



Presents:

**New Hayward RRSO:
Tenant Rights and Responsibilities**

January 15, 2020

Who are we?

Project Sentinel, Inc. is a non-profit housing services agency serving many communities in Northern California. Neutral Landlord /Tenant Counseling and Dispute Resolution is one our core services. This includes supporting some Cities with the administration of their rent stabilization hearing and petition processes.

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PLEASE NOTE: We are not able to offer legal advice or legal representation, but we can offer tips, best practices, and an overview of local and State laws. For legal services, please contact an attorney or a lawyer referral service.

Tenant Rights and Responsibilities



AGENDA

1. RRSO Overview
2. Eviction Protections
3. Rent Stabilization
4. Noticing Requirements
5. Rent Review Petition Process
6. Other Protections
7. Tips and Challenges
8. Resources

What is the RRSO?



The City of Hayward encourages investment in local residential rental housing by allowing landlords to make a fair return on their real estate investments while also protecting the welfare of its citizens who are its tenants. The goals of the RRSO are to:

1. Stabilize rising rents
2. Provide eviction protections to tenants
3. Ensure a fair rate of return to landlords
4. Provide protection from harassment and retaliation
5. Stop bias about sources of income (including Section 8 vouchers)

How long has the RRSO been law?



Hayward City Council approved the Residential Rent Stabilization Ordinance (RRSO) summer of 2019 which completely replaced the old rent review ordinance. The RRSO has been in effect since:

July 25, 2019

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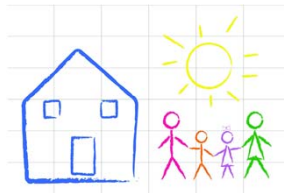
Eviction Protections

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Why do eviction protections matter?



Eviction protections provide **tenants in good standing** with **housing stability** by limiting the reasons a landlord can evict a tenant.



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Who has just cause eviction protection?



RRSO Just Cause protections apply to all rental units EXCEPT:

- medical care facilities
- motels, hotels, inns, tourist houses
- boarding houses where tenants stay less than 30 days
- non-profit cooperatives
- non-profit transitional housing
- where owner shares residence including common areas
- certain subsidized affordable housing units
- mobile homes

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Just Causes under the RRSO



What are allowable reasons/causes for termination?

- 10 reasons where tenant “at-fault”, some of which require opportunity to cure prior to termination
- 5 reasons where termination is landlord initiated – “no fault”

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Tenant “At-Fault” Causes under the RRSO



1. Failure to pay rent
2. Breach of material term*
3. Refusal to pay for substantial damage beyond “wear and tear”*
4. Refusal to renew same lease terms
5. Disorderly disruption of peace and quiet of other tenants/occupants*
6. Failure to grant landlord access*
7. T convicted of using unit for illegal purpose
8. T used or allowed use of unit or any area controlled by LL for manufacture, sale, distribution or use of controlled substance (under State law)*
9. Violated rules applicable to all units, which T agreed to previously in writing.*
10. T has threatened bodily harm/death to another person on the premises, for which a police report has been filed

**Requires written notice to cease be served (or payment demand for 3.) providing tenant an opportunity to “cure” the fault. Only if not cured, can a termination notice be served.*

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“No-Fault” Causes under the RRSO



Landlord initiated

1. Necessary and substantial repairs requiring tenant to vacate (after obtaining permits)
2. Demolition of unit (after obtaining permits)
3. Owner or owner’s family move-in
4. Owner seeks to recover possession of unit for their principal residence
5. Lawful termination of an employee where employment was condition/consideration for the tenancy

Above is in addition to reasons for termination under State law – e.g. withdrawal of the unit from the rental market (“Ellis Act”)

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What is NOT a “Just Cause”?



Terminations without any of the 15 Just Causes

- Termination notices **MUST** include reason, including when grounds for eviction are under State or Federal law

End of Lease

- Tenant not required to sign a new lease unless **substantially** identical to prior
- Otherwise goes month-to-month automatically

Sale or Transfer of Rental Property

- Noticing of new ownership information to tenant required

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Rent Stabilization

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What is Rent Stabilization under the RRSO?



Basic Rule for Rent Increases:

- Only 1 increase allowed per 12-month period
- 5% Rent Increase Threshold (*some exceptions may apply*)
- Rent Review Process available to challenge certain increases in rent or decreases in housing services

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Who is covered by Rent Stabilization?



