Create an Online Account

mvrent.mountainview.gov

Table of Contents

- Register as New User
- Property Registration and Exemptions
- Add Units
- Submit Termination Notices
- Submit Banked Rent Increase Notices
- Submit Tenant Buyout Information

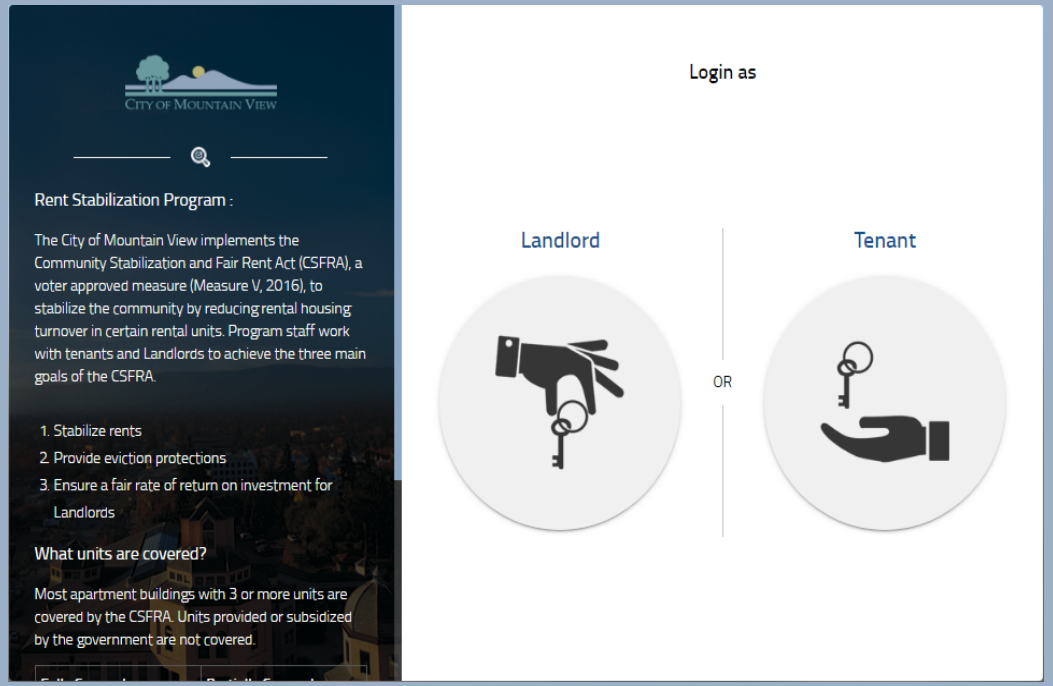
New User

mvrent.mountainview.gov

Step 1: mvrent.mountainview.gov

Go to Website: mvrent.mountainview.gov

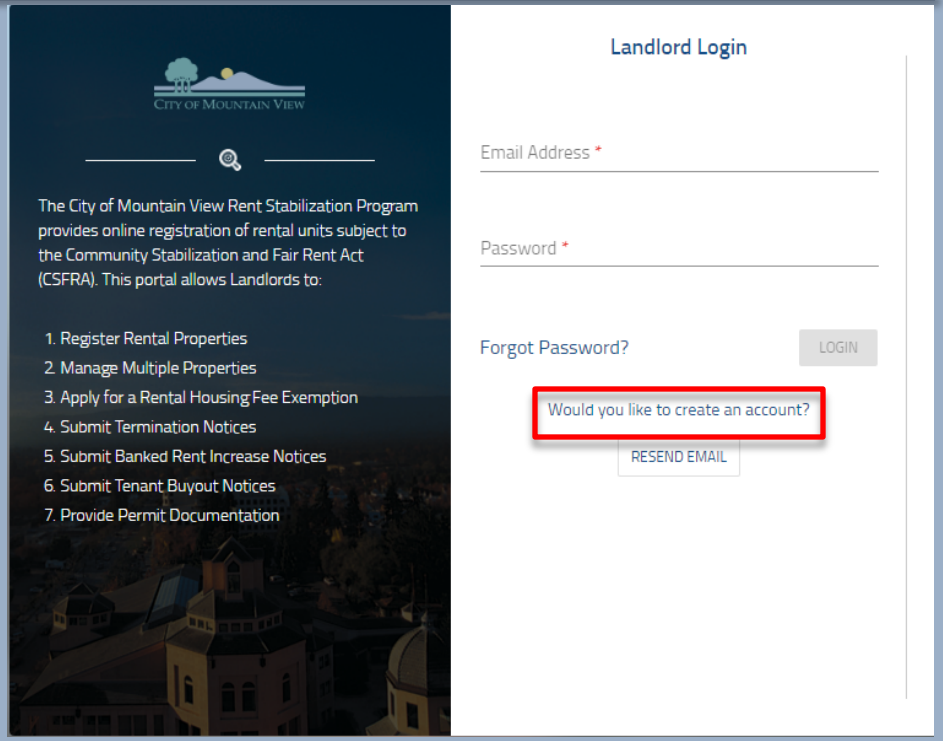
Click the **Landlord** icon



Step 2: Register as New User

First time user:

Click **Would you like to create an account?** link

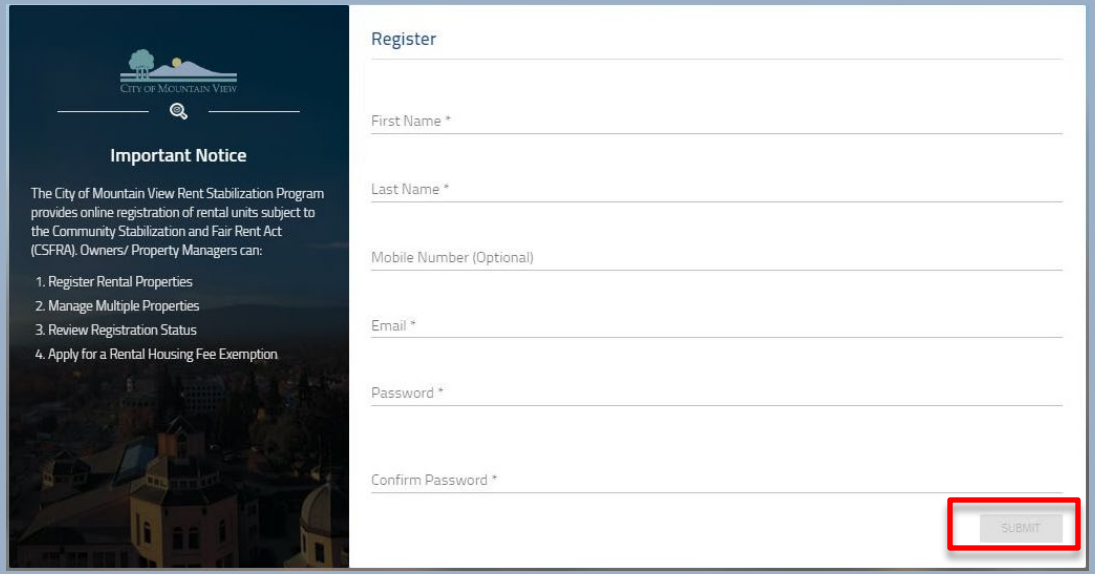


Step 3: User Information & Password

Fill in required information and click "**Submit**"

Password must be 8 to 16 characters, must contain a capital letter, and must contain at least one number.

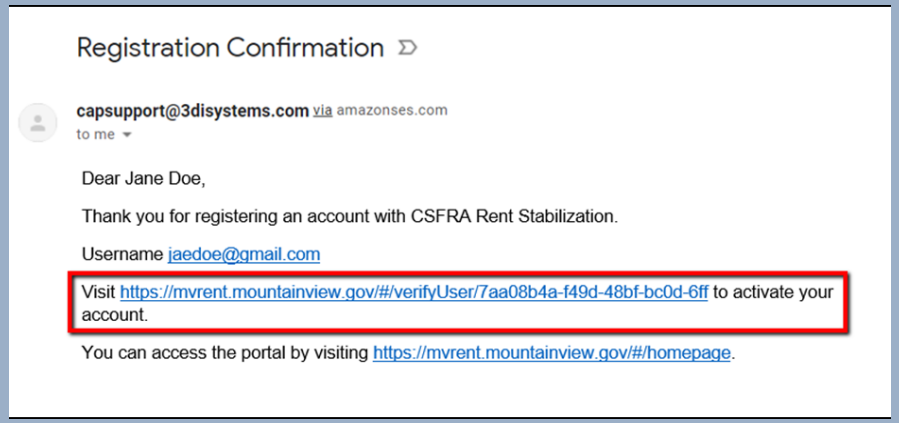
The system will send a verification email to the Email Address that was provided.

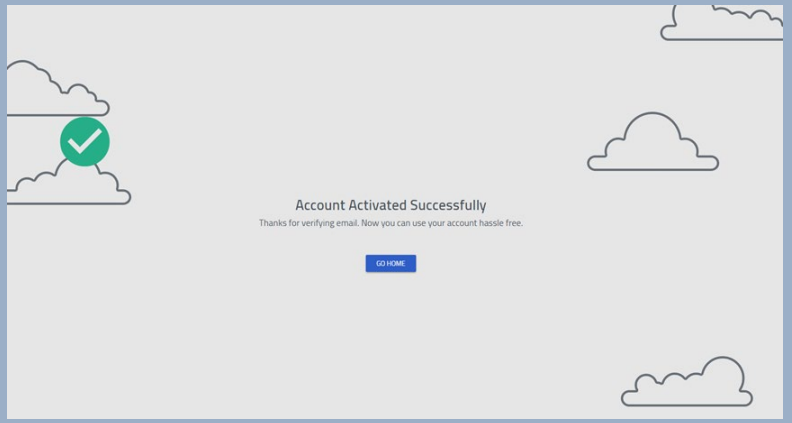


E-mail verification pending.

Step 4: E-mail Verification

1. Navigate to your Email's inbox
2. Click on the verification link as shown below
3. You will be redirected to a screen indicating your account was activated
4. Click "**Go Home**" to return to the login screen

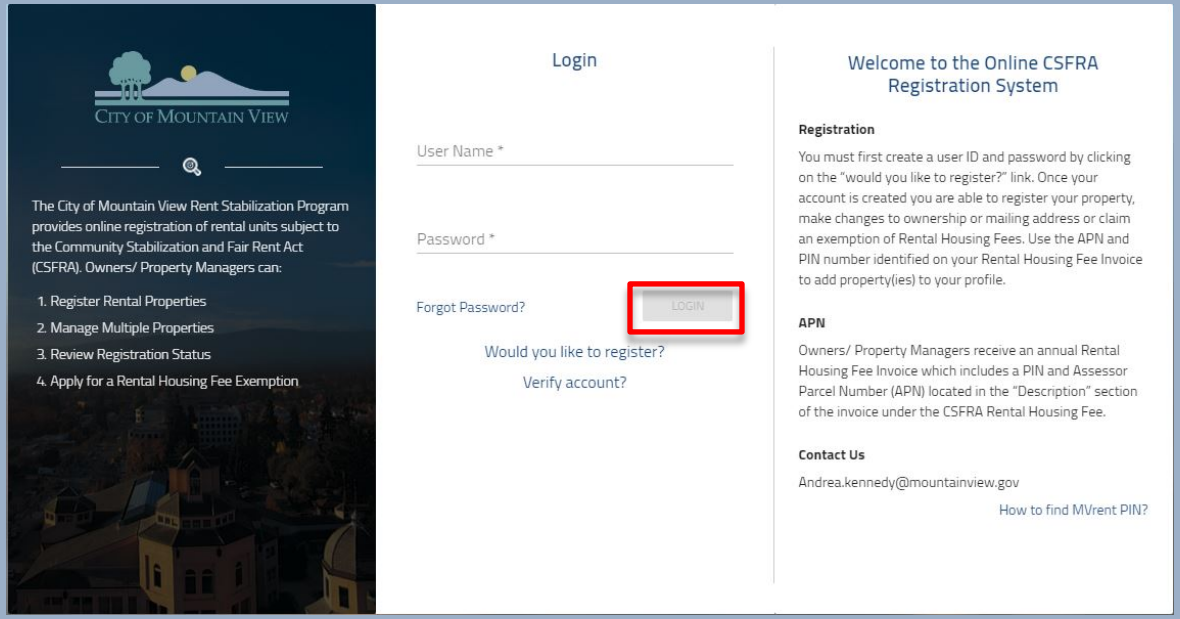




Step 5: Log In

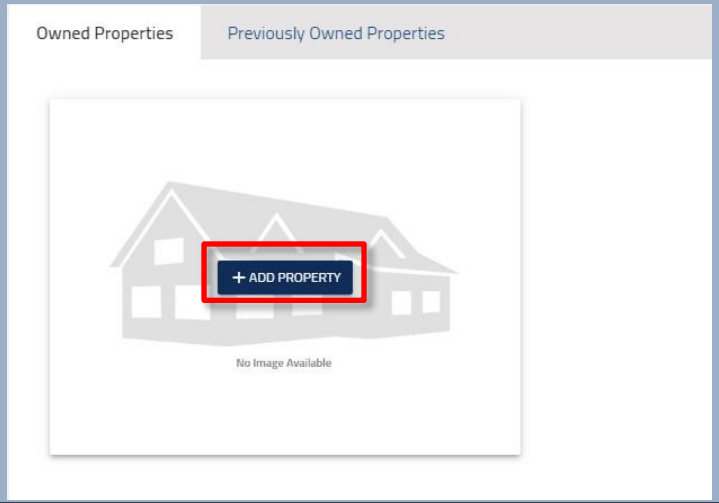
Enter your email address in the User Name field

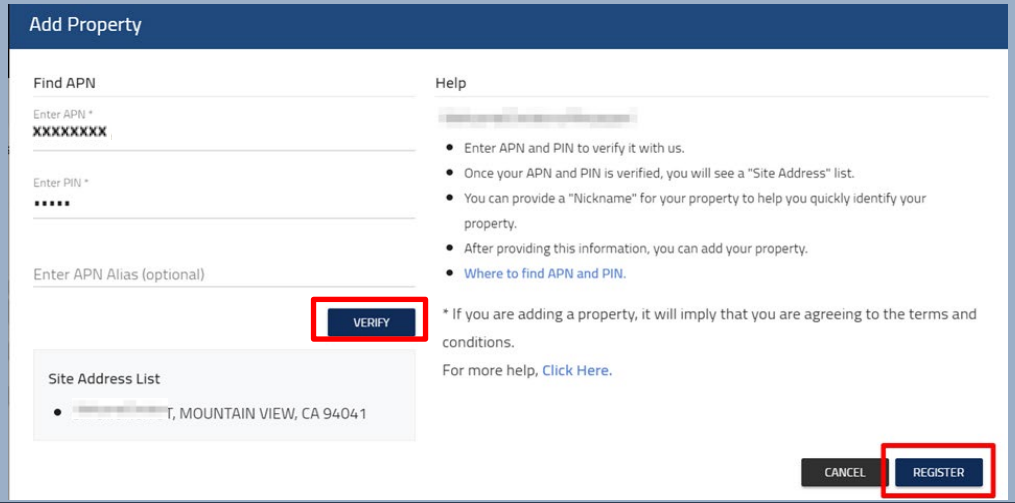
Enter your password & Login



Step 6: Add Property

1. Click "**Add Property**" to bring you to the property pop up
2. Enter the APN and Pin combination for your property
3. Click "**Verify**" to confirm the property address
4. If all information is correct, click "**Register**"





Step 7: APN & PIN Combo?

