

City of Santa Rosa
Rent Stabilization and Other Tenant Protections Program
Frequently Asked Questions

Status of Various Rent Stabilization and Other Tenant Protections Ordinances

On June 23, 2016, the Santa Rosa City Council imposed a temporary moratorium restricting rent increases on certain residential rental units to no more than 3% in a cumulative 12-month period. That moratorium was extended on July 7, 2016 but was repealed as of September 30, 2016 and is no longer in effect.

On August 16, 2016, the Santa Rosa City Council adopted an ordinance requiring landlords to have “just cause” to evict tenants from certain residential rental units. That ordinance was also repealed as of September 30, 2016 and is no longer in effect.

On August 30, 2016, the Santa Rosa City Council adopted the Rent Stabilization and Other Tenant Protections Ordinance ([Ordinance 4072](#)) that for certain residential rental units limits rent increases to no more than 3% in a cumulative 12-month period and requires just cause for evictions. Although that Ordinance was scheduled to take effect on September 30, 2016, a referendum petition was filed with the City challenging the Ordinance and preventing the Ordinance from taking effect during the referendum petition process.

For more information about the referendum petition process and its effect on the Ordinance, please see [here](#).

The questions and responses set forth below explain how the Rent Stabilization and Other Tenant Protections Ordinance will work if it takes effect.

DISCLAIMER

The questions and responses below are not intended to be inclusive of all information pertaining to the Ordinance or state law. Members of the public are encouraged to refer to the City of Santa Rosa [Ordinance 4072](#) and any related state law for more details.

ORDINANCE OVERVIEW:

1. Is the Rent Stabilization Ordinance currently in effect?

Response: No. The City Council adopted the Ordinance on August 30, 2016 and the Ordinance provided that it would go into effect on September 30, 2016. As stated above, because a referendum petition challenging the Ordinance was filed with the City before September 30, 2016, the Ordinance has been prevented from taking effect during the referendum petition process.

2. If the Ordinance goes into effect, is it permanent or temporary?

Response: If the Ordinance goes into effect, the Ordinance is permanent but subject to periodic review (at least annually) by the City Council. Each year City staff will prepare a report to the City Council for the Council to consider whether the Ordinance should continue as is, be amended or repealed. In addition, if the vacancy rate for all rental units in Santa Rosa exceeds 5% over a 12-month period, the Ordinance provides the City Council must consider amending, suspending or repealing the Ordinance.

3. Who will administer implementing the Ordinance; is there a Rent Board or Commission?

Response: There is no Rent Board or Commission. The Ordinance and the rent stabilization program will be implemented and administered by a Program Administrator who works in the City's Housing and Community Services Department.

4. If the Rent Stabilization Ordinance does go into effect, what will it do?

Response: If the Ordinance goes into effect, as to all residential rental units, except those that are exempt (see Question 5), the Ordinance:

- *“Rolls back” or resets rents going forward to the rent that was in effect as of January 1, 2016 or, if the rental unit was vacant on January 1, 2016, to the rent in effect on the date the rental unit was first rented;*
- *Limits rent increases to a single rent increase of no more than 3% over a cumulative 12-month period;*
- *Limits the reasons that a landlord may terminate a tenancy (evict a tenant); and*
- *Requires a landlord to pay tenants relocation expenses for certain types of evictions.*

5. Which rental units are subject to the Ordinance and which rental units are exempt?

Response: All residential rental units in Santa Rosa are subject to the Ordinance except the following exempt rental units:

- *Duplexes (see Question 6);*
- *Triplexes if the property owner resides in one of the units and the unit is the owner's principle residence (See Questions 7 and 8);*
- *Any single dwelling unit, such as a single family home or condominium (See Question 9);*
- *Any rental unit with a certificate of occupancy issued after February 1, 1995 (see Question 10);*
- *Any rental unit that a governmental agency owns, subsidizes or regulates except for Section 8 units where the tenant has a Housing Choice Voucher;*
- *Hotels, inns, hospitals, extended care facilities, rooming and boarding houses where rooms are occupied by the same tenant for less than 30 consecutive days; and*
- *Where the property owner occupies the unit and shares a kitchen or bathroom with a tenant.*

See Section 6-90.020 of the City Code for a comprehensive listing of exempt rental units.