- Most Residential Units built on or before July 1, 1979 are Covered
- Key Exceptions:
 - Care facilities
 - motels, hotels, inns, tourist houses
 - boarding houses where tenants stay less than 30 days
 - non-profit cooperatives, non-profit transitional housing
 - where owner shares residence including common areas
 - housing with other government rent restrictions
 - mobile homes (covered by separate ordinance)
- 'De-controlled' status under the previous ordinance no longer applies

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Who is covered by Rent Stabilization?



What if the building my unit is in was built after July 1, 1979?

- You *may* be covered under a new State law (AB 1482), however, the rent cap is higher (currently 9%) than the RRSO rent increase threshold.

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Exceptions to the Rent Increase Threshold of 5%



- Banking
- Vacancy Decontrol
- Utility Increases (with limitations)
- Capital Improvement Pass-through*
- Fair Return increase*

**Landlord must file a petition and be granted permission for these types of increases BEFORE increasing the tenant's rent. This is a process which tenants may and are encouraged to participate in.*

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What is Banking?



Banking is when a Landlord does not use some or all of the 5% threshold in a prior year. The unused part is “banked” and can be used in a future year, subject to some limitations:

- The total increase, including the “banked” amount, cannot exceed 10%
- If the property changes ownership, the new owner cannot use any portion of a Rent Increase Threshold the prior owner “banked” (did not use)

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Banking Example



- Tenant received an increase of 3% beginning February 1, 2019
- This means the Landlord “banked” 2% [5% - 3% = 2%]
- Landlord *could* increase Tenant’s rent on or after February 1, 2020 by 7%

$$5\% \text{ (Rent Increase Threshold)} + 2\% \text{ (Banked amount)} = 7\%$$

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What is Vacancy Decontrol?



- When a tenant moves out of their unit *voluntarily*, the landlord may set the rent for the new tenant(s) without restriction.
- If a tenant is evicted for cause (after an eviction lawsuit), this is considered a voluntary vacancy.
- Once a new tenancy has begun, subsequent increases are subject to RRSO.

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Increases in Utility Costs



When charges by a public agency/utility have increased and are billed to the Landlord (*water, sewer, gas, electric, garbage, etc.*):

IF

1. the lease provides that Tenant will pay utility costs separate from rent **and**
2. there are no individual meters and a ratio utility billing system (RUBS) is used **and**
3. the new INCREASE is more than 1% of current rent amount or there is a rate increase,

THEN Tenant may

1. request supporting documents (must be done within 60 days of the notice) **and**
2. challenge the utility increase if the Landlord does not provide the supporting documentation or the increase is greater than 1% of the tenant's rent (petition for utility cost pass-through review)

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Landlord Petitions



Landlords may petition to seek approval for pass-through or increase that is excess of the 5% threshold on two grounds:

1. Pass-Through of Capital Improvement Costs
2. Fair Return Review

Both petitions require documentation and an arbitration hearing. Tenants may and are encouraged to participate. Tenants receive notices during all stages of the process and the landlord cannot increase rents > 5% unless they received a favorable decision from the arbitrator and Tenants have been given notice of that decision.

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Noticing Requirements

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Noticing Requirements



Copy of RRSO or Summary of RRSO

- Landlord must give a notice to tenant that identifies which parts of the RRSO apply to the unit
- Must be given by August 24, 2019 or before renting a unit

Rent Increase: at Least 30 days' Notice

- For covered units, the notice must explain the rent increase and give the tenant information about rent review
- If not given proper notice, Tenant can challenge an eviction or rent increase

Utility Costs Increase: at Least 30 days' Notice

- If Tenant requests it, landlord must give the tenant information that explains the increase in utility costs

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Just Cause Noticing Requirements



Notice to Cease: *Before* Termination Notice

- To cure alleged violation by tenant - Sec. 13(b)(2), (3), (5), (13)
- Written and properly served

Notice of Termination: 3/30/60 days

- Detail specific reason for termination
- Copy of notice must be filed with City of Hayward within 30 days.

Notice of Intent (Ellis Act): 120 days / 1 year

- Withdrawal of units from the rental market (Ellis Act evictions) has strict requirements.

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Notice to Cease



- Required as written warning for grounds of:
 1. Breach of Lease
 2. Damage
 3. Disruption of peace/quiet enjoyment
 4. Violation of rules/regulations
- Suggested details to include in notice:
 1. Any information necessary to determine date, time, place, and other circumstances concerning the reason of the notice
 2. Sufficient details on how to cure and reasonable period to do so.

