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**CHAPTER 37**  
**OF THE SAN FRANCISCO ADMINISTRATIVE CODE**  
**THE RESIDENTIAL RENT STABILIZATION AND ARBITRATION ORDINANCE**

NOTE: This is not an official record of the laws or regulations of the City and County of San Francisco. It is printed for administrative and public convenience.

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RECENT CHANGES TO THE ORDINANCE

<u>ORD. NO.</u>	<u>EFFECTIVE DATE</u>	<u>RENT ORD. SECTIONS</u>	<u>SUMMARY OF AMENDMENTS</u>
034-22	4/11/22	37.9	Prohibits residential evictions for non-payment of rent that came due on or after July 1, 2022, and was not paid due to the COVID-19 pandemic; and to prohibit landlords from imposing late fees, penalties, or similar charges on such tenants.
91-22	7/18/22	37.9A	Clarifies the withdrawal date under the Ellis Act; increases Ellis relocation payments; requires that an owner who re-rents a unit following an Ellis Act eviction must return the entire property to the market, with exceptions for certain owner-occupied units; clarifies that paying punitive damages does not extinguish an owner's re-rental obligations; and deletes inoperative Code sections.
172-22	9/4/22	37.2 37.3	Requires new dwelling units constructed and funded pursuant to Administrative Code Chapter 85 to be subject to the rent increase limitations of the Rent Ordinance.
210-22	11/28/22	37.2 37.3	Requires new dwelling units constructed pursuant to the density exception in Planning Code Section 207(c)(8) to be subject to the rent increase limitations of the Rent Ordinance.
47-23	5/15/23	37.9	Extends the eviction moratorium enacted by Ord No. 034-22 to cover rent payments that come due within 60 days after the Mayor's emergency proclamation ends.
072-23	6/2/23	37.9	Extends the eviction moratorium enacted by Ord No. 034-22 to include units where the rent is controlled or regulated by the City.
091-23	6/26/23	37.2 37.3	Requires new dwelling units created pursuant to the HOME-SF Program set forth in Section 206.3(c)(1)(B) of the Planning Code to be subject to the rent increase limitations of the Rent Ordinance.
160-23	8/28/23	37.2	Amends definition of "rental unit" covered by the Ordinance to include buildings where the owner has obtained tax-exempt multifamily revenue bonds.

1 FILE NO. 188-79

ORIGINAL ORDINANCE NO. 276-79  
Effective June 13, 1979; Subsection (d)  
added by Ord. No. 18-22, Eff. 3/14/2022

2  
3 AN EMERGENCY ORDINANCE AMENDING THE SAN FRANCISCO ADMINISTRATIVE CODE  
4 BY ADDING CHAPTER 37 THERETO TO ESTABLISH A RENTAL STABILIZATION AND  
5 ARBITRATION BOARD AND PRESCRIBING THE DUTIES AND POWERS THEREOF;  
6 SETTING FORTH GUIDELINES FOR RENTAL INCREASES; CREATING A CITIZENS'  
7 HOUSING TASK FORCE; PROVIDING FOR TERMINATION DATE.

8 CHAPTER 37

9 RESIDENTIAL RENT STABILIZATION AND ARBITRATION ORDINANCE

10 **Sec. 37.1 Title & Findings.**

11 (a) This chapter shall be known as the Residential Rent Stabilization and Arbitration  
12 Ordinance.

13 (b) The Board of Supervisors hereby finds:

14 (1) There is a shortage of decent, safe and sanitary housing in the City and  
15 County of San Francisco resulting in a critically low vacancy factor.

16 (2) Tenants displaced as a result of their inability to pay increased rents must  
17 relocate but as a result of such housing shortage are unable to find decent, safe and sanitary  
18 housing at affordable rent levels. Aware of the difficulty in finding decent housing, some tenants  
19 attempt to pay requested rent increases, but as a consequence must expend less on other  
20 necessities of life. This situation has had a detrimental effect on substantial numbers of renters  
21 in the City, especially creating hardships on senior citizens, persons on fixed incomes and low  
22 and moderate income households.

23 (3) The problem of rent increases reached crisis level in the spring of 1979. At  
24 that time the Board of Supervisors conducted hearings and caused studies to be made on the  
25 feasibility and desirability of various measures designed to address the problems created by the  
26 housing shortage.