6. What constitutes a “duplex”?

Response: Whether a rental unit is a duplex, and hence exempt from the Ordinance, depends on the number of dwelling units on the lot rather than the configurations of the building structures that house these dwelling units. For example, a duplex may be a single building on a lot with two rental units that share a wall and each of which unit has a separate entrance. But a duplex may also be two single family dwellings (or cottages) on a lot or a single family dwelling with an accessory dwelling unit (an “in law” or “granny” unit) that the City has not approved. On the other hand, a single family dwelling with a City approved/permitted in law or granny unit, although not considered a duplex, is nevertheless exempt from the Ordinance because a single family home with an approved in law unit is treated the same as if the single family home did not have an in law unit.

7. What constitutes a “triplex”?

Response: Whether a rental unit is a triplex, and hence exempt from the Ordinance, depends of two things: (1) the number of dwelling units on the lot rather than the configurations of the building structures that house these dwelling units and (2) whether one of the units is the principle residence of the property owner. For example, a triplex may be a single building on a lot with three units that share walls and each of which units has a separate entrance. In that

example, if one of the three units is the principle residence of the property owner, the other two units (if rented) are exempt from the Ordinance. Also exempt, however, would be a single family dwelling and a duplex (see Response to Question 6) because there would be three dwelling units on one lot assuming, again one of the units was the principle residence of the property owner. But if there were a two unit building and a single family dwelling with an in law unit that the City had not approved, the units that were rented would not be exempt from the Ordinance notwithstanding that one of the units was the principle residence of the property owner, because the in law unit the City had not approved would be counted as a separate unit, bringing the total number of units to four.

8. How is a person's "principle place of residence" determined?

Response: The Ordinance exempts triplexes (see Question 7) if one of the units is the principle residence of the property owner. Principle residency is determined by a person's conduct and intent, such as whether the unit is the person's address for voting, or is shown on the person's driver's license or tax returns.

9. I own and rent two condominiums in a 10-unit condominium complex. The other condominiums are owned by others. Are my condominiums exempt from the Ordinance?

Response: Subject to very limited exceptions which do not apply to your situation, condominiums are exempt from the Ordinance.

10. How can I determine when a certificate of occupancy was issued for the rental units on my property?

Response: That information may be available to you from the City's Building Division at (707) - 543-3200.

11. If the Ordinance goes into effect, what are the immediate obligations of landlords in order to be in compliance with the Ordinance?

Response: If the Ordinance goes into effect:

1) Landlords are required to provide the following to all existing tenants within 15 days of the first rent payment, and to all prospective tenants prior to entering into a rental or lease agreement:

- written notice that the rental unit is subject to the program;*
- a written copy of the ordinance (the most current version);*

- a written copy of the program policies and regulations (the most current versions, e.g., the [Rent Stabilization Capital Improvement Plan Policy – RS-CIP](#)); and
- a written copy of any informational brochures prepared by the City.

Landlords are also required to secure and retain a written acknowledgement from current and prospective tenants that they have received these materials.

2) Starting on the effective date of the ordinance and going forward, landlords are required to roll back or reset rents for all rental unit's subject to the Ordinance to an amount no greater than the rent that was in effect on January 1, 2016. If the rental unit was not rented as of January 1, 2016 but rented thereafter, rents must be rolled back to the initial rent level.

3) Based on the January 1, 2016 rent, or the initial rent if the rental unit was vacant as of January 1, 2016 but rented thereafter, landlords may by right increase a tenant's rent by no more than 3% (the Allowable Annual Adjustment). Thereafter, rents may not be increased more than once in a 12-month period.

4) Landlords are required to pay an annual program fee (currently set at \$74 per unit). The annual program fee is intended to cover 100% of the City's costs to administer the rent stabilization program. The landlord may pass on to tenants one half of the program fee, to be paid in equal monthly installments.

CALCULATING RENTS:

12. How is the base rent determined?

Response: Under the Ordinance, the "base rent" is the rent charged on January 1, 2016; if the rental unit was not rented as of January 1, 2016 but rented thereafter, the base rent is the initial rent charged. Thereafter, base rent is the rent the tenant is required to pay in the month just before any rent increase. Once rent has been increased as provided in the Ordinance, the amount of the increased rent becomes the base rent for the next rent increase.

13. Why is it important to determine the base rent?

Response: If the Ordinance takes effect, determining the base rent is important because a landlord may apply the Allowable Annual Adjustment (currently 3%) to the base rent to determine the maximum rent the landlord may charge for the next 12 months.

