

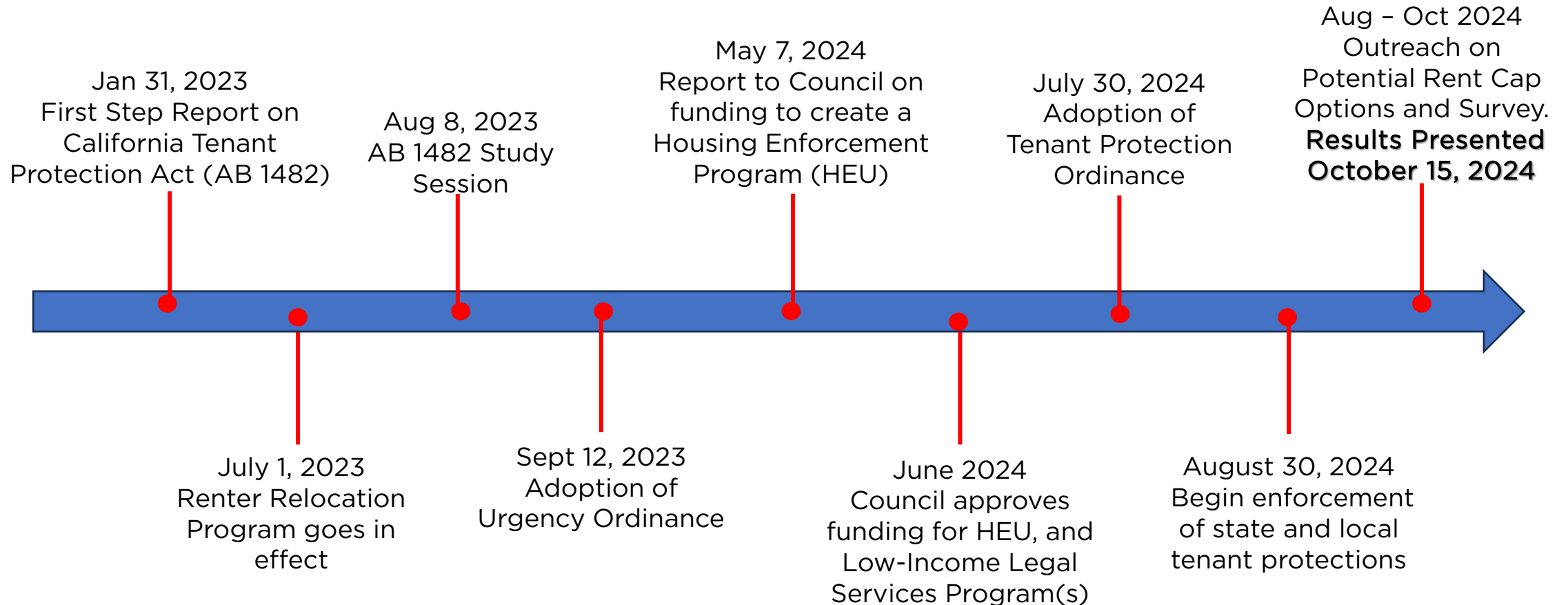
Update on Housing Enforcement Unit, Landlord- Tenant Mediation, Grant Programs, and Possible Rent Registry Program

CITY COUNCIL
February 11, 2025



**COMMUNITY
DEVELOPMENT**

Burbank Tenant Protection Efforts To Date



Housing Enforcement Unit

Funding approved for Fiscal Year 2024-2025 to coordinate and provide tenant resources, accept & investigate housing complaints and habitability concerns related to the City's Tenant Protection Ordinance and related housing laws

Housing Enforcement Unit

- Housing Services Assistant
Started January 6, 2025
- Code Compliance Inspector
Started January 6, 2025
- Social Services Supervisor
Expected to be filled early 2025

City Attorney's Office

- Senior Assistant City Attorney
Started mid-November 2024
- Legal Assistant
Recruitment open and ongoing

Tenant Protection Intake, Investigations and Enforcement

1. HEU has enforced the City's Tenant Protection Ordinance (TPO) since it became effective in August 2024.
2. Total of 15 complaints received to date.
3. CAO has sent eight notices of violation; including warning letters on alleged price gouging.
4. In addition, hundreds of calls related to:
The Urgency Ordinance, the TPO that replaced the Urgency Ordinance, AB 1482 and related state laws.



Housing Enforcement Unit Cases

August 2024 - January 2025			
Type of Claim	Number Received	Resolution	
		Resources/ Information	Case to CAO
Illegal Rent Increase	2	2	0
No-Fault Evictions	8	0	8
Harrasment	2	2	0
Price Gouging	0*	N/A	0
Other	3	3	0
TOTALS	15	7	8

*Formal complaints have not been submitted. However, the CAO has investigated approximately 20 alleged cases and sent two letters of warning related to price gouging.