27 (4) In April, 1979, pending development and adoption of measures designed to  
28 alleviate the City's housing crisis, the Board of Supervisors adopted Ordinance No. 181-79  
prohibiting most rent increases on residential rental properties for 60 days. Ordinance No. 181-

1 79 is scheduled to expire no later than June 30, 1979.

2 (5) The provisions of Ordinance No. 181-79 have successfully reduced the rate  
3 of rent increases in the City, along with the concomitant hardships and displacements. However,  
4 a housing shortage still exists within the City and County of San Francisco and total deregulation  
5 of rents at this time would immediately lead to widespread exorbitant rent increases and  
6 recurrence of the crisis, problems and hardships which existed prior to the adoption of the  
7 moratorium measure.

8 (6) This ordinance shall be in effect for fifteen (15) months. During this time, a  
9 Citizens' Housing Task Force shall be created to conduct a further study of and make  
10 recommendations for, the problems of housing in San Francisco. In the interim, some  
11 immediate measures are needed to alleviate San Francisco's housing problems. This  
12 ordinance, therefore, creates a Residential Rent Stabilization and Arbitration Board in order to  
13 safeguard tenants from excessive rent increases and, at the same time, to assure landlords fair  
14 and adequate rents consistent with Federal Anti-Inflation Guidelines.

15 (c) The people of San Francisco hereby find and declare:

16 (1) Present law provides that the annual allowable rent increase shall be 60  
17 percent of the Consumer Price Index but in no event less than four percent of the tenant's base  
18 rent.

19 (2) Rent increases of 60 percent of the Consumer Price Index are sufficient to  
20 assure landlords fair and adequate rents consistent with Federal Anti-Inflation Guidelines.

21 (3) Since 1984, 60 percent of the Consumer Price Index has been less than four  
22 percent per year, so landlords have been able to impose yearly rent increases above the rate of  
23 inflation since 1984.

24 (4) Under the current four percent floor, landlords have received more than 60  
25 percent of the Consumer Price Index with resulting hardship to tenants.

26 (5) Therefore, in order to alleviate this hardship to tenants and to ensure that  
27 landlords receive fair and adequate rents consistent with Federal Anti-Inflation Guidelines, we  
28 hereby amend this ordinance to delete the current four percent floor on annual rent increases.

1 (d) In accordance with California Civil Code Section 1946.2(g)(1)(B), the Board of  
2 Supervisors finds that this Chapter 37 further limits the permissible reasons for termination of a  
3 residential tenancy and provides additional tenant protections as compared to California Civil  
4 Code Section 1946.2, which the California Legislature adopted as part of the Tenant Protection  
5 Act of 2019. The Board of Supervisors therefore finds that this Chapter 37 is more protective of  
6 tenants than Section 1946.2, and intends that this Chapter 37 shall apply rather than Section  
7 1946.2.

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1 **Sec. 37.2** **Definitions.**

2 [Amended by Ord. No. 197-80, effective June 8, 1980; Ord. No. 77-82, effective  
3 April 1, 1982; Ord. No. 268-82, effective July 10, 1982; Ord. No. 421-82, effective  
4 October 1, 1982; Ord. No. 111-83, effective April 10, 1983; Ord. No. 438-83,  
5 effective October 2, 1983; Ord. No. 20-84, effective February 18, 1984; Ord. No.  
6 193-86, effective July 1, 1986; Ord. No. 233-93, effective August 22, 1993;  
7 Resolution No. 1004-94, effective December 22, 1994; Ord. No. 446-94, effective  
8 January 30, 1995; Ord. No. 179-98, effective June 28, 1998; Ord. No. 250-98,  
9 effective August 30, 1998; Ord. No. 237-99, effective September 29, 1999; Ord.  
10 No. 347-99 effective January 29, 2000; Ord. No. 116-00, effective July 2, 2000;  
11 Ord. No. 02-03, effective February 21, 2003; Ord. No. 107-03, effective July 22,  
12 2003; Ord. No. 178-06, effective September 7, 2006; Ord. No. 252-06, effective  
13 November 10, 2006; Ord. No. 281-06, effective January 19, 2007; Ord. No.  
14 92-07, effective May 27, 2007; amended by Proposition M, effective December  
15 19, 2008; Ord. No. 28-09, effective March 22, 2009; Ord. No. 60-10, effective  
16 April 25, 2010; Ord. No. 72-11, effective May 27, 2011; Ord. No. 49-14, effective  
17 May 17, 2014; Ord. No 173-14, effective August 30, 2014; Ord. Nos. 161-15 and  
18 162-15, effective October 18, 2015; Ord. No. 119-16, effective July 31, 2016; Ord.  
19 No. 162-16, effective September 4, 2016; Ord. No. 296-19, effective January 20,  
20 2020; Ord. No. 213-20, effective November 30, 2020; Ord. No. 208-21, effective  
21 December 12, 2021; Ord. No. 172-22, effective September 4, 2022; Ord. No. 210-  
22 22, effective November 28, 2022; Ord. No. 91-23, effective June 26, 2023; Ord.  
23 No. 160-23, effective August 28, 2023]