The PIN and Assessor Parcel Number (APN) is located in the "Description" section of the Rental Housing Fee invoice

If you need assistance please contact:
Andrea.Kennedy@mountainview.gov

CITY OF MOUNTAIN VIEW
500 Castro Street • Post Office Box 7540
Mountain View • California • 94039-7540
www.mountainview.gov

MULTI-HOUSING & CSFRA RENTAL HOUSING INVOICE
FISCAL YEAR 2018-19 (JULY 1, 2018 - JUNE 30, 2019)
Fire and CSFRA Rent Stabilization

Payment Inquiries - Finance Department: (650) 903-6317
MFH Billing Inquiries - Fire Department: (650) 903-6450
CSFRA Rent Stabilization Program: (650) 903-6125

Invoice Number: AR
Customer Number: C00
Invoice Date: 01/02/2019
Due Date: 02/01/2019

Description **Amount Due**

COMMUNITY STABILIZATION & FAIR RENT ACT (CSFRA) RENTAL HOUSING FEE
APNxxxxxxxx ,PIN xxxxx,UNIT3
MULTI-FAMILY HOUSING INSPECTION FEE (MFH)
MFH,

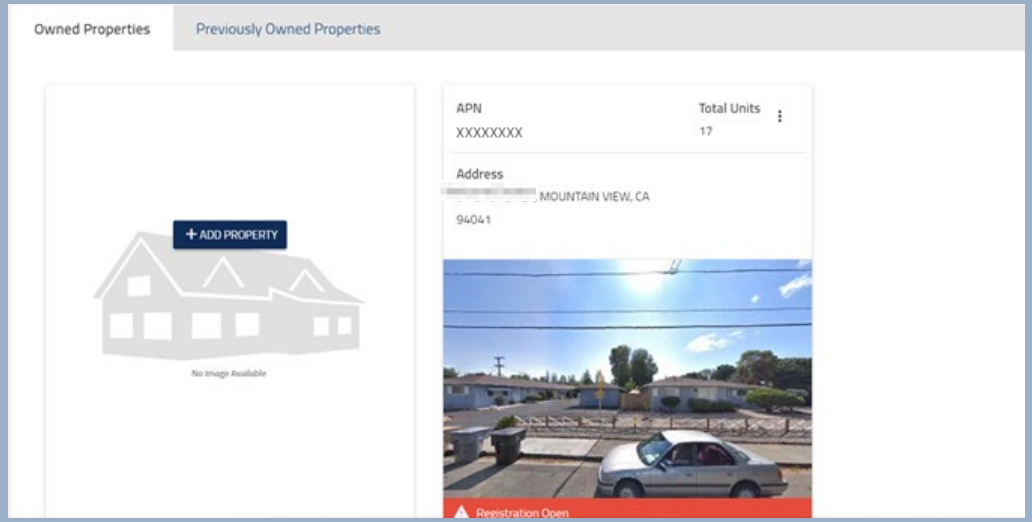
Total Amount Due $ .00

Pay online 24/7 at www.mountainview.gov/miscpayments. There are no additional payment processing fees to the business.

Step 8: Property Profile

You have successfully added the property to your profile!

Click into the property to edit the property details or click "**Add Property**" to add another property to your profile



Property Registration & Exemptions

mvrent.mountainview.gov

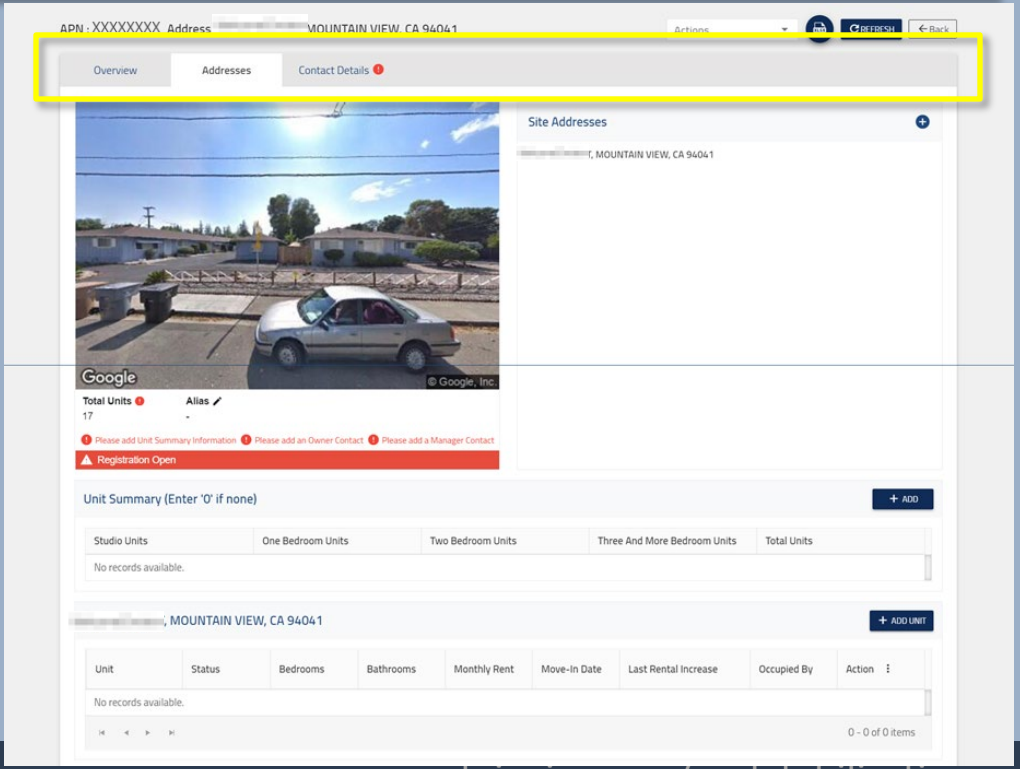
Step 1: Property Details

Property registration allows you to manage multiple properties, update contact information and file for exemptions

Navigate through the tabs on the top of the page to view/add property details

Required information is noted in red:

- Owner Contact
- Manager Contact
- Unit Summary



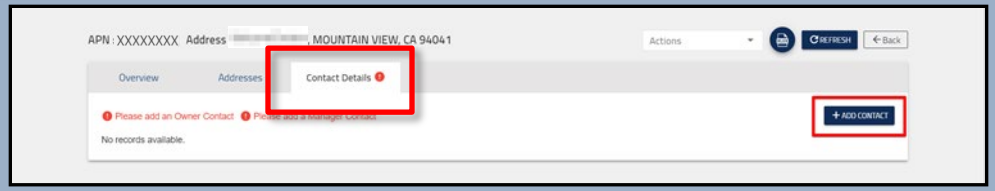
Step 2: Owner Contact Information

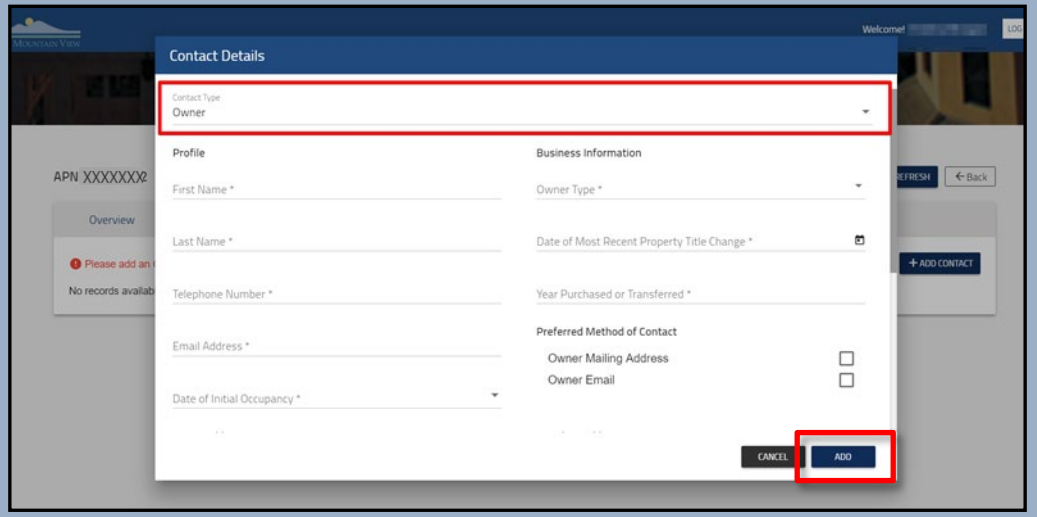
Navigate to the "**Contact Details**" tab

Click "**Add Contact**" and select Owner from drop down menu

Fill in all required information and click "**Add**"

*be sure to scroll down to complete the form





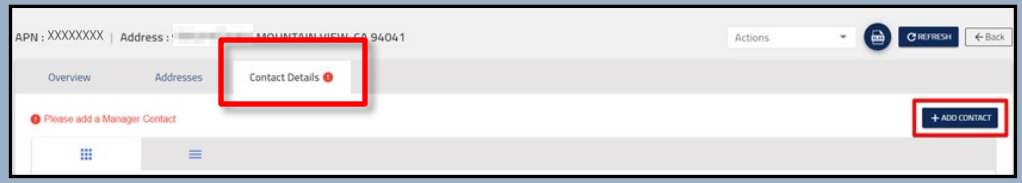
Step 3: Manager Contact Information

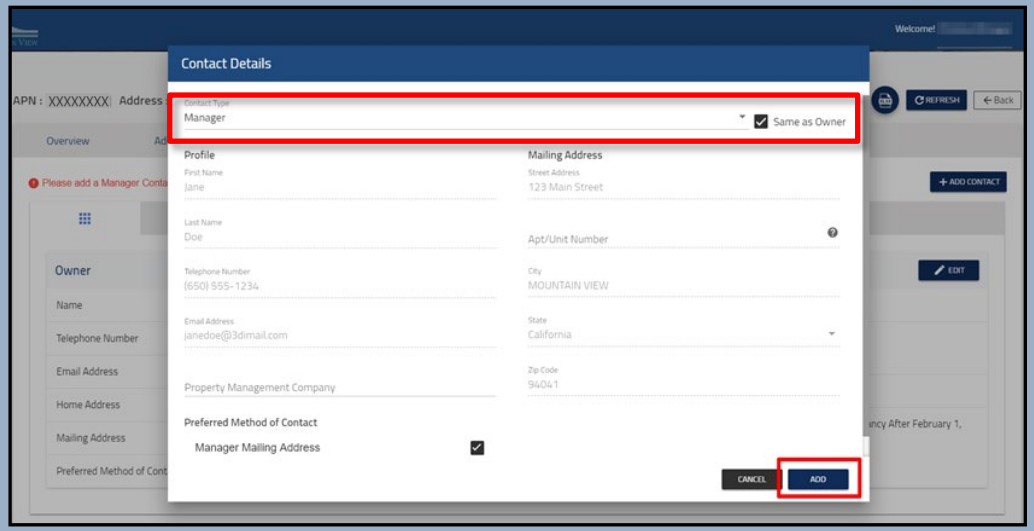
Navigate to the "**Contact Details**" tab

Click "**Add Contact**" and select Manager from drop down menu

Fill in all required information and click "**Add**"

*click "Same as Owner" box to prefill form with owner's information





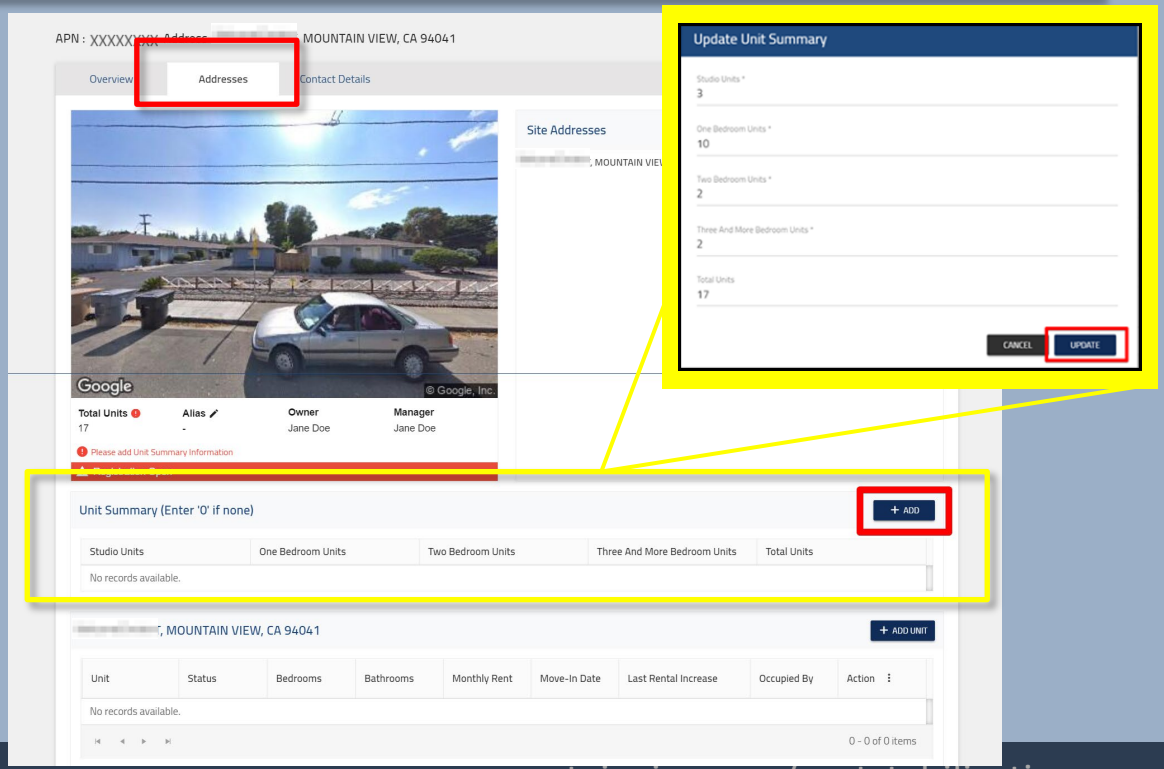
Step 4: Unit Summary

Navigate to the "**Addresses**" tab to update unit information

Click "**Add**" in the Unit Summary section

Enter unit summary information and click "**Update**"

*enter '0' if none



Step 5: Exemptions

If your property does not qualify for unit or property exemptions you can skip this step to finalize and submit your property registration.

