

Berkeley Rent Stabilization Board

Report on the April – May 2009 Survey of Tenants of Registered Rental Units

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Survey of Tenants of Registered Rental Units: April – May 2009

Summary

Berkeley tenants living in units subject to rent stabilization were surveyed by mail in April-May 2009. Where the survey results can be compared with other data sources, such as Rent Board registration records, they are well within the expected margin of error. The survey results apply to the 18,855 units registered at the time of the survey. Postal returns from the survey mailings indicate a 4.0% vacancy rate in April 2009.

The survey results, and comparison of these results with the previous mail survey, conducted in 1998 just prior to vacancy decontrol, can help answer several important questions:

- What are the characteristics of the long-term tenants who have lived in their homes since before vacancy decontrol began on January 1, 1999?
- What effect has vacancy decontrol had on Berkeley's tenant population?
- What is the condition of Berkeley's rental housing stock and the state of landlord-tenant relations?
- Do tenants know about the Rent Stabilization Program and how do they feel about its services?

Berkeley's tenant population can be divided into two or three groups for purposes of analysis.

- Long-term tenancies are those that started before vacancy decontrol on January 1, 1999. They make up 19% of respondents and include very few students.
- More recent tenancies that started after vacancy decontrol began on January 1, 1999 make up 81% of respondents. This group can be further divided into “student” and “non-student” households.
 - “Student” households are defined as those entirely composed of adult full-time students. They make up 29% of responding households.
 - “Non-student” households are entirely or partially made up of people who are not full-time students. They make up the remaining 52% of all households.

The 2009 mean monthly contract rent was \$1,239. It is substantially lower for pre-1999 households at \$745, roughly the same as the mean rent in Portland, Oregon. This is 43% lower than the mean contract rent of \$1,301 for more recent non-student households. The mean rent is highest for student households at \$1,468.

Long-term tenant households are quite different from more recent households. Nearly two-thirds (65%) of the long-term tenant households are low-income, with a median income of \$38,300 and 44% are very low-income. Their median age is 49. Nearly two-thirds (64%) live alone and 18% are couples. Compared with more recent non-student households they include a higher proportion of extremely low-income tenants (25%) and more are disabled (27%), elderly (18%), retired (16%), African-American (14%) and single parents (9%). Their demographic profile is similar to that of all non-student tenants in 1998, except that their incomes are lower after adjusting for inflation. This suggests that lower-income tenants have been more likely to stay. Their median rent burden is 25% of income, the same as it was for non-student households in 1998. Even so, 42% are rent burdened, spending more than 30% of their income for rent and utilities and 21% are severely rent burdened, paying over 50% of their income for rent and utilities.

Non-student households who moved in since 1999 have higher rent burdens, somewhat more people per unit and somewhat higher incomes compared with non-student households in the 1998 survey. More than half (56%) are low-income and 38% are very low income. Their median income is \$45,000. Their median age is 30, more are couples (28%), 14% of these households include a person with a disability, 3% are single parents and 1% are retired. Their median rent burden is 32% of income, up from 25% for all non-student households in 1998. More than one-quarter (28%) are severely rent burdened, paying over 50% of income for rent and utilities.

The proportion of rent stabilized units occupied by students is 29%, not noticeably different from the 30% reported in the 1998 survey. But students are a larger proportion of the total tenant population because the number of students per unit has increased. Students now make up approximately 45% of the total adult population living in registered rental units. The continuing strength of the student market is particularly notable in light of the major expansion of both University-owned and private housing near campus over the past ten years.

Building conditions present a mixed picture. The majority of tenants, including long-term tenants, say that they have never had a disagreement with the building owner or manager. At the same time, three quarters of all respondents report there is a physical problem in their building. This is down slightly from 83% in 1998 and the number of problems per building is down from an average of 3.5 per building in 1998 to 2.4 in 2009. Problems with heat, for example are reported by 18% of tenants, down from 27% in 1998. The only major difference between long-term and more recent tenants is that 30% of long-term tenants report a problem with paint, while only 17% of more recent tenants report such a problem. Virtually all tenants with building problems report that they have complained to the landlord or manager about the matter during the last year. Two-thirds report that at least one complaint was resolved within 30 days and one-third report that at least one complaint was either not

fixed or only partially fixed. Reports of physical problems in the building were substantially reduced in the 45% of buildings where the tenant reported that the owner or manager had conducted an inspection during the past year.

One-third of tenants report that they have had a conflict with their current landlord or property manager at some time during their tenancy, with maintenance and repairs being the most frequent cause, reported by 20%. This is down from 46% reporting a conflict in 1998, with one third reporting maintenance and repairs as a cause. Very few tenants (16%) report receiving a safety inspection checklist from the landlord or manager as required under the Rental Housing Safety Program. In comparison with responses to the 1998 survey there is a noticeable improvement in maintenance, but less than might be expected given the increase in rents.

Nearly all long-term tenants recall receiving mailings from the Rent Board and are aware that their unit is subject to rent control. Among more recent tenants, 85% recall receiving mailings, but only 68% were aware that their unit is subject to rent control. More than half of long-term tenants had contact the Rent Board at one time or another for information or assistance and nearly one-quarter of more recent tenants had done so, most often about legal rents or getting repairs made. Nearly two-thirds of those who contacted the Rent Board described the staff as very helpful. Eight percent of long-term tenants said that their landlord had tried to get them to move out, compared with only two percent of more recent tenants. Virtually all of these tenants reported that they had contacted the Rent Board for assistance.

Only slightly more than half (56%) of tenants reported adequate recycling containers in their building, with 32% reporting that while containers were present they were not big enough and another 12% unaware of containers in their building.

Connection with neighborhood disaster preparedness groups is low, with only 8% reporting that they are involved or know someone who is involved. This goes up to 14% for long-term tenants.

I. Purpose and Method

a. Purpose of the Survey

This is the fourth survey of tenants carried out by the Rent Stabilization Program. Previous surveys were conducted in 1984, in 1988 and in 1998 just prior to vacancy decontrol. The Rent Program surveys generate accurate and representative statistics that provide valuable information for elected officials, staff and the public about the characteristics of the tenants served by the Rent Stabilization Program, how they perceive the quality of the buildings they live in, their relations with property owners and managers, and their experience with the Rent Board and other housing-related agencies.

b. How the Survey Was Conducted

In April and May 2009 the Rent Stabilization Program staff sent a mail survey addressed to "Tenant" at 1,907 addresses of Berkeley rental units. The survey went to 1,819 registered rental units and 88 units listed as temporarily exempt because the tenant was said to be in the Section 8 or Shelter Plus Care rental assistance programs. The list that was sampled had 20,175 unit addresses, of which 18,855 were registered and 1,320 were listed as temporarily exempt because the tenants receive rental assistance.

	Universe	Sample	
Total Units	20,175	1,907	
Registered Pre-1999 Tenancy	4,215	843	one in five
Registered Post-1998 Tenancy	14,640	976	one in fifteen
Total Registered	18,855	1,819	
Section 8	1,320	88	one in fifteen

The sampling universe includes almost all housing units currently rented or available for rent in properties with two units or more that were built prior to 1980. These units are about 73% of Berkeley's rental housing stock. Units built after 1980 and most single-family and condominium units are permanently exempt from registration. Units that are owner-occupied or vacant but not available for rent at any time during the fiscal year are exempt until they are rented again. About 270 rental units in owner-occupied duplexes that were owner-occupied in 1980 are also exempt. Section 8 units were included because the Rent Board records on participation in that program were out of date and many of these units were no longer occupied by subsidized tenants. (The Rent Board is in the process of updating its records.)

The survey went to two sampling groups. A one-in-fifteen sample of 1,064 addresses was drawn from 15,960 units where the Rent Board records showed a tenancy that began on or after January 1, 1999 or a temporarily exempt unit where the tenant was receiving a rent subsidy. A one-in-five sample of 843 addresses was drawn from 4,215 units where no change in tenancy was indicated since 1999. According to Rent Board records, the newer tenancies represent 78% of all registered units and the older tenancies represent 22%. The oversample of long-term tenants reflects a decision to focus additional attention on the units that are receiving the largest discounts from market rents and on the characteristics of the tenants who occupy them.

This survey, like those in 1988 and 1998, used the "Total Design Method" developed by Prof. Don A. Dillman.¹ Three separate mailings went to all survey units: an April 6th introductory letter, an April 10th letter containing the survey, and an April 17th postcard reminder. Three weeks later, in early May, a final letter with a replacement copy of the survey was sent to all households that had not already returned a completed survey. Since mail surveys typically receive a higher rate of responses from better educated and higher income households, an effort was made to increase responses from low-income households by offering a \$5 gift card to a local store for each completed survey.

Survey respondents were promised confidentiality. When addresses were selected from the Rent Board database to be included in the survey additional data on the unit was brought over from the Rent Board database: the number of bedrooms, the number of units in the property, market area and legal rent ceiling rounded to the nearest \$10. This helps check the accuracy of both the survey and the Rent Board database but is not specific enough to use to identify a particular unit. Whether the building was on the City list of soft-story buildings was also added from the Planning Department soft-story address listing. After the gift cards were sent, the individual addresses were removed from the data base.

c. Response Rate

A total of 766 completed surveys were returned, 366 from the one in five sample and 400 from the one in fifteen sample. The Post Office returned at least one of these three mailings from 94 different addresses. Of the 94 addresses with returns, 66 were returned with labels indicating that they were vacant or likely vacant, including "vacant", "unclaimed", "unable to forward", "box full". The other 28 not counted as vacant were considered undeliverable, either because of incorrect addresses in the Rent Board database or postal error, with labels such as "no such number". There were also five returned surveys that were incomplete or not sent by a tenant. These 99 units are removed from the base sample in computing the response rate.

¹ Don A. Dillman, *Mail and Telephone Surveys That Work: The Total Design Method*, John Wiley & Sons, 1978.
Don A. Dillman, "Mail and Other Self-Administered Questionnaires", in Peter Rossi, James Wright, Andy Anderson (editors), *Handbook of Survey Research*, Academic Press, 1983.
Priscilla Salant & Don A. Dillman, *How to Conduct Your Own Survey*, Wiley, 1994.

Table: Survey Response Rate				
	Sent	PO Return	Completed	Response Rate ²
1/5 sample of pre-1999 tenancies:	843	28	366	45%
1/15 sample of post-1998 tenancies:	1,064	66	400	40%
Total	1,907	94	766	42%
Weighted average:	NA	NA	NA	41%

The postal returns from the survey can be used to estimate the vacancy rate for April 2009, which comes out to 4%. This is during a period in which there is relatively less turnover, the month prior to final examinations at the end of the school year. (See separate vacancy report.)

For purposes of generating citywide statistics applicable to all tenants in the two sample groups the responses from each group must be given different weights so that each response represents the same number of tenants. The 366 responses from members of the 1/5 sample represent one response for every 11.5 households in the universe of pre-vacancy decontrol tenancies. The 400 responses from members of the 1/15 sample of post-vacancy decontrol tenancies and temporarily exempt tenancies represent one response for every 39.9 households in this group. Each response from the 1/15 sample represents 3.47 times as many tenants as a response from the 1/5 sample, so they must be weighted accordingly in order to provide citywide statistics.³

Once the data was entered, we separated out those households that reported that they received monthly rental assistance. This left 346 useable responses in the 1 in 5 sample and 357 responses in the 1 in 15 sample. We then separated the 1 in 5 sample into two groups, 296 responses from tenants who reported moving in before 1999 and 51 responses from tenants who reported moving in during or after 1999. (This means that 15% of the units that the Rent Board records showed as being pre-vacancy decontrol tenancies had actually changed status. In some cases the change was very recent but in many cases the owner had simply not reported the new tenancy and had not registered the new rent.) The responses from post-vacancy decontrol tenancies in the 1 in 5 sample were then weighted as equal to 1/3.47th of the responses in the 1 in 15 sample of post-vacancy decontrol tenancies for purposes of reporting results for all post-vacancy decontrol tenancies.

There were also a very small number of responses (under 3%) within the 1 in 15 sample where the tenant reported moving into the unit prior to 1999. These responses were kept in the 1999 to 2009 tenancies group because Rent Board records indicated that the unit had recorded a new rent after a vacancy. There are various scenarios under which a tenant might report having lived in a unit prior to 1999 and yet the unit would have received a vacancy increase. These include situations where a tenant sublet prior to 1999 without the landlord's knowledge, where an original pre-1996 tenant moved out leaving behind a tenant who began sharing the rental during the years 1996-98, and where a tenant moved out and back in to the same unit. The purpose of

² Response rate is (surveys completed/(surveys sent – postal returns)).

³ If the response rate and postal return rate had been the same for both groups, then each of the 1 in 5 sample responses would have been weighted at 1/3rd of the 1 in 15 sample responses.

the pre-1999 tenancies group is to look specifically at the characteristics and experience of residents of units that have never received a vacancy increase.

d. Survey Accuracy

The results of surveys of this size will generally be accurate to within + or - 5% at the 95% confidence level. This means, for example, that when 51% of all tenants report that they found their housing through Craigslist or another web site, the chances are 19 out of 20 that between 46% and 56% of all tenants in units subject to rent stabilization found their housing through Craigslist or another web site. This survey had 40 questions plus some follow-ups, so there are likely to be a couple sets of responses with some greater degree of inaccuracy.

The confidence interval is based on the assumption that there are no sources of bias built into the survey procedure, so that the responses are truly a random sample of the universe of people being surveyed. In reality all survey procedures generate some degree of bias in the response rate. Mail surveys generally get a lower response rate from less literate people and those with limited English. There is no way of knowing how much this response bias may have affected the survey. The letters contained a summary in Spanish and a number to call for translation, but only two people called back to that number. A couple of survey responses contained comments written in Spanish.

As part of the analysis we will compare the survey results with the Rent Board's own database on rents, number of bedrooms in each unit, and number of units in each property. We can also compare the results with data on Berkeley tenants from the U.S. Census Bureau's most recent 2006-2008 American Community Survey (ACS). The ACS are themselves surveys with some significant inaccuracies and comparability issues because the ACS includes all tenants, not just those in units subject to rent stabilization.

Broadly speaking, the survey results match up well with other data sources. The median rent reported by rent-stabilized tenants in the survey is \$1,125, while the median rent according to the Rent Board records is \$1,140, a difference of only 1.3%. The distribution of units by bedroom size matches the Rent Board records almost exactly (see section on Building Characteristics). The median tenant income reported in the survey is \$32,800, while the 2006-8 American Community Survey reports \$34,493, a difference of 5%. The comparison between the Rent Board survey and the ACS is complicated by the fact that the ACS covers all tenants including those in exempt units. There is a slight under-representation of responses from the University-Downtown market area, which could indicate a somewhat lower response rate from students.

e. Comparison With Previous Surveys

This mail survey followed a process nearly identical to the process followed in two previous mail surveys conducted for the Rent Board by Bay Area Economics in 1998 and 1988. While the 2009 survey used a somewhat different set of questions and updated some response categories, it left many questions unchanged in order to facilitate comparisons. Comparisons with previous

results should be meaningful, since any bias resulting from use of the mail survey technique should be similar in all three surveys. The previous survey was conducted immediately prior to vacancy decontrol in 1998, so the comparison should be particularly useful in understanding the effects of vacancy decontrol.