Impact on Landlord/Tenant Commission

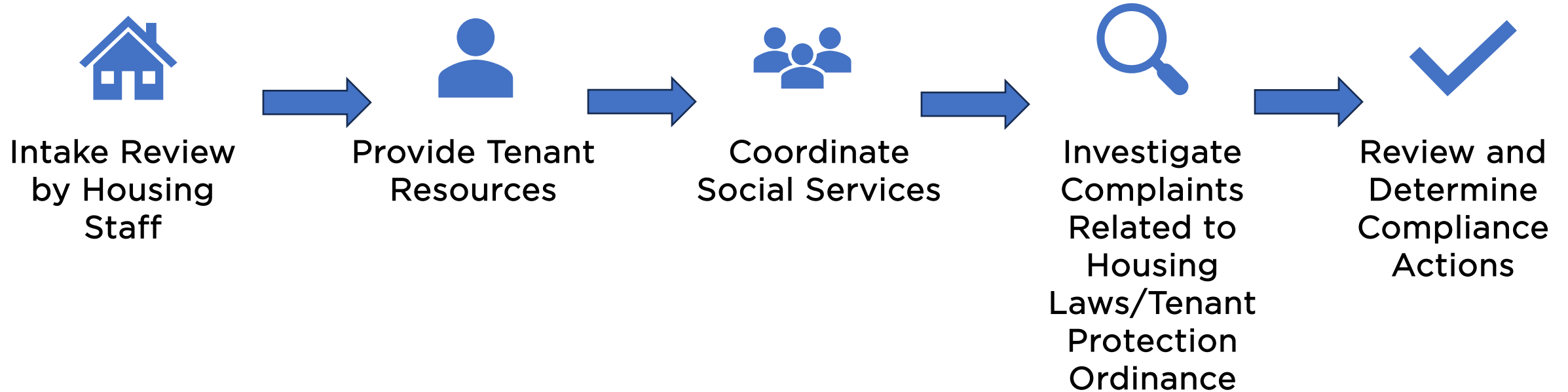
LANDLORD TENANT COMMISSION CASES					As of 2.5.2025
	FY 2020-2021	FY 2021-2022	FY 2022-2023	FY 2023-2024	FY 2024-2025
Evictions	9	17	27	14	4
At fault	N/A	N/A	3	0	3
No fault	N/A	N/A	24	14	1
Rent Increases	7	15	7	8	2
Repairs and Maintenance	5	17	13	3	0
Random/Unusual Charges	5	2	1	2	0
Neighbor Disputes	2	2	0	0	0
Health Concerns	0	2	2	0	0
Property Damage	1	1	0	0	0
Security Deposits	3	2	1	2	0
Harassment	2	4	1	1	1
Code Violations	1	2	1	1	0
Relocation Compensation	1	3	1	1	0
Lease Questions	8	11	8	2	1
General Landlord/Tenant Questions/ Disputes	1	8	8	2	2
Totals	45	86	70	36	10

How to File a Claim

- The “Our Burbank 311” app may be downloaded to report various concerns
- The City of Burbank Website
<https://www.burbankca.gov/web/community-development/housing>
- Call the Housing office at (818) 238-5180
- Send an email to housinginfo@burbankca.gov

The HEU will be exploring additional avenues for members of the public to submit direct claims, questions or concerns

Process for Claim Submissions



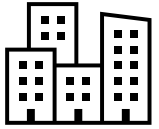
Future HEU Expansion: Low-Income Legal Services Program

Free mediation services for qualifying tenants and landlords

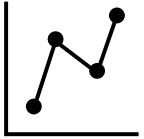
Grant program for qualifying low-income legal representation for evictions is in progress

Some grants may require participation in free mediation. Grants administered through a local service provider

Possible Rental Registry Program



Would gather data for single family and multi-family rental units to effectively implement the City's Tenant Protection Ordinance and possible future amendments



Would track and monitor evictions, rental rates, and rent increases to evaluate a future rent cap



Staff is developing options and cost estimates for consideration during the FY 25-26 Budget process

Possible, Expanded Relocation Program for Qualified Households

Current Tenant Protection Ordinance:

- Three month's current rent for no-fault, just cause evictions
- One month in state law

Potential City- expansion of relocation assistance to qualified households:

- Disabled
- Elderly
- Low-Income

Options and cost estimates for a City Funded Program to be considered during the FY 2025-2026 Budget Process

Next Steps

1. **Free mediation services** and **grant program** for qualifying low-income households to start by July 1, 2025
2. **Rental registry** cost estimate and **expanded City Relocation Program** options and cost estimate to Council during the Fiscal Year 2025-2026 Budget Process
3. Continue to **expand outreach** to **educate the public** on the Housing Enforcement process, programs, and services

Future Considerations

Data Collection to Inform Future Decisions

Rent Cap Options (“Hard” Cap vs. “Soft” Cap)

Evaluate Landlord/Tenant Commission Authority & Future Roles

QUESTIONS?

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