

To: Cambridge Rent Control Board
FROM: Ken Moraff and Donna Turley
RE: Administrative Delay Policies
DATE: September 21, 1988

This is the final version of the Board policy after making suggested revisions.

POLICIES

1. In order to expedite the processing time of rent adjustment applications, applications for Regulation 72 and 75 rent adjustments must be complete before being docketed or assigned to a hearing officer. Public assistance is available to any applicant who desires help in completing the application or review of the completed application. Owners are advised to use this service to expedite the processing of the application. The owner must complete the application in full before it will be accepted for processing. The applicant will be required to provide two copies of all documentation upon filing the petition. All documentation must be separated and labeled according to its purpose (e.g., payroll, maintenance and repair, new roof). The application will be reviewed by a staff member before it is docketed or assigned. If it is not complete, the applicant will be notified in writing of all action needed to complete the petition. If there is no response within two weeks to the staff letter requesting completion, the incomplete petition will be returned to the owner and dismissed. The petition will be docketed only when it is complete. If accepted the petitioner will be notified of the hearing date within two weeks after the docketing of the petition.
2. Rent adjustment cases will not be continued except for good cause, or for more than two weeks (except in extraordinary circumstances).
3. The Board will not accept rent adjustment petitions when the applicant requests a delay in case processing of more than 30 days.
4. Once a rent adjustment case is filed, no changes in the costs claimed in the petition will be allowed, except for good cause. All documentation must be filed with the petition; any documentation filed after the case is docketed will be returned, unless the hearing officer determines that good cause exists.
5. Hearing officers may refuse to allow oral argument on policy issues which have already been decided in previous cases (e.g. the propriety of the Board's

interest rate system, or the division of management and supervisory expenses). Parties will be allowed to note their objections to such policies, and to submit written arguments, if they wish.

6. Parties will not be allowed to submit additional evidence after the fact-finding hearing, except in extraordinary circumstances.
7. In all cases which take longer than six months to process, the hearing report will explain the reason for the delay.
8. The Board will not remand rent adjustment cases for consideration of additional evidence when that evidence was available at the time of the fact-finding hearing.
9. Cases assigned to hearing officers who go on leave or whose employment is terminated will be reassigned if not completed within 30 days, except in unusual circumstances.
10. Applicants who submit Regulation 76 petitions shall provide certification from the Cambridge Department of Inspectional Services on a Board supplied form which states that there are no outstanding code violations in the affected units.
11. Rent adjustment petitions for incomplete capital improvements will not be accepted.



City of Cambridge

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IN CITY COUNCIL

Councillor William H. Walsh

January 23, 1989

WHEREAS: The vulnerability of senior and elderly citizens has been brought into sharp focus by two recent letters received from a senior citizen who, on two recent occasions, has submitted rent control applications for rental adjustments and has had to wait almost a year for their processing; and

WHEREAS: In response to this resident's inquiry about delays in processing applications, the attached document was enclosed from the Cambridge Rent Control Board entitled Administrative Delay Policies (September 21, 1988). In not one of the eleven policies stated in the document is there the mention of or any expressed sense of concern for applicants who are senior and elderly and for whom delay brings financial woe. Such an attitude of urgency should be evident so that these applicants are not lost in the shadows of delay; now therefore be it

ORDERED: That the City Manager advise the Director of the Cambridge Rent Control Board to provide a special area on application forms which will allow the applicant to designate their senior/elderly status, and to create a mechanism whereby these applications are given priority in processing. Further, that the City Manager enlist the assistance of the appropriate person from the Council on Aging and the Committee of Elders to act as a type of ombudsman so that not only with the Rent Control Board but with every area of city government, senior and elderly residents will be assured of prompt access to and response from the various city departments which exist to serve them; and be it further

ORDERED: That the City Manager report back to this Council on both of these related matters by February 27, 1989.

(ATTACHMENT)



City of Cambridge

COUNCILLOR WALSH

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IN CITY COUNCIL

January 23, 1989

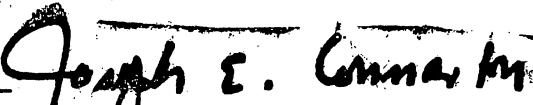
- WHEREAS:** The vulnerability of senior and elderly citizens has been brought into sharp focus by two recent letters received from a senior citizen who, on two recent occasions, has submitted rent control applications for rental adjustments and has had to wait almost a year for their processing; and
- WHEREAS:** In response to this resident's inquiry about delays in processing applications, the attached document was enclosed from the Cambridge Rent Control Board entitled Administrative Delay Policies (September 21, 1988). In not one of the eleven policies stated in the document is there the mention of or any expressed sense of concern for applicants who are senior and elderly and for whom delay brings financial woe. Such an attitude of urgency should be evident so that these applicants are not lost in the shadows of delay; now therefore be it
- ORDERED:** That the City Manager advise the Director of the Cambridge Rent Control Board to provide a special area on application forms which will allow the applicant to designate their senior/elderly status, and to create a mechanism whereby these applications are given priority in processing. Further, that the City Manager enlist the assistance of the appropriate person from the Council on Aging and the Committee of Elders to act as a type of ombudsman so that not only with the Rent Control Board but with every area of city government, senior and elderly residents will be assured of prompt access and response from the various city departments which exist to serve them; and be it further
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(ATTACHMENT)

In City Council January 23, 1989.
 Adopted by the affirmative vote of 9 members.
 Attest:- Joseph E. Connarton, City Clerk.

A true copy;

ATTEST:-


 Joseph E. Connarton, City Clerk.

C. Walsh order re: that the City Manager advise the Director of the Rent Control Board to provide a special area on application forms which will allow the applicant to designate their senior/elderly status & to create a mechanism whereby said applicaitons are given priority in processing.

In City Council,
January 23, 1989

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1-23-89
J. Walsh
Director
Rent Control Board

FOR THE
CITY OF
SAN FRANCISCO
JAN 23 1989
A. J. Walsh
Director
Rent Control Board