There are two main differences in procedure between the 2009 survey and the 1998 and 1988 surveys. First, the 1998 and 1988 surveys did not oversample long-term tenancies. Instead, they oversampled market areas with fewer rental units – the Rent Board uses five distinct market areas within Berkeley for the purpose of analyzing various issues. In all three surveys the results are then weighted in order to provide citywide statistics. Second, the earlier surveys did not offer a gift card. The 1998 survey was conducted during the month of May and received 752 valid responses for a 39% response rate. The 1988 survey was conducted during the months of July and August and received 826 responses for a 46% response rate. The timing of the 1988 survey, during a period when many college students are away, raises some issues for analysis of trends in student occupancy. The first tenant survey done for the Rent Board was carried out in 1984. This survey used telephone and personal interviews to interview 503 tenants and had a 75% response rate within its sample. The different method and response rate makes it more difficult to use this survey for comparisons.

f. Staff

The survey and survey analysis has been carried out under the direction of Dr. Stephen Barton. Darcy Jojola generated the sample to be surveyed from Rent Board registration records. Be Tran and Aimee Mueller carried out the mail survey. Aimee Mueller did the majority of the data entry and produced the marginals and cross-tabulations shown in the Appendix.

II. Building Characteristics

Responses on building size and number of bedrooms per unit match up very well with both the Rent Board's own records and the 1998 tenant survey. The only substantial difference between the 2009 and 1998 survey's is the lower number of single-family houses, which is to be expected since after 1998 one-unit properties become permanently exempt from rent stabilization as the tenants move out. Most of those remaining are single-family cottages that are on a property along with other residential buildings.

Table: Units by Building Size			
	2009 Rent Board Records	2009 Survey	1998 Survey
(by property rather than building)			
1 unit	1%	4%	9%
2 units	6%	13%	10%
3 – 4 units	18%	19%	17%
5 – 9 units	24%	21%	18%
10 – 19 units	22%	20%	22%
20 – 49 units	23%	18%	18%
50+ units	6%	5%	7%

Table: Units by Number of Bedrooms			
	2009 Rent Board records	2009 Survey	1998 Survey
Studio or Room	20%	19%	19%
1 Bedroom	42%	43%	42%
2 Bedrooms	31%	30%	33%
3 Bedrooms	5%	5%	4%
4+ Bedrooms	2%	3%	2%

The match is not quite as good when looked at by location. There are somewhat fewer responses from the University-Downtown area than there should be. This may indicate a lower response rate from students, who are the majority of the tenants in that area. In the 1998 survey the response rate from this area was almost exactly at the average response rate for all market areas and response rates were lowest from West and South Berkeley.

Table: Units by Market Area		
Area	2009 Rent Board records	2009 Survey
Hills (1)	8%	9%
Central Berkeley (2)	18%	22%
University-Downtown (3)	53%	44%
West Berkeley (4)	4%	4%
South Berkeley (5)	17%	20%

Area 1 is census tracts 11, 12, 13, 14, 15, 16, 17, 38

Area 2 is census tracts 18, 19, 22, 23, 30, 31

Area 3 is census tracts 24, 25, 27, 28, 29, 36, 37

Area 4 is census tracts 20, 21, 32

Area 5 is census tracts 33, 34, 35, 39, 40

All Berkeley census tracts begin with 42, so for example most of downtown is in tract 4229.

III. Demographics

a. Pre- and Post-Vacancy Decontrol Tenancies

The survey results indicate that 19% of tenancies in registered units began prior to 1999 and the units they live in have not had their base rent reset by a vacancy increase. Rent Board records in April 2009 indicated that 22% of registered units were pre-1999 tenancies, but 15% of the respondents surveyed from those tenancies indicated a later move-in date that had not yet been reported to the Rent Board by the landlord. This means that at the time of the survey there were approximately 3,600 pre-vacancy decontrol tenancies among the 18,850 rent-stabilized units registered with the Rent Board.

b. Student Status

Adult students, mostly attending the University of California, are a major part of Berkeley's tenant population. Over all, in 29% of responding households all of the residents were full-time students, and in another 16% the household included both students and non-students, leaving 55% of tenant households with no full-time students. These proportions are basically unchanged from 1998.

When we look at the number of tenants rather than the number of households, however, we find that 45% of the adult tenant population in the survey is made up of full-time students. Students are more likely to share housing and have the highest rate of people per household. The 45% student share of the adult tenant population is an increase from 39% in 1998 and 34% in 1988. Since the number of students is increasing even though the number of student households is stable, this suggests that more students are sharing housing and that the average student household size is increasing.

Among pre-vacancy decontrol tenancies only one percent are all-student households and another 8% are mixed student and non-student households, with 91% having no full-time students. In total, 10% of the residents in these units are full-time students and only 3% attend the University of California.

	Zero Students	Mixed	All Student	Total
Pre-vacancy decontrol	3,125	275	50	3,450
Post-vacancy decontrol	7,450	2,350	4,850	14,650
Total registered units	10,575	2,625	4,900	18,100
Based on 18,855 units less 4% vacancy rate.				

Among post-vacancy decontrol households 33% are all full-time students, another 16% are mixed students and non-students and 51% have no full-time students. Looking at the total population among post-vacancy decontrol tenancies however, 51% are full-time students and 45% (including a few part-time students) attend the University of California at Berkeley.

In order to make sense of the survey data, particularly where income and rent burden is concerned, we will need to divide out the student households. Following the way past surveys were done, we will define student households as those entirely made up of full-time students and non-student households as all other households. An alternative way to define student and non-student households would be to define as student households those in which the majority of the residents rather than all residents are full-time students, but less than 2% of tenant households fall into this 51% to 99% range, so the results would not be very different.

c. Age

The age profile of respondent households in 2009 is not significantly different from 1998. At that time there had been a substantial shift from 1988, with young adults between the ages of 18 and 24 increasing from 23% to 36% and a decrease among children and older adults. The 2009 survey finds 32% of the population between 18 and 24, slightly lower than in 1998 but within the margin of error of the survey.

The median age of the residents in pre-1999 tenancies is 49 years old, while the median age in post-vacancy decontrol tenancies is 27. People over the age of 55 make up 42% of residents in pre-1999 tenancies including 18% who are over 65. Only 6% of residents of post-vacancy decontrol tenancies are over 55. Among pre-1999 tenancies 81% of the residents are 35 or older and another 9% are children under 18, while among the post-vacancy decontrol tenancies 75% are between the ages of 18 and 34 and only 20% are older and 5% are children under 18.

d. Household Size and Type

The average household size in 2009 was 1.88 people per household, up slightly from 1998 and 1988 when it was 1.76 people per household.

There is a substantial difference between pre and post-vacancy decontrol households.

	Average Household Size
Pre-1999 tenancies	1.49 people
Post-vacancy decontrol tenancies	1.97 people
Non-student households	1.92 people
Student households	2.06 people

The number of people per room in 2009 was 0.72, up from 0.62 in 1998. For pre-1999 tenancies the number was 0.49 while for post-1998 tenancies it was 0.78.

The most common household types are people living alone (44%), unrelated adults sharing a unit (21%) and couples without children (20%). Only 9% of household report having children present. This profile is similar to what it was in 1998, with the main differences being a slight decline in people living alone from 50% to 44% and a slight increase in couples without children from 15% to 20%. There are substantial differences between different groups among current tenants, however. Student households, defined for purposes of this analysis as households in which all members are full-time students, are almost entirely made up of single-individuals or groups of unrelated adults. Long-term tenants, those in place since at least 1998, are primarily single individuals or couples.

Beginning of Tenancy	Before 1999	After 1998	
		Non-student	Student
Person living alone	64%	38%	41%
Couple without children	13%	28%	9%
Couple with children	5%	9%	0%
Single parent with children	8%	4%	1%
Unrelated adults except couples	6%	17%	40%
Other	4%	4%	9%

The difference between household sizes and types in pre- and post-vacancy decontrol tenancies is explained by the different ages of the two groups. Within the same age group pre- and post-vacancy decontrol tenants are equally likely to live alone.

Age	Pre-1999	Post-1998
35 – 54	42%	38%
55 – 64	58%	63%
65 +	64%	64%

Both the 1988 and 1998 surveys found that the great majority of tenants over the age of 55 were people living alone, while the majority of young adult respondents between the ages of 18 and 24 lived in shared housing.

There are also a higher proportion of tenants living in shared housing. In the 2009 survey, 64% of the people age 18 to 24 lived in households with “unrelated adults other than couples”, up from 53% in 1998, and only 12% lived alone, down from 32% in 1998. Among those age 25 to 34 29% live with unrelated adults, up from 16% in 1998. The number of units used for shared housing was unchanged, 21% in both 2009 and 1998, suggesting that what is happening is that more students are sharing the same space.

e. Employment

Just over one-third (35%) of the adult population work full-time, down from 42% in 1998; 7% are unemployed and looking for work compared with 5% in 1998; and 21% are working part-time, down from 34% in 1998 and 3% are retired. The profiles vary for pre- and post-vacancy decontrol tenants and by student status. Among long-term tenants 16% are retired, compared with only 1% of more recent tenants. In both long-term tenants and more recent non-student households 47% of adults work full time, while only 7% of the residents of all-student households work full time.

f. Disability

Overall 13% of households report that a resident has a chronic illness or disability, and 4% report that the disability limits walking or climbing stairs. The median income of these households in 2008 was \$21,000. This is an increase from previous surveys. In 1998 it was 8% of households reporting a person with a disability, and in 1988 it was 7%.

Among pre-vacancy decontrol tenancies, more than one-quarter (27%) report that a person with a chronic illness or disability lives in the household. Of these, nearly one-third (8%) are also over the age of 65, while two thirds (19%) are under 65. Slightly less than half (12%) reported that the disability substantially limits ability to walk or climb stairs.

Among post-vacancy decontrol tenancies, 10% report the presence of a person with a disability and this goes up to 14% of non-student households, of whom 2% were also elderly. About one third (4%) reported a mobility limitation. Less than one percent of all-student households reported the presence of a person with a disability.

The increase in households that include a person with disabilities is mostly the result of the high proportion of disabled people among the remaining pre-1999 tenancies. People with disabilities made up only 8.3% of 1998 households, so fully 62% of them have remained in their unit after vacancy decontrol in order to become 27% of the remaining 1998 tenants. Only 22% of other non-student 1998 tenants have remained in place. This high retention rate likely reflects a combination of the desirability of Berkeley as a place that has a comparatively high level of accessibility and services for people with disabilities and the importance of the below-market rent to people who often have very low incomes.

g. Race

The profile of rent stabilized households today is substantially similar to the profile in 1998. The results are also comparable with the most recent American Community Survey (ACS), although the ACS shows somewhat more African-Americans and fewer Asians. The ACS includes all tenants, not just those in rent stabilized units, and this may account for the difference. The long-term tenancies include a higher proportion of African-Americans than the post-vacancy

decontrol tenancies (13% versus 3%) and a smaller proportion of Asians (14% versus 26%) with the same proportion of whites (54%).

Table: Changes in Race, 1988 to 2009					
	2009	2009 long-term	2006-8 ACS	1998	1988
Asian	24%	14%	20%	26%	19%
Black	5%	13%	11%	6%	13%
Hispanic	10%	8%	11%	8%	4%
White	54%	54%	55%	53%	62%
Other	7%	12%	3%	8%	2%

h. Income

The median income of \$32,800 reported for 2008 was not significantly different from what was reported for 1997 (\$33,750 in 2008 dollars) and 1987 (\$33,400 in 2008 dollars). This figure includes student households, however, a group whose 2008 reported median income was under \$10,000.

In 2008 the median income for all non-student households was \$43,650, while in 1997 the non-student median was \$41,075 in 2008 dollars. The median income for pre-1999 tenancies was \$38,300 and the median income for post-vacancy decontrol non-student households was \$45,000, an 11% increase over the 1997 non-student median. (The 1988 survey report does not provide non-student household income data.)

Nearly two-thirds of the pre-vacancy decontrol tenants in Berkeley are low-income by HUD standards, with 44% very low-income, a level that often makes people eligible for rental assistance or subsidized housing. This is a noticeably higher proportion of very low-income tenants than were found among the non-student households in 1998. The likely reason for this is that higher-income tenants are more likely to move out to better rental housing or to buy a home, while the major rent increases that followed vacancy decontrol have made it harder for very low-income tenants to find new places they can afford to move to.

Table: HUD Income Categories for Alameda & Contra Costa Counties

FY 2008 Income Limits Summary

Oakland-Fremont, CA HUD Metro FMR Area										
FY 2008 Income Limit Area	Median Income	FY 2008 Income Limit Category	1 Person	2 Person	3 Person	4 Person	5 Person	6 Person	7 Person	8 Person
Oakland-Fremont, CA HUD Metro FMR Area	\$86,100	Very Low (50%) Income Limits	\$30,150	\$34,450	\$38,750	\$43,050	\$46,500	\$49,950	\$53,400	\$56,850
		Extremely Low (30%) Income Limits	\$18,100	\$20,700	\$23,250	\$25,850	\$27,900	\$30,000	\$32,050	\$34,100
		Low (80%) Income Limits	\$46,350	\$53,000	\$59,600	\$66,250	\$71,550	\$76,850	\$82,150	\$87,450

The Oakland-Fremont, CA HUD Metro FMR Area contains the following areas: Alameda County, CA ; and Contra Costa County, CA .

Comparing the 1998 non-student tenancies with the post-vacancy decontrol non-student tenancies does not show substantial differences by HUD income category.

Table: 2009 Non-Student Tenant Households by HUD Income Category

Start of Tenancy	2009 Survey		1998 Survey
	Pre-1999	Post-1998	NA
Extremely Low (up to 30% AMI)	25%	20%	NA
Very Low (up to 50% AMI)	44%	38%	33%
Low (51-80% AMI)	21%	18%	20%
Moderate (81-120% AMI)	19%	24%	32%
Above Moderate (over 120% AMI)	16%	20%	15%

HUD categories are based on Area Median Income (AMI) adjusted by household size. The Alameda County AMI increased by 3% from 1997 to 2008 after adjusting for inflation. Very Low Income total includes Extremely Low Income.

i. Year Moved In and Turnover Rate

Nearly two-fifths (38%) of respondents have been at their current address for less than sixteen months, moving into their unit in 2008 or 2009. There is also a large intermediate group, with 37% taking up residence in the previous four years, 2004-2007. There may be a reduction in the proportion of tenants who remain longer than five years among the post-vacancy decontrol tenants. The decline from 11% to 6% who have lived in their home for six to ten years is substantial, but not definitive given the survey margin of error. There is also a noticeable increase in long-term tenancies, with 20% reporting that they moved in more than 10 years ago compared with 14% in 2009. Overall, the pattern for Berkeley tenants in rent stabilized housing is not very different from the patterns for the United States as a whole as reported in the 2000 Census except for the somewhat higher proportion of long-term tenants.