To skip click here

If your unit or property qualifies for an exemption you **MUST submit these requests PRIOR to submitting your registration.**

To submit an exemption request on the property click here

To submit an exemption request on a unit(s) click here

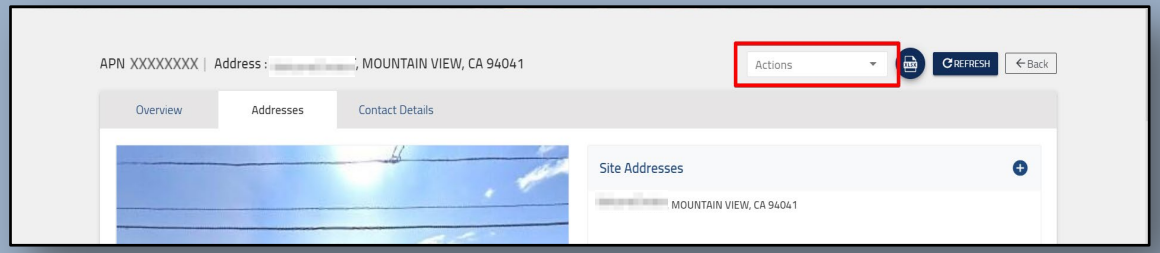
Property Exemptions

Property exemptions apply to:

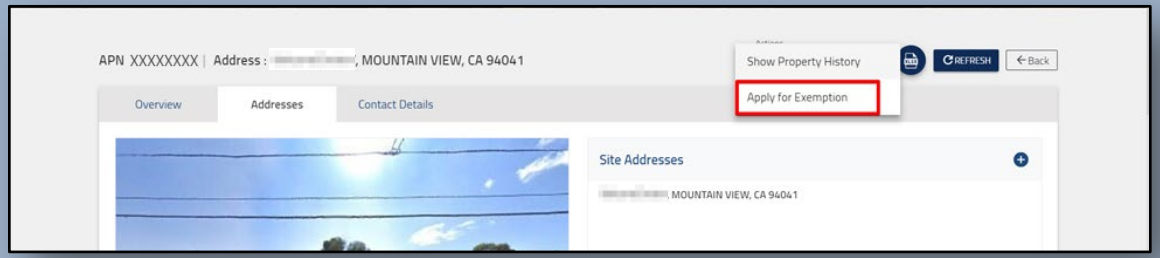
- Properties built after December 23, 2016
- Government or subsidized rental properties

Step 1: Property Exemption

Click the "**Actions**" menu at the top of the property profile



Select "**Apply for Exemption**" in the dropdown menu



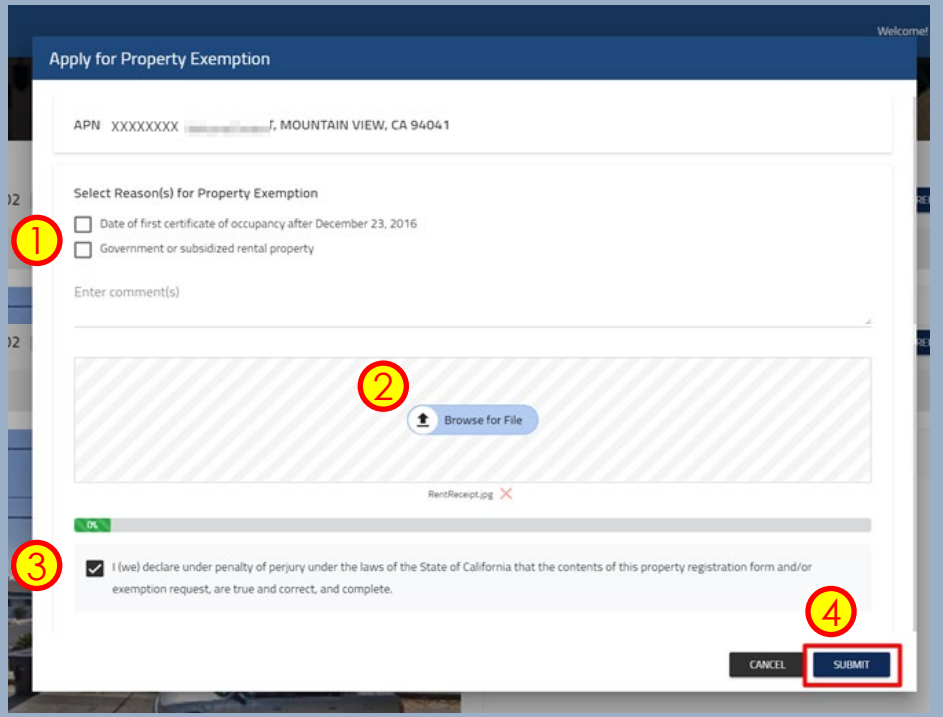
Step 2: Property Exemption

1. Select the reason for the property exemption

2. Upload document(s) to support your request by clicking "**Browse For File**"

3. Select the box indicating you are submitting the information under penalty of perjury

4. Click "**Submit**" to submit the exemption request



Unit Exemptions

Unit exemptions apply to:

- Owner occupies the unit as their primary residence
- Owner spouse, domestic partner, children, parent(s) or grandparent(s) occupy the unit as their primary residence
- Duplex

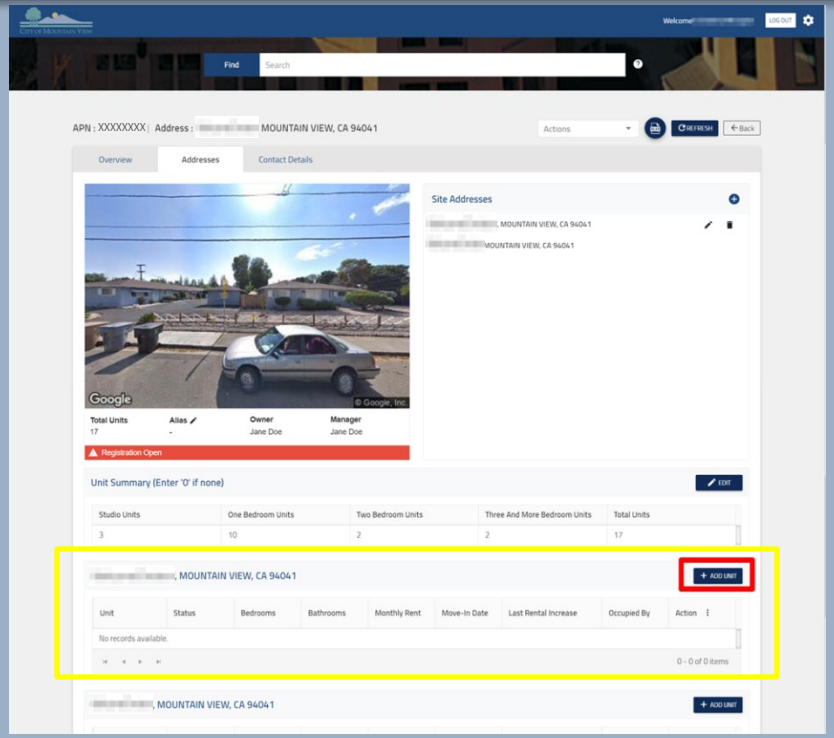
Step 1: Unit Exemption

In order to file a unit exemption, you must first add units to the property profile.

Click "**Add Unit**" in the property unit section

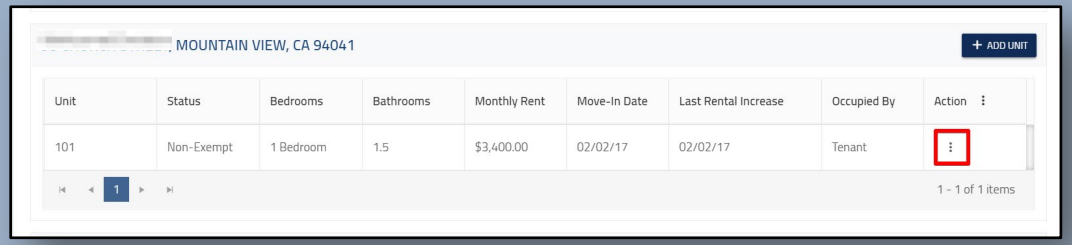
Click here for "Add Unit(s) to Property" Instructions

Enter unit number and other optional information then click "**Add**"

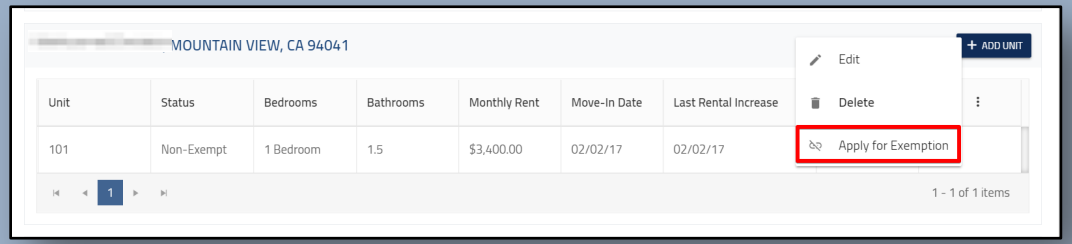


Step 2: Unit Exemption

Click the Actions menu to the right of the desired unit

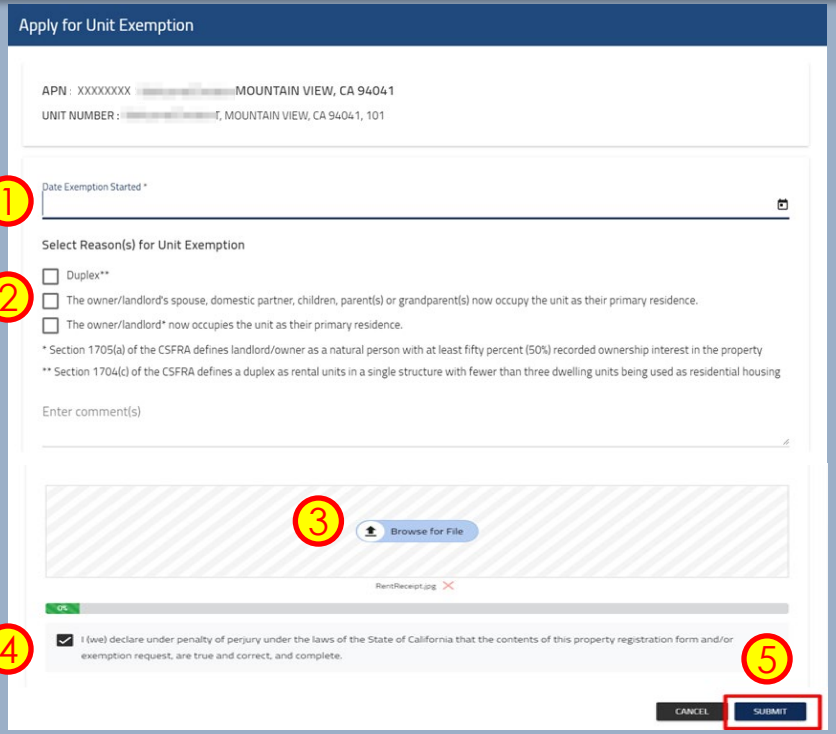


Select "**Apply for Exemption**" in the dropdown menu



Step 3: Unit Exemption

1. Enter the date exemption started
2. Select the reason for the exemption
3. Upload document(s) to support your request by clicking "**Browse For File**"
4. Select the box indicating you are submitting the information under penalty of perjury
5. Click "**Submit**" to submit the exemption request



Finish and Submit

mvrent.mountainview.gov

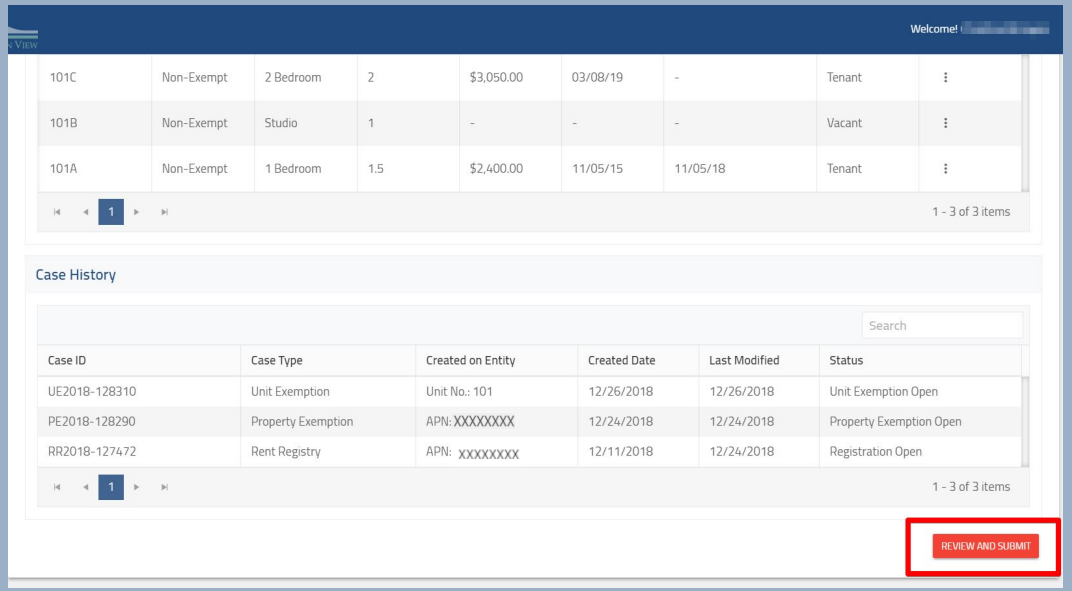
Step 1: Finalize

Now that you have entered the required information, you are ready to submit your registration!