14 (a) **Base Rent.**

15 (1) That rent which is charged a tenant upon initial occupancy plus any rent  
16 increase allowable and imposed under this chapter; provided, however, that,

17 (A) Base rent shall not include increases imposed pursuant to Section  
18 37.7.

19 (B) Base rent shall not include utility passthroughs or water revenue bond  
20 passthroughs or general obligation bond passthroughs pursuant to Sections 37.2(q),  
21 37.3(a)(5)(B), and 37.3(a)(6).

22 (C) Base rent for tenants of RAP rental units in areas designated on or  
23 after July 1, 1977 shall be that rent which was established pursuant to Section 32.73-1 of the  
24 San Francisco Administrative Code. Rent increases attributable to the Chief Administrative  
25 Officer's amortization of a RAP loan in an area designated on or after July 1, 1977 shall not be  
26 included in the base rent.

27 (D) **Good Samaritan Status.** As of February 8, 2011 and after, Good  
28

1 Samaritan occupancy status occurs when a landlord and new tenant agree in writing for the  
2 tenant to commence temporary occupancy following an emergency such as fire, earthquake,  
3 landslide, or similar emergency situation, that required unexpected vacation of the tenant's  
4 previous unit, and the agreement includes a reduced rent rate for the replacement unit for a  
5 specified period of time up to twelve (12) months ("Original Good Samaritan Status Period").  
6 "Reduced rent rate" means the base rent the tenant was paying for the previous unit at the time  
7 of the emergency or an amount up to ten (10) percent above that amount, except that if the  
8 owner of the previous unit is the same as the owner of the replacement unit then "reduced rent  
9 rate" means the rent the tenant was paying for the previous unit at the time of the emergency.  
10 For Good Samaritan Status to exist, the written agreement as referenced in this Subsection must  
11 include a statement that the agreement is temporary in nature, must refer to this Subsection, and  
12 must state that the tenant has been displaced from his or her previous unit as certified in  
13 Subsection (iii), below.

14 (i) The landlord and tenant may agree, in writing, to extend the  
15 reduced rent rate for a period of time beyond the Original Good Samaritan Status Period, up to a  
16 total of twenty-four (24) months from the beginning to the end of all Good Samaritan Status  
17 ("Extended Good Samaritan Status Period").

18 (ii) By accepting occupancy in Good Samaritan Status, a tenant  
19 does not waive any right to compensation or any right to return to the tenant's previous unit that  
20 he or she otherwise may have under Chapter 37 or other source of law based on the emergency  
21 vacation of the tenant's previous unit.

22 (iii) Good Samaritan Status may only be utilized upon certification  
23 in writing by one of the following officials, or his or her designee, that as a result of fire,  
24 earthquake, landslide, or similar emergency situation, the tenant's previous unit is in such  
25 condition that, as a matter of public health and safety and as a matter of habitability, the tenant  
26 cannot or should not reside there until the unit has been appropriately repaired: Mayor; Fire  
27 Chief; Director of the Department of Building Inspection; Director of the Department of Public  
28 Health; or Other Official as authorized by law. The Rent Board shall make a form available, that

1 the Official may use for this purpose.