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Notice of Termination



Notice to Pay Rent or Quit

- 3 Day* notice if Tenant has failed to pay rent as required

**excludes weekends and judicial holidays*

Termination Notice

- 30 Day notice if Tenant has rented unit for < 1 Year
- 60 Day notice if Tenant has rented unit for > 1 Year

File Copy with City of Hayward

- Within 30 days of serving Tenant, file a copy of Notice with City's Rent Review Office in person, by mail or electronically *RSSO Sec. 16(c)*

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Notice of Termination - Requirements



1. Must be written!
2. States the reasons for termination including *specific facts* for Tenant to understand the date, place and problem that is the reason for termination
3. Properly served: how the notice is given to you

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Proper Service of Notices



Notices must be properly “served” on (given to) Tenant(s)! Person who serves the notice must be at least 18 years old.

Ways to legally serve:

- **Personal service:** Landlord or someone else gives the notice directly to Tenant in person.
- **Substituted service:** If the tenant is not home, Landlord can leave the notice with a member of the household, at least 18 years old, where the tenant lives AND must then mail a second copy to the Tenant at the property.
- **Service by mail:** Landlord mails the notice to you. Adds 5 days to a 30-day notice period.
- **Posting and mailing ("nail and mail") service:** If there is no one home to leave the papers with, Landlord can tape or nail the notice to the front door or somewhere where it can be seen easily AND send a copy by mail to the tenant at the property.

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Service of Notices



Proper

- ✓ Give notice to the Tenant in person
- ✓ Post notice on door AND mail
- ✓ Give notice to occupant over 18 AND mail

NOT Proper

- X By email
- X By text
- X Orally
- X By giving the notice to an occupant who is a minor

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Counting Days after Service



- To count the days in the notice period:
 1. The first day is the day *after* the notice is served.
 2. Then count every day on the calendar, but, for 3-day notices to pay rent or quit and 3-day notices to perform or quit, **do not count Saturdays, Sundays, or court holidays.**
- If the notice not given to you personally, a copy must be mailed and you start counting *the day after* the notice is mailed (check postmark).

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What to do if you receive a Notice?



- If it is a Rent Increase Notice, is it proper? If not, and you wish to challenge it, a Rent Review Petition must be filed within 30 days!
- If a Notice to Cease:
 - ✓ Do you understand what you need to do to fix the problem?
 - ✓ Address the problem and contact your landlord
 - ✓ Contact legal resources if necessary. Do not wait to get help.
 - ✓ Consider utilizing mediation services to resolve possible misunderstandings and avoid future ones. (Echo Housing 510-581-9380)
- If a Termination Notice, does it state a "Just Cause"? Contact Rent Review Office for more info or legal resources for assistance.

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Rent Review Petition Process

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Rent Review Petitions



- TENANTS IN COVERED UNITS may file a Petition to have their rent reviewed for reasons involving the amount of increase, the notice given, reduction in housing services, or outstanding maintenance / habitability issues
- LANDLORDS may file one of two types of Petition seeking approval to pass-through certain costs or increase rents to **covered units** beyond the allowed annual threshold (5%)

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Tenant Petitions for Rent Review



Grounds for Tenant in a **covered unit** to file a Rent Review Petition:

- Annual rent increase is above 5%
- Tenant received more than one rent increase in a 12-month period
- Rent increase with a “banked amount” applied
- An increase in utility costs of more than 1% of Tenant’s current rent
- Landlord fails to provide supporting documentation for utility increase (after Tenant request)
- To seek help regarding decreases in housing services
- If the property has health, safety or fire code violations, or repairs that the landlord will not fix.
- Tenant failed to receive proper notice regarding a rent increase

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Proper Notice of Rent Increase



Proper Notice Must Include:

1. Amount of increase in both \$\$ and %
2. Amount of Banked Increase applied in both \$\$ and %
3. Statement that Landlord believes that the rent increases and/or banked increases are in compliance with the ordinance
4. Identify the reason for a rent increase above 5% and provide supporting documentation
5. Contact information for the tenant to meet & confer with the landlord about a rent increase with best times to call
6. Contact information for the Hayward Rent Review Office
7. A copy of a Tenant Petition form
8. Hayward Rent Review Office will get copies of all increase notices

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Proper Notice: Utility Increase or Cap Imp. Pass-through



If the Notice of increase includes an increase in Government Utility Service costs OR a Capital Improvement Pass-Through,

- these **must be identified** as separate from any Rent Increase.