(Optional)Input all unit information

*units can be added at anytime

Click "**Review And Submit**" at the bottom of the page

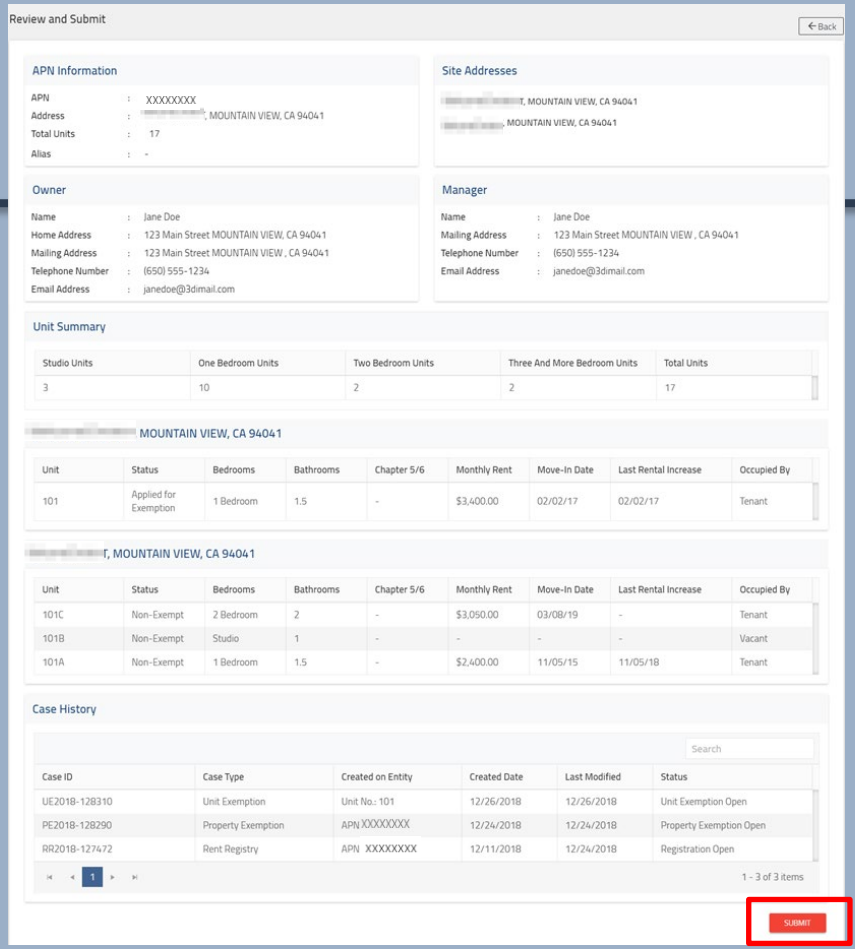


Step 2: Review

Review information for accuracy

If information is not correct, click the **"Back"** at the top of the page

If all information is correct, click **"Submit"**



Step 3: Submit

Enter full name and title

Select the box indicating you are submitting the information under penalty of perjury

Click "**Submit**"

You will receive an email confirming the status of your registration

Annual Registration

Review, update and resubmit property information

Apply for yearly unit exemptions

Next Steps

Once you submit your registration you can:

- Add Units
- Submit termination Notice
- Submit Banked Rent Increase Notice
- Submit Tenant Buyout Information

Add Units to Property Profile

mvrent.mountainview.gov

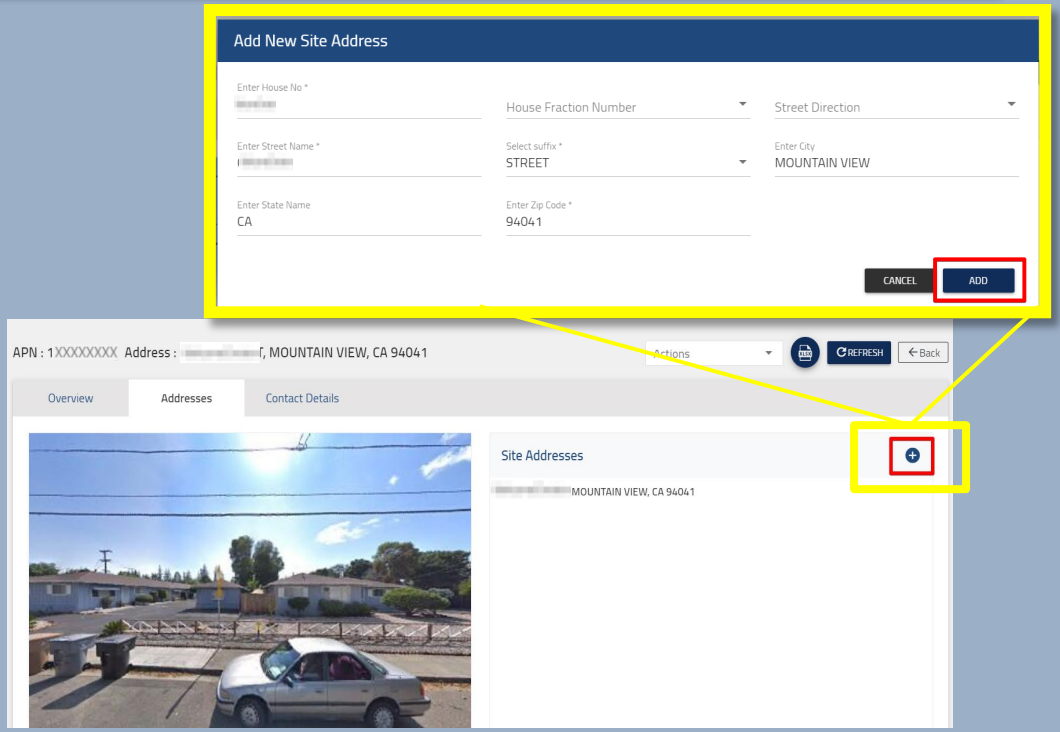
Add Site Address

If your property has more than one site address, you can add the Site Address to your APN

Click "**Add**" to add a new Site Address

Fill in required information and click "**Submit**"

Once the address has been added, it will appear in the Site Addresses section

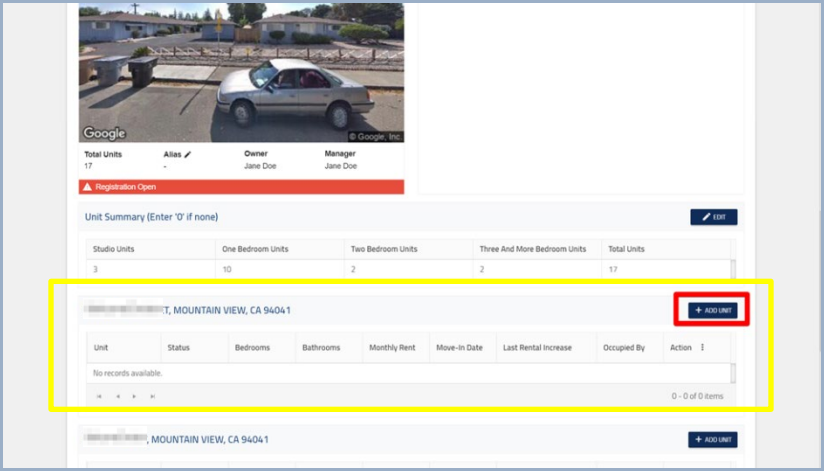


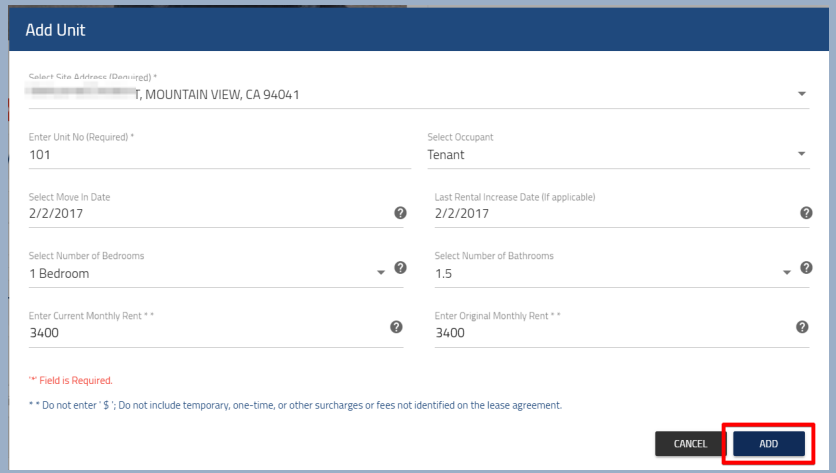
Add Units Individually

Click "**Add Unit**" in the property unit section

Enter the unit number and other optional information

Click "**Add**" to save the unit information



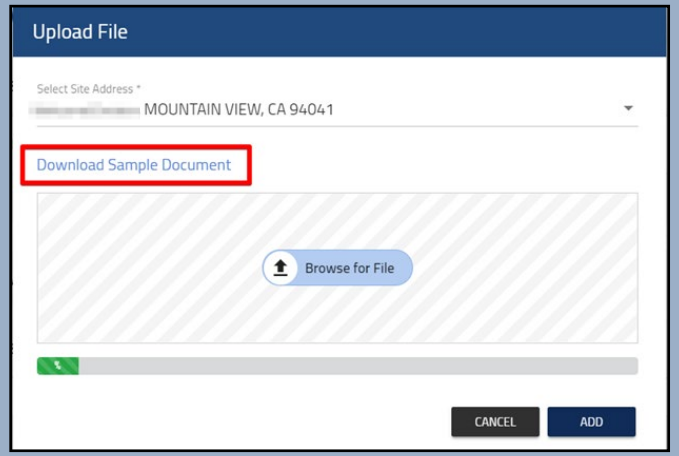


Mass Upload Units

Click the Action menu in the property unit section

Select "**Add Multiple Units**" from the drop down menu

Click "**Download Sample Document**" from the pop up



CITY OF MOUNTAIN VIEW

Mass Upload Units

An Excel document will be uploaded to your computer

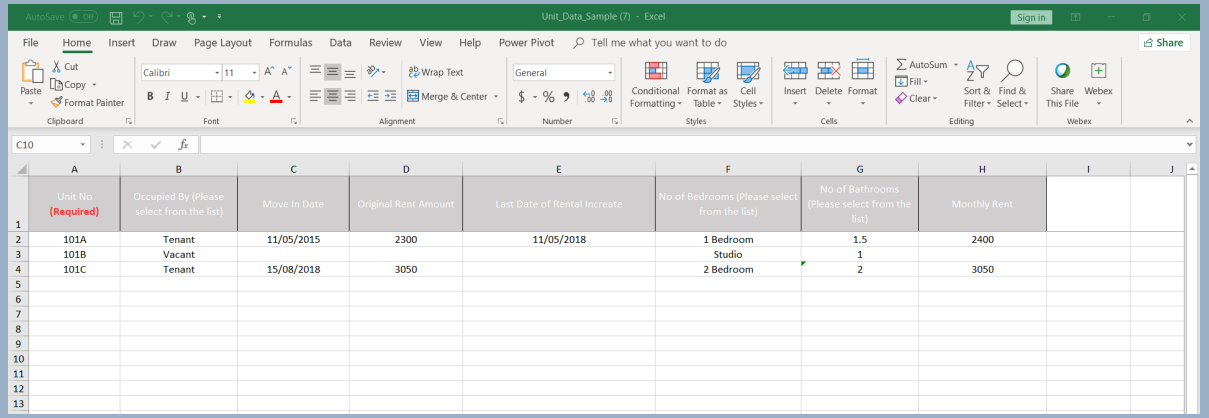
*only the unit number is required

Save the completed Excel document to your computer

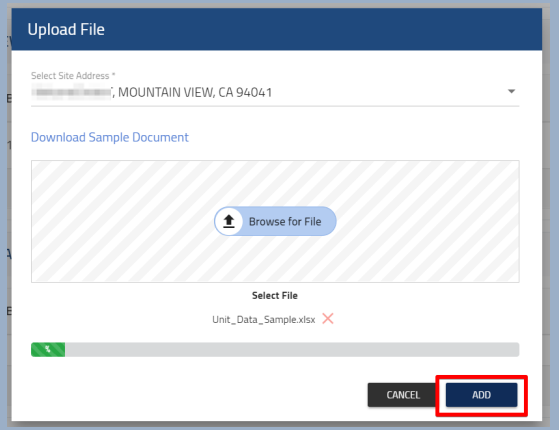
Note: Any errors in the document may result in upload failure

Upload the Excel document by clicking "**Browse For File**"

