



Residential Rent Stabilization and Tenant Protection Ordinance

Rent Dispute Resolution Process (Rent Review) Factsheet

What is this?

The RRSO provides a process to resolve disagreements about allowable rent increases (Rent Review). Before rent review starts, the tenants should try to contact the landlord regarding the disagreement. This can sometimes resolve the problem.

Rent review involves multiple steps. Tenants and landlord start the rent review process by filing a petition with the City of Hayward's Rent Review Office. After a petition is filed, the disagreement is resolved in one of two ways.

① **Mediation:** Mediation is a voluntary meeting with the landlord and tenant and a trained mediator. The mediator will help the tenant and the landlord discuss the problem and possible solutions. If the tenant and the landlord agree upon a solution, the mediator will write an agreement for the tenant and landlord to sign and the case ends. If the tenant and landlord **cannot** reach an agreement in mediation, an arbitration hearing will be scheduled.

② **Arbitration:** During an arbitration hearing, the landlord will have to show that the rent increase follows the RRSO. An arbitrator will set the amount of the rent increase based on proof and statements given by both the tenant and the landlord.

Mediation is usually the first step to determine the allowable rent increase. If the tenant **and** the landlord do not want to participate in mediation, this step can be skipped, and the case can be scheduled for arbitration.

Who does it apply to?

This applies to housing units that were built prior to July 1, 1979, major exceptions include:

- Rental properties consisting of only one unit;
- Owner occupied homes with a legal accessory dwelling unit such as a converted garage; and
- Affordable housing units with rent restrictions imposed by other government agencies.

How do I get help?

Contact the Rent Review Office. Submit a petition to the City of Hayward to request rent review.

Rent Review Office of the Housing Division
777 B Street, Second Floor
Hayward, CA 94541
Open 8:00 a.m. – 5:00 pm.
Phone: (510) 583-4454
Website: www.hayward-ca.gov/housing

Closed 12:00 p.m. - 1:00 p.m.
email: housing@hayward-ca.gov

Tenant Requested Rent Review

Tenant may file a petition for the following reasons within 30 days of receiving notice of any of the following:

- An annual increase above 5%
- A banking increase applied
- An increase in utility costs of more than 1% of the tenant's current rent; and/or
- To review a rent increase because Landlord failed to properly notify tenant of rent, banking, or utility increases;
- To seek help regarding decreases in housing services;
- To contest a capital improvement cost as not approved by the City or calculated incorrectly;
- To review a rent increase because the property has health, safety, fire, or repairs that the landlord will not fix.