2 (iv) The tenant's rent increase anniversary date for a Good  
3 Samaritan occupancy shall be the date the tenancy commenced; the first annual allowable  
4 increase shall take effect no less than one year from the anniversary date, but when imposed  
5 after one year, shall set a new anniversary date for the imposition of future rent increases. The  
6 base rent used for calculation of the annual allowable increase pursuant to Section 37.3(a)(1)  
7 during a Good Samaritan occupancy, shall be the reduced rent rate in effect on the date the  
8 Good Samaritan occupancy commences.

9 (v) The landlord may serve a notice of termination of tenancy  
10 under Section 37.9(a)(16) within 60 days after expiration of the Original and any Extended Good  
11 Samaritan Status Period. Alternatively, within sixty (60) days after expiration of the Original and  
12 any Extended Good Samaritan Status Period, if the Good Samaritan rental agreement states the  
13 dollar amount of the tenant's initial base rent that can be imposed after expiration of the Original  
14 and any Extended Good Samaritan Status Period, the landlord may give legal notice of the rent  
15 increase to the tenant and then increase the tenant's rent from the temporary reduced rent rate  
16 to the previously agreed upon initial base rent for the unit.

17 (vi) The Rent Board shall make a form available that explains the  
18 temporary nature of tenant occupancy in Good Samaritan Status, and describes the other  
19 provisions of Section 37.2(a)(1)(D)(v).

20 The Good Samaritan landlord shall provide the tenant with this disclosure  
21 form prior to commencement of the Good Samaritan tenancy. However, failure by the landlord to  
22 provide the tenant with such disclosure form:

23 ■ Will not prevent the landlord from serving a notice of termination of  
24 tenancy under Section 37.9(a)(16) within sixty (60) days after expiration of the Original and any  
25 Extended Good Samaritan Status Period.

26 ■ Will not prevent the landlord from serving a notice of rent increase within  
27 sixty (60) days after expiration of the Original and any Extended Good Samaritan Status Period,  
28 to increase to the previously agreed upon initial base rent for the unit, as provided in Section

1 37.2(a)(1)(D)(v).

2                   ▪ Will not otherwise impact any rights that the landlord may have regarding  
3 the tenancy.

4                   (2) From and after August 30, 1998, the base rent for tenants  
5 occupying rental units which have received certain tenant-based or project-based rental  
6 assistance shall be as follows:

7                   (A) With respect to tenant-based rental assistance:

8                   (i) For any tenant receiving tenant-based rental assistance as of  
9 August 30, 1998 under a program that does not establish the tenant's share of base rent as a  
10 fixed percentage of a tenant's income, such as in the Housing Choice Voucher Program or the  
11 Over-FMR Tenancy program, and continuing to receive such tenant-based rental assistance  
12 thereafter, the initial base rent for each unit occupied by such tenant shall be the rent payable for  
13 that unit under the Housing Assistance Payments contract, as amended, between the San  
14 Francisco Housing Authority or the Human Services Agency and the landlord (the "HAP  
15 Contract") with respect to that unit immediately prior to August 30, 1998 (the "HAP Contract  
16 Rent").

17                   (ii) For any tenant receiving tenant-based rental assistance under  
18 a program that does not establish the tenant's share of base rent as a fixed percentage of a  
19 tenant's income, such as in the Housing Choice Voucher Program or the Over-FMR Tenancy  
20 program, and commencing occupancy of a rental unit after August 30, 1998, the initial base rent  
21 for each unit occupied by such a tenant shall be the HAP Contract Rent in effect as of the date  
22 the tenant commences occupancy of such unit.

23                   (iii) For any tenant receiving rental assistance under the HOPWA  
24 rental subsidy program as of May 17, 2016, and continuing to receive such assistance under the  
25 HOPWA rental subsidy program thereafter, the initial base rent for each unit occupied by such  
26 tenant shall be the HAP Contract Rent in effect as of May 17, 2016.

27                   (iv) For any tenant receiving rental assistance under the HOPWA  
28 rental subsidy program who commenced occupancy of a rental unit after May 17, 2016, the initial

1 base rent for each unit occupied by such tenant shall be the HAP Contract Rent in effect as of  
2 the date the tenant commences occupancy of such unit.