Click "**Add**" to upload unit information

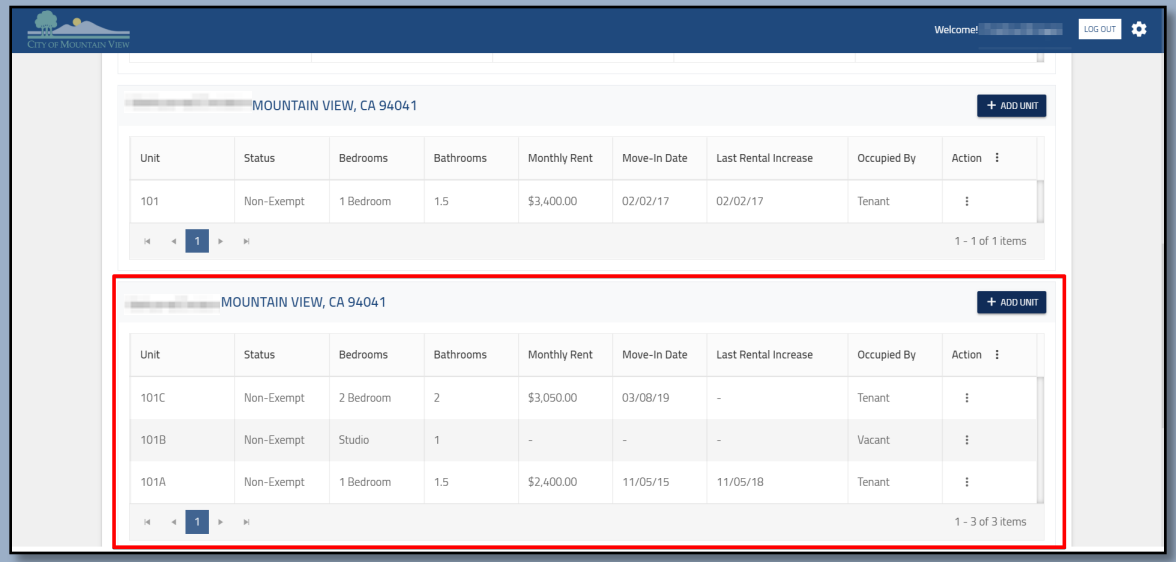


	A	B	C	D	E	F	G	H	I	J
1	Unit No (Required)	Occupied By (Please select from the list)	Move In Date	Original Rent Amount	Last Date of Rental Increase	No of Bedrooms (Please select from the list)	No of Bathrooms (Please select from the list)	Monthly Rent		
2	101A	Tenant	11/05/2015	2300	11/05/2018	1 Bedroom	1.5	2400		
3	101B	Vacant				Studio	1			
4	101C	Tenant	15/08/2018	3050		2 Bedroom	2	3050		
5										
6										
7										
8										
9										
10										
11										
12										
13										



Unit Display

The newly added unit(s) will appear in the Site Address's Unit table.
If your unit qualifies for an Exemption, you will need to submit an Exemption request



Submit Termination Notices

mvrent.mountainview.gov

Termination Notices

Notices of Termination must be filed with the Rental Housing Committee within three (3) days of serving the Notice on the tenant.

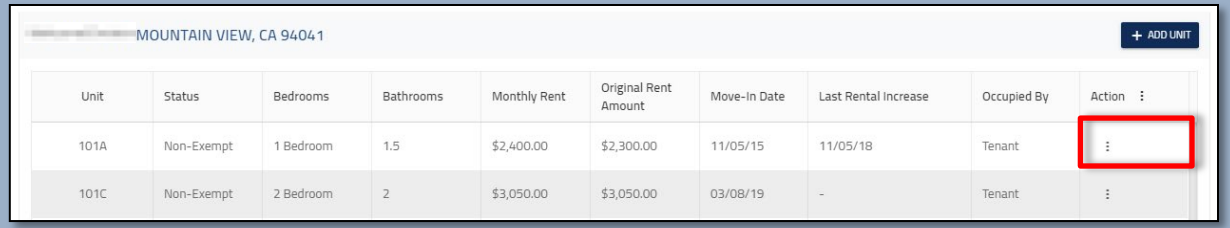
9 Reasons for Termination

1. Failure to pay rent
2. Breach of Lease*
3. Nuisance*
4. Criminal Activity*
5. Failure to give Access*
6. Repairs/temporary vacancies**
7. Owner move-in**
8. Withdrawal from rental market**
9. Demolition**

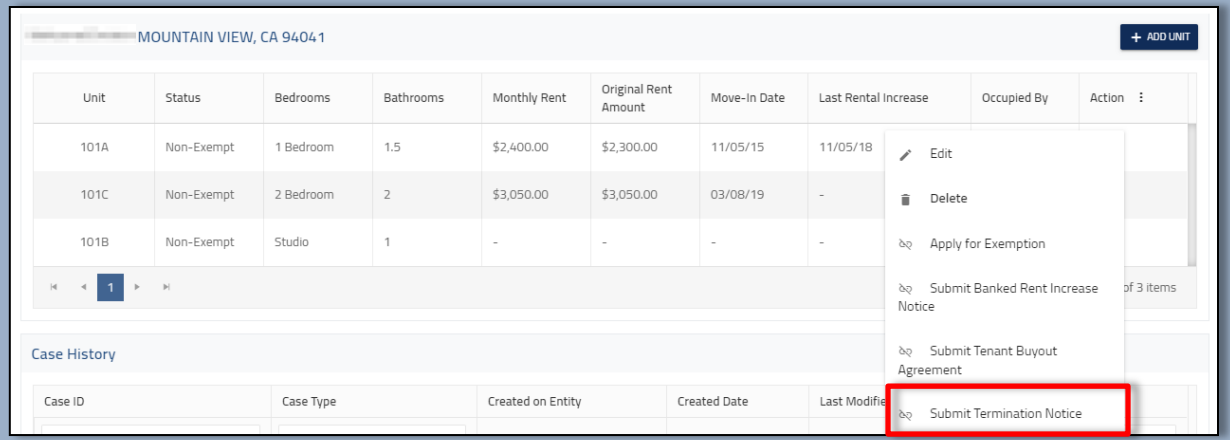
* Requires Notice to Cease, before termination notice
** Requires payment of relocation assistance to qualifying households and right of first return

Submit Termination Notice

Click the Actions menu for the Unit you wish to submit a notice



Select "**Submit Termination Notice**" in the dropdown menu

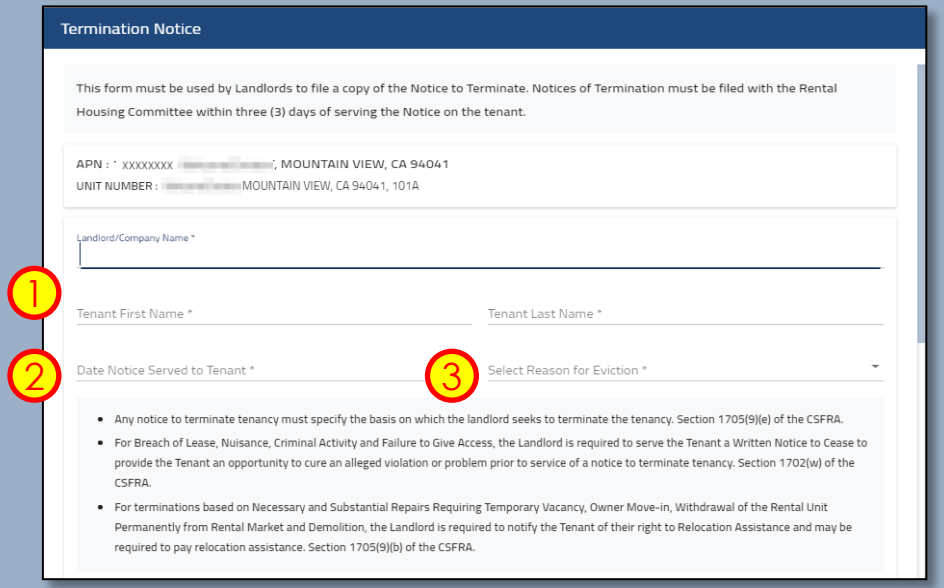


Submit Termination Notice

1. Enter the Tenant First and Last Name

2. Enter the date the notice was served to the tenant

3. Select the reason for eviction from the dropdown menu



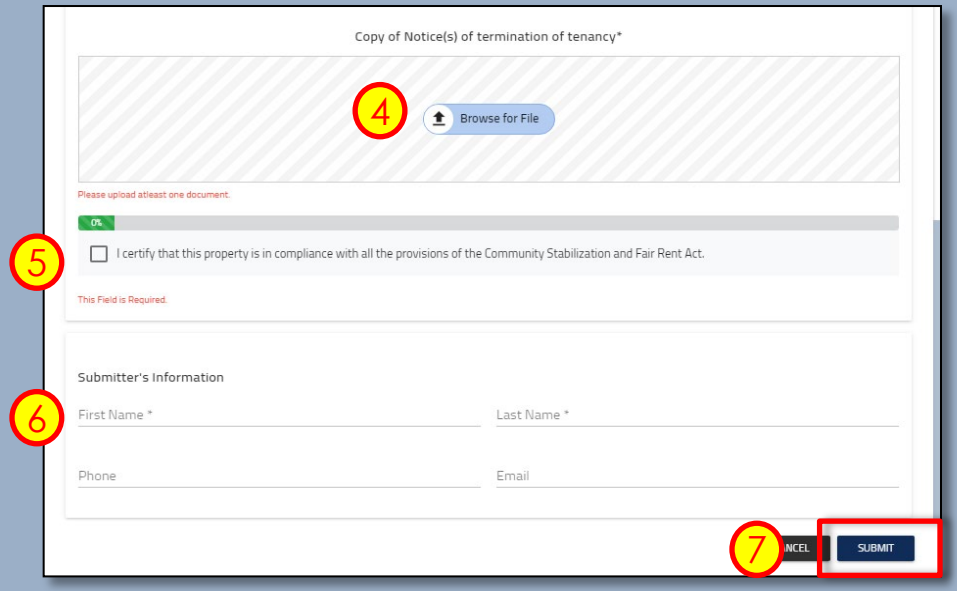
Submit Termination Notice

4. Upload the notice by clicking "**Browse For File**"

5. Check the "penalty of perjury" box

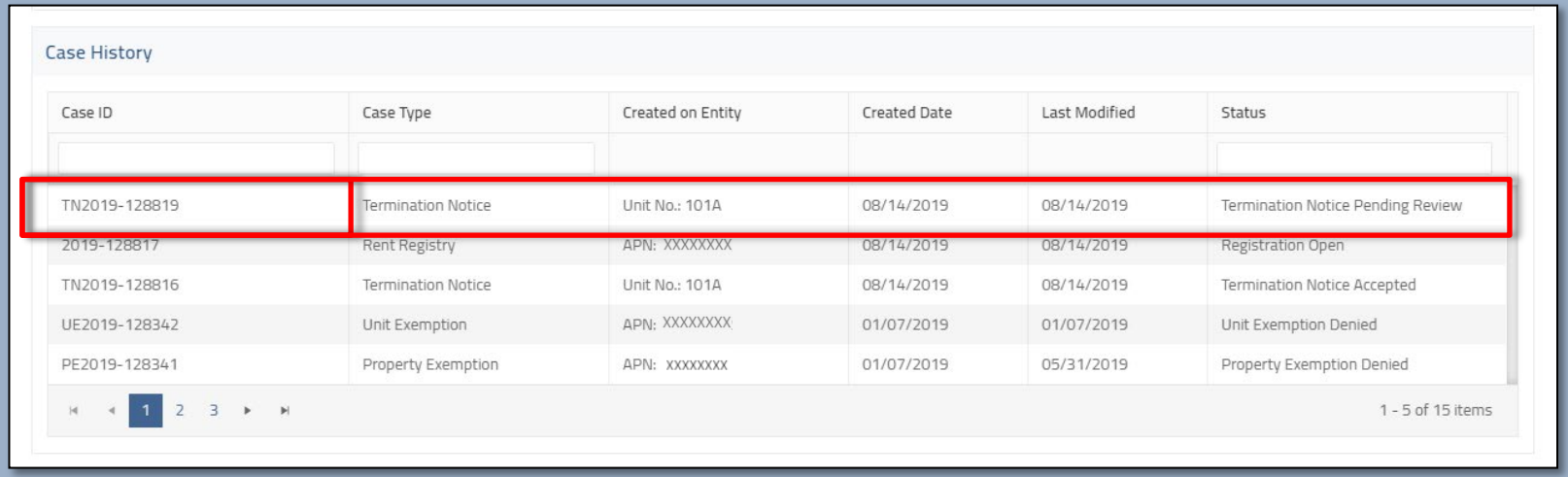
6. Enter the submitter's contact information

7. Click "**Submit**" to submit the termination notice for review



Withdraw Termination Notice

You may withdrawal your submission by clicking into the Case ID number in the Case History section to withdrawal the notice correct an error.



Case History

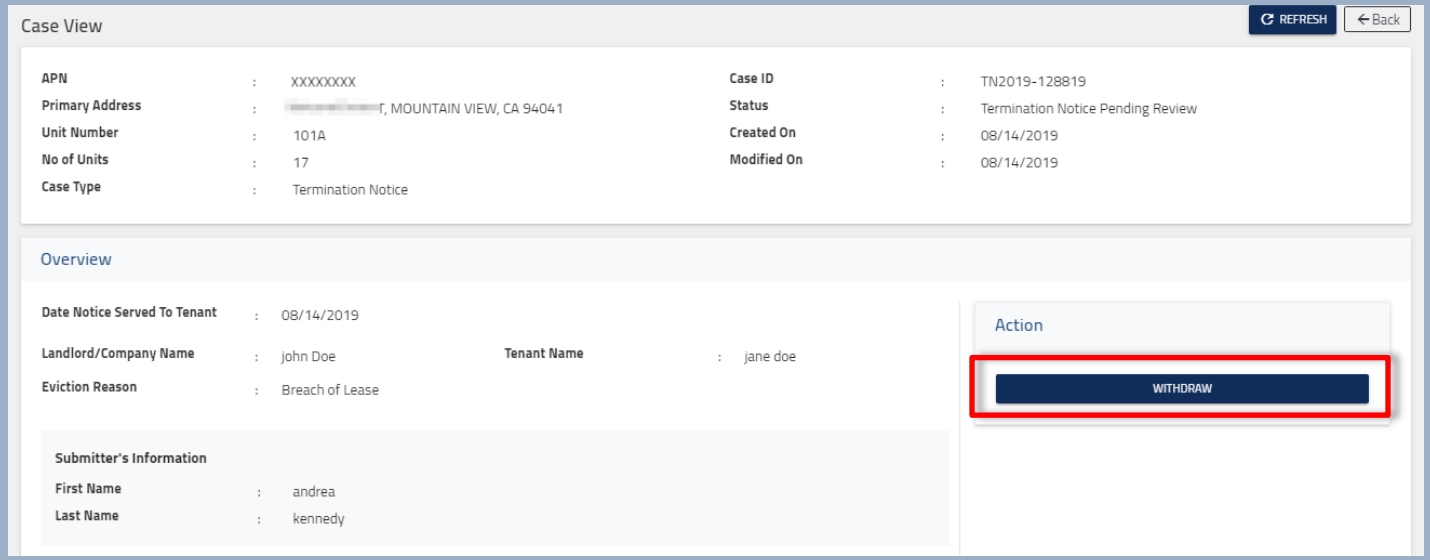
Case ID	Case Type	Created on Entity	Created Date	Last Modified	Status
TN2019-128819	Termination Notice	Unit No.: 101A	08/14/2019	08/14/2019	Termination Notice Pending Review
2019-128817	Rent Registry	APN: XXXXXXXX	08/14/2019	08/14/2019	Registration Open
TN2019-128816	Termination Notice	Unit No.: 101A	08/14/2019	08/14/2019	Termination Notice Accepted
UE2019-128342	Unit Exemption	APN: XXXXXXXX	01/07/2019	01/07/2019	Unit Exemption Denied
PE2019-128341	Property Exemption	APN: xxxxxxxx	01/07/2019	05/31/2019	Property Exemption Denied

1 2 3

1 - 5 of 15 items

Withdraw Termination Notice

Click "**Withdraw**" to formally withdraw your notice. An email confirmation will be sent to the email on file.