Table: Tenure				
Time in residence	2009 Survey	1998 Survey	2000 Census	
	Berkeley	Berkeley	Berkeley	United States
15 months or less	38%	34%	32%	39%
1-5 years	37%	41%	40%	37%
6-10 years	6%	11%	13%	12%
11-20 years	12%	9%	9%	7%
More than 20 years	8%	5%	6%	5%

IV. Rents and Rent Burden

a. Contract Rent Levels

The median monthly contract rent reported by the survey respondents was \$1,125, only 1% different from the Rent Board's reported median of \$1,140 for March 31, 2009. The 1998 survey reported a median rent of \$650, compared with a median of \$643 reported from the Rent Board's records, also a 1% difference. The mean reported 2009 monthly contract rent was \$1,239, compared with \$1,240 reported in the Rent Board's records for March 31, 2009. The 1998 survey reported a mean rent of \$695 compared with \$720 reported from the Rent Board records for 1998, a 3.5% difference.

Rent levels are quite different for tenants who moved in before and after vacancy decontrol. For tenants who moved in after January 1, 1999 the median rent is \$1,227 and the mean rent is \$1,357. Looking separately at student and non-student households among the post-vacancy decontrol tenancies, the mean student rent is reported at \$1,468 and the mean non-student rent is \$1,301.

For tenants who moved in prior to 1999 the median 2009 rent is \$697 and the mean rent is \$745, roughly equivalent to the 2008 mean rent of \$737 in Portland, Oregon.⁴ This is 43% lower than the mean rent for non-student households who moved in after vacancy decontrol. The pre-1999 tenancies are generally in units that had lower than average rents prior to vacancy decontrol. If we back out the allowable annual general adjustments their average rent would be lower than the average reported in the 1998 survey. This has two likely explanations. First, these are non-student tenants. The 1998 survey found that the average rent was higher in the Campus/Downtown area where most units are rented to students. Second, the pre-1999 tenants are also a somewhat lower income group than were all non-student tenants in 1998, and may have chosen somewhat lower rent units to live in.

If we look at the range of rents for the pre- and post-vacancy decontrol tenancies, the 25th percentile rent for long-term tenancies is \$615 and the 75th percentile rent is \$835, while among post-vacancy decontrol tenancies the 25th percentile is \$980 and the 75th percentile is \$1,590.

b. Rent and Legal Rent Ceiling

There is very little reported difference between the Legal Rent Ceiling for each unit and the reported rent. Among pre-1999 tenants 7% reported a rent that was 5% or more above the legal rent ceiling. Among tenants who moved in between 1999 and 2007 5% reported a rent that was 5% or more above the ceiling. (The percentage is higher among tenants who moved in during 2008 and 2009 because of delays in reporting the new rent.)

⁴ Bureau of the Census, 2006-8 American Community Survey, City of Portland, Oregon.

In comparison, the recent survey of tenants in Los Angeles, which does not require rent registration, found that 27% of tenants reported rents 5% or more above the allowable level.⁵

It seems unlikely that most of Berkeley's reported variance represents overcharges. Some are clearly erroneous responses, as in the cases where the respondent apparently reported the rent for an entire building rather than their own unit. In other cases the tenant may consider charges for additional services, such as parking or storage space, to be part of the rent because they are paid for with the same check. Separate charges are sufficiently widespread to account for all or most of the remaining cases where the reported rent is over the legal rent ceiling.

In addition, 14% of post-vacancy decontrol tenants reported a rent that was at least 5% under the rent ceiling for the unit, and so did 13% of the long-term pre-vacancy decontrol tenants.

c. Rent Burden

Rent burden is the percentage of a household's income that is spent on gross rent, the monthly contract rent plus the cost of utilities. The U.S. Department of Housing and Urban Development uses a standard of 30% of income as the basis for its subsidy programs. The standard was previously set at 25% of income, but in 1981 it was raised to 30% to reduce program costs. Tenants paying over 30% of income for rent and utilities are considered rent burdened and those paying over 50% of income are considered extremely rent burdened, because this leaves little income for the other necessities of life.

Our estimate of rent burden is necessarily only approximate. The survey obtained exact information on rents and utility costs, but incomes were given within a range. For purposes of this analysis incomes were assumed to be in the middle of the stated range, except that for incomes under \$10,000 the income was assumed to be \$7,500. Analysis of the two previous mail surveys also used the middle of the range.

The 1998 survey report separated out non-student households and reanalyzed the 1988 survey data to provide a comparison, so we can use this to track the rent burdens of the non-student households over time. In 1988 the median rent burden for non-student households was 22%. This increased to 25% in 1998 and, while it remains at that level for pre-vacancy decontrol tenants, for more recent non-student tenants the median rent burden is now 32%.

In 2009 26% of all non-student tenant households reported paying over 50% of their income for rent and utilities, compared with 20% in 1998 and 14% in 1988. This projects to approximately 3,400 households that are severely rent burdened.

⁵ Economic Roundtable, *Economic Study of the Rent Stabilization Ordinance (RSO) and the Los Angeles Housing Market*, Los Angeles Housing Department, 2009, p.127.

Table: Rent Burden of Non-Student Households: 1988, 1998, 2009					
Survey Year	1988	1998	2009		
			All	Pre-1999	Post-1998
Up to 30% income	71%	59%	50%	58%	47%
More than 30%	29%	41%	50%	42%	53%
More than 50%	14%	20%	26%	21%	28%

Among post-vacancy decontrol non-student households the median rent burden is 32%, with 53% of households paying over 30% of income for rent and utilities and 28% of them paying over 50% of their income in gross rent. This projects out to a total of 5,000 rent burdened households in this group, including about 2,650 households that are severely rent burdened.

For pre-vacancy decontrol tenancies the median rent burden is 25%, with 58% paying no more than 30% of income for rent and utilities and 42% paying over 30%, with half of those (21%) paying over 50% of income in gross rent. There are approximately 3,500 pre-vacancy decontrol tenancies in Berkeley, so this indicates that approximately 1,500 households are overpaying for rent despite the benefits of continued strong rent controls, and about 750 are severely overpaying. The rent burden of these long-term non-student tenants remains basically the same as it was for all tenants in 1998.

If rent controls were eliminated the rents of long-term tenants would be increased by at least 50%. Such a rent increase would raise the median rent burden for this group to 36% of income. The proportion of households paying over 30% of income for rent would increase to 59%, with more than half of those (36%) paying over 50% of income for rent.

V. Building Conditions

a. Unit Conditions

Overall, unit conditions are described as being somewhat better than in 1998, with 61% saying their unit is in excellent or good condition, compared with 47% in 1998 and 52% in 1988. This mostly reflects an increase in the proportion describing their unit as in “good” rather than “fair” condition. The proportion describing their unit as being in poor condition (8%) is not much changed from 9% in 1998 and 11% in 1988.

b. Building Problems

Even though a majority of units are described as being in good condition, 75% of respondents report that there is a physical problem in their building. The most frequently listed are “doors or windows” at 38%, “plumbing” at 30% and “mold” at 26% and “heat” at 18%. In addition, 25% report problems with “noise or other tenants”. This is slightly better than in 1998, when 83% reported having one or more problems in their building. In addition, the number of problems in each building has declined from an average of 3.5 per building with problems to 2.4 per building with problems.

	2009	1998	Decrease
Doors/Windows	38%	45%	-7%
Plumbing	30%	37%	-7%
Mold/Mildew	26%	46%	-20%
Paint	19%	38%	-19%
Heat	18%	27%	-9%
Security/Lighting	16%	36%	-20%
Secure Mailboxes	16%	NA	NA
Appliances	15%	24%	-9%
Roof	9%	20%	-11%
Stairs/Porch	9%	16%	-5%
Elevator	6%	NA	NA

There are not clear differences between pre- and post-vacancy decontrol tenants. Pre-vacancy decontrol tenants are somewhat more likely to describe their unit as being in “fair” rather than “good” condition, but they are somewhat less likely to report physical problems with their building. The only substantial difference between the two groups is that 30% of pre-vacancy

decontrol tenants report problems with paint compared with 17% of post-vacancy decontrol tenants. One quarter of the respondents also said there were problems with “noise or other tenants”, but this was not counted among the physical building problems.

c. Preventive Safety Inspections

Slightly less than half of all tenants (45%) reported that the owner or manager had inspected the unit in the last year. A similar percentage said there had been no inspection, and the rest didn't know. There is a substantial difference in quality of maintenance between buildings where there are regular inspections and those where there are not regular inspections. In buildings where the tenant reports that the owner or manager inspected the unit in the last year 33% of tenants report no physical problems and those who did reported an average of 1.7 problems per building. Among those tenants who responded that no inspection was done in the last year only 13% report no physical problems in the building and in those buildings with problems there were an average of 2.9 problems per building.

Only 16% of all tenants reported that the landlord or manager had given them a safety checklist and certified that the unit was in good condition as required by the Rental Housing Safety Ordinance.

d. Smoke Detectors

Only 2% of respondents say that there are no smoke detectors in their unit, however 25% say that they have not been checked in the past year to ensure that they are in working condition, and another 25% don't know whether they have been checked.

e. Recycling

We asked whether the building has recycling containers and whether they are adequate. A small majority of respondents report that there are adequate recycling containers in their building, but one third report that they are often not big enough and filled to overflowing, and 12% don't know whether there are recycling bins in their building or report that there are none. There is some tendency for larger buildings to be less likely to report adequate recycling, but the difference is not major.

Table: Presence and Adequacy of Recycling containers

	YES - Big enough	YES - Not big enough	NO or Don't Know	Total
1 to 4 units	63%	29%	9%	100%
5 to 9 units	53%	39%	8%	100%
10 or more units	51%	33%	16%	100%
ALL	56%	32%	12%	100%

VI. Tenant Knowledge and Tenant-Landlord Relations

a. Finding the Unit

The means by which tenants learn about available units have changed dramatically over the years. In 1988 the most frequently mentioned methods were from the former tenant (32%), by from knowing the landlord (15%) and other word of mouth (15%). In 1998 use of a rental agency was most frequently mentioned (32%), followed by the former tenant (24%) and other word of mouth (10%). In 2009 63% of the post-vacancy decontrol tenants found the unit through Craigslist or another web site, and 13% from a former tenant. Pre-vacancy decontrol tenants mostly found their units in the ways that were most frequent in previous surveys.

b. Expectations for the Future

In light of the high turnover rate and student population, it is not surprising that 44% of tenants reported that they expected to move again within one or two years and only 14% reported that they expected to stay where they are for more than five years. Among long-term, pre-vacancy decontrol tenants 47% said that they expected to stay more than 5 years, compared with only 7% of post-decontrol tenants. There is clearly a high level of uncertainty among long-term tenants, however, with 35% saying that they don't know whether they will move or stay.

Asked whether they expected to become homeowners during the next ten years, 42% said they did not know, 37% expected to own, and 20% expected to continue renting. Among the long-term tenants 37% expected to continue renting and 19% expected to own, while among more recent tenants 42% expected to own and only 16% to continue renting.

c. Knowledge of Rent Stabilization

There are substantial differences in knowledge between long-term and more recent tenants. Long-term tenants were mostly quite aware of their situation. Fully 97% were aware that their unit was covered by rent control, with only 3% saying they didn't know. Half (50%) responded that their rent was much lower than current market rents on similar units nearby and another 27% that it was somewhat lower. Most of the rest said that they didn't know and only 6% said it was the same or higher.

Among post-1999 tenants, one third (32%) did not know that their unit was subject to rent control. Looked at by move-in date, 45% of tenants who had moved into their unit during 2008 or 2009, within the past 16 months, did not know and 25% of those who moved in between 2004 and 2007 did not know. Almost all tenants who had been in place since 2003 or before knew that their unit was rent controlled.

One third (32%) of post-vacancy decontrol tenants thought their rent was somewhat or much lower than current market, another third (32%) said it was about the same, 15% said it was higher and the rest didn't know.

Asked what they would be most likely to do first if their landlord asked them to move out in 60 days, 91% of long-term tenants said that they would look into whether they had a right to stay and only 9% said they would start looking for another place to live. Among more recent tenants, 39% would start looking for another place to live.

d. Landlord Responsiveness to Complaints

In light of the large percentage of tenants reporting problems in their building, it is not surprising that 76% of tenants have complained to the landlord or building manager. Among those with complaints, 70% reported that the owner or manager responded quickly, 26% said that they responded after repeated complaints, and 12% reported that there was a complaint that the owner or manager did not respond to. Two-thirds (65%) reported getting a problem fixed in less than 30 days and another 12% got the problem fixed in more than 30 days. One third reported a problem either only partially fixed or not fixed, including 19% reporting a problem was not fixed. (These figures add up to more than 100% because respondents could pick more than one type of response and more than one type of outcome.)

e. Sources of Conflict

Two thirds of the respondents have never had a disagreement with their current landlord or manager, a modest improvement over the 54% who said the same in 1998. The figure is 57% for long-term tenants, who have had a much longer time in which to have disagreements. The main source of disagreement, as in previous surveys, is over maintenance and repairs. One fifth (20%) reported such a disagreement, again an improvement over the 34% in 1998. Eight percent of pre-1999 tenants reported "being told to move" as a source of disagreement, compared with only 2% of more recent tenants.

f. Tenant Resources

Among the one-third of tenants who have had a disagreement with their current landlord the major sources of advice or assistance were family and friends (35%), the Rent Board (32%), other tenants (24%) and legal assistance (14%). Long-term tenants were much more likely to contact the Rent Board (48%), as well as to call on legal assistance (24%), other tenants (31%) and City inspectors (17%). More than one quarter of respondents (28%) said that they did not contact anyone for assistance.

Fully 98% of long-term tenants reported receiving mailings from the Berkeley Rent Board and 85% of more recent tenants did as well. More than one quarter (28%) of all tenants reported contact with the Rent Board for information or assistance, with 51% of long-term tenants and

23% of more recent tenants reporting such contact. The main subjects of the contact were the legal rent (39%), getting something fixed (29%) and a landlord request that the tenant move out (14%). Nearly two-thirds (63%) found the Rent Board staff very helpful and only 9% said they were not helpful.

Contact with the City's housing inspection program was less frequent, totaling 8%, but reaching 16% among long-term tenants. The majority (55%) found the inspection staff very helpful and only 9% found them not helpful.

g. Tenant Involvement in Neighborhood Preparedness

Participation in or knowing someone who participates in neighborhood disaster preparedness or crime watch groups is reported by only 11% of all tenants, with 8% having contact with disaster preparedness and 5% with crime watch. The figures are somewhat higher for the long-term tenants, with 14% having contact with disaster preparedness and 8% with crime watch.