See Section 6-90.050 of the City Code for more details.

14. If the Ordinance takes effect and the rent at that time is higher than it was on January 1, 2016, are landlords required to reimburse or give a credit to tenants for the difference??

Response: No and yes. For any valid rent increases that occurred after January 1, 2016 but before the effective date of the Ordinance, the Ordinance does not require landlords to reimburse or give a credit to tenants for the difference in the January 2016 rent and subsequent valid rent increases. The reason is that the Ordinance acts prospectively only by adjusting rent levels starting on the effective date of the Ordinance and going forward. However, to the extent a tenant already paid a full month's rent for the month in which the Ordinance becomes effective, the tenant would be entitled to a reimbursement or a credit for any overpayment in that month's rent resulting from the Ordinance reducing the rental amount starting on first day the Ordinance takes effect.

15. If a landlord believes that he/she needs a rent increase above the Allowable Annual Adjustment in order to get a fair return on property, what must a landlord do?

Response: A landlord may file a written request with the City's Program Administrator to show that the landlord needs a rent increase that exceeds the Allowable Annual Adjustment in order to receive a "fair return" on the landlord's property. The Program Administrator will make a determination based on a number of factors set forth in the Ordinance. If the landlord (or the tenant) does not agree with the Program Administrator's decision, either may file a petition with the Program Administrator and a neutral Hearing Officer will hear and determine the rent increase. The Hearing Officer's decision is final and binding but subject to judicial review.

See Sections 6-90.055 through 6-90.120 for more details.

16. What rent may be charged when a unit is vacated?

Response: When a rental unit is vacated, the landlord may set the rent based on market conditions.

17. If the Ordinance goes into effect, and rents are rolled back to their January 1, 2016 levels, when can landlords increase rents as a matter of right?

Response: The Ordinance provides that a landlord may increase the rent effective on January 1, 2017. But due to the referendum petition process, if the Ordinance goes into effect, it will not be

until after January 1, 2017. Accordingly, the rolled back rent levels may be increased by the Allowable Annual Adjustment as of the date the Ordinance takes effect, provided of course that the landlord gives the tenant notice of such an increase as required under state law.

GROUNDINGS FOR EVICTION AND RELOCATION FEES:

18. Does the Ordinance require “just cause” for eviction and, if so, what is “just cause”?

Response: The Ordinance requires cause for eviction. A landlord may not terminate a tenancy (evict a tenant) except for the reasons (or grounds) set forth in the Ordinance. In addition, when a landlord is evicting a tenant for cause, the Ordinance requires notice to the tenant and, in some cases, requires an opportunity for the tenant to cure (Section 6-90.125 A. – F, City Code.). “Just cause” grounds for eviction include:

- *Failure to pay rent*
- *Pattern of habitual late payment of rent*
- *Violation of material terms of conditions of a lease or rental agreement*
- *Nuisance (damage to the property or behavior that interferes with the comfort, safety or enjoyment of the landlord, other tenants or the neighborhood)*
- *Refusal to renew a tenancy (as long as the terms are consistent with the existing rental agreement or lease)*
- *Failure to provide the landlord access to the rental unit for legitimate purposes*

The Ordinance also provides that a landlord may terminate a tenancy, based on a number of additional grounds, sometimes referred to as “no fault” grounds for eviction, described in Section 6-90.125 G. – K, City Code. For no fault evictions, a landlord is required to provide to the Program Administrator a copy of the landlord’s notice to the tenant. These grounds include:

- *Owner or relative move in*
- *Demolition*
- *Capital Improvements in connection with an RS-Capital Improvement Plan*
- *Withdrawal of rental unit(s) from the rental market*
- *Compliance with a governmental order to vacate*

In the case of no fault evictions, the Program Administrator will review the landlord’s notice to the tenant. If the Program Administrator finds that the reasons the landlord has provided for the eviction do not meet the requirements of the Ordinance, the landlord and the tenant will be

notified. If the landlord does not cure the failure to meet the requirements of the Ordinance and proceeds with the eviction process, the tenant may use the Program Administrator's findings of non-compliance as evidence in the legal proceedings to evict the tenant.