Submit Banked Rent Increase Notices

mvrent.mountainview.gov

Banked Rent Increase Notice

Notices of Banked Rent Increase must be filed with the Rental Housing Committee within seven (7) days of serving the Notice on the tenant.

Rent Increases Not Previously Charged

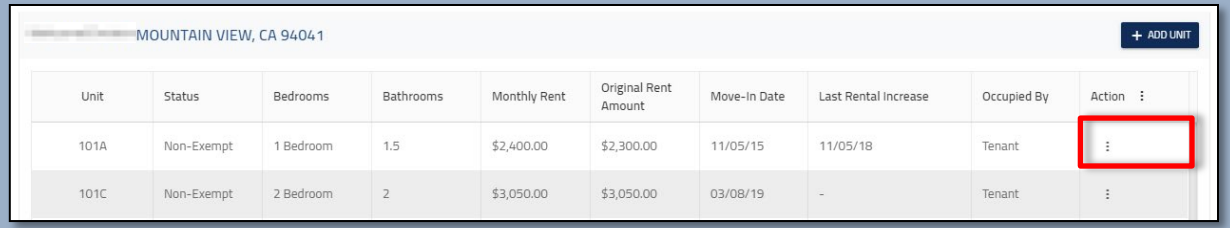
- A rent increase, using both a Banked Rent Increase and the Annual General Adjustment may be higher than the AGA for a given year but cannot exceed an annual 10% increase of the current rent.

Noticing Requirements

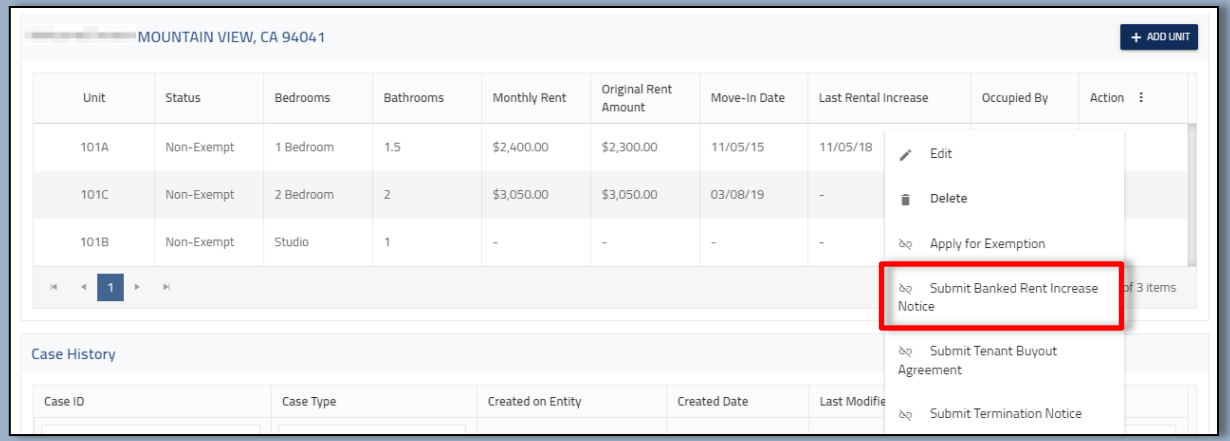
- At least 30 days notice to tenant
- Required text in Notice

Submit Banked Rent Increase Notice

Click the Actions menu for the Unit you wish to submit a notice

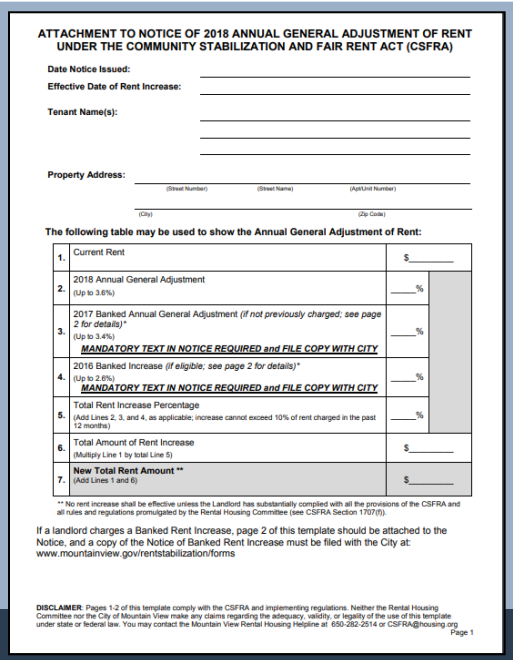


Select "**Submit Banked Rent Increase Notice**" in the dropdown menu



Banked Rent Increase Notice Template

Download the template by clicking **"Download Template"** in the pop up



ATTACHMENT TO NOTICE OF 2018 ANNUAL GENERAL ADJUSTMENT OF RENT UNDER THE COMMUNITY STABILIZATION AND FAIR RENT ACT (CSFRA)

Date Notice Issued: _____

Effective Date of Rent Increase: _____

Tenant Name(s): _____

_____

_____

Property Address: _____
(Street Number) (Street Name) (Apt/Unit Number)

_____
(City) (Zip Code)

The following table may be used to show the Annual General Adjustment of Rent:

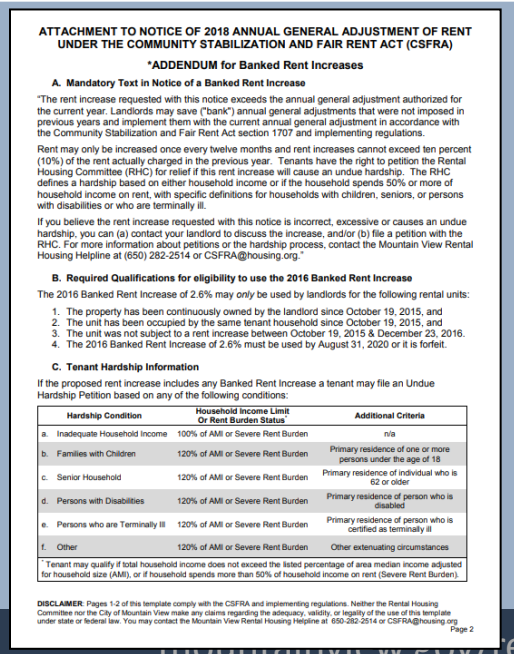
1.	Current Rent	$_____
2.	2018 Annual General Adjustment (Up to 3.6%)	____%
3.	2017 Banked Annual General Adjustment *(if not previously charged; see page 2 for details)** (Up to 3.4%) ***MANDATORY TEXT IN NOTICE REQUIRED and FILE COPY WITH CITY***	____%
4.	2016 Banked Increase *(if eligible; see page 2 for details)** (Up to 2.6%) ***MANDATORY TEXT IN NOTICE REQUIRED and FILE COPY WITH CITY***	____%
5.	Total Rent Increase Percentage (Add Lines 2, 3, and 4, as applicable; increase cannot exceed 10% of rent charged in the past 12 months)	____%
6.	Total Amount of Rent Increase (Multiply Line 1 by total Line 5)	$_____
7.	**New Total Rent Amount **** (Add Lines 1 and 6)	$_____

** No rent increase shall be effective unless the Landlord has substantially complied with all the provisions of the CSFRA and all rules and regulations promulgated by the Rental Housing Committee (see CSFRA Section 1707(f)).

If a landlord charges a Banked Rent Increase, page 2 of this template should be attached to the Notice, and a copy of the Notice of Banked Rent Increase must be filed with the City at: www.mountainview.gov/rentstabilization/forms

DISCLAIMER: Pages 1-2 of this template comply with the CSFRA and implementing regulations. Neither the Rental Housing Committee nor the City of Mountain View make any claims regarding the adequacy, validity, or legality of the use of this template under state or federal law. You may contact the Mountain View Rental Housing Helpline at 650-282-2514 or CSFRA@housing.org

Page 1



ATTACHMENT TO NOTICE OF 2018 ANNUAL GENERAL ADJUSTMENT OF RENT UNDER THE COMMUNITY STABILIZATION AND FAIR RENT ACT (CSFRA)

***ADDENDUM for Banked Rent Increases**

A. Mandatory Text in Notice of a Banked Rent Increase

"The rent increase requested with this notice exceeds the annual general adjustment authorized for the current year. Landlords may save ("bank") annual general adjustments that were not imposed in previous years and implement them with the current annual general adjustment in accordance with the Community Stabilization and Fair Rent Act section 1707 and implementing regulations.

Rent may only be increased once every twelve months and rent increases cannot exceed ten percent (10%) of the rent actually charged in the previous year. Tenants have the right to petition the Rental Housing Committee (RHC) for relief if this rent increase will cause an undue hardship. The RHC defines a hardship based on either household income or if the household spends 50% or more of household income on rent, with specific definitions for households with children, seniors, or persons with disabilities or who are terminally ill.

If you believe the rent increase requested with this notice is incorrect, excessive or causes an undue hardship, you can (a) contact your landlord to discuss the increase, and/or (b) file a petition with the RHC. For more information about petitions or the hardship process, contact the Mountain View Rental Housing Helpline at (650) 282-2514 or CSFRA@housing.org."

B. Required Qualifications for eligibility to use the 2016 Banked Rent Increase

The 2016 Banked Rent Increase of 2.6% may *only* be used by landlords for the following rental units:

1. The property has been continuously owned by the landlord since October 19, 2015, and
2. The unit has been occupied by the same tenant household since October 19, 2015, and
3. The unit was not subject to a rent increase between October 19, 2015 & December 23, 2016.
4. The 2016 Banked Rent Increase of 2.6% must be used by August 31, 2020 or it is forfeit.

C. Tenant Hardship Information

If the proposed rent increase includes any Banked Rent Increase a tenant may file an Undue Hardship Petition based on any of the following conditions:

	Hardship Condition	Household Income Limit Or Rent Burden Status*	Additional Criteria
a.	Inadequate Household Income	100% of AMI or Severe Rent Burden	n/a
b.	Families with Children	120% of AMI or Severe Rent Burden	Primary residence of one or more persons under the age of 18
c.	Senior Household	120% of AMI or Severe Rent Burden	Primary residence of individual who is 62 or older
d.	Persons with Disabilities	120% of AMI or Severe Rent Burden	Primary residence of person who is disabled
e.	Persons who are Terminally Ill	120% of AMI or Severe Rent Burden	Primary residence of person who is certified as terminally ill
f.	Other	120% of AMI or Severe Rent Burden	Other extenuating circumstances

* Tenant may qualify if total household income does not exceed the listed percentage of area median income adjusted for household size (AMI), or if household spends more than 50% of household income on rent (Severe Rent Burden).

DISCLAIMER: Pages 1-2 of this template comply with the CSFRA and implementing regulations. Neither the Rental Housing Committee nor the City of Mountain View make any claims regarding the adequacy, validity, or legality of the use of this template under state or federal law. You may contact the Mountain View Rental Housing Helpline at 650-282-2514 or CSFRA@housing.org

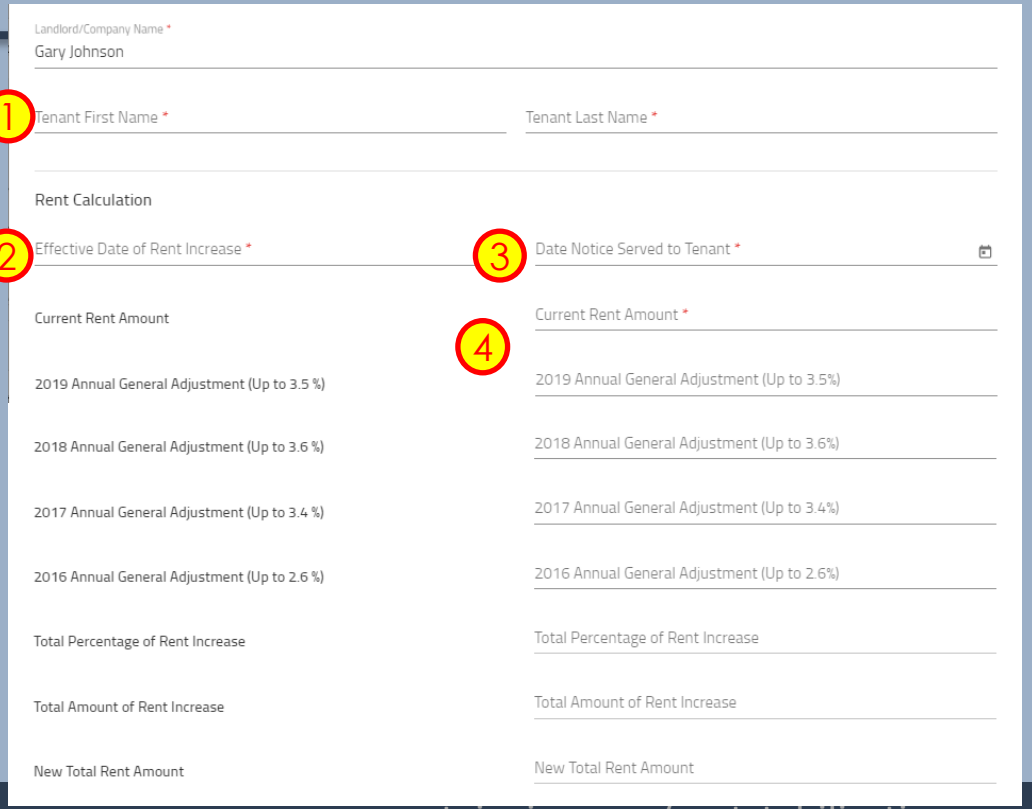
Page 2

mountainview.gov/rentstabilization

CITY OF MOUNTAIN VIEW

Submit Banked Rent Increase Notice

1. Enter the Tenant First and Last Name
2. Enter the date of the rent increase
3. Enter the date the notice was served
4. Enter the current rent and all applicable rent increase