3 (v) For any tenant whose tenant-based rental assistance  
4 terminates or expires, for whatever reason, after August 30, 1998, the base rent for each such  
5 unit following expiration or termination shall be the HAP Contract Rent in effect for that unit  
6 immediately prior to the expiration or termination of the tenant-based rental assistance.

7 (B) For any tenant occupying a unit upon the expiration or termination, for  
8 whatever reason, of a project-based HAP Contract under Section 8 of the United States Housing  
9 Act of 1937 (42 USC §1437f, as amended), the base rent for each such unit following expiration  
10 or termination shall be the "contract rent" in effect for that unit immediately prior to the expiration  
11 or termination of the project-based HAP Contract.

12 (C) For any tenant occupying a unit upon the prepayment or expiration of  
13 any mortgage insured by the United States Department of Housing and Urban Development  
14 ("HUD"), including but not limited to mortgages provided under sections 221(d)(3), 221(d)(4) and  
15 236 of the National Housing Act (12 USC §1715z-1), the base rent for each such unit shall be  
16 the "basic rental charge" (described in 12 USC 1715z-1(f), or successor legislation) in effect for  
17 that unit immediately prior to the prepayment of the mortgage, which charge excludes the  
18 "interest reduction payment" attributable to that unit prior to the mortgage prepayment or  
19 expiration.

20 (b) Board. The Residential Rent Stabilization and Arbitration Board.

21 (c) Capital Improvements. Those improvements which materially add to the value of the  
22 property, appreciably prolong its useful life, or adapt it to new uses, and which may be amortized  
23 over the useful life of the improvement of the building.

24 (d) CPI. Consumer Price Index for all Urban Consumers for the San Francisco-Oakland  
25 Metropolitan Area, U.S. Department of Labor.

26 (e) Energy Conservation Improvements. Work performed pursuant to the requirements  
27 of Chapter 12 of the San Francisco Housing Code.

28 (f) Administrative Law Judge. A person, designated by the board, who arbitrates and

1 mediates rental increase disputes, and performs other duties as required pursuant to this  
2 Chapter 37.

3 (g) Housing Services. Services provided by the landlord connected with the use or  
4 occupancy of a rental unit including, but not limited to: quiet enjoyment of the premises, without  
5 harassment by the landlord as provided in Section 37.10B; repairs; replacement; maintenance;  
6 painting; light; heat; water; elevator service; laundry facilities and privileges; janitor service;  
7 refuse removal; furnishings; telephone; parking; rights permitted the tenant by agreement,  
8 including the right to have a specific number of occupants, whether express or implied, and  
9 whether or not the agreement prohibits subletting and/or assignment; and any other benefits,  
10 privileges or facilities.

11 (h) Landlord. An owner, lessor, sublessor, who receives or is entitled to receive rent for  
12 the use and occupancy of any residential rental unit or portion thereof in the City and County of  
13 San Francisco, and the agent, representative or successor of any of the foregoing.

14 (i) Member. A member of the Residential Rent Stabilization and Arbitration Board.

15 (j) Over FMR Tenancy Program. A regular certificate tenancy program whereby the  
16 base rent, together with a utility allowance in an amount determined by HUD, exceeds the fair  
17 market rent limitation for a particular unit size as determined by HUD.

18 (k) Payment Standard. An amount determined by the San Francisco Housing Authority  
19 that is used to determine the amount of assistance paid by the San Francisco Housing Authority  
20 on behalf of a tenant under the Housing Choice Voucher Program (24 CFR Part 982). The term  
21 “payment standard” shall also refer to the rent standard used to determine the amount of  
22 assistance paid by the Human Services Agency under the HOPWA rental subsidy program (24  
23 CFR Part 574).

24 (l) Rap. Residential Rehabilitation Loan Program (Chapter 32, San Francisco  
25 Administrative Code).

26 (m) RAP Rental Units. Residential dwelling units subject to RAP loans pursuant to  
27 Chapter 32, San Francisco Administrative Code.

28 (n) Real Estate Department. A city department in the City and County of San Francisco.