Landlords must also pay tenants a relocation fee where the tenant is evicted for any of the following reasons: (1) owner/relative move in, (2) demolition, (3) capital improvements in connection with an approved RS-Capital Improvement Plan, (4) withdrawal of rent unit from the rental market, (5) compliance with a government order except where there has been a fire, flood, or earthquake, or (6) the tenancy has reached the end of a fixed term lease that is greater than nine months. The relocation fee is equal to three months' rent, at a market rate for a comparable rental unit (as determined by the Program Administrator), plus \$1,500. The current relocation fees, based on market rate rents, are as follows:

- One bedroom \$1,538 rent times 3 months plus \$1,500 = **\$6,114**
- Two bedroom \$1,846 rent times 3 months plus \$1,500 = **\$7,038**
- Three bedroom \$2,377 rent times 3 months plus \$1,500 = **\$8,631**
- Four bedroom \$2,796 rent times 3 months plus \$1,500 = **\$9,888**

Data sourced from Bradley Commercial - Fall 2016 Sonoma County Rental Survey

See Sections 6-90.125 of the City Code, Termination of Tenancies and Section 6-90.130 of the City Code (Required Payment of a Relocation Fee) for more information.

19. Which tenants are entitled to receive relocation fees when there is more than one tenant?

Response: Each tenant who is listed on the lease or rental agreement and is responsible for paying the rent is entitled to a pro rata share of the relocation fee.

See Section 6-90.130, City Code, Required Payment of Relocation Fee for more details.

20. May a tenant be evicted if someone new moves into the household?

Response: The Ordinance provides that it is not a material violation of a lease or rental agreement for the tenant to add to the household a relative as defined by Section 6-90.125 C.1. as long as the addition complies with Section 503 (b) of the Uniform Housing Code and California Health and Safety Code section 17922. (That code section generally limits occupancy to two people per bedroom plus one additional person.)

See Section 6-90.125 C, City Code, Termination of Tenancies/Violations of the obligations of the tenancy.

21. May a landlord go out of the rental business and evict all tenants?

Yes. State law and the Ordinance allow landlords to withdraw rental units from the rental market so long as the intent of the landlord is to withdraw the units from the rental market permanently. In that case, however, landlords are required to provide notice to the tenant and to the Program Administrator, and pay the tenant relocation fees. (See Response to Question 18.)

See Section 6-90.125 J, City Code, Termination of Tenancies/Withdrawal from the rental market.

GENERAL LANDLORD TENANT ISSUES

22. What are Housing Services?

Response: Housing Services include "...services provided and associated with the use or occupancy of a rental unit including...repairs, replacement, maintenance, painting, lighting, heat, water, elevator service, laundry facilities and privileges, janitorial services, refuse removal, allowing pets, telephones, parking, storage, computer technologies, entertainment technologies including cable or satellite television services and any other benefits, privileges or facilities."

23. May a landlord unilaterally change the terms of a tenancy concerning charges or fees for utilities, housing services such as parking or storage, or pets?

Response: Generally, no. Where utilities or housing services, such as parking or storage, are included in the "rent" and not paid separately to the landlord, the landlord may not "unbundle" such charges or fees during the term of a lease or rental agreement. If the landlord unbundles such charges and fees as part of a new lease or rental agreement, the charges or fees must be included as part of the calculation of the Allowable Annual Adjustment. And, if the tenant was permitted to have a pet (with or without a deposit), the landlord must allow the tenant to continue to have a pet even if the landlord's policy has changed.

See Section 6-90.045, City Code, Limitations on Revising What is Included in the Rent and the Keeping of Pets.

24. My landlord informed me that I now have to pay a pet deposit if I want to keep my pet in my unit. Is that allowed?

Response: No. The ordinance provides that a tenant who was allowed to have a pet at the time of move in will retain that privilege during the tenancy even if the tenant's pet dies and the tenant acquires a new pet. And if the tenant did not have to pay a pet deposit previously, the Ordinance bans the landlord from imposing that new requirement on the tenant. However, a landlord may establish rules, deposits and other actions allowed by law for new tenants.

See Section 6-90.045, City Code, Limitations on Revising What is Included in the Rent and the Keeping of Pets.

25. I told my landlord that increases to my rent were inconsistent with the Ordinance and ever since that time, my landlord has been threatening to have me evicted. Is this allowed under the Ordinance?

Response: No. Section 6-90.140 of the City Code provides that no landlord shall take action to terminate a tenancy, reduce any housing services or increase rent where the landlord's intent is to retaliate against a tenant for the exercising of rights under the Ordinance or for participating in litigation arising out of the Ordinance. Further, a tenant may assert retaliation as a defense to a landlord's action to terminate a tenancy.

