



Rent Stabilization Program

(650) 903-6149 | mvrent@mountainview.gov
Mountainview.gov/rentstabilization

INSTRUCTIONS FOR FILING TENANT PETITION C: TENANT HARDSHIP

Petition Overview

The Community Stabilization and Fair Rent Act (“CSFRA”) of the City of Mountain View is a voter-approved tenant protection law that applies to most apartments built before February 1, 1995. The CSFRA regulates rent increases and decreases and provides “just cause” eviction protections. Tenants living in a CSFRA covered unit can request rent decreases through a City-managed petition process in accordance with the CSFRA, and implementing regulations adopted by the Rental Housing Committee.

Tenants considering filing a petition should carefully review the applicable sections in the CSFRA and the Regulations. **All forms for filing a petition, as well as the CSFRA and the Regulations, are posted on mountainview.gov/rentstabilization.**

Tenants may request a rent decrease by filing either one or a combination of the three separate petitions below:

1. Petition A: Payment in excess of lawful rent
2. Petition B: Failure to maintain habitable premises and/or decrease in housing services or maintenance
3. Petition C: Undue tenant hardship - Tenants living in CSFRA-covered units have the right to petition for an undue hardship when a banked rent increase is charged, or when a Landlord files a Petition for Upward Adjustment of Rent based on the conditions below. **Tenant Hardship Petitions filed in response to Banked Rent Increase notices must be filed with the Rental Housing Committee and served on the Landlord within ten (10) calendar days of the effective date of the rent increase. If the Hardship Petition is received after the effective date of the rent increase, the first month of the requested rent increase remains due. Tenant Hardship Petitions filed in response to a Landlord Petition, such as a Capital Improvement or Maintenance of Net Operating Income (MNOI) Petition, must be filed at least ten (10) calendar days before the scheduled Hearing.**

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 person 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		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: Neither the Rental Housing Committee nor the City of Mountain View make any claims regarding the adequacy, validity, or legality of this form under State or Federal law. This form is not intended to provide legal advice. Please visit mountainview.gov/rentstabilization or call 650-903-6149 for further information.

State Annual Area Median Income (AMI) for Santa Clara County in 2023 adjusted for family size:

Household Size	1	2	3	4	5	6	7	8
100% AMI	\$126,900	\$145,050	\$163,150	\$181,300	\$195,800	\$210,300	\$224,800	\$239,300
120% AMI	\$152,300	\$174,050	\$195,800	\$217,550	\$234,950	\$252,350	\$269,750	\$287,150

PREPARE TO FILE A PETITION

Here are a few things to do before starting the petition.

- Gather the following information and documents:
 - Landlord contact information
 - Address
 - Phone number
 - Email
 - Rent history
 - Amount of rent on either:
 - October 19, 2015 (*If applicable*)
 - Initial Rent Amount on Move-in Date (*If this date falls after October 19, 2015*)
 - Rent increases and/or decreases after October 19, 2015 or Move-in Date
 - Payment of excess rent amounts from December 23, 2016 onward
 - Household income information and documentation
 - Income statements for each wage earner in the household age 18 or over (attach proof of income earned in the previous 12 months to verify the amounts reported):
 - Wages, salaries and other monetary compensation for each wage earner in the household age 18 and over: attach pay stubs or verification letter from employer
 - Business Income: attach copies of account ledgers, tax returns or similar documents
 - Interest, dividends and royalties: attach copies of checks or bank or stock statements
 - Social security, retirement funds, pensions and annuities: attach copies of checks or other verification
 - Unemployment, workers’ compensation or other payment in lieu of earnings: attach copies or checks or other verification
 - Social Security Disability Income (SSDI), Supplemental Security Income (SSI) or Welfare Assistance: attach copies of checks or other verification
 - Proof that one or more dependent children under 18 years old live in the home, such as proof of residence and birth certificates or government issued identification
 - Proof that one or more individuals 62 years old or older live in the home, such as proof of residence and birth certificates or government issued identification

- Proof that one or more individuals with disabilities, as defined in Section 12955.3 of the Government Code, live in the home, such as proof of residence and verification of the disability by a healthcare provider
- Proof that one or more individuals with terminal illnesses live in the home, such as proof of residence and verification of the illness by a healthcare provider
- Any other proof of your household’s current circumstances that you believe should be considered a hardship
- Additional Documentation
 - Rental agreements and/or leases
 - Notices of rent increases
 - Relevant correspondence with landlord/owner/manager
 - Separate agreements (including parking, storage or other amenities)
- Decide if you will:
 - Designate a representative to file this petition on your behalf or appear on your behalf
 - *Gather representative contact information if applicable*
 - *Download and complete the Representative Authorization Form*
 - Have any witnesses speak on your behalf
 - Request a settlement meeting

COMPLETE THE PETITION PACKET

- The petition packet includes the following documents:
 - Petition form
 - Workbook
 - Notice of Submission and Proof of Service form
- Complete the entire petition packet as thoroughly as possible and provide all necessary documentation
- Closely review the petition to check that you have:
 - Entered all information correctly
 - Completed the entire petition
 - Gathered and labeled all applicable documentation
 - Provided explanations for all missing documents
 - Clearly explained any complicated issues in your petition

REQUEST AN INFORMAL REVIEW

The next step is to formally serve the petition packet on your landlord. Before doing so, you may want to request an *optional and informal* preliminary review of your petition by the Rent Stabilization Program staff.

