

You received a rent increase notice from your landlord with a Notice of Availability of Rent Review form. What should you do next?

How to Request Rent Review

Am I eligible?

Is your rent increase higher than 7%?

OR

Have you received 2 or more rent increases in the last 12 months that exceed 7%?

YES

If you answered "Yes" to one of those questions:

- You are eligible to submit a **Rent Review Request** form.

Tenants cannot be evicted for exercising their right to a rent review.



NO

If you answered "No":

- You are not eligible to submit a Rent Review Request.

The Rent Review Process (If you answered "Yes"):

- 1 Submit your **Rent Review Request** to ECHO Housing within 15 calendar days from when you received the rent increase notice.
- 2 An ECHO Housing Program Administrator will notify your landlord of your Rent Review Request within 3 business days of receiving the request.
- 3 Your landlord has up to 10 business days to respond to the Rent Review Request by submitting a **Landlord Response Form**, or the rent increase will be void.
- 4 Once your landlord submits a Response Form to ECHO Housing, the rent review process will officially begin and you will move on to the first of two phases for settling your rent increase dispute.

There's a two phase process for settling rent increase disputes:

- When you submit a Rent Review Request, you are in the Conciliation phase, facilitated through phone or email with an ECHO Housing program administrator.
- If an agreement is not reached in the Conciliation phase, you may request moving on to the second phase of the process, Mediation, an in-person meeting with a professional mediator.

Two Phase Process for Settling Rent Increase Disputes:

Phase 1: Conciliation

(Start Here)

1. Conciliation - Via phone/email
Participation in Conciliation is **mandatory** for both parties (tenant & landlord).

Participation means both parties:

- Provide relevant and accurate information
- Exchange proposals
- Reasonably consider the other party's proposal
- Engage in discussions regarding the rent increase

1 If an agreement is reached during Conciliation, both parties can go on to sign a settlement agreement.

2 If an agreement is not reached during Conciliation, the tenant can submit a request for Mediation within **5 business days** of Conciliation conclusion.

What happens if I request Mediation?

- ECHO Housing will notify tenant and landlord of Mediation date and time at least 10 days before Mediation appointment.

Go to Phase 2: Mediation

Phase 2: Mediation

(If an agreement can't be reached during Conciliation, go here)

2. Mediation - In-person meeting
Participation in Mediation is **mandatory** for both parties (tenant & landlord).

Participation means:

- If landlord does not attend the Mediation meeting, the rent increase will be void
- If tenant does not attend the Mediation meeting, the Rent Review case will be dismissed

1 If an agreement is reached during Mediation, both parties can go on to sign a settlement agreement.

2 If an agreement is not reached during Mediation, the original rent increase will stay in effect.

For more information, please contact:

City of Union City

Housing and Community Development Division

Phone: (510) 675-5392 or (510) 675-5322

Email: housing@unioncity.org

Website: www.unioncity.org/rent-requirements

Rent Review Program Administrator

ECHO Housing

Phone: (855) 275-3246

Email: UnionCityRentReview@echofairhousing.org

Website: www.echofairhousing.org

Other Resources:

Alameda County Bar Association

Lawyer Referral Service

Phone: (510) 302-2222 (Dial Option 4)

Lawyer referral service

30 min consultation for \$35

Website: <https://www.acbanet.org/need-a-lawyer/>

Alameda County Bar Association

– Volunteer Legal Services

Phone: (510) 302-2222 (Dial Option 4)

Must income qualify to receive services

Website: <https://www.acbanet.org/volunteer-legal-services-corporation/>

Bay Area Legal Aid

Toll Free: (800) 551-5554

Alameda County: (510) 250-5270

Must income qualify to receive services

Website: <https://baylegal.org/>

Eviction Defense Center

Phone: (510) 452-4541

Must income qualify to receive services

Website: <https://www.evictiondefensecenteroakland.org/>

Tenants Together

Tenants Rights Hotline

Phone: (888) 495-8020

Website: <http://www.tenantstogether.org/>

Centro Legal de la Raza

Legal Services Agency

Phone: (510) 437-1554

Website: <https://centrolegal.org/>

East Bay Community Law Center

Defense for Eviction Lawsuits

Phone: (510) 548-4040

Website: <https://ebclc.org/>