26. If a "no cause" eviction notice is served on a tenant before the Ordinance is in effect, but the date to vacate would not occur until after the Ordinance goes into effect, what happens?

Response: The tenant does not need to vacate because the Ordinance prohibits evictions for no cause. Even though the notice to vacate was served before the Ordinance was in effect, the date to vacate is after the effective date of the Ordinance and therefore proceedings to evict the tenant on that basis are prohibited.

27. I am a tenant with a Section 8 Housing Choice Voucher and my landlord has informed me that she does not intend to remain in the Section 8 program, meaning that I will have to pay more of my income toward rent or vacate. If I vacate, am I entitled to relocation fees?

Response: Section 8 rental units are subject to the Ordinance and therefore if you must vacate your unit because your landlord will no longer remain in the Section 8 program, the landlord is required to provide you relocation benefits under the Ordinance. (See the Response to Question 18.)

28. If property taxes, water rates or refuse charges are increased, may I pass those charges to my tenants in addition to the Allowable Annual Adjustment? What about if I put in new carpets or paint the interior of the rental unit?

Response: The Allowable Annual Adjustment (currently 3%) is intended to allow a landlord to recover normal increases in operating costs and routine maintenance. If those costs exceed the Allowable Annual Adjustment and a landlord believes he/she needs an increase in excess of that Adjustment in order to receive a fair return on property, the landlord must file with the Program Administrator a Landlord Request for a Rent Increase. If, however, charges or fees for utilities, such as water or refuse, are paid directly to the landlord, then any increase of those fees or charges may also be passed on to the tenant.

29. I am a tenant and my landlord has informed me that I must now pay for a parking space on the property where before I parked on the property for free. Am I entitled to a rent adjustment?

Response: It depends on the terms of your lease or rental agreement. If a parking space was included as part of the "rent" you paid to the landlord and was not a separate charge, it is considered a component of the rent. In that case, if a charge for parking is included in your new lease or rental agreement, the cost must be included in calculating the Allowable Annual Adjustment.

REQUESTS FOR RENT INCREASES ABOVE THE ALLOWABLE ANNUAL ADJUSTMENT AND REQUESTS FOR DOWNWARD ADJUSTMENT OF RENTS

30. What is a Landlord Request for Rent Increase?

Response: A landlord may file a Landlord Request for Rent Adjustment with the City' Program Administrator requesting consideration of a rent increase of more than the Allowable Annual Adjustment (currently 3%). Any landlord filing such Request must notify the affected tenant(s) of the requested amount of the rent increase at the time that the landlord submits the Request to the City. As part of the Program Administrator's review process, a tenant(s) will be provided with an opportunity to comment on the landlord's request. Rent adjustments may be requested based on the following reasons:

- *frequency of rent increases (presence or absence)*
- *cost of operating under special historical or architectural building designations pursuant to City Code Section 18-64.020*
- *increased housing services*

- *review of existing market rents of comparable rental units*
- *vacancy rate*
- *extraordinary circumstances (i.e., special relationship between landlord and tenant, failure to increase rents for multiple years, etc.) and,*
- *just and reasonable return on property*

A landlord may not adjust any rent by more than the Allowable Annual Adjustment until after the Program Administrator has made a decision on the Landlord's Request for Rent Increase.

If the landlord or tenant disagrees with the decision of the City Program Administrator, either may file a Petition for Rent Dispute Hearing within 15 days of the decision. The City Program Administrator will assign a Hearing Officer to conduct a rent dispute hearing within 30 days of the request. The decision of the Hearing Officer is final and binding, but subject to judicial review.

31. Under what authority does the City have the ability to determine a just and reasonable rate of return?

Response: Constitutional principles require that if the City establishes a rent stabilization ordinance, the Ordinance must provide a process to ensure that landlords may secure a "just and reasonable return" on their property.

A landlord may request a rent increase that exceeds the Allowable Annual Adjustment by submitting a Landlord Request for Rent Adjustment to the Program Administrator. The Program Administrator will evaluate the request based on the information provided by the landlord and applying various formulae to ensure the landlord receives a fair return. Tenants affected by such request will be notified and provided an opportunity to comment. (See Question 30.)