A Notice with a capital improvement pass-through **must also include**:

1. Statement that the LL believes a capital improvement cost pass-through complies with the ordinance
2. Approval from the City of Hayward **must be attached** to notice for Capital Improvement Pass-through (i.e. Arbitrator Decision)

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Failure to Provide Documentation of Utility Increase



When a Tenant receives notice of a Utility rate increase or cost increase that is >1% of their current rent, Tenant **may request** documentation supporting the increase from the Landlord. At minimum, the Landlord **must provide to the Tenant**:

1. The gov't-utility cost for the entire building showing amount paid for each period in the 12 month period prior to the Increase
2. The cost by month or billing period apportioned to each unit in the 12 month period prior to the Increase
3. Notices from service agency showing increase
4. The RUBS calculation used to apportion costs among tenants

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Review Based on Reduction in Services



Tenant may petition for a reduction in rent based on a decrease in Housing Services:

"Housing Service." A service provided by the Landlord related to the use or occupancy of a Rental Unit, including but not limited to, insurance, repairs, replacement, maintenance, painting, lighting, heat, water, elevator service, laundry facilities, janitorial service, refuse removal, furnishings, parking, security service, and employee services.

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Outstanding Code Violations or Repairs

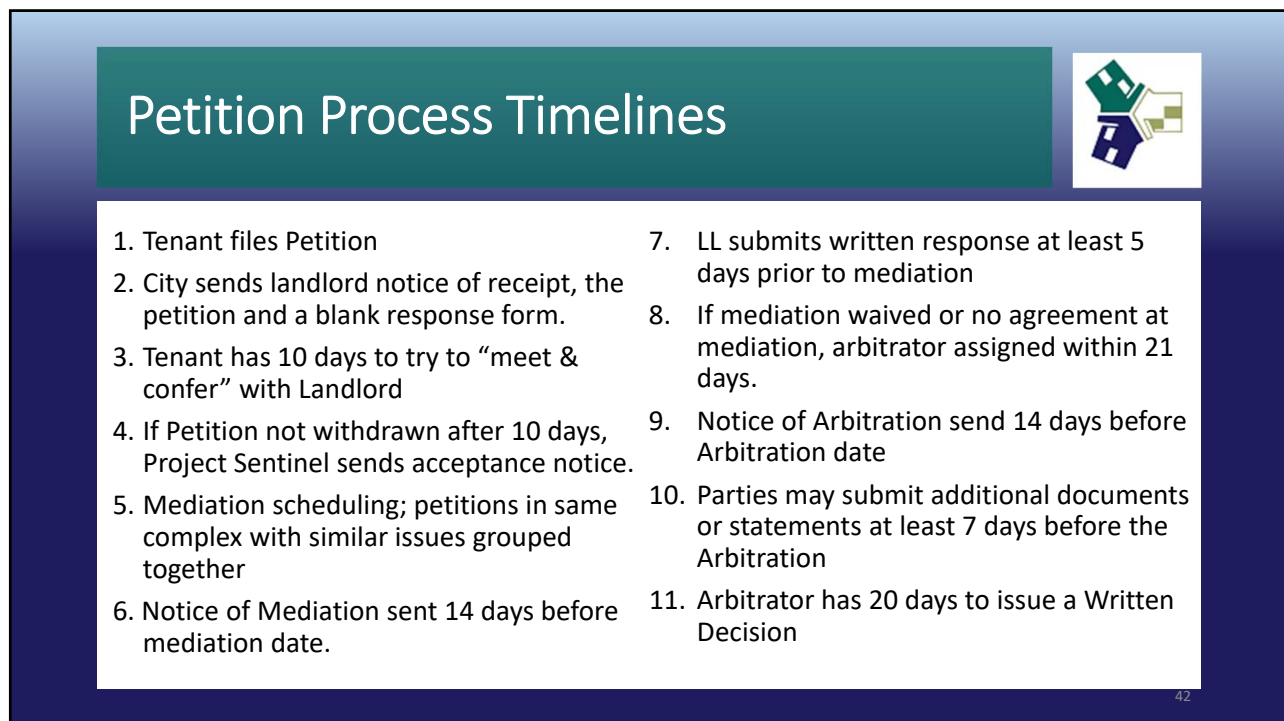
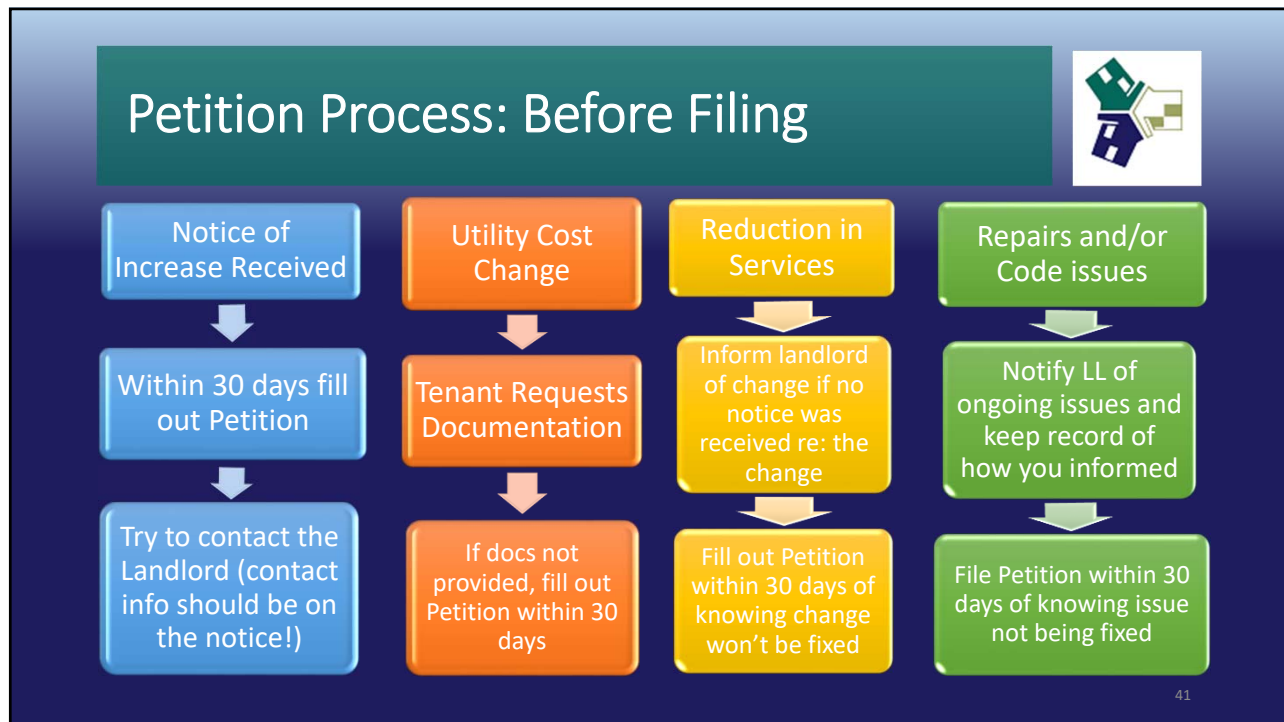