Approximately 10% of respondents live in buildings that are on the City's list of soft-story buildings that have not yet undergone seismic safety work. Only one-tenth of these respondents report participation in or knowing a participant in neighborhood disaster preparedness, no higher than the proportion in the tenant population generally.

Appendix 1: Survey Responses

The 2009 Tenant Survey is actually two surveys, a one-in-five sample of tenancies shown in the Rent Board database as having begun prior to vacancy decontrol on January 1, 1999 and a one-in-fifteen sample of tenancies that began on or after that data.

In order to bring the two samples together and provide city-wide statistics representative of all tenants in registered rental units the responses from the one-in-five sample were weighted to be equal to $1/3.46^{\text{th}}$ (0.289) of each response from the one-in-fifteen sample. This weighting takes into account both the proportionately larger number of tenants surveyed by the one-in-five sample and their somewhat higher response rate. This generates percentages that are accurate for all tenancies in registered rental units in April-May 2009.

Along with the percentages, the attached listing of responses shows a number of responses. This may be somewhat confusing, because it is a synthetic number that adds together the responses from the one-in-fifteen sample, valued at 1.0 each, and responses from the one-in-five sample valued at 0.289 each. The reports on the 1988 and 1998 surveys provide only percentages and did not provide the number of responses, which avoids any confusion over the meaning of response numbers. We have chosen to provide them because they give a sense of the variation in level of response from question to question, since some questions such as income typically receive a lower response rate than other questions.

All results shown for long-term, pre-1999 tenancies are from the one-in-five sample.

The responses for 1999 – 2009 tenancies are primarily from the one-in-fifteen sample but also include some responses from the one-in-five sample. Approximately 15% of the responses from the one-in-five sample indicated that the tenant had moved in during or after 1999 and that there was no other tenant in the unit who had moved in prior to 1999. These responses were weighted using the procedure described above. For purposes of generalizing the results to all 1999 – 2009 tenants in registered rental units, all responses from the one-in-fifteen sample are weighted as 1.0 each and all responses from the one-in-five sample are weighted as 0.289 each.

2009 BERKELEY TENANTS SURVEY RESULTS

Question & Answers	Pre-1999 Tenants		1999-2009 Tenants		ALL TENANTS	
	No. of Responses	% of Group Total	No. of Responses	% of Group Total	No. of Responses	% of ALL Respondents

Question 1 -- Is the place where you live rent controlled?

YES	288	97%	251	68%	334	73%
NO	0	0%	14	4%	14	3%
I DON'T KNOW	8	3%	106	29%	108	24%
I/WE DON'T PAY RENT	0	0%	0	0%	0	0%
TOTALS	296	100%	371	100%	457	100%

Question 2 -- How would you rate the overall condition of your housing unit?

EXCELLENT	28	10%	38	10%	46	10%
GOOD	119	41%	198	53%	232	51%
FAIR	110	38%	109	29%	140	31%
POOR	36	12%	26	7%	36	8%
TOTALS	293	100%	370	100%	455	100%

Question 3 -- Since you moved in, is the condition of the building...

BETTER	77	27%	50	14%	72	16%
THE SAME	122	42%	258	70%	293	65%
WORSE	90	31%	62	17%	88	19%
TOTALS	289	100%	370	100%	454	100%

Question 4 -- In the last year, have the smoke detectors been checked to make sure they work?

CHECKED	176	60%	161	44%	212	47%
NOT CHECKED	59	20%	98	27%	115	25%
DON'T KNOW	50	17%	102	27%	116	26%
NO SMOKE DETECTORS	8	3%	8	2%	11	2%
TOTALS	293	100%	370	100%	455	100%

Question & Answers	Pre-1999 Tenants		1999-2009 Tenants		ALL TENANTS	
	No. of Responses	% of Group Total	No. of Responses	% of Group Total	No. of Responses	% of ALL Respondents

Question 5 -- Does your building have recycling containers that are accessible to the tenants?

YES	262	89%	321	87%	397	87%
NO	28	9%	43	12%	51	11%
DON'T KNOW	5	2%	5	1%	6	1%
TOTALS	295	100%	369	100%	454	100%

Question 5a -- If YES, are they big enough or do they often get filled to overflowing?

BIG ENOUGH	177	68%	199	62%	250	63%
NOT BIG ENOUGH	82	32%	122	38%	145	37%
TOTALS	259	100%	320	100%	395	100%

Question 6 -- In the last year, has the landlord or manager inspected your rental unit to see if there are any problems that need fixing?

YES	136	46%	168	45%	208	46%
NO	136	46%	160	43%	199	44%
DON'T KNOW	23	8%	42	11%	48	11%
TOTALS	295	100%	370	100%	455	100%

Question 7 -- In the last year, has the landlord or manager given you a safety checklist and certified that your rental unit is in good condition with

YES	62	21%	56	15%	74	16%
NO	205	70%	261	71%	320	71%
DON'T KNOW	24	8%	52	14%	59	13%
TOTALS	291	100%	369	100%	453	100%

Question & Answers	Pre-1999 Tenants		1999-2009 Tenants		ALL TENANTS	
	No. of Responses	% of Group Total	No. of Responses	% of Group Total	No. of Responses	% of ALL Respondents

Question 8 -- Are there problems within your building with any of the following?

8.A. HEAT	43	15%	72	19%	84	18%
8.B. PLUMBING	80	27%	115	31%	138	30%
8.C. DOORS/WINDOWS	97	33%	148	40%	176	38%
8.D. ROOF	37	13%	32	9%	43	9%
8.E. STAIRS/PORCH	33	11%	32	9%	41	9%
8.F. ELEVATOR	15	5%	23	6%	27	6%
8.G. SECURITY/EXTERIOR LIGHTING	56	19%	58	16%	74	16%
8.H. SECURE MAILBOXES	47	16%	62	17%	75	16%
8.I. PAINT	88	30%	63	17%	88	19%
8.J. APPLIANCES	44	15%	56	15%	68	15%
8.K. MOLD	80	27%	94	25%	117	26%
8.L. INSECTS/RODENTS	42	14%	81	22%	93	20%
8.M. NOISE/OTHER TENANTS	77	26%	92	25%	114	25%
8.N. OTHER	66	22%	69	18%	88	19%
8.O. <i>ANY problem</i> (8.A. - 8.N.)	217	73%	293	79%	356	78%
8.P. <i>ANY problem</i> (excluding "Other")	201	68%	287	77%	345	75%
TOTALS	739	--	927	--	1140	--

NOTE: Bottom totals are for 8.A. - 8.M. only

Question 9 -- Do you receive monthly rental assistance through the Berkeley Housing Authority or the City of Berkeley?

YES	0	0%	0	0%	0	0%
NO	291	100%	369	100%	453	100%
TOTALS	291	100%	369	100%	453	100%

Question & Answers	Pre-1999 Tenants		1999-2009 Tenants		ALL TENANTS	
	No. of Responses	% of Group Total	No. of Responses	% of Group Total	No. of Responses	% of ALL Respondents

Question 10 -- Have you received mailings from the Berkeley Rent Stabilization Program, also known as the Berkeley Rent Board?

YES	289	98%	314	85%	398	87%
NO	3	1%	24	7%	25	5%
DON'T KNOW	4	1%	32	9%	33	7%
TOTALS	296	100%	370	100%	456	100%

Question 11 -- Have you or anyone in your household ever contacted the Berkeley Rent Board for information or assistance?

YES	150	51%	86	23%	130	28%
NO	134	45%	270	73%	308	68%
DON'T KNOW	12	4%	15	4%	19	4%
TOTALS	296	100%	371	100%	457	100%

Question 11a -- If YES, what was the subject of the contact with the Rent Board?

11a-A. The legal rent or a rent increase	68	45%	31	36%	51	39%
11a-B. Getting something fixed in the building	44	29%	25	29%	37	29%
11a-C. Getting back security deposit or interest on	9	6%	13	15%	16	12%
11a-D. Loss of service such as parking or storage	23	15%	5	6%	12	9%
11a-E. Landlord asked that I/we move out	25	17%	11	13%	18	14%
11a-F. Other	55	37%	30	35%	46	35%
TOTALS	224	149%	115	134%	180	139%

Question 11b -- If YES, was the Rent Board staff...

11b-A. VERY HELPFUL	91	61%	56	65%	82	63%
11b-B. SOMEWHAT HELPFUL	44	29%	19	22%	32	25%
11b-C. NOT HELPFUL	13	9%	7	8%	11	9%
11b-D. DON'T KNOW	2	1%	4	5%	5	4%
TOTALS	150	100%	86	100%	130	100%

Question & Answers	Pre-1999 Tenants		1999-2009 Tenants		ALL TENANTS	
	No. of Responses	% of Group Total	No. of Responses	% of Group Total	No. of Responses	% of ALL Respondents

Question 12 – Have you or anyone in your household ever contacted the City of Berkeley's Housing inspection program for information or assistance with a building problem?

YES	48	16%	20	6%	34	8%
NO	237	80%	337	91%	405	89%
DON'T KNOW	10	3%	11	3%	14	3%
TOTALS	295	100%	368	100%	453	100%

Question 12a -- If YES, was the Housing inspection staff...

12a-A. VERY HELPFUL	27	56%	11	54%	19	55%
12a-B. SOMEWHAT HELPFUL	17	35%	3	15%	8	23%
12a-C. NOT HELPFUL	3	6%	2	11%	3	9%
12a-D. DON'T KNOW	1	2%	4	21%	5	13%
TOTALS	48	100%	20	102%	34	101%

Question 13 -- Have you or anyone in your household ever contacted the Berkeley Housing Authority for information or assistance?

YES	46	16%	29	8%	42	10%
NO	221	78%	295	85%	359	84%
DON'T KNOW	15	5%	24	7%	28	7%
TOTALS	282	100%	348	100%	429	100%

Question 13a -- If YES, was the Housing Authority staff...

13a-A. VERY HELPFUL	23	50%	17	61%	23	58%
13a-B. SOMEWHAT HELPFUL	18	39%	6	22%	11	28%
13a-C. NOT HELPFUL	4	9%	4	15%	5	13%
13a-D. DON'T KNOW	1	2%	0	0%	0	1%
TOTALS	46	100%	27	100%	40	100%

Question & Answers	Pre-1999 Tenants		1999-2009 Tenants		ALL TENANTS	
	No. of Responses	% of Group Total	No. of Responses	% of Group Total	No. of Responses	% of ALL Respondents

Question 14 -- What month and year did you move into this rental unit?

Before 1970	6	2%	0	0%	2	0%
1970 - 1979	46	16%	0	0%	13	3%
1980 - 1989	74	26%	2	1%	23	5%
1990 - 1995	92	33%	3	1%	30	7%
1996 - 1998	57	20%	5	1%	21	5%
1999 - 2003	0	0%	25	7%	25	6%
2004	2	1%	21	6%	21	5%
2005	2	1%	34	9%	35	8%
2006	1	0%	43	12%	44	10%
2007	0	0%	63	17%	63	14%
2008	0	0%	131	36%	131	29%
2009	0	0%	40	11%	40	9%
TOTALS	280	100%	367	100%	448	100%

Question 15 -- If someone else in your household moved in earlier than you, what year did they move in?

YEAR	--	--	--	--	--	--
TOTALS	--	--	--	--	--	--

Question 16 -- How did you find this rental?

FROM A FORMER TENANT IN THIS BUILDING	91	31%	47	13%	74	16%
KNOWING THE LANDLORD	34	11%	23	6%	32	7%
OTHER WORD OF MOUTH	36	12%	22	6%	33	7%
CRAIGSLIST OR OTHER WEB SITE	3	1%	233	64%	234	52%
UNIVERSITY HOUSING SERVICES	11	4%	7	2%	10	2%
NEWSPAPER AD	23	8%	2	1%	9	2%
VISITED A RENTAL AGENCY	36	12%	8	2%	18	4%
OTHER	62	21%	24	7%	42	9%
TOTALS	296	100%	366	100%	452	100%

Question & Answers	Pre-1999 Tenants		1999-2009 Tenants		ALL TENANTS	
	No. of Responses	% of Group Total	No. of Responses	% of Group Total	No. of Responses	% of ALL Respondents

Question 17 -- Where did you live just before moving into this rental unit?

BERKELEY	157	53%	160	43%	205	45%
OTHER EAST BAY	65	22%	62	17%	80	18%
OTHER BAY AREA	32	11%	47	13%	56	12%
OUTSIDE BAY AREA	41	14%	102	28%	114	25%
TOTALS	295	100%	370	100%	455	100%

Question 18 -- What kind of housing unit do you rent?

HOUSE	16	5%	28	8%	32	7%
APARTMENT or FLAT	253	85%	295	80%	368	81%
ROOM (in Boarding House or Residential Hotel)	6	2%	16	4%	17	4%
OTHER	21	7%	29	8%	35	8%
TOTALS	296	100%	367	100%	453	100%

Question & Answers	Pre-1999 Tenants		1999-2009 Tenants		ALL TENANTS	
	No. of Responses	% of Group Total	No. of Responses	% of Group Total	No. of Responses	% of ALL Respondents

Question 19 -- How many units are in your building?

1 unit	14	5%	12	3%	16	4%
2 units	22	8%	50	14%	57	13%
3 units	15	5%	26	8%	30	7%
4 units	47	16%	39	11%	53	12%
5 units	10	3%	18	5%	21	5%
6 units	17	6%	21	6%	26	6%
7 units	8	3%	4	1%	7	2%
8 units	23	8%	22	6%	29	7%
9 units	7	2%	5	1%	7	2%
10-14 units	42	14%	36	10%	48	11%
15-19 units	29	10%	30	9%	38	9%
20-24 units	12	4%	28	8%	31	7%
25-29 units	9	3%	8	2%	11	2%
30-39 units	11	4%	23	7%	26	6%
40-49 units	6	2%	9	3%	11	3%
50-59 units	2	1%	5	1%	6	1%
60-74 units	7	2%	5	2%	7	2%
75-99 units	6	2%	2	1%	4	1%
100 or more units	4	1%	2	1%	3	1%
TOTALS	291	100%	347	100%	431	100%

Question 20 -- How many bedrooms are in your rental unit?

Studio or Room (zero bedrooms)	38	13%	75	20%	86	19%
1 bedroom	142	48%	156	42%	197	43%
2 bedrooms	106	36%	107	29%	138	30%
3 bedrooms	7	2%	20	5%	22	5%
4 bedrooms	2	1%	10	3%	10	2%
5 or more bedrooms	0	0%	2	1%	2	0%
TOTALS	295	100%	369	100%	454	100%

Question & Answers	Pre-1999 Tenants		1999-2009 Tenants		ALL TENANTS	
	No. of Responses	% of Group Total	No. of Responses	% of Group Total	No. of Responses	% of ALL Respondents

Question 21 -- How many bathrooms are in your rental unit?

Zero bathrooms	3	1%	6	2%	7	2%
1 bathroom	267	91%	328	89%	405	90%
1 & 1/2 bathrooms	6	2%	4	1%	6	1%
2 bathrooms	16	5%	27	7%	31	7%
2 & 1/2 bathrooms	0	0%	0	0%	0	0%
3 bathrooms	0	0%	1	0%	1	0%
4 or more bathrooms	1	0%	0	0%	0	0%
TOTALS	293	100%	367	100%	451	100%

Question 22 -- How many other separate rooms are in your rental unit?