The informal review provides an opportunity for staff to:

- Offer feedback regarding missing information and/or incomplete worksheets
- Provide information on documentation
- Answer your questions

By requesting an informal review, you reduce the likelihood of having to re-serve the petition if information is found to be missing or incomplete. Staff recommend informal reviews for all petitions.

SERVE THE PETITION

Once you have filled out the petition packet and completed the informal review, it's time to serve it on your landlord. Tenant Hardship Petitions filed in response to Banked Rent Increase notices must be filed with the Rental Housing Committee and served on the Landlord **within ten (10) calendar days of the effective date of the rent increase**. ***If the Hardship Petition is received after the effective date of the rent increase, the first month of the requested rent increase remains due.*** Tenant Hardship Petitions filed in response to a Landlord Petition, such as a Capital Improvement or Maintenance of Net Operating Income (MNOI) Petition, must be filed **at least ten (10) calendar days before the scheduled Hearing**.

Complete the Notice of Submission and Proof of Service Form

The Notice of Submission and Proof of Service Form must be completed before serving the petition on your landlord. This form notifies the affected parties that you are submitting a request to the City of Mountain View for a rent decrease.

- Fill out and sign the Notice of Submission (front page)
- Determine how you will serve the petition
 - By Personal Service/Hand Delivery;
 - By Mail; and/or
 - By Email (can only be used if you regularly communicate with your landlord via email)
- Complete and sign the Proof of Service Form (back page)
- Attach the Notice of Submission/Proof of Service Form to the cover of the Petition Summary; this is your Petition Packet
- Make two additional copies of the full Petition Packet (one for your files and one for filing with the City)

Serve on Landlord

Serve the signed petition packet on your landlord as indicated in your Proof of Service Form. Do not serve any supporting documents on your landlord. The City will review the supporting documents and redact (remove) any confidential information before providing a copy to the landlord.

FILE THE PETITION AND ITS SUPPORTING DOCUMENTS

Once you have served the petition packet on the landlord, submit the petition packet (including all evidentiary documentation) to:

City of Mountain View, Rental Housing Committee
500 Castro Street
Mountain View, CA 94041

-or submit by email (preferred method)-
Patrica.Black@mountainview.gov

NEXT STEPS

Formal Review and Acceptance

Rent Stabilization Program staff will review your petition to make sure it is complete. If information or documentation appears to be missing, staff will contact you to give you a chance to supplement or revise your petition. Staff will then accept the petition and notify all parties involved. The City of Mountain View will have redacted copies of the complete petition (*including all evidentiary documentation*) available for review by interested parties. Personal information (i.e. phone numbers, social security numbers, dates of birth) will be redacted. The redacted copies (*including all evidentiary documentation*) are a public record and subject to the

California Public Records Act (Government Code Section 6250, et seq.).

Settlement Meeting

Rent Stabilization Program staff will contact all parties to discuss the hearing process, including scheduling a settlement meeting, if that option was selected. If all parties agree to participate, the staff will schedule the meeting. At the meeting, you will have the opportunity to privately discuss issues brought up in the petition with a trained facilitator and the affected parties. If a mutual understanding is reached, the facilitator will draft a binding agreement and the petition will be resolved without going to a hearing. Any settlement agreement will be a private record and is not subject to public disclosure.

Hearing Process

If a settlement meeting is not requested, or no agreement is reached, the staff will coordinate a hearing with a hearing officer and the parties. The hearing officer will hold a telephone conference to review what will happen at the hearing, request additional documentation, and answer any questions. At the hearing, all parties will have a chance to share information with the hearing officer, respond to each other's statements and provide clarifying answers as requested. After the hearing is over and the record is closed, the hearing officer will issue a written decision determining the outcome of the petition.

A hearing officer's decision may be appealed to the Rental Housing Committee. The appeal must be filed within ten (10) days of the mailing date of decision. If the hearing officer's decision is not appealed, it automatically becomes final and the petition is closed.

LOOKING FOR MORE HELP?

The CSFRA and Regulations, including Chapters 4 and 5 outlining the petition and hearing process, as well as all program forms are available at: www.mountainview.gov/rentstabilization. If you have questions, please contact Patricia Black at (650) 903-6149 or patricia.black@mountainview.gov.



PETITION C: TENANT HARDSHIP AS DEFINED BY THE COMMUNITY STABILIZATION AND FAIR RENT ACT (CSFRA)

I. General Information

A. Tenant Information

Name: _____ Phone: _____

Email: _____

Rental Unit Address of Petition:

(Street Address) (Unit Number)

Current or Mailing Address (if different from above):

(Street Address) (Unit Number)

(City) (State) (Zip Code)

B. Interpretation and Translations Support

Interpretation and translations support is available. If needed, please indicate language below.