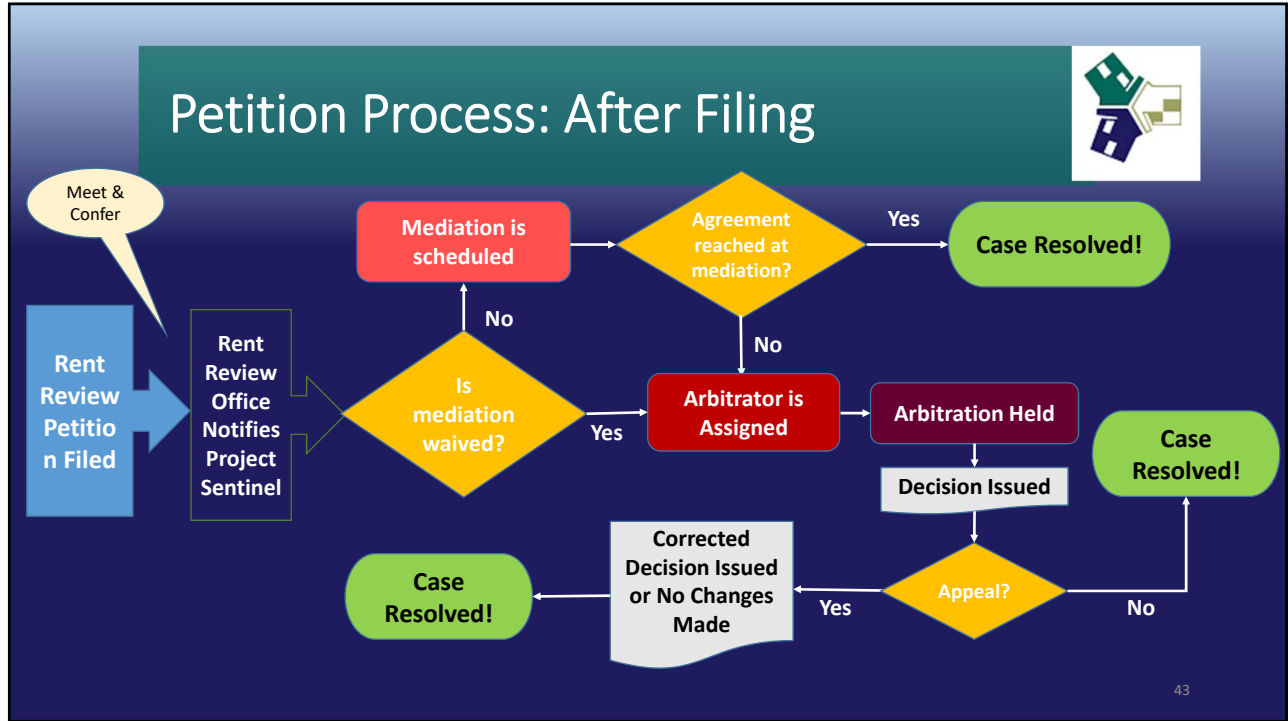
Tenant may request review of rent when the property has outstanding health, safety, fire, building violations, or repairs that the landlord will not make.

- Outstanding Code violations can be grounds for:
 1. Denial of rent increase, OR
 2. Reduction of rent.

Landlord can fix the problem(s) prior to arbitration in order to avoid an ongoing rent decrease or a denial of rent increase.

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Rent Review Petition Form

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Tenant Petition Page 1 – Basic Info



Sections I, II and III – Basic Information about the tenant, property and owner/manager

H HAYWARD
TENANT PETITION FOR REVIEW OF RENT

This petition requests a review of the rental price of a residential rental unit by a City of Hayward Mediator and/or Arbitrator. Fill out this form as completely as you can and to the best of your ability. You may attach additional pages if needed.

Rental Address (with ZIP code): _____
 Unit/Apartment No.: _____

I. PETITIONING TENANT(S)

Tenant Name(s)	Phone #	Email

Are the Tenant(s) in this unit represented another person? YES NO
 If yes, please provide your representative's contact information below.

Representative Name	Representative Address	Phone

II. LANDLORD'S INFORMATION (if known)

Landlord Name	Landlord Address	Phone

III. PROPERTY MANAGER'S INFORMATION

Property Manager Name	Property Manager Address	Phone

Example: Rent Increase > 5%



IV. REASONS FOR FILING THIS PETITION

A. Check all that you think apply:

- 1 I did not receive lawful notice of a rent increase, bulked increase, or increase in government-utility service cost in accordance with Section 12.450(d) and Section 12.115.
- 2 I received an annual rent increase above 5%.
- 3 I'm disputing a bulked calculation, or I received a bulked increase with annual rent increase that is above 5%.
- 4 I received an increase in utility costs of more than 1% of my current rent.
- 5 I'm requesting a reduction in Rent because of a reduction in financing services.
- 6 I'm contesting a capital improvement cost as unlawful or calculated incorrectly.
- 7 I'm requesting review of a rent increase because the property has health, safety, fire, building violations, or repairs that the landlord will not make.
- 8 Other (please explain): _____

B. Please provide the following information.

Your Current Rent: _____
 Proposed New Rent: _____
 Effective Date of Rent Increase: _____

C. Approximate date you received notice of increase OR date you learned you did not receive proper notice. Attach copy of the notice.

D. If you checked 7 above (repairs, violations), about what date did you notify the landlord or manager of the problem or violation?

How did you notify them (eg. by phone, text, in person, email)? _____

Check box 2

Provide your current rent, proposed rent and the date you are to pay the rent increase.

Provide the approximate date you received the rent increase Notice. Be sure to attach copy of Notice to petition!