No other rooms	39	14%	84	24%	95	22%
1 other room	59	21%	113	32%	130	30%
2 other rooms	121	43%	114	32%	149	34%
3 other rooms	44	16%	33	9%	46	11%
4 or more other rooms	18	6%	8	2%	13	3%
TOTALS	281	100%	353	100%	434	100%

Question & Answers	Pre-1999 Tenants		1999-2009 Tenants		ALL TENANTS	
	No. of Responses	% of Group Total	No. of Responses	% of Group Total	No. of Responses	% of ALL Respondents

Question 23 -- What is the total monthly rent for your housing unit? (Total rent is all rent paid by all residents combined, but not including any additional

Less than \$100	0	0%	0	0%	0	0%
\$100 - \$199	0	0%	1	0%	1	0%
\$200 - \$299	0	0%	0	0%	0	0%
\$300 - \$399	2	1%	0	0%	1	0%
\$400 - \$499	6	2%	3	1%	5	1%
\$500 - \$599	48	17%	7	2%	21	5%
\$600 - \$699	84	30%	9	2%	33	7%
\$700 - \$799	58	21%	18	5%	35	8%
\$800 - \$899	25	9%	23	6%	30	7%
\$900 - \$999	27	10%	38	10%	46	10%
\$1000 - \$1249	21	8%	90	25%	96	22%
\$1250 - \$1499	1	0%	68	19%	68	15%
\$1500 - \$1749	3	1%	44	12%	45	10%
\$1750 - \$1999	0	0%	24	7%	24	5%
\$2000 - \$2249	0	0%	11	3%	11	2%
\$2250 - \$2499	0	0%	10	3%	10	2%
\$2500 - \$2749	0	0%	7	2%	7	2%
\$2750 - \$2999	1	0%	1	0%	1	0%
\$3000 or more	0	0%	9	2%	9	2%
TOTALS	276	100%	363	100%	442	100%

Question "23a" -- Rent Burden by percentage of household income

Up to 30%	151	58%	116	34%	160	38%
31% to 40%	28	11%	47	14%	55	13%
41% to 50%	26	10%	32	9%	40	9%
Over 50%	54	21%	148	43%	164	39%
TOTALS	259	100%	344	100%	419	100%

MEDIAN Rent Burden	25%	43%	39%
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Question & Answers	Pre-1999 Tenants		1999-2009 Tenants		ALL TENANTS	
	No. of Responses	% of Group Total	No. of Responses	% of Group Total	No. of Responses	% of ALL Respondents

Question 24 -- On average, about how much does your household pay every month for the following utility services? (If you do not pay for this item,

GAS & ELECTRICITY	--	--	--	--	--	--
WATER & SEWER	--	--	--	--	--	--
TOTALS	--	--	--	--	--	--

Question 25 -- Compared with the current market rent on similar rentals in this neighborhood, the rent I am paying is...

MUCH LOWER	149	51%	25	7%	68	15%
SOMEWHAT LOWER	80	27%	92	25%	115	25%
ABOUT THE SAME	14	5%	118	32%	122	27%
HIGHER	3	1%	57	15%	58	13%
DON'T KNOW	49	17%	78	21%	92	20%
TOTALS	295	100%	370	100%	455	100%

Question 26 -- Do you expect to stay where you are or move in the next few years?

MOVE IN ONE OR TWO YEARS	22	7%	196	53%	203	45%
MOVE WITHIN FIVE YEARS	31	11%	78	21%	87	19%
STAY MORE THAN FIVE YEARS	138	47%	24	7%	64	14%
DON'T KNOW	104	35%	70	19%	100	22%
TOTALS	295	100%	368	100%	453	100%

Question 27 -- Do you expect to own your own home within the next ten years?

OWN	56	19%	155	42%	171	38%
RENT	109	37%	59	16%	90	20%
DON'T KNOW	128	44%	156	42%	193	42%
TOTALS	293	100%	369	100%	454	100%

Question & Answers	Pre-1999 Tenants		1999-2009 Tenants		ALL TENANTS	
	No. of Responses	% of Group Total	No. of Responses	% of Group Total	No. of Responses	% of ALL Respondents

Question 28 -- If the landlord told you that you had to move out in 60 days, which would you be most likely to do first?

Start looking for another place to live	26	9%	145	40%	153	34%
Look into whether I have a right to stay here	266	91%	221	60%	298	66%
TOTALS	292	100%	366	100%	451	100%

Question 29 -- Including yourself, how many people live in this unit?

1 person	188	64%	141	38%	195	43%
2 people	78	27%	149	40%	171	38%
3 people	19	6%	44	12%	50	11%
4 people	5	2%	26	7%	28	6%
5 or more people	4	1%	11	3%	12	3%
TOTALS	294	100%	371	100%	456	100%

Question 30 -- What type of household are you?

Person living alone	188	64%	145	39%	199	44%
Couple without children	39	13%	80	22%	91	20%
Couple with children	14	5%	22	6%	26	6%
Single parent with children	25	9%	11	3%	18	4%
Related adults other than parents/children	4	1%	6	2%	7	2%
Unrelated adults other than couples	19	6%	92	25%	98	21%
Other	5	2%	14	4%	15	3%
TOTALS	294	100%	370	100%	455	100%

Question 31 -- Including yourself, does a person with a chronic illness or disability live in your household?

YES	79	27%	36	10%	59	13%
NO	215	73%	334	90%	396	87%
TOTALS	294	100%	370	100%	455	100%

Question & Answers	Pre-1999 Tenants		1999-2009 Tenants		ALL TENANTS	
	No. of Responses	% of Group Total	No. of Responses	% of Group Total	No. of Responses	% of ALL Respondents

Question 31a -- If YES, does this disability substantially limit walking or climbing stairs?

YES	36	46%	10	27%	20	34%
NO	43	54%	26	73%	38	65%
TOTALS	79	100%	35	100%	58	100%

Question 32 -- Including yourself, how many people in your household are in each of the following age categories?

Under 5 years old	5	1%	20	3%	21	2%
5 to 17	35	8%	19	3%	29	3%
18 to 24	16	4%	269	37%	274	32%
25 to 34	27	6%	279	38%	287	33%
35 to 54	167	38%	106	14%	154	18%
55 to 64	104	24%	28	4%	58	7%
65 and over	80	18%	12	2%	35	4%
TOTALS	434	100%	733	100%	858	100%

Question 33 -- Do you use e-mail to send and receive messages at home?

YES	212	72%	341	92%	402	88%
NO	82	28%	29	8%	52	12%
TOTALS	294	100%	369	100%	454	100%

Question 34 -- Are you or anyone you know involved with a neighborhood disaster preparedness or neighborhood crime watch group?

NO	239	78%	339	89%	408	87%
YES, Disaster Preparedness	41	13%	25	7%	37	8%
YES, Crime Watch	25	8%	16	4%	23	5%
TOTALS	305	100%	380	100%	468	100%

Question & Answers	Pre-1999 Tenants		1999-2009 Tenants		ALL TENANTS	
	No. of Responses	% of Group Total	No. of Responses	% of Group Total	No. of Responses	% of ALL Respondents

Question 35 -- What was the approximate total income for your ENTIRE household before taxes in 2008?

Less than \$10,000	24	9%	79	22%	86	20%
\$10,000 to \$19,999	52	19%	42	12%	57	13%
\$20,000 to \$29,999	33	12%	49	14%	59	14%
\$30,000 to \$39,999	33	12%	36	10%	45	11%
\$40,000 to \$49,999	36	13%	30	8%	40	9%
\$50,000 to \$59,999	25	9%	22	6%	30	7%
\$60,000 to \$69,999	15	5%	19	5%	23	5%
\$70,000 to \$79,999	23	8%	23	6%	29	7%
\$80,000 to \$99,999	17	6%	25	7%	29	7%
\$100,000 to \$149,999	13	5%	20	6%	24	6%
\$150,000 or more	3	1%	6	2%	7	2%
TOTALS	274	100%	350	100%	429	100%

Question 36 -- Including yourself, how many members of your household have the following ethnic background or heritage?

Asian	68	14%	206	26%	226	24%
Black/African-American	63	13%	24	3%	42	5%
Hispanic	38	8%	82	11%	93	10%
Native American	23	5%	11	1%	18	2%
White	268	54%	418	54%	495	54%
Other	37	7%	39	5%	50	5%
TOTALS	497	100%	780	100%	924	100%

Question & Answers	Pre-1999 Tenants		1999-2009 Tenants		ALL TENANTS	
	No. of Responses	% of Group Total	No. of Responses	% of Group Total	No. of Responses	% of ALL Respondents

Question 37 -- Including yourself, how many adults in your household are currently doing each of the following?

Working full time	185	41%	233	28%	286	29%
Working part time	79	17%	147	17%	170	17%
Full-time student	39	9%	351	42%	362	37%
Part-time student	19	4%	26	3%	31	3%
Unemployed, looking for work	29	6%	47	6%	56	6%
Retired	64	14%	7	1%	25	3%
Homemaker	9	2%	14	2%	17	2%
Other	32	7%	19	2%	28	3%
TOTALS	456	100%	843	100%	975	100%

Question 38 -- If any adult in your household is a student, where do they attend school?

UC Berkeley	11	18%	314	81%	317	79%
Berkeley City College	13	22%	15	4%	19	5%
Another school in Berkeley	17	28%	18	5%	23	6%
A school outside Berkeley	19	32%	38	10%	44	11%
TOTALS	60	100%	386	100%	403	100%

Question 39 -- In the last year, have you or anyone in your household complained to the landlord or building

YES	206	70%	286	77%	345	76%
NO	73	25%	64	17%	85	19%
DON'T KNOW	16	5%	20	5%	25	5%
TOTALS	295	100%	370	100%	455	100%

Question 39a -- If YES, someone complained, how soon did the landlord or manager respond?

39a-A. Responded quickly	130	63%	204	71%	242	70%
39a-B. Responded after repeated complaints	68	33%	72	25%	91	26%
39a-C. Did not respond	31	15%	32	11%	41	12%
TOTALS	229	111%	308	108%	374	108%

Question & Answers	Pre-1999 Tenants		1999-2009 Tenants		ALL TENANTS	
	No. of Responses	% of Group Total	No. of Responses	% of Group Total	No. of Responses	% of ALL Respondents

Question 39b -- If YES, someone complained, what did the landlord or manager do?

39b-A. Fixed problem in less than 30 days	124	60%	190	67%	226	65%
39b-B. Fixed problem in more than 30 days	33	16%	33	11%	42	12%
39b-C. Fixed part of the problem	36	17%	59	21%	69	20%
39b-D. Did not fix the problem	40	19%	54	19%	66	19%
TOTALS	233	113%	336	117%	403	117%

Question 40 -- Have you or anyone in your household ever had a disagreement with your current landlord or manager?

NO DISAGREEMENTS	169	57%	255	69%	303	66%
MAINTENANCE/REPAIRS	72	24%	68	18%	89	20%
RENT	22	7%	21	6%	27	6%
SECURITY OR SAFETY	20	7%	26	7%	32	7%
PARKING	22	7%	12	3%	18	4%
BEING TOLD TO MOVE	23	8%	7	2%	14	3%
ANOTHER TENANT	21	7%	20	5%	26	6%
SOMETHING ELSE	44	15%	23	6%	36	8%
TOTALS	393	133%	431	116%	544	119%

Question 40a -- If YES, you had a disagreement with your landlord, did you contact any of the following for advice or assistance?

40a-A. FAMILY MEMBER OR FRIEND	30	24%	45	39%	54	35%
40a-B. OTHER TENANTS	40	31%	25	21%	36	24%
40a-C. LAWYER/LEGAL ASSISTANCE	31	24%	12	11%	21	14%
40a-D. BERKELEY RENT BOARD	61	48%	32	28%	50	32%
40a-E. CITY INSPECTOR	22	17%	8	7%	14	9%
40a-F. HOUSING AUTHORITY	7	6%	6	5%	8	5%
40a-G. STUDENT GROUP	2	2%	1	1%	2	1%
40a-H. COMMUNITY GROUP	3	2%	1	1%	2	1%
40a-I. CHURCH/RELIGIOUS GROUP	1	1%	1	1%	1	1%
40a-J. NO ONE	24	19%	36	31%	43	28%
40a-K. OTHER	15	12%	13	11%	17	11%
TOTALS	236	186%	179	154%	247	160%

Appendix 2: Additional Cross-tabulations of Survey Responses

Income by Household Size -- All Tenants and Student/Non-Student Tenants

Income by Household before taxes in 2008	Pre-1999 Tenants <i>No. of people in household</i>				All 1999-2009 Tenants <i>No. of people in household</i>				ALL TENANTS <i>No. of people in household</i>		
	1 person	2 people	3 or more people	ALL Households	1 person	2 people	3 or more people	ALL Households	1 person	2 people	3 or more people
Less than \$10,000	21	1	2	24	27	28	24	79	33	28	24
\$10,000 to \$19,999	42	9	1	52	21	15	6	42	33	17	7
\$20,000 to \$29,999	27	5	1	33	24	13	12	49	32	15	12
\$30,000 to \$39,999	16	9	8	33	17	11	7	36	22	14	10
\$40,000 to \$49,999	23	10	3	36	14	10	5	30	21	13	6
\$50,000 to \$59,999	12	9	4	25	11	9	3	22	14	11	4
\$60,000 to \$69,999	10	5	0	15	6	10	3	19	8	12	3
\$70,000 to \$79,999	12	7	3	22	7	14	1	23	11	16	2
\$80,000 to \$99,999	9	5	3	17	3	14	7	25	6	16	8
\$100,000 to \$149,999	4	6	3	13	3	10	7	20	4	12	7
\$150,000 or more	0	3	0	3	1	3	2	6	1	4	2
TOTALS	176	69	28	273	134	138	77	350	185	158	86

Income by Household before taxes in 2008	1999-2009 Tenants -- Student Households <i>No. of people in household</i>				1999-2009 Tenants -- NON-Student Households <i>No. of people in household</i>				All 1999-2009 Tenants <i>No. of people in household</i>		
	1 person	2 people	3 or more people	ALL Households	1 person	2 people	3 or more people	ALL Households	1 person	2 people	3 or more people
Less than \$10,000	17	21	19	57	10	7	4	21	27	28	24
\$10,000 to \$19,999	10	2	3	16	11	12	3	26	21	15	6
\$20,000 to \$29,999	13	4	3	20	12	9	9	29	24	13	12
\$30,000 to \$39,999	2	4	0	6	15	7	7	29	17	11	7
\$40,000 to \$49,999	1	2	0	3	13	8	5	27	14	10	5
\$50,000 to \$59,999	0	2	1	3	11	7	2	19	11	9	3
\$60,000 to \$69,999	0	0	0	0	6	10	3	19	6	10	3
\$70,000 to \$79,999	2	1	0	3	5	13	1	20	7	14	1
\$80,000 to \$99,999	0	0	2	2	3	14	5	23	3	14	7
\$100,000 to \$149,999	1	0	2	3	2	10	5	17	3	10	7
\$150,000 or more	0	0	0	0	1	3	2	6	1	3	2
TOTALS	46	37	31	113	88	101	47	236	134	138	77

Selected Demographics for Non-Student Households (1999-2009 Tenants)

Question & Possible Answers	1999-2009 Tenants <i>NON-Student Households</i>		ALL 1999-2009 Tenants	
	No. of Responses	% of Group Total	No. of Responses	% of Group Total

Question "23a" -- Rent Burden by percentage of household income

Up to 30%	108	47%	116	34%
31% to 40%	38	16%	47	14%
41% to 50%	20	9%	32	9%
Over 50%	65	28%	148	43%
TOTALS	231	100%	344	100%

MEDIAN Rent Burden	32%	43%
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Question 29 -- Including yourself, how many people live in this unit?