32. How will tenants learn about a landlord's request to increase rent above the Allowable Annual Adjustment?

Response: State law requires a landlord to provide advance notice to the tenant (30 or 60 days depending on the tenant's length of tenancy) about a rent increase. In addition, under the Ordinance, if the landlord is requesting a rent increase above the Allowable Annual Adjustment (currently 3%), the landlord must provide a separate notice to the tenant advising the tenant that the landlord has filed a request with the City's Program Administrator to increase the rent. The increased rent cannot go into effect until the Program Administrator has approved such request. (See Question 30.)

33. I am a landlord and recently completed significant capital improvements to a rental unit. How do I get a rent increase to recover my costs?

Response: There are two ways, depending on what improvements you made and their costs. The City has adopted an RS-Capital Improvement Plan Policy (To view RS-CIP Policy click [here](#)). If your improvements meet the criteria of that Policy, you will need to submit an RS-Capital Improvement Plan that will be evaluated by the Program Administrator. A rent increase will be part of the Plan's approval. If your improvements do not meet the criteria of the Policy, you will need to submit to the Program Administrator a Landlord Request for Rent Adjustment (See Response to Question 30.)

34. What is a Tenant Request for Downward Rent Adjustment?

Response: A tenant may file a Tenant Request for a Downward Rent Adjustment with the Program Administrator for reasons including, but not limited to, an error in the calculation used for a rent increase, a loss of or reduction in housing services, a disagreement on whether the rental unit is exempt from the Ordinance, or a violation of the Ordinance. However, tenants are limited to one petition over a 12-month period based on the same or substantially the same reasons for the adjustment.

The review process of a Tenant Request for a Downward Rent Adjustment will be conducted by the City Program Administrator who will issue a decision on the Request.

If the tenant or landlord disagrees with the decision of the City Program Administrator, either may file a Petition for Rent Dispute Hearing within 15 days of the decision. The City Program Administrator will assign a Hearing Officer to conduct a hearing within 30 days of the request. The decision of the Hearing Officer is final and binding but subject to judicial review.

MISCELLANEOUS

35. Does the Ordinance limit move in fees, such as the amount of first and last months' rent and security deposits?

Response: No, the Ordinance does not put any restrictions on move in fees nor how security deposits are handled.

36. I am a landlord and intend to sell my rental property. What do I need to do?

Response: Prior to the sale of the rental property, a landlord must disclose in writing to a prospective purchaser that the rental property is subject to the Ordinance.

37. I am a tenant and believe that my landlord is not complying with the Ordinance. What should I do?

Response: A tenant should contact the landlord and discuss the tenant's concerns. Ordinance and Rent Stabilization Program details can be found at www.srcity.org/hcs. If the landlord does not respond or the tenant still has concerns after discussion with the landlord, the tenant may contact the Program Administrator at 707-543-3300.

38. How will the Ordinance be enforced?

Response: There are several ways that the Ordinance may be enforced. First, if a landlord attempts to evict a tenant, the landlord must allege and prove in the legal proceedings the landlord is in compliance with the Ordinance. Second, a tenant may allege that the landlord is not in compliance with the Ordinance as an affirmative defense in a court action to evict the tenant. Third, a tenant may file a separate court action against a landlord if the landlord attempts to evict a tenant in violation of the Ordinance and in that court action the tenant may seek damages and attorney's fees. Fourth, the City may issue citations to a landlord who violates the Ordinance, although a referral to an educational program will be the first action the City takes. Fifth, the City may pursue civil penalties against a landlord who violates the Ordinance.

See Sections 6-90.150, 6-90.155 and 6-90.160 of the City Code for more information.

39. Where can I get forms and other material concerning the Ordinance?

Response: Information about the Ordinance and forms and other materials are available at the City's website www.srcity.org/hcs or at the City's Housing and Community Services Department at City Hall Annex, 90 Santa Rosa Avenue, Santa Rosa.

40. As a tenant, all of this is pretty confusing to me. Is there any organization or written materials that might assist me?

Response: Tenants who have general questions may contact the Program Administrator at 707-543-3300. Tenants with questions about their particular situation may contact Legal Aid for assistance. The Legal Aid office is located at 144 South E Street, Suite 100, Santa Rosa. The office has drop in hours Monday through Thursday and assists tenants who are low income. Please visit the Legal Aid website at www.legalaidsc.org for more information.

In addition, there are excellent sources on-line concerning the rights of tenants generally. One good source is "California Tenants: A Guide to Residential Tenants' and Landlords' Rights and

Responsibilities”, available through the California Department of Consumers Affairs Legal Division. For more details, click [here](#).