Example: Reduction in Services



IV. REASON(S) FOR FILING THIS PETITION

A. Check all that you think apply:

- 1 I did not receive lawful notice of a rent increase, backlogged increase, or increase in government-utility service cost in accordance with Section 12-110(4) and Section 12-1.15.
- 2 I received an annual rent increase above 5%.
- 3 I'm disputing a banking calculation, or I received a backlogged increase with annual rent increase that is above 10%.
- 4 I received an increase in utility costs of more than 1% of my current rent.
- 5 I'm requesting a reduction in Rent because of a reduction in Housing Services.
- 6 I'm contesting a capital improvement cost as unlawful or calculated incorrectly.
- 7 I'm requesting a review of a rent increase because the property has health, safety, fire, building violations, or repairs that the landlord will not make.
- 8 Other (if/when explain):

B. Please provide the following information:

Your Current Rent: _____
 Proposed New Rent: _____
 Effective Date of Rent Increase: _____

C. Approximate date you received notice of increase OR date you learned you did not receive proper notice. Attach copy of the notice.

D. If you checked 7 above (repairs, code violations), about what date did you notify the landlord or manager of the problem or violation?

How did you notify them (eg. by phone, text, in person, email)?

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Check Box 5

Provide current rent and, if applicable, proposed rent increase

E. If you checked 5 above (decrease in housing services) answer the following questions:

1. What Service(s) was/were reduced?	2. Who is affected by this service reduction? (just you, other tenants, entire complex, etc.)
3. Approximately when did the change happen and how long did it last?	4. Were you notified of the change? If so, how (verbally or in writing) and when?
5. If you weren't notified of the change, did you inform the landlord of the change? If so, how (verbally or in writing) and when?	6. Has the landlord done anything to restore the service or compensate tenants for the loss of service? If so, what did the landlord do?
7. What's the approximate monthly value of the service? (your best guess is fine)	

F. If you checked 7 above (repairs, code violations) answer the following questions:

1. Describe the health, safety, fire and building violations, or outstanding repairs.

2. Date(s) problem(s) started and/or date(s) of code violation report(s).

3. Who is affected by these problems? (just you, other tenants, entire complex, etc.)

4. Did you tell the landlord about the problem(s)? If so, how (verbally or in writing) and when?

5. Has the landlord taken any steps to fix the problem(s)? If so, what did the landlord do?

6. Is/are the problem(s) still on-going? If more than one issue, state all that are still on-going.

Answer questions in Section E as best as you can. This helps the mediator/arbitrator, and the landlord understand what the problem is.

Example: Outstanding Repairs



IV. REASON(S) FOR FILING THIS PETITION

A. Check all that you think apply:

- 1 I did not receive lawful notice of a rent increase, backlogged increase, or increase in government-utility service cost in accordance with Section 12-110(4) and Section 12-1.15.
- 2 I received an annual rent increase above 5%.
- 3 I'm disputing a banking calculation, or I received a backlogged increase with annual rent increase that is above 10%.
- 4 I received an increase in utility costs of more than 1% of my current rent.
- 5 I'm requesting a reduction in Rent because of a reduction in Housing Services.
- 6 I'm contesting a capital improvement cost as unlawful or calculated incorrectly.
- 7 I'm requesting a review of a rent increase because the property has health, safety, fire, building violations, or repairs that the landlord will not make.
- 8 Other (if/when explain):

B. Please provide the following information:

Your Current Rent: _____
 Proposed New Rent: _____
 Effective Date of Rent Increase: _____

C. Approximate date you received notice of increase OR date you learned you did not receive proper notice. Attach copy of the notice.

D. If you checked 7 above (repairs, code violations), about what date did you notify the landlord or manager of the problem or violation?

How did you notify them (eg. by phone, text, in person, email)?

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Check Box 7

Provide current rent and, if applicable, proposed rent increase

Explain how and approx. when you notified the LL of the problem.