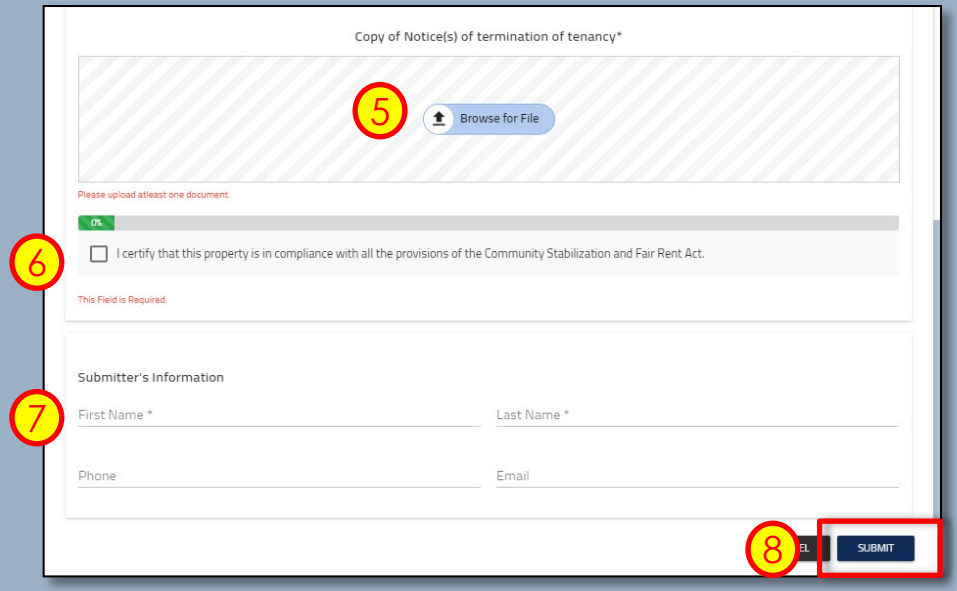
Submit Banked Rent Increase Notice

5. Upload a copy of the notice by clicking "**Browse For File**"

6. Check the "penalty of perjury" box

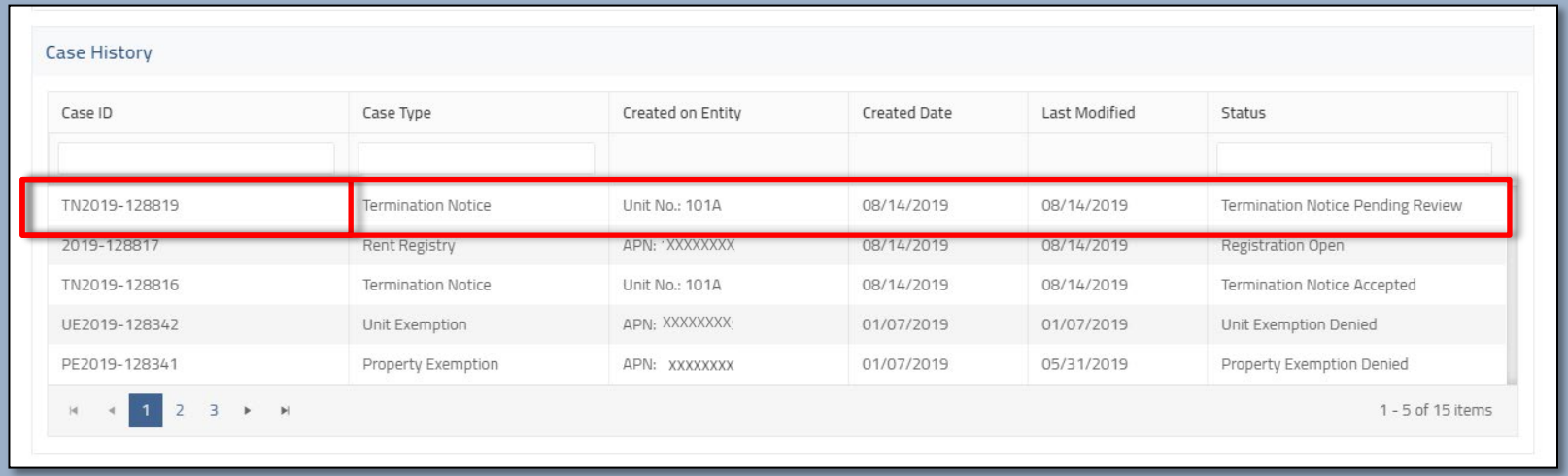
7. Enter the submitter's contact information

8. Click "**Submit**" to submit Banked Increase notice for review



Withdrawal Banked Notice (optional)

You may withdrawal your submission by clicking into the Case ID number in the Case History section to withdrawal the notice or correct an error.



Case History

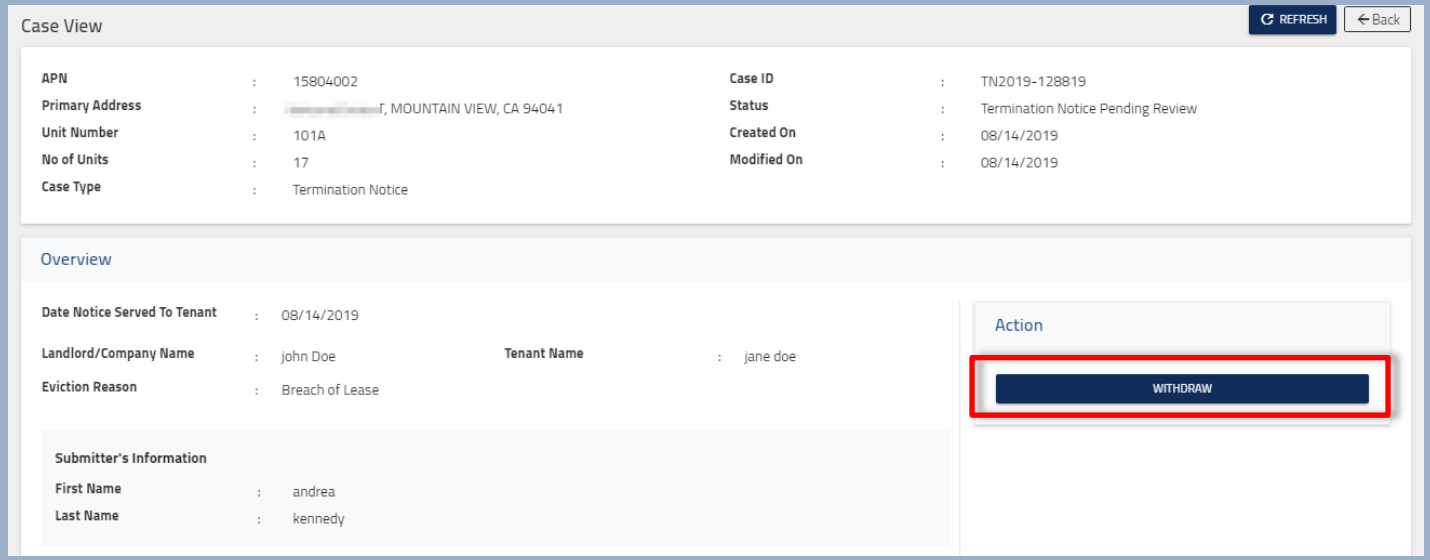
Case ID	Case Type	Created on Entity	Created Date	Last Modified	Status
TN2019-128819	Termination Notice	Unit No.: 101A	08/14/2019	08/14/2019	Termination Notice Pending Review
2019-128817	Rent Registry	APN: XXXXXXXX	08/14/2019	08/14/2019	Registration Open
TN2019-128816	Termination Notice	Unit No.: 101A	08/14/2019	08/14/2019	Termination Notice Accepted
UE2019-128342	Unit Exemption	APN: XXXXXXXX	01/07/2019	01/07/2019	Unit Exemption Denied
PE2019-128341	Property Exemption	APN: xxxxxxxx	01/07/2019	05/31/2019	Property Exemption Denied

1 2 3

1 - 5 of 15 items

Withdrawal BankedNotice (optional)

Click "**Withdraw**" to formally withdraw your notice. An email confirmation will be sent to the email on file.



Submit Tenant Buyout Information

mvrent.mountainview.gov

Tenant Buyout Information

Buyout information and a signed copy of the Tenant Buyout Disclosure Form must be filed with the Rental Housing Committee (RHC) within fifteen (15) days of execution of a Tenant Buyout Agreement.

Tenant Buyout Disclosure Form

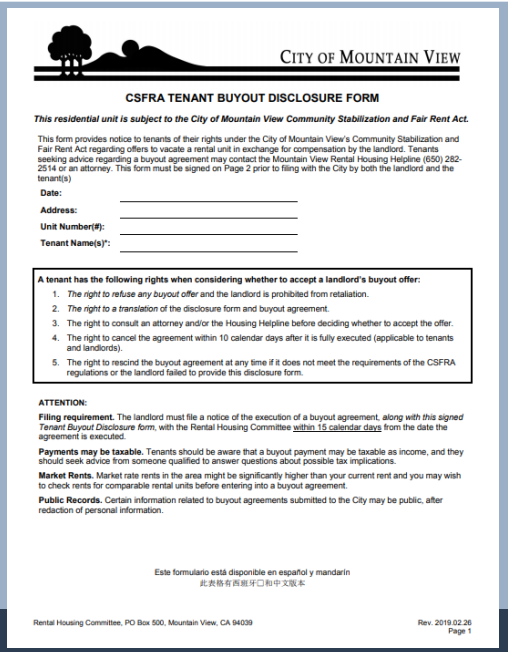
- Provides notice to tenants of their rights under the CSFRA regarding offers to vacate a rental unit in exchange for compensation by the landlord.

Buyout Information to RHC

- Landlord's full name
- Tenant's full name and address
- Amount paid to the tenant(s) and the date when paid to the tenant(s)

Tenant Buyout Disclosure Form Template

Download the template by clicking **"Download Template"** in the pop up



CITY OF MOUNTAIN VIEW

CSFRA TENANT BUYOUT DISCLOSURE FORM

This residential unit is subject to the City of Mountain View Community Stabilization and Fair Rent Act.

This form provides notice to tenants of their rights under the City of Mountain View's Community Stabilization and Fair Rent Act regarding offers to vacate a rental unit in exchange for compensation by the landlord. Tenants seeking advice regarding a buyout agreement may contact the Mountain View Rental Housing Helpline (650) 282-2514 or an attorney. This form must be signed on Page 2 prior to filing with the City by both the landlord and the tenant(s)

Date: _____

Address: _____

Unit Number(#): _____

Tenant Name(s)*: _____

A tenant has the following rights when considering whether to accept a landlord's buyout offer:

1. *The right to refuse any buyout offer* and the landlord is prohibited from retaliation.
2. *The right to a translation* of the disclosure form and buyout agreement.
3. The right to consult an attorney and/or the Housing Helpline before deciding whether to accept the offer.
4. The right to cancel the agreement within 10 calendar days after it is fully executed (applicable to tenants and landlords).
5. The right to rescind the buyout agreement at any time if it does not meet the requirements of the CSFRA regulations or the landlord failed to provide this disclosure form.

ATTENTION:

Filing requirement. The landlord must file a notice of the execution of a buyout agreement, *along with this signed Tenant Buyout Disclosure form*, with the Rental Housing Committee within 15 calendar days from the date the agreement is executed.

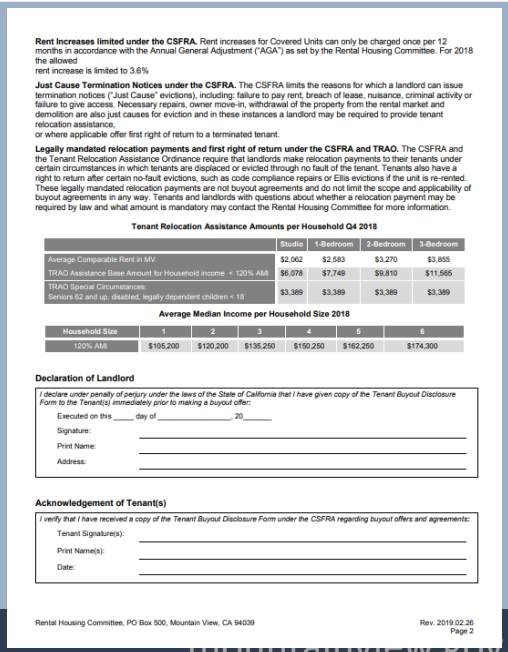
Payments may be taxable. Tenants should be aware that a buyout payment may be taxable as income, and they should seek advice from someone qualified to answer questions about possible tax implications.

Market Rents. Market rate rents in the area might be significantly higher than your current rent and you may wish to check rents for comparable rental units before entering into a buyout agreement.

Public Records. Certain information related to buyout agreements submitted to the City may be public, after redaction of personal information.

