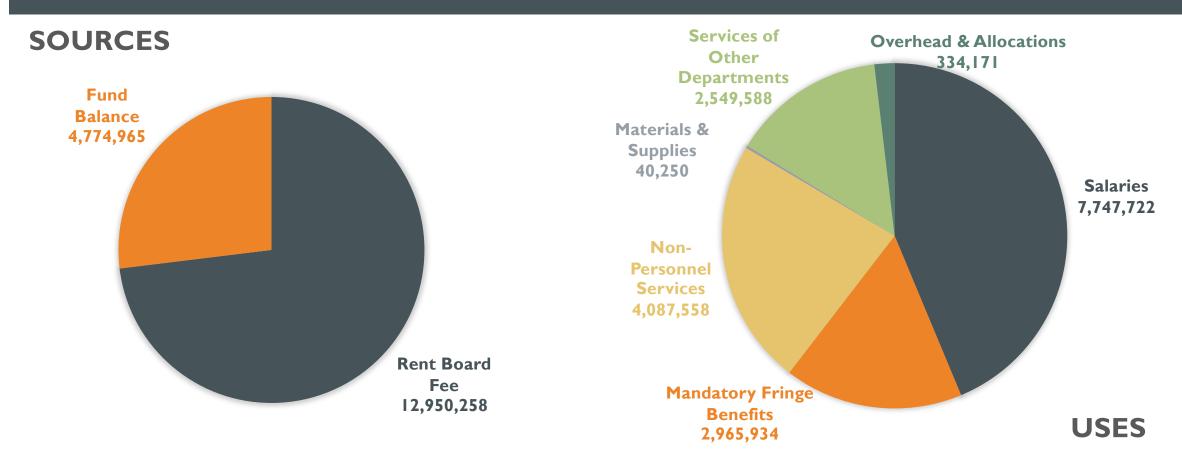
HISTORICAL ORGANIZATIONAL STRUCTURE



RENT BOARD BUDGET SUMMARY DATA

| | 2022-23 | 2023-24 | | 2024-25 | |
|-----------------------|-----------------|-----------------|---------------------|-----------------|------------------------|
| | Original Budget | Proposed Budget | Change from 2022-23 | Proposed Budget | Change from 2023-24 |
| Total Expenditures | 16,294,283 | 17,725,223 | 1,430,940 | 14,740,863 | (2,984,360) |
| Total FTE | 50 | 50 | 0 | 50 | 0 |

BUDGET DETAIL



PERFORMANCE MEASURES

Fiscal Year 2019-2020 2020-2021 2021-2022 2022-2023 2023-2024 Goal Actual Actual Actual Target Target Target Increase collaboration with other City agencies Number of Days to respond to no-fault eviction reports provided to the Planning Department 0.9 0.0 1.0 14 14 14 Population Measure Number of rent-controlled housing units 170,423 224,501 N/A N/A N/A 222,573 Process tenant and landlord petitions efficiently Average number of days for Administrative Law Judges to submit decisions for review 21 21 30 25 28 28 Average number of days needed to process allegations of wrongful evictions 2.7 2.9 3.9 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 0.0 7.0 5.0 5.0 3.4 3.8 and Regulations on the website Support limited English proficient communities 732 Number of discrete documents in languages other than English 677 687 690 700 705 Number of locations where translated documents are available 906 925 900 961 915 920

RENT ARBITRATION BOARD

LANGUAGE ACCESS & POVERTY ALLEVIATION

Focus on Public Information & Data

- Call Center
 - Cantonese, Mandarin, and Spanish-speaking staff
 - Language Line for other languages
 - Average 2574 calls per month over 3800 during peak times
- In-Office Counter
 - Pre-pandemic visitor levels
- Website
 - Chinese, Spanish, Filipino, English
- 260 Vital Documents in Chinese and Spanish
 - I 50+ in Filipino

- Outreach
 - Tenant and landlord rights and responsibilities
 - Housing Inventory
 - Special attention on small property owners and tenants
 - Building data to inform SF housing landscape
- Petition Process
 - Decreased Housing Services
 - Unlawful Rent Increases
 - Reports of Alleged Wrongful Eviction
- Equity Lens

Thank you to the Budget and Appropriations Committee and staff.

RENT ARBITRATION BOARD BUDGET PRESENTATION 6/16/23