E. If you checked 5 above (decrease in housing services) answer the following questions:

1. What Service(s) was/were reduced?	2. Who is affected by this service reduction? (just you, other tenants, entire complex, etc.)
3. Approximately when did the change happen and how long did it last?	4. Were you notified of the change? If so, how (verbally or in writing) and when?
5. If you weren't notified of the change, did you inform the landlord of the change? If so, how (verbally or in writing) and when?	6. Has the landlord done anything to restore the service or compensate tenants for the loss of service? If so, what did the landlord do?
7. What's the approximate monthly value of the service? (your best guess is fine)	

F. If you checked 7 above (repairs, code violations) answer the following questions:

1. Describe the health, safety, fire and building violations, or outstanding repairs.

2. Date(s) problem(s) started and/or date(s) of code violation report(s).

3. Who is affected by these problems? (just you, other tenants, entire complex, etc.)

4. Did you tell the landlord about the problem(s)? If so, how (verbally or in writing) and when?

5. Has the landlord taken any steps to fix the problem(s)? If so, what did the landlord do?

6. Is/are the problem(s) still on-going? If more than one issue, state all that are still on-going.

7. How has/have the problem(s) affected you?

Answer questions in Section F as best as you can. This helps the mediator or arbitrator, and the landlord understand what the problem is and what steps were or were not taken.



Other Protections

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Discrimination Based on Source of Income Prohibited



Landlords **cannot refuse** to rent a unit to a household because of their source of income. Sources of income include rental assistance such as Section 8 vouchers

- Landlords **must accept** rental applications from tenants using rental assistance
- Landlords **must include** rental assistance as a source of income when determining whether a tenant can afford the rent
- Landlord **cannot advertise** that they will not accept applications from people who use rental assistance.
- Applies to most units

This type of discrimination is also prohibited under State law as of 1/1/2020

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Constructive Eviction or Retaliation



Is not allowed!

Change
Locks

Cut off
utilities

Harass
occupants

Prevent
occupants
from entering

Not address
habitability
issues

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Other Types of Prohibited Actions



1. Stop or reduce services to rental units.
2. Not completing repairs and maintenance required by contract or law.
3. Not completing repairs in a timely and professional manner.
4. Abuse right of access to rental unit.
5. Use of lies, threats, or violence to make a tenant leave a rental unit, including threats regarding immigration status.
6. Not accepting a tenant's rent.
7. Interfere with a tenant's right to privacy, including inquiries about immigration status.
8. Makes multiple offers (within 6 months) to pay the tenant if they voluntarily move out. (The tenant must tell landlord in writing that they are not interested.)
9. Interfere with tenant's right to quiet use and enjoyment of rental.
10. Interfere with a tenant's right to request rent review.
11. Verbal or physical abuse or intimidation.

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New State Laws 1/1/2020



- Units that were built after July 1, 1979 and before 2015 are likely covered by the new State Rent Cap. The Rent Cap limits rent increases 5% + CPI in a 12 month period. The current CPI for Hayward is 4%, so the current State Rent Cap = **9%**
- Rent increases > 10% now require 90 days' written notice
- Discrimination protections now extend to veterans and military service members.
- Tenant may house a person at risk of homelessness as a "lodger" (with landlord approval).

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Tips and Challenges...



Be a Tenant in good standing

- Try to avoid late payments, nuisance, violations of lease
- Promptly notify Landlord of maintenance issues

Take evictions seriously! Deadlines are short and strict!

- If you receive a termination notice or eviction lawsuit contact help immediately.

Constructive Evictions, retaliation, harassment are NOT allowed

- Contact the Rent Review Office to confirm what these protections are and seek legal help.

Very limited "no-fault" causes

- Review any notice carefully and contact the Rent Review Office to confirm just cause requirements and seek legal help

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Resources



City of Hayward – Rent Review Office

- <https://www.hayward-ca.gov/your-government/programs/rent-review-residential-rent-stabilization>
- (510) 583-4454



Echo Housing

- <https://www.echofairhousing.org/>
- Fair Housing and mediation services
- (510) 581-9380



Project Sentinel

- Inquiries about active Rent Review Petitions only
- (510) 709-4561

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Legal Resources



Eviction Defense Center

- <https://www.evictiondefensecenteroakland.org/>
- (510) 452-4541



Bay Area Legal Aid

- www.baylegal.org
- (510) 663-4744



Centro Legal de la Raza

- <https://www.centrolegal.org/>
- (510) 437-1554



Alameda County Bar Association Lawyer Referral Service

- <https://www.acbanet.org/need-a-lawyer/>
- 510-302-2222, Option 4



Alameda County Superior Court Self-Help

- <http://www.alameda.courts.ca.gov/Pages.aspx/Representing-Yourself>
- <https://www.courts.ca.gov/selfhelp-eviction.htm>

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