1 person	92	37%	141	38%
2 people	108	44%	149	40%
3 people	28	11%	44	12%
4 people	15	6%	26	7%
5 or more people	5	2%	11	3%
TOTALS	248	100%	371	100%

Question 30 -- What type of household are you?

Person living alone	92	38%	145	39%
Couple without children	68	28%	80	22%
Couple with children	22	9%	22	6%
Single parent with children	10	4%	11	3%
Related adults other than parents/children	6	2%	6	2%
Unrelated adults other than couples	41	17%	92	25%
Other	3	1%	14	4%
TOTALS	242	100%	370	100%

Question 31 -- Including yourself, does a person with a chronic illness or disability live in your household?

YES	35	14%	36	10%
NO	213	86%	334	90%
TOTALS	247	100%	370	100%

Question 31a -- If YES, does this disability substantially limit walking or climbing stairs?

YES	10	28%	10	27%
NO	24	71%	26	73%
TOTALS	34	100%	35	100%

Question 36 -- Including yourself, how many members of your household have the following ethnic background or heritage?

Asian	95	19%	206	26%
Black/African-American	20	4%	24	3%
Hispanic	65	13%	82	11%
Native American	11	2%	11	1%
White	276	56%	418	54%
Other	27	5%	39	5%
TOTALS	495	100%	780	100%

Question 37 -- Including yourself, how many adults in your household are currently doing each of the following?

Working full time	224	47%	233	28%
Working part time	79	17%	147	17%
Full-time student	72	15%	351	42%
Part-time student	26	5%	26	3%
Unemployed, looking for work	39	8%	47	6%
Retired	7	1%	7	1%
Homemaker	13	3%	14	2%
Other	18	4%	19	2%
TOTALS	478	100%	843	100%

Recycling Container Capacity by Unit -- ALL TENANTS

Question 5 -- <i>Recycling containers & capacity by unit</i>	ALL TENANTS		
	NO or DON'T KNOW	YES - <i>Big enough</i>	YES - <i>Not big enough</i>
1 to 4 units	13.7	97.4	44.5
5 to 9 units	7.5	48.0	34.8
10 or more units	29.3	93.5	60.0

Appendix 3: Selected Tenant Comments

At the end of the questionnaire tenants were asked three broad questions:

Is there anything more you would like to tell us about your experience renting a place to live in Berkeley?

Are there any additional services you wish that the City of Berkeley or the Berkeley Rent Board would provide to tenants?

Is there anything else you would like to add?

A number of tenants took the time to write often-lengthy comments. The following pages present a selection of these comments, with emphasis on longer comments with a clear message the respondent wished to convey.

There are three sub-sections:

Comments on Rent Board Services and Suggestions for the Rent Board

Comments on Landlord-Tenant Relations and Habitability

Comments on Other City Services

COMMENTS

Rent Board Services and Suggestions for Improvement

Rent Board Services

I am so grateful for rent control. It's helped me as a young person moving to Berkeley when I was 24...when I was a college student...when I was a new mom...and when I started my teaching career as a single mom. I've lived in great places in great neighborhoods.

Thank God I live here with rent control. Without controls my building owner would charge approximately what my monthly pension is and I would have to move out.

Rent Stabilization in Berkeley has allowed me the opportunity to live in a safe and friendly neighborhood and continue to walk to and from work.

Despite the limitations of the R.S.O. and Board, I could not have been able to afford to still live in Berkeley and to have had legal rights that I could exercise to be able to stay in Berkeley -- especially after becoming a single parent. My children have been able to grow up in the stability of one school district; and hopefully I can be able to afford to stay here when I retire (just turned 60!). Thank God for rent control in Berkeley.

If you are living in a rent-controlled apartment your rights as a tenant are significantly decreased when you don't fight for them, or have advocates like the Rent Board helping you. Getting repairs, (being) asked to move out, having your own privacy, being harassed (to this day) are some of the things that I have fought and still have to FIGHT for. I thank those who support renters and renters rights.

You do a GREAT job and your work is probably more widely appreciated than you could ever realize. Thank you.

The Rent Board is helpful and keeps Berkeley diversified and affordable. Thank you!

Thankful that Berkeley has rent control and a very active & productive Rent Control Board. I'm very appreciative of the leadership & resource(s) that the Berkeley Rent Control Board provides. I would hate to be without its protections. Thank you very much.

One of your counselors was extremely helpful with explaining legal rights I have. I think you guys provide great support & services for tenants!

Rent control = wonderful!

Some of the Berkeley Rent Board counselors are very helpful, but others don't know the answers and instead of going to a colleague for help or answers try to bluff their way through. Empathy would be nice or sympathy, too. It might be a job to them but it's a home to a renter.

Rent control is beneficial. I like my landlord.

I love rent control. I like controls on what landlords must do. I like on site managers. Get some type of control on people who take from recycle bins and leave trash in front of your building.

This town's over-rated, over-priced. Rent Board is great! Rent control keeps us here!

I think the Berkeley Rent Board does a fine job advocating for renters. I feel very safe & lucky to have them to turn to when I have a problem. Thank you for all your work.

Counselor was very helpful at the Rent Board. Rent ceilings should stay as is.

I think the rent board gives too much rights to the landlord, i.e. allowing the landlord to raise rent fees without negotiating with the tenant(s) after a contract is signed. I checked the rent board's website and it seems like the tenant has no right to do anything and can't move out either because of a signed contract. I wish that the Berkeley Rent Board (would) make sure there are fairness among not only the landlords but the tenants too. It's not right that the Rent Board allows the landlord to do one thing while disallowing the tenant to say/do anything.

I really appreciate the rent control of Berkeley. I don't know how we had gotten through hard time in past without it. Thank you! And keep (up) the good work.

Having rent control is important to make living in Berkeley affordable.

I am pleased with the resources available to renters here. The few times I have had to call the city or the rent board, I've easily reached a real and knowledgeable person instead of being left on my own to figure things out. This is not something I experienced while a renter in the previous places I have lived (outside CA).

You go BRSB!

I appreciate the newsletters & information I receive.

I believe the Rent Board is an example for a fair and productive government service both for tenants and owners and helps to create a better city for all Berkeley citizens.

I didn't know I had rights as a renter until you guys contacted me.

I feel well served and that my rights as a renter are protected by the strong Berkeley Rent Board. Thank you for all you do.

The Rent Board has done very well -- I feel well informed and protected.

Even though the (Rent Board) staff was helpful in giving me information, he told me that there was nothing they could do to help me get interest on my deposit unless I ask the landlord myself. However, as a tenant, I find it difficult and not of my own interest to ask the landlord myself. I wish that the City can help enforce landlords to pay interest on deposits.

You guys are helpful. Thanks a lot.

I like Berkeley. The Rent Stabilization Board is good with 1st and minor issues. Good place for resources. Fairly happy with initial concerns. But often, have needed to go to other departments and required legal assistance.

I love Berkeley tenant laws. Good job on keeping us informed. I would just ask that you please keep the mailings coming.

I love the Berkeley Rent Board. I've called many times and received great advice on how to deal with a cheap, neglectful landlord. Thanks for your work!

You distribute a lot of information! Thank you.

I love the Rent Board!

I think you are doing a great job!

It's great to have an effective rent control organization. After living in other Bay Area cities, Berkeley's concern for tenants far surpasses that of other cities I've lived in. Thanks!

I've contacted the Rent Stabilization Board several times due to conflicts with previous/current landlord over my parking space (included in my lease) and you've always been extremely helpful & supportive. Thank you.

Just thank you for all your hard work. We appreciate having the "Rent Stabilization Board" available if we ever need your assistance.

Rent Stabilization Board has really made the effort to show that they care about Berkeley residents! So, thanks!

Thank God for Berkeley rent board. We have a place to go and find out our options.

Yes, I rented for 15 years (1980-1995) @ (address). I left because there was no manager. The roof leaked & water ran down the wall. No improvement. No one would fix the kitchen faucet. We went to the Rent Board & had a hearing about rent increase with new owner. Paper work was lost so we lost. Hearing commissioner was "stoned."

Thank God for rent control!

We appreciate that Berkeley does have rent control and that it has a Rent Board. We feel protected as tenants. Thank you!

We feel lucky to have renter's rights. The Rent Board has been very helpful.

I feel well taken care of as a renter in Berkeley. My landlord is mostly OK. I know that the Rent Board is there if I need them.

Suggestions for the Rent Board

The R.S.O. still has inadequate procedures for written rental contracts settling disputes being registered or otherwise officially accepted so the computer at the Rent Board reflects rent agreements different from apparent rent. Total confusion and lack of clarity. Terrifying lack of procedures. Property owners and real estate brokers have just become more sophisticated about how they can still avoid repairs, and try to make more rent.

I wish there was a way to help out young people trying to live on their own for the first time. My 26-year old daughter had a great deal of difficulty finding a place that she could afford on her salary and in a safe neighborhood. Rent is higher and young people can't always find affordable places.

All the Berkeley Rent Board materials I have received have stated that my rent is lower than as is stated in my lease. However, it feels I have no recourse when the same Berkeley Rent Board materials state that their version of my rent is not legally binding. I would like to see material developed on "What to do if your rent is higher than what the Berkeley Rent Board is aware of?"

Workshops on tenant rights.

A sole company who fixes problems in a building.

Perhaps laws/regulations that require the landlord to keep public areas within the building clean (i.e., hallways).

Can there be a rent advisory especially for students? Some owners charge too much for students.

Require owners to put in decent maintenance of buildings. I have had to sweep excess dust build-up in hallways & stairwells.

Strict punishment for landlords who are repeat offenders in harassing tenants.

Greater resources for Section 8 tenants.

More help with preparation of hearings. Help with getting back my parking.

More comprehensive list of renters rights. Still don't know if I have the right to remain after my lease expires.

All controlled rental properties should have tenant committees or boards to represent tenants. Currently landlord has all power to ignore or delay issues of concern.

Listing of low-cost housing & assistance.

List of rentals! Decent guided tour of buildings and available units. Also, is there a step service: like into better accommodation for long time associates?

1. Help relocating (including financial assistance). 2. Help finding apts. that take Section 8 and keep up on repairs & care about tenants. 3. Free internet to tenants (especially disabled & low-income). 4. Less paperwork. 5. Provide way for tenants to have peace, quiet & rest in their apts.* without calling police (*had to call police 3 times in last yr.)

One-stop point for all tenant needs. Instead, complaints are forwarded to someone giving us the runaround. An Ombudsman would work.

Door to Door surveys of neighborhoods with residents who disturb other neighbors. Plus push landlords to come fix things that are necessities: windows, electrical, stairways, walkways/all landscape that threatens windows breaking and wires from poles.

Could they provide a service where tenants looking to buy could hook up with others and get a duplex or something? Even in this economy, N. Berkeley home prices are high! Honestly, most LL's seem to do the minimum and it is great that you exist to balance the inertia and help tenants assert themselves.

Are there any mechanisms for getting rent lowered? I am paying the "maximum legal rent" and it is about \$100 more than I think the place is worth.

Listings of other property available at a website.

Rent control for new tenants, maybe? My apt. for new tenants went to \$2800 from \$2300.

Advice on home buying in Berkeley -- 1st time homebuyers class (how to prepare what you need, etc...). Thank you for supporting the Berkeley rental community.

I am in financial difficulties right now & would like to know what kind of resources are available for me.

More recourse for inter-tenant (primary tenant - sub-letter) disputes. I, as a primary tenant, don't have enough power if my housemates simply refuse to move when it doesn't work out.

I would suggest the Rent Board make greater use of electronic communication - to reduce cost and waste.

Information about annual average rents for rental units.

I have lived in Berkeley as an owner & now a tenant for over 30 years. It is a great place to live, but working families (above the FPL) need more assistance. Please provide more affordable housing for families living above the FPL.

My current landlord is great, but my previous landlord was difficult. This was because she was a new landlord, having never rented to anyone before. It would be good if there were easy-to-access services for new landlords to let them know what they're allowed to do and what they're not.

An elected official that evaluates the reasonableness of rent being charged at Berkeley facilities who is accessible by appointment to visit sites and make this assessment.

How do (you) go about bringing up that the interest on our deposit was not paid & that our rent is about \$25 over the rent limit to our landlord?

All controlled rental prices should be online for every rental, like on Craigslist. Right now, there is no basis for comparison of rentals and no way of exert influence over prices. Rental prices should also be posted outside the entrances to rental properties.

I want to purchase & install at MY expense a nice (...). The owner refuses to allow this -- probably because he wants me to leave my rent controlled apartment. Can I insist on my right to improve his property? Also, I love this old 1916 bldg & take care of the small gardens. I would like the landlord to let me have a 5-9 pound dog. How far can I push the owner?

Would prefer to receive notices from the Rent Board via email instead of wasteful paper. For example, the 'apparent lawful rent ceiling' notices.

Keep up the annual information you send out. It's easy to forget or lose track of what we need to know about our rights. Please include specific information for senior & handicapped.

There is NO follow-up or enforcement to the required inspections for repairs. Also, get the law passed in the City ordinance to protect our health against secondary smoke from other tenants (exterior & interior smoking). And barbeque smoke needs to be evaluated for solutions when asthma problems.

COMMENTS

Landlord-Tenant relations and Habitability

Finding a place to live can be difficult because it is competitive. It took me months find this place and I feel like rent is still very expensive even though I live in a rent controlled building. I am looking into moving again because my unit is very small and I feel overwhelmed with the cost of housing in Berkeley.

I think my landlord is one of the nicest people I know. He is responsive, reasonable and genuinely committed to working with his tenants.

It is very difficult to move to the area from outside of it. Even with a visit to the area housing was not easily obtained. Also the market is so competitive that landlords can afford to be inattentive and neglectful because it is difficult to find housing even with Craigslist.