Este formulario está disponible en español y mandarín
此表格有西班牙□和中文版本

Rental Housing Committee, PO Box 500, Mountain View, CA 94039 Rev. 2019.02.26 Page 1



Rent Increases limited under the CSFRA. Rent increases for Covered Units can only be charged once per 12 months in accordance with the Annual General Adjustment ("AGA") as set by the Rental Housing Committee. For 2018 the allowed rent increase is limited to 3.6%

Just Cause Termination Notices under the CSFRA. The CSFRA limits the reasons for which a landlord can issue termination notices ("Just Cause" evictions), including: failure to pay rent, breach of lease, nuisance, criminal activity or failure to give access. Necessary repairs, owner move-in, withdrawal of the property from the rental market and demolition are also just causes for eviction and in these instances a landlord may be required to provide tenant relocation assistance, or where applicable offer first right of return to a terminated tenant.

Legally mandated relocation payments and first right of return under the CSFRA and TRAO. The CSFRA and the Tenant Relocation Assistance Ordinance require that landlords make relocation payments to their tenants under certain circumstances in which tenants are displaced or evicted through no fault of the tenant. Tenants also have a right to return after certain no-fault evictions, such as code compliance repairs or Ellis evictions if the unit is re-rented. These legally mandated relocation payments are not buyout agreements and do not limit the scope and applicability of buyout agreements in any way. Tenants and landlords with questions about whether a relocation payment may be required by law and what amount is mandatory may contact the Rental Housing Committee for more information.

Tenant Relocation Assistance Amounts per Household Q4 2018

	Studio	1-Bedroom	2-Bedroom	3-Bedroom
Average Comparable Rent in MV	$2,062	$2,583	$3,270	$3,855
TRAO Assistance Base Amount for Household income < 120% AMI	$6,078	$7,749	$9,810	$11,565
TRAO Special Circumstances Seniors 62 and up, disabled, legally dependent children < 18	$3,389	$3,389	$3,389	$3,389

Average Median Income per Household Size 2018

Household Size	1	2	3	4	5	6
120% AMI	$105,200	$120,200	$135,250	$150,250	$162,250	$174,300

Declaration of Landlord

I declare under penalty of perjury under the laws of the State of California that I have given copy of the Tenant Buyout Disclosure Form to the Tenant(s) immediately prior to making a buyout offer:

Executed on this _____ day of _____, 20_____

Signature: _____

Print Name: _____

Address: _____

Acknowledgement of Tenant(s)

I verify that I have received a copy of the Tenant Buyout Disclosure Form under the CSFRA regarding buyout offers and agreements:

Tenant Signature(s): _____

Print Name(s): _____

Date: _____

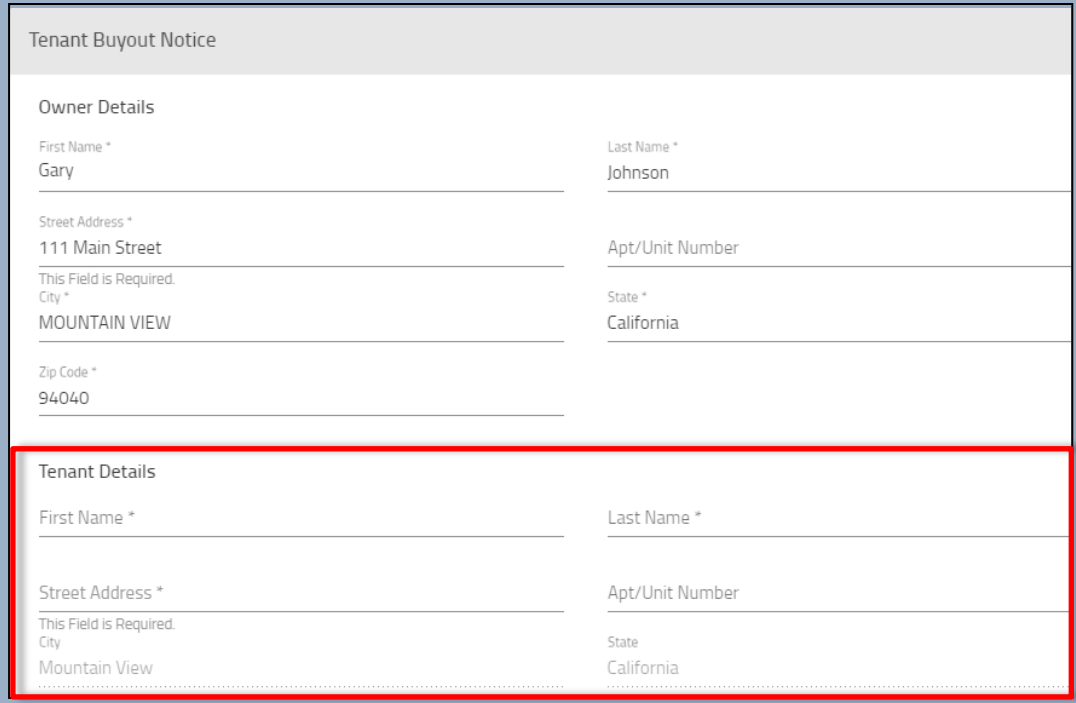
Rental Housing Committee, PO Box 500, Mountain View, CA 94039 Rev. 2019.02.26 Page 2

mountainview.gov/rentstabilization

Submit Tenant Buyout Information

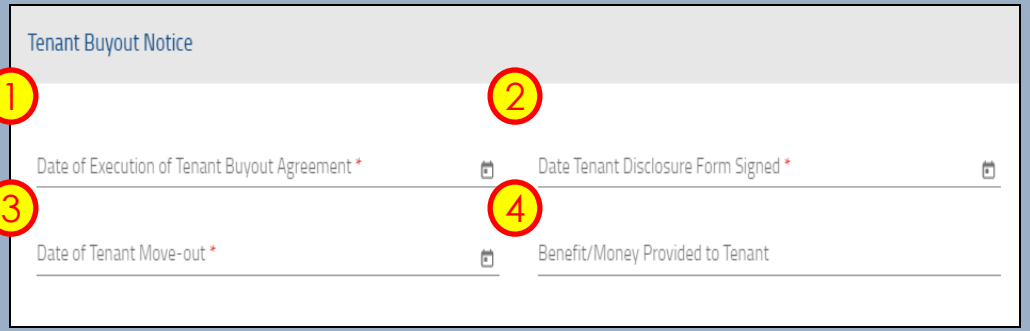
Landlord's contact information will auto populate

Enter tenant contact information



Submit Tenant Buyout Information

1. Enter the date the Tenant Buyout Agreement was signed
2. Enter the date the Tenant Disclosure Form was signed
3. Enter the date of tenant move-out
4. Enter the benefit/money provided to tenant



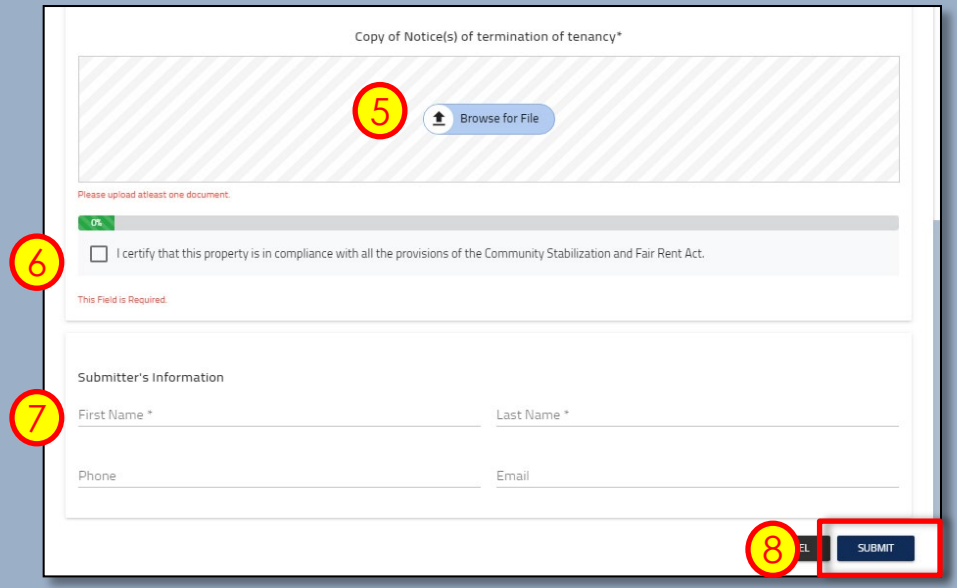
Submit Tenant Buyout Information

5. Upload a copy of the notice by clicking "**Browse For File**"

6. Check the "penalty of perjury" box

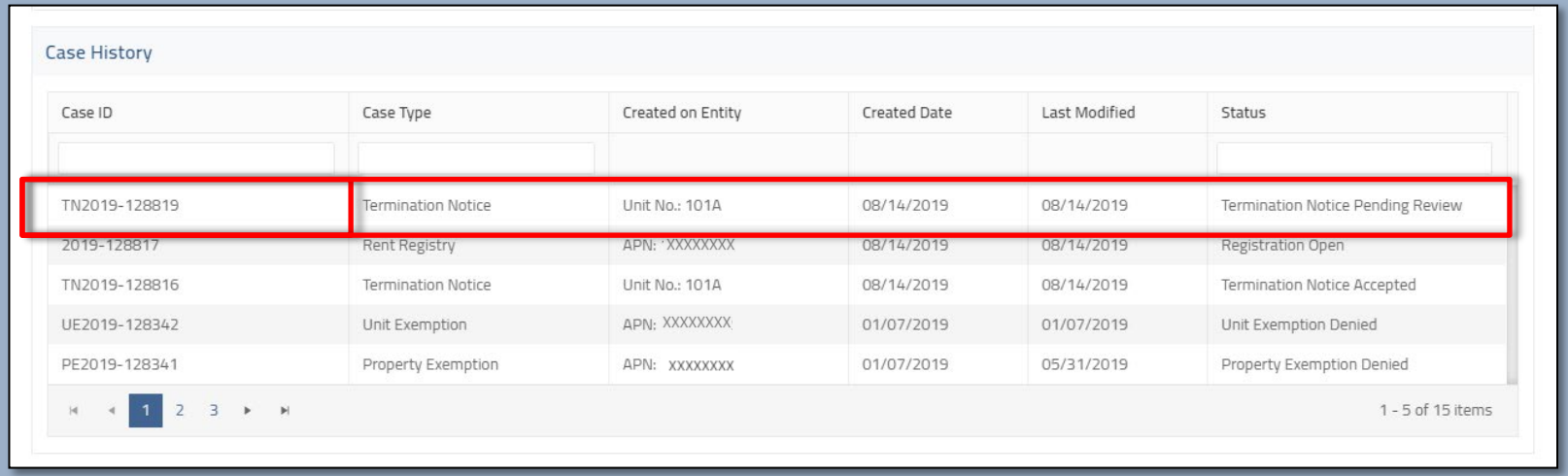
7. Enter the submitter's contact information

8. Click "**Submit**" to submit Tenant Buyout Information for review



Withdrawal Tenant Buyout (optional)

You may withdrawal your submission by clicking into the Case ID number in the Case History section to withdrawal the notice or correct an error.

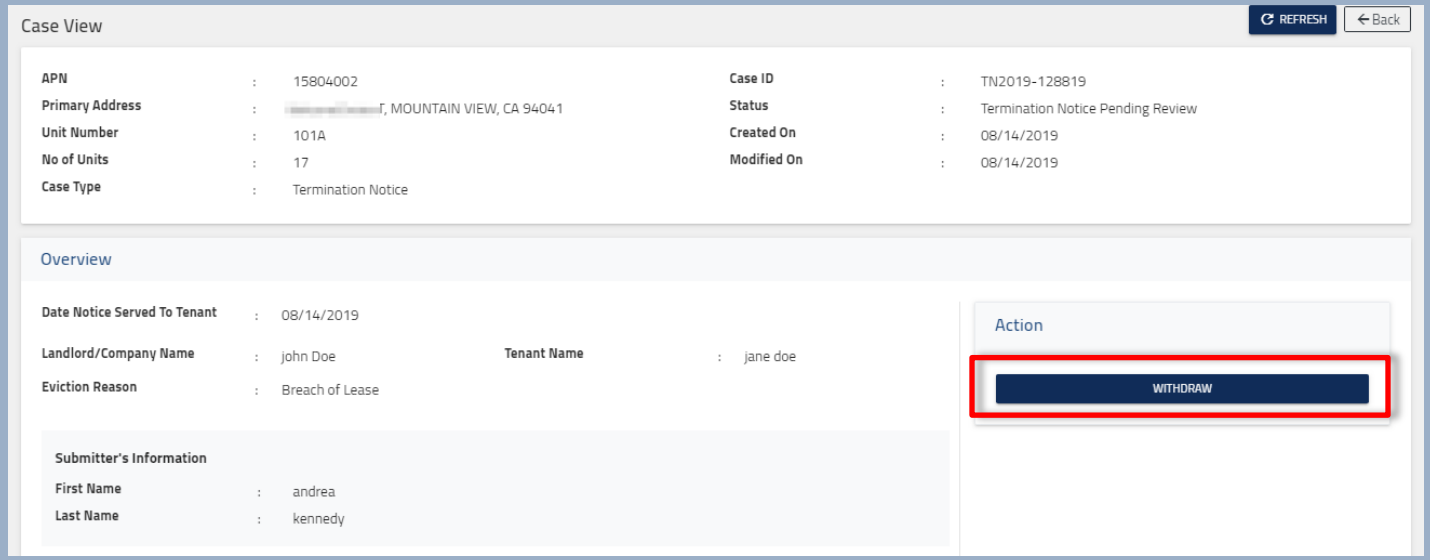


Case History

Case ID	Case Type	Created on Entity	Created Date	Last Modified	Status
TN2019-128819	Termination Notice	Unit No.: 101A	08/14/2019	08/14/2019	Termination Notice Pending Review
2019-128817	Rent Registry	APN: XXXXXXXX	08/14/2019	08/14/2019	Registration Open
TN2019-128816	Termination Notice	Unit No.: 101A	08/14/2019	08/14/2019	Termination Notice Accepted
UE2019-128342	Unit Exemption	APN: XXXXXXXX	01/07/2019	01/07/2019	Unit Exemption Denied
PE2019-128341	Property Exemption	APN: xxxxxxxx	01/07/2019	05/31/2019	Property Exemption Denied

1 2 3

1 - 5 of 15 items

Withdrawal Tenant Buyout (optional)

Click "**Withdraw**" to formally withdraw your notice. An email confirmation will be sent to the email on file.