Se dispone de apoyo de interpretación y traducción. Si lo necesita, indique el idioma a continuación.

可提供口译和笔译支持。如有需要, 请在下面注明语言。

C. Roommate Information

Did anyone else live in the rental unit and pay rent during the time covered by this petition?

Name: _____ Phone: _____

Mailing Address: _____

Email: _____

Name: _____ Phone: _____

Mailing Address: _____

Email: _____

(Attach additional pages if needed.)

D. Representative Information

If you wish to authorize a Representative to file this petition on your behalf or appear on your behalf, a **Representative Authorization Form must be completed and submitted with this petition.** Please provide the following information for your Representative below.

Name: _____ Phone: _____

Mailing Address: _____

Email: _____

E. Landlord Information

Please provide contact information of property owner(s) and/or property manager(s) responsible for collecting rent.

Name: _____ Phone: _____

Mailing Address: _____

Email: _____

Name: _____ Phone: _____

Mailing Address: _____

Email: _____

II. Person(s) Living in Household

My household has occupants (count all adults, children and subtenants who live in the household as their primary residence).

	Last Name	First Name	Age	Phone Number
1.				
2.				
3.				
4.				
5.				
6.				
7.				

III. Grounds for Petition

This Petition is based on one or more of the following conditions: *(check each box that applies)*

- Inadequate Household Income:**
Household income is below 100% of AMI or 50% of household income is paid toward rent
- Families with Children:**
Household income is below 120% of AMI or 50% of household income is paid toward rent **and** the household is primary residence of an individual under the age of 18
- Senior Household:**
Household income is below 120% of AMI or 50% of household income is paid toward rent **and** the household is primary residence of an individual who is 62 or older
- Persons with Disabilities:**
Household income is below 120% of AMI or 50% or more of household income is paid toward rent **and** the household is primary residence of an individual who is disabled
- Persons who are Terminally Ill:**
Household income is below 120% of AMI or 50% or more of household income is paid toward rent **and** the household is primary residence of an individual who is certified as terminally ill
- Other Extenuating Circumstances:**
None of the circumstances above apply **and** the following extenuating circumstance(s) exist (such as excessive medical bills): *(Describe below)*

IV. Rent History (if applicable)

Definition of "Rent": All periodic payments, including additional payment for parking, utilities, pets, subletting, and all nonmonetary consideration provided under a rental housing agreement such as labor performed, services rendered or goods provided for the benefit of the Landlord.

1. **Move-in Date:** _____
2. **Amount of Rent on October 19, 2015: (If applicable)** \$ _____
3. **Initial Rent Amount on Move-in Date:** \$ _____
(If this date falls after October 19, 2015)
4. **Current Rent Amount:** \$ _____

V. Documentation

Submit copies of the following documents in your possession (and any other documents you believe are relevant to your petition). Please submit copies only and keep the original documents for your records. Check the box(es) below to indicate the type(s) of documentation being submitted.

Documentation		
1.	<input type="checkbox"/>	Income documentation for all household members over the age of 18 Pay check stubs, tax returns, copies of checks or bank or stock statements, other verification
2.	<input type="checkbox"/>	Undue Hardship for Families with Children: Documentation of age such as birth certificates or government issued identification
3.	<input type="checkbox"/>	Undue Hardship for Senior Households: Documentation of age such as birth certificates or government issued identification
4.	<input type="checkbox"/>	Undue Hardship for Persons with Disabilities: Verification by healthcare provider of disability, as defined in Section 12955.3 of the Government Code
5.	<input type="checkbox"/>	Undue Hardship for Persons who are Terminally Ill: Verification of terminal illness as certified by healthcare provider
6.	<input type="checkbox"/>	Undue Hardship for Other Extenuating Circumstances: Documentation may vary
7.	<input type="checkbox"/>	Rental agreements and/or leases
8.	<input type="checkbox"/>	Other (explain):

IX. Request for Settlement Meeting

A voluntary settlement meeting allows you the opportunity to meet privately with a trained facilitator and the affected parties to discuss issues brought up in the petition. If a mutual understanding is reached, the facilitator will draft a binding agreement and the petition will be resolved without going to a hearing. Any settlement agreement will be a private record and is not subject to public disclosure.

- I request a voluntary settlement meeting
- I do not request a voluntary settlement meeting

X. Availability for Meetings

Please provide your weekday availability for scheduling of the settlement meeting, prehearing conference, and hearing. (e.g., *Mondays and Tuesdays after 2 p.m., Wednesdays between 12-1 p.m., and Thursdays and Fridays between 10-11 a.m.*)

XI. Declaration

I (we) declare under penalty of perjury under the laws of the State of California that the contents of the foregoing Petition and all attachments and accompanying documents, are true and correct and complete.

A completed *Notice of Submission and Proof of Service to Landlord of a Petition Requesting Downward Adjustment of Rent* is attached.

Signature: _____

Print Name: _____

Date: _____

Signature: _____

Print Name: _____

Date: _____

Este formulario está disponible en español y mandarín.

此表格有西班牙语和中文版本。