The building I live in needs major repairs i.e. ceiling falling down in parts, plaster coming off in many spots. I would assume there's asbestos and lead paint. The son who inherited his fathers rental merely thinks that if we don't like some of the things about the building, neighbors, walls cracking, plaster coming down, we should just move out. But landlords should take better care of their properties. My neighbor is verbally and physically abusive.

Apartments here at Berkeley are not only expensive but old and rundown.

I like living in Berkeley but I feel unsafe in my building structure if an earthquake would hit. I don't think my landlord wants to update electrical systems and plumbing fixtures and this too makes me feel unsafe. Yet it's so hard to move and find a home. It makes it stressful.

We love living here and are hoping to buy our first home in Berkeley sometime soon.

Application fees should be illegal.

As mentioned our building (address) is poorly maintained and suffers from abhorrent management. Other tenants and I would be highly appreciative if the City of Berkeley or the Berkeley Rent Board was able to remedy these disparities in some way.

I've had a wonderful experience. My building manager is friendly, the building is well-maintained, and my unit is comfortable.

This building will likely burn down because of the bad electrical system. The manager and the owner know...but haven't given tenants a plan or fixed the problem.

I do not know how to go about getting cupboards repaired, etc. for fear of eviction. I have always done my own repairs & never asked for anything for all 20+ years -- now I need various repairs. I dare not ask the landlady for repairs, etc. -- when I asked for reduction of 1 week's rent when there was no water/gas for a week (on & off) she never complained but then removed laundry services!! Also, threatened with eviction for feeding outside cat.

I found this place very "run down" but so convenient for me to walk to campus. I spent about \$15,000.00 with the former owner to improve the unit so now it is VERY nice.

I have a VERY good landlord & a good relationship with him & consider myself very lucky. We have had an ongoing rodent problem in the basement (storage area) which I am told by my landlord's representative has been solved - but I have not yet confirmed it one way or the other.

Owners of building need to do more to clean, paint, shampoo carpets in hallways. This building is a dump -- ugly to look at, looks dirty, plant life not kept up at all.

I hope that the City of Berkeley or the Berkeley Rent Board will make sure that landlords pay interest on security deposit. I even told the landlord that he had to pay interest and gave him a copy of the letter the Berkeley Rent Board sent me about the interest on the security deposit. However, my landlord didn't do anything still. I don't want to ask him again since this may damage my good relationship with the landlord.

I LOVE Berkeley in general, but buildings like this are becoming run-down due to neglect by mgmt/ownership.

I love it here but there is a fair bit of petty theft (bicycle stolen yesterday).

If tenants renew their contracts, I wish the landlord/manager would do yearly inspections on each unit to make sure everything is functioning and clean.

In general good experience. Landlord does not like doing repairs because is always complaining of the low rent she receives. A lot of time we do the work ourselves unless something major because we have an extreme problem with the repair man she uses.

It can be very hard or it can be very easy, the renter just has to be informed. I have experienced discrimination by new low income rental managers.

It has been a severely stressful experience, and extremely detrimental to my already precarious health. Something is always collapsing and causing me to have to use my time & energy to try & repair it. My bathroom ceiling was leaking for 2 yrs. They just caulked over it, so 2 yrs. later, they had to replace the entire tub and the floor under it upstairs. A projected 2-day job took 2-1/2 weeks of constant pounding and hammering, which they did in front of my apt. I was also subjected to little pieces of broken fiberglass which made it hard for me to breathe; and I had garbage piled up in front of my door for 3 weeks!! My ceiling has completely collapsed 3 times since I moved in here, subjecting me to being unable to breathe when the mold, mildew, damaged wood & paint collapsed into my apt. Also, I have been subjected to cockroaches from another tenant who never cleans anything. My apt. is extremely cold, even in summer, & I have been unable to afford my utility bills. There seems to be constant loud noise from ongoing repairs & it is hard enough coping with people living above me.

I think the management at my current residence is excellent. I have had problems in the past (with previous landlord) and had to get help from your office.

It is hard to find a place in Berkeley that is a good price and good location.

It is SO expensive.

I've rented off & on in Berkeley since 1980. I've lived in seven different places in Berkeley. All were great except for one: a landlord who entered the apartment without permission, took mail and harmed my dog; my husband & I were literally afraid for our lives. So, we moved. The guy knew where we worked and so we didn't file a complaint. But we really should have.

My landlord is not interested in energy conservation, the units are energy and water drains. I bought my own "energy star" fridge when the fridge in the unit broke.

My manager is a nice guy. The owner is nice. The owner's assistant is nice. But work takes so long to get done. Months. Over 1 year even!!! I don't know whose fault it is. Partially mine because I should complain to a city agency that could help. I threatened to call the health department because the leak from the shower of the upstairs tenant went on for months without getting fixed. I feel I got only excuses and assurances that "they were on top of it". I felt I was lied to. Other tenants feel the same. Some tenants have talked about organizing. Anyways...the manager is finally doing something about the leak. Still...nothing fixed yet. It's been longer than 7 months. Maybe apartment living is always like this and I complain too much, but I don't think so. Thank you for the opportunity to give you my opinion.

Never got back interest on security deposit.

Overall, I would say that the standards are a bit higher in apartments in San Francisco compared to Berkeley. An example of this is scratches on a wall. My landlady didn't think it needed repainting but in the City, it would be repainted.

Rent here seems high - here too - due to the conditions & environment in South Berkeley. I like Berkeley in general - but this apt. experience has been the worst I've ever had: slow or no response from police & fire dept.; haphazard or no repairs; dirt & trash; undesirables show up & hang out; mail slow & undependable, too.

Rent in Berkeley is very expensive. Although location may justify some of this, the predominant renters in Berkeley are starving students that are being taken advantage of by greedy renters.

They keep the apts. very clean.

Very overpriced, antiquated 20 watt wiring, only one phone jack; (\$)2700/1100 sq. foot apartment is nosebleed/rape territory. Moving to SF, cheaper/bigger/better DSL and telecom.

We have a GREAT landlord and also feel that the info. the Rent Stabilization Board provides is very informative.

We NEED a plant debris container & the manager has refused to get one.

We've got great landladies who are very responsive and take obvious pride in the house they own and rent.

COMMENTS

City services

We recently had some work done on the apt. through the Berkeley Weatherization Program. I received new door weatherstripping, lighting, digital thermostat, new showerhead AND a new refrigerator. What a fantastic program! And all FREE. Our old fridge was almost 20 years old and leaked. I had asked the LL about it but didn't expect much. So glad that the great Republic of Berkeley came through for us!

A great place to live. An added bonus to living here would be Oxford Street tarmacadamed; at present the concrete road is very noisy.

I want to mention how responsive, helpful, polite, professional and friendly (City housing inspector) was in responding to me and the other tenants in our building during a housing inspection he conducted in 2005. When the landlord was very slow to remedy the issues, he (City housing inspector) helped us get results! Thank you for having responsive AND proactive departments and staff!

Noise ordinances should be enforced by the City. BUSD consistently fails to lock gate on faculty parking lot resulting in nuisances and disruptions.

I wish that the City would please put speed bumps on this street so that people & children would be safe. My car has been hit by person speeding down this street. People speed all the time on this street because there is no speed bumps here. Other streets have them. Why can't we have them on this street?

I very much appreciate the extra trash dumpsters as Cal students depart for the summer; however, these could be emptied more frequently as they fill up & sit for a while.

I wish the city of Berkeley would give more than 3 weeks to pay a street sweeping violation. I get paid once per month. I got a street sweeping ticket and had to wait till payday to pay it, which took 3 1/2 weeks. They DOUBLED the ticket because they have a 3 week deadline! What a scam. Also, I have a non-physical disability that sometimes makes me forget to move my car, but the city has no care of concern for this fact, nor do they care that I am low income. A \$40 street sweeping ticket is a HUGE percentage of my income when compared to wealthy or middle class people. The tickets themselves are nothing but a regressive tax scheme to raise revenue for the city. How about the city raise taxes on everyone, instead of making outrageous fines amounts with giant "late fees" for something paid under a months time.

Help with car break-ins. My car has been broken into 2 times in a locked garage.

Trash containers - not big enough. Also, I would like to compost but that seems to be only for homes?

Parking stinks -- new construction should require appropriate garages and permits for street parking should be limited.

The City website is very helpful.

Help foreign born tenants understand the need for conservation and recycling. Have City offer rebates for energy saving upgrades to the units to encourage landlords to participate.

No composting.

I would also like to state my appreciation for the 2008 regulation re: installing new gas heaters. If only the same could be done about old refrigerators. My apartment's unit has one main door and a small freezer inside--I think it's from the 1980s and not at all energy efficient. It'd be nice if there were regulations about energy efficiency for large household appliances.

Increase Section 8 housing. The economic situation is terrible for so many people.

We need a FULL SERVICE (read Safeway or Luckys) SUPERMARKET in DOWNTOWN BERKELEY to serve the needs of all the people who live here. You don't have to have a big parking lot to do this. See NYC, Boston, D.C. for examples. (Associated Markets does a fine job, so does C town).

Would like to receive more info. on recycling and where to get blue bins and green bucket for in-home compost (an info. mailing).

Berkeley will fail at recycling until the City develops a viable program for the smaller apartment buildings. They do nothing for us unless in large/huge complexes.

Make recycling mandatory for apartment buildings.

Finding affordable housing for college students in Berkeley is very difficult. Students in college are on a strict budget, renting out a room at roughly \$1,000 a month is way beyond what a college student can afford. The City of Berkeley should start to offer services for college students; like offering discounted rent rates (especially for students without financial aid) and help to find affordable housing. The City should try to help out college students. The University sometimes fails to help out students find affordable housing, hopefully the City of Berkeley can help out, especially students without financial aid.

"Men" group homes should NOT be in the same apartment complex as single women with children. There should be a law against that. There are 2 buildings in my complex: (address) now has 2 apartments housing 2 men groups. I fear about safety since these men have parole/probation officers and we don't know what their offense is. I know for a fact that one employee is a listed sex offender. What or where is my rights.

The blue ones (recycling containers) have mostly been stolen. I called about a year ago and asked for more but they never arrived.

I love living in Berkeley. I like my apartment building but enjoyed it more before the ownership change. I really wish we would resume recycling. I now recycle by using other bins in the neighborhood. We used to have them (recycling containers). I have asked for new ones but received no response.

Love Berkeley. But rental in mixed-use districts with bad air quality is a problem.

My car frequently gets broken into due to on-street parking. Couldn't get parking permit b/c just got car & don't have registration yet.

My husband and I left the City (S.F.) when our son was born. We rented a house in Oakland which we loved but then it came time for him to go to school and we did NOT love O.U.S.D. So we specifically moved here for the B.U.S.D. For the same amount of \$ we found this apt. Houses were several hundred dollars more and we could not afford them. I really miss the yard but oh well.

Appendix 4: Survey and Letters to Tenant



2009

Berkeley Rent Stabilization Board 2125 Milvia Street, Berkeley, CA 94704 510-981-7368



Many tenants in Berkeley live in an apartment, house or room that is rent controlled, which means that the City limits how much the landlord can raise rents each year.

1. Is the place where you live rent controlled? (circle one answer)

- A. YES
- B. NO
- C. I DON'T KNOW
- D. I/WE DON'T PAY RENT

(If no rent is paid for your residence, this survey does not apply to you.

Please send back the survey so that we can take you off our survey mailing list.)



We want to learn about the physical condition of rental housing units in Berkeley and how well they are maintained.

2. How would you rate the overall condition of your housing unit? (circle one)

- A. EXCELLENT
- B. GOOD
- C. FAIR
- D. POOR

3. Since you moved in, is the condition of the building (circle one)

- A. BETTER
- B. THE SAME
- C. WORSE

4. In the last year, have the smoke detectors been checked to make sure they work? (circle one)

- A. CHECKED
- B. NOT CHECKED
- C. DON'T KNOW
- D. NO SMOKE DETECTORS

5. Does your building have recycling containers that are accessible to the tenants? (circle one)

- A. YES
- B. NO
- C. DON'T KNOW

5a. If YES, are they big enough or do they often get filled to overflowing? (circle one)

- A. BIG ENOUGH
- B. NOT BIG ENOUGH

6. In the last year, has the landlord or manager inspected your rental unit to see if there are any problems that need fixing? *(circle one)*

- A. YES B. NO C. DON'T KNOW

7. In the last year, has the landlord or manager given you a safety checklist and certified that your rental unit is in good condition with no safety problems? *(circle one)*

- A. YES B. NO C. DON'T KNOW

8. Are there problems within your building with any of the following?
(circle yes or no for each item)

- | | | |
|-------------------------------|-----|----|
| A. HEAT | YES | NO |
| B. PLUMBING | YES | NO |
| C. DOORS/WINDOWS | YES | NO |
| D. ROOF | YES | NO |
| E. STAIRS/PORCH | YES | NO |
| F. ELEVATOR | YES | NO |
| G. SECURITY/EXTERIOR LIGHTING | YES | NO |
| H. SECURE MAILBOXES | YES | NO |
| I. PAINT | YES | NO |
| J. APPLIANCES | YES | NO |
| K. MOLD | YES | NO |
| L. INSECTS/RODENTS | YES | NO |
| M. NOISE/OTHER TENANTS | YES | NO |
| N. OTHER (please name) _____ | | |



We also want to know whether you have had contact with government agencies that work to help tenants.

9. Do you receive monthly rental assistance through the Berkeley Housing Authority or the City of Berkeley? *(circle one)*

- A. YES B. NO

10. Have you received mailings from the Berkeley Rent Stabilization Program, also known as the Berkeley Rent Board? (circle one)

- A. YES B. NO C. DON'T KNOW

11. Have you or anyone in your household ever contacted the Berkeley Rent Board for information or assistance? (circle one)

- A. YES B. NO C. DON'T KNOW

11a. If YES, what was the subject of the contact with the Rent Board? (circle all that apply)

- A. THE LEGAL RENT OR A RENT INCREASE
B. GETTING SOMETHING FIXED IN THE BUILDING
C. GETTING BACK A SECURITY DEPOSIT OR INTEREST ON A SECURITY DEPOSIT
D. LOSS OF SERVICE SUCH AS PARKING OR STORAGE
E. LANDLORD ASKED THAT I/WE MOVE OUT
F. OTHER (please specify) _____

11b. If YES, was the Rent Board staff (circle one)

- A. VERY HELPFUL
B. SOMEWHAT HELPFUL
C. NOT HELPFUL
D. DON'T KNOW

12. Have you or anyone in your household ever contacted the City of Berkeley's housing inspection program for information or assistance with a building problem? (circle one)

- A. YES B. NO C. DON'T KNOW

12a. If YES, was the staff (circle one)

- A. VERY HELPFUL
B. SOMEWHAT HELPFUL
C. NOT HELPFUL
D. DON'T KNOW

13. Have you or anyone in your household ever contacted the Berkeley Housing Authority for information or assistance? (circle one)

- A. YES B. NO C. DON'T KNOW

13a. If YES, was the staff (circle one)

- A. VERY HELPFUL
B. SOMEWHAT HELPFUL
C. NOT HELPFUL
D. DON'T KNOW



We would like to ask some questions about how you found the place you live and the choices open to you as a renter in Berkeley.

14. What month and year did you move into this rental unit?

MONTH _____ YEAR _____

15. If someone else in your household moved in earlier than you, what year did they move in?

YEAR _____

16. How did you find this rental? (circle one)

- A. FROM A FORMER TENANT IN THIS BUILDING
B. KNOWING THE LANDLORD
C. OTHER WORD OF MOUTH
D. CRAIGSLIST OR OTHER WEB SITE
E. UNIVERSITY HOUSING SERVICES
F. NEWSPAPER AD
G. VISITED A RENTAL AGENCY
H. OTHER (please explain) _____

17. Where did you live just before moving into this rental unit? (circle one)

- A. BERKELEY
- B. OTHER EAST BAY
- C. OTHER BAY AREA
- D. OUTSIDE BAY AREA

18. What kind of housing unit do you rent? (circle one)

- A. HOUSE
- B. APARTMENT OR FLAT
- C. ROOM (in Boarding House or Residential Hotel)
- D. OTHER (please describe) _____

19. How many units are in your building?

_____ UNITS

20. How many bedrooms are in your rental unit? (A studio or room has 0 bedrooms.)

_____ BEDROOMS

21. How many bathrooms are in your rental unit?

_____ BATHROOMS

22. How many other separate rooms are in your rental unit?

_____ OTHER ROOMS

23. What is the total monthly rent for your housing unit? (Total rent is all rent paid by all residents combined, but not including any additional charges such as parking.)

\$ _____

24. On average, about how much does your household pay every month for the following utility services? (If you do not pay for this item, please put a 0 on the line.)

A. GAS AND ELECTRICITY \$ _____

B. WATER AND SEWER \$ _____

25. Compared with the current market rent on similar rentals in this neighborhood, the rent I am paying is (circle one)

- A. MUCH LOWER
- B. SOMEWHAT LOWER
- C. ABOUT THE SAME
- D. HIGHER
- E. DON'T KNOW

26. Do you expect to stay where you are or move in the next few years? (circle one)

- A. MOVE IN ONE OR TWO YEARS
- B. MOVE WITHIN FIVE YEARS
- C. STAY MORE THAN FIVE YEARS
- D. DON'T KNOW

27. Do you expect to own your own home within the next ten years? (circle one)

- A. OWN
- B. RENT
- C. DON'T KNOW

28. If the landlord told you that you had to move out in 60 days, which would you be most likely to do first? (circle one)

- A. I WOULD START LOOKING FOR ANOTHER PLACE TO LIVE
- B. I WOULD LOOK INTO WHETHER I HAVE A RIGHT TO STAY HERE



One of the main reasons for doing this study is to get information on people who are renters in Berkeley and what their housing needs are. This next group of questions asks about you and your household.

29. Including yourself, how many people live in this unit?

_____ PEOPLE

30. What type of household are you? (circle one)

- A. PERSON LIVING ALONE
- B. COUPLE WITHOUT CHILDREN
- C. COUPLE WITH CHILDREN
- D. SINGLE PARENT WITH CHILDREN
- E. RELATED ADULTS OTHER THAN PARENTS AND CHILDREN
- F. UNRELATED ADULTS OTHER THAN COUPLES
- G. OTHER (please explain) _____

31. Including yourself, does a person with a chronic illness or disability live in your household? (circle one)

- A. YES
- B. NO

31a. If YES, does this disability substantially limit walking or climbing stairs? (circle one)

- A. YES
- B. NO

32. Including yourself, how many people in your household are in each of the following age categories?

(write the number of people in each category on the line; if none, write 0)

- | | |
|-------------------------|-------------------|
| _____ Under 5 years old | _____ 35 to 54 |
| _____ 5 to 17 | _____ 55 to 64 |
| _____ 18 to 24 | _____ 65 and over |
| _____ 25 to 34 | |

33. Do you use e-mail to send and receive messages at home?

- A. YES
- B. NO

34. Are you or anyone you know involved with a neighborhood disaster preparedness or neighborhood crime watch group? (circle all that apply)

- A. NO
- B. YES, DISASTER PREPAREDNESS
- C. YES, CRIME WATCH

35. What was the approximate total income for your entire household before taxes in 2008? (circle one)

- | | |
|-------------------------|---------------------------|
| A. Less than \$10,000 | G. \$60,000 to \$69,999 |
| B. \$10,000 to \$19,999 | H. \$70,000 to \$79,999 |
| C. \$20,000 to \$29,999 | I. \$80,000 to \$99,999 |
| D. \$30,000 to \$39,999 | J. \$100,000 to \$149,999 |
| E. \$40,000 to \$49,999 | K. \$150,000 or more |
| F. \$50,000 to \$59,999 | |

36. Including yourself, how many members of your household have the following ethnic background or heritage? (One person may have more than one ethnic background.)

(write the number of people in each category on the line next to it; if none, write 0)

- _____ ASIAN
- _____ BLACK/AFRICAN-AMERICAN
- _____ HISPANIC
- _____ NATIVE AMERICAN
- _____ WHITE
- _____ OTHER (specify) _____

37. Including yourself, how many adults in your household are currently doing each of the following? (more than one category may apply for each person)

- _____ WORKING FULL TIME
- _____ WORKING PART TIME
- _____ FULL-TIME STUDENT
- _____ PART-TIME STUDENT
- _____ UNEMPLOYED, LOOKING FOR WORK
- _____ RETIRED
- _____ HOMEMAKER
- _____ OTHER (please specify) _____

38. If any adult in your household is a student, where do they attend school?
(write the number of students at each school on the line)

- _____ UNIVERSITY OF CALIFORNIA, BERKELEY
- _____ BERKELEY CITY COLLEGE
- _____ ANOTHER SCHOOL IN BERKELEY
- _____ A SCHOOL OUTSIDE OF BERKELEY



Finally, we want to ask some questions about your landlord or building manager.

39. In the last year, have you or anyone in your household complained to the landlord or building manager about any problems in your building? (circle one)

- A. YES
- B. NO
- C. DON'T KNOW

39a. If YES, someone complained, how soon did the landlord or manager respond? (circle all that apply)

- A. RESPONDED QUICKLY
- B. RESPONDED AFTER REPEATED COMPLAINTS
- C. DID NOT RESPOND

39b. If YES, someone complained, what did the landlord or manager do? (circle all that apply)

- A. FIXED THE PROBLEM IN LESS THAN 30 DAYS
- B. FIXED THE PROBLEM IN MORE THAN 30 DAYS
- C. FIXED PART OF THE PROBLEM
- D. DID NOT FIX THE PROBLEM

40. Have you or anyone in your household ever had a disagreement with your current landlord or manager? (circle all that apply)

- A. NO DISAGREEMENTS
- B. MAINTENANCE/REPAIRS
- C. RENT
- D. SECURITY OR SAFETY
- E. PARKING
- F. BEING TOLD TO MOVE
- G. ANOTHER TENANT
- H. SOMETHING ELSE (please describe) _____

40a. If YES, you had a disagreement with your landlord, did you contact any of the following for advice or assistance? (circle all that apply)

- A. FAMILY MEMBER OR FRIEND
- B. OTHER TENANTS
- C. LAWYER/LEGAL ASSISTANCE
- D. BERKELEY RENT BOARD
- E. CITY INSPECTOR
- F. HOUSING AUTHORITY
- G. STUDENT GROUP
- H. COMMUNITY GROUP
- I. CHURCH/RELIGIOUS GROUP
- J. NO-ONE
- K. OTHER (please specify) _____

41. Thank you very much for contributing to our study. Would you like to receive a summary of the results? (circle one)

- A. YES
- B. NO

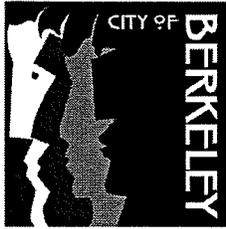
42. The first 400 people to return their completed survey will receive a gift card for one of the following Berkeley businesses. (circle the business you prefer)

- A. PEET'S COFFEE & TEA
- B. PEGASUS BOOKS

Is there anything more you would like to tell us about your experience renting a place to live in Berkeley?

Are there any additional services you wish that the City of Berkeley or the Berkeley Rent Board would provide to tenants?

Is there anything else you would like to add?



Rent Stabilization Board

April 6, 2009

TENANT

«StNo» «StName» #«UnitNo»

BERKELEY, CA «ZipCode»

Dear Berkeley Tenant:

In a few days you will receive a request to complete a brief survey. We are mailing it to you in an effort to learn how Berkeley's rental housing market is working for tenants like you.

Your address was randomly selected from a list of Berkeley rentals. Sharing your experience with us will help Berkeley improve its services to tenants. We would greatly appreciate your taking the few minutes necessary to complete and return your survey when it arrives. As a small thank you for completing the survey, the first 400 households that return the completed survey will receive a \$5 gift card for Peet's Coffee & Tea or Pegasus Books.

Para Usted que Hablan Español:

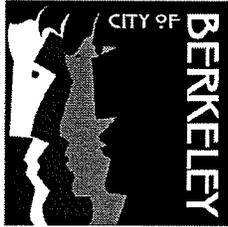
En unos días usted recibirá una petición para que conteste a un breve cuestionario. Estamos enviándoselo con la esperanza de saber como el mercado de vivienda de rentar esta funcionando en Berkeley para inquilinos como usted. Su domicilio fue seleccionado al azar de una lista de unidades de renta en Berkeley. El compartir su experiencia con nosotros nos ayuda a mejorar los servicios a inquilinos en Berkeley. Como un pequeño agradecimiento por contestar al cuestionario los primeros 400 inquilinos que respondan al cuestionario y lo regresen recibirán una tarjeta de regalo de \$5 de Peet's Coffee & Tea o de Pegasus Books.

Muchas gracias de antemano por su ayuda.

Thank you in advance for your help.

Sincerely,

Stephen Barton, Ph.D.
Research Coordinator



Rent Stabilization Board

April 10, 2009

TENANT

«StNo» «StName» #«UnitNo»
BERKELEY, CA «ZipCode»

Dear Berkeley Tenant:

The City of Berkeley has laws intended to make sure that tenants are fairly treated and rental housing is taken care of. How well are these laws working for tenants like you? Please help us answer this question by taking a few minutes to complete and return the enclosed survey in the stamped envelope provided.

As a small thank you for completing the survey, the first 400 households that return the completed survey will receive a \$5 gift card for Peet's Coffee & Tea or Pegasus Books. Yours is one of a small number of addresses that were randomly selected from a list of rental units in Berkeley. Your answers will be kept strictly confidential and once the gift cards are mailed out the address list will be erased.

We would be happy to answer any questions you may have about this survey. You can e-mail me at sbarton@ci.berkeley.ca.us or call me at 981-4926, or call Aimee Mueller at 981-4932.

Para Usted que Habla Español:

*Que tan bien las leyes locales protegen a los inquilinos? Estamos pidiendo a un pequeño numero de inquilinos seleccionado al azar para que nos ayuden a contestar al cuestionario incluido. Favor de mandarnos el cuestionario en el sobre sellado incluido en esta carta. Si Usted prefiere, puede llamar a Angelina Toscano al (510) 981-4902 para responder por teléfono. Como un pequeño agradecimiento por contestar al cuestionario, los primeros 400 inquilinos que respondan al cuestionario y lo regresen recibirán una tarjeta de regalo de \$5 de Peet's Coffee & Tea o de Pegasus Books. **Sus respuestas serán mantenidas estrictamente confidenciales y una vez las tarjetas de regalo sean enviadas a los inquilinos la lista de domicilios será eliminada.** Muchas gracias por su apoyo.*

Thank you for taking the time to share your experience with us and help Berkeley improve its services.

Sincerely,

Stephen Barton, Ph.D.
Research Coordinator

P.S. If you would prefer, you can respond to this survey on the web at:
<http://www.ci.berkeley.ca.us/ContentDisplay.aspx?id=37214>

2125 Milvia Street, Berkeley, California 94704
TEL: (510)981-7368 (981-RENT) • TDD: (510)981-6903 • FAX: (510)981-4910
E-MAIL: rent@ci.berkeley.ca.us • INTERNET: www.ci.berkeley.ca.us/rent

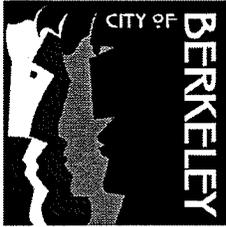
Dear Berkeley Tenant:

Last week, a survey about your experience as a tenant in Berkeley was mailed to you. Your address was drawn randomly from a list of Berkeley rentals.

If you have already completed and returned the survey to us, please accept our sincere thanks. If not, please do so today. We are grateful for your help.

If you did not receive a survey, or if it was misplaced, please call me at 981-4926 or Aimee Mueller at 981-4932 and we will get another one in the mail to you right away. As a small thank you for completing the survey, the first 400 households that return the completed survey will receive a \$5 gift card for a local Berkeley business.

Sincerely,
Stephen Barton, Ph.D.
Research Coordinator



Rent Stabilization Board

May 11, 2009

Dear Berkeley Tenant:

About three weeks ago we wrote to you seeking your opinions about the rental housing market in Berkeley. As of today, we have not received your completed survey and we would genuinely appreciate hearing from you.

The survey is being conducted so that residents like you can affect the housing policies of the City of Berkeley. Your address was drawn through a scientific sampling process in which every rental unit had an equal chance of being selected. Your answers are important in order to make the information from the survey truly representative.

We enclose a replacement copy of the survey and ask that you please take a few minutes to fill it out and return it to us. As a small thank you for completing the survey, all households that return the completed survey **by May 22nd** will receive a \$5 gift card for Peet's Coffee & Tea or Pegasus Books. We would be happy to answer any questions you may have about this survey. You can e-mail me at sbarton@ci.berkeley.ca.us or call me at 981-4926, or you can call Aimee Mueller at 981-4932.

Para Usted que Habla Español:

Hace aproximadamente tres semanas le escribimos pidiendo sus opiniones sobre el mercado de vivienda de rentar en Berkeley. Hasta ahora no ha regresado su cuestionario completo o expresado su opinión por teléfono y nos gustaría mucho escuchar de usted. Por favor tome unos minutos para responder y regresar su cuestionario. Si usted prefiere, puede llamar a Angelina Toscano al (510) 981-4902 para contestar por teléfono. Como un pequeño agradecimiento por contestar el cuestionario, cada inquilino que responda al cuestionario y lo regrese para el 22 de mayo recibirá una tarjeta de regalo de \$5 de Peet's Coffee & Tea o Pegasus Books. Gracias por tomarse el tiempo de compartir sus experiencias con nosotros y ayudar a Berkeley a mejorar sus servicios.

Thank you for taking the time to share your experience with us and help Berkeley improve its services.

Sincerely,

Stephen Barton, Ph.D.
Research Coordinator

P.S. If you would prefer, you can respond to this survey on the web at:
<http://www.ci.berkeley.ca.us/ContentDisplay.aspx?id=37214>