1 (o) Rehabilitation Work. Any rehabilitation or repair work done by the landlord with  
2 regard to a rental unit, or to the common areas of the structure containing the rental unit, which  
3 work was done in order to be in compliance with State or local law, or was done to repair  
4 damage resulting from fire, earthquake or other casualty or natural disaster.

5 (p) Rent. The consideration, including any bonus, benefits or gratuity, demanded or  
6 received by a landlord for or in connection with the use or occupancy of a rental unit, or the  
7 assignment of a lease for such a unit, including but not limited to monies demanded or paid for  
8 parking, furnishings, food service, housing services of any kind, or subletting.

9 (q) Rent Increases. Any additional monies demanded or paid for rent as defined in item  
10 (p) above, or any reduction in housing services without a corresponding reduction in the monies  
11 demanded or paid for rent; provided, however, that: (1) where the landlord has been paying the  
12 tenant's utilities and the cost of those utilities increases, the landlord's passing through to the  
13 tenant of such increased costs pursuant to this Chapter does not constitute a rent increase; (2)  
14 where there has been a change in the landlord's property tax attributable to a general obligation  
15 bond approved by the voters between November 1, 1996 and November 30, 1998, or after  
16 November 14, 2002, the landlord's passing through to the tenant of such increased costs in  
17 accordance with this Chapter (see Section 37.3(a)(6)) does not constitute a rent increase; (3)  
18 where there has been a change in the landlord's property tax attributable to a San Francisco  
19 Unified School District or San Francisco Community College District general obligation bond  
20 approved by the voters after November 1, 2006, the landlord's passing through to the tenant of  
21 such increased costs in accordance with this Chapter (see Section 37.3(a)(6)) does not  
22 constitute a rent increase; and (4) where water bill charges are attributable to water rate  
23 increases resulting from issuance of water revenue bonds authorized at the November 5, 2002  
24 election, the landlord's passing through to the tenant of such increased costs in accordance with  
25 this Chapter (see Section 37.3(a)(5)(B)) does not constitute a rent increase.

26 (r) Rental Units. All residential dwelling units in the City together with the land and  
27 appurtenant buildings thereto, and all housing services, privileges, furnishings and facilities  
28 supplied in connection with the use or occupancy thereof, including garage and parking facilities.

1 Garage facilities, parking facilities, driveways, storage spaces, laundry rooms, decks,  
2 patios, or gardens on the same lot, or kitchen facilities or lobbies in single room occupancy  
3 (SRO) hotels, supplied in connection with the use or occupancy of a unit, may not be severed  
4 from the tenancy by the landlord without just cause as required by Section 37.9(a). Any  
5 severance, substantial reduction or removal of a housing service, even if permitted under  
6 Section 37.9(a), shall be offset by a corresponding reduction in rent. Either a landlord or a  
7 tenant may file a petition with the Rent Board to determine the amount of the rent reduction. In  
8 addition, a tenant may petition the Rent Board for a determination on whether an Accessory  
9 Dwelling Unit proposed to be constructed under Planning Code Section 207(c)(4) would sever,  
10 substantially reduce, or remove a housing service, pursuant to the procedures set forth in  
11 subsection 207(c)(4)(C)(iii). The issuance of a permit for construction of an Accessory Dwelling  
12 Unit does not, in and of itself, constitute a just cause for the purpose of severing a housing  
13 service.

14 Notwithstanding the preceding paragraph, a landlord may temporarily sever one or more  
15 housing services listed in that paragraph in order to perform seismic work required by Building  
16 Code Chapter 34B "Mandatory Earthquake Retrofit of Wood-Frame Buildings" ("mandatory  
17 seismic work") if: (1) the landlord has given the notice to temporarily sever as required by  
18 Administrative Code Section 65A.2; (2) the landlord has obtained all necessary permits on or  
19 before the date the notice to temporarily sever is given; (3) the housing service(s) will only be  
20 severed for the minimum time required to complete the mandatory seismic work and in no event  
21 for a longer period than provided by Building Code Section 106A.4.4, Table B; and (4) the  
22 temporarily severed housing service(s) will be fully restored immediately upon completion of the  
23 mandatory seismic work. For such temporary severance of one or more of the specified housing  
24 services due to mandatory seismic work required by Building Code Chapter 34B, tenants will not  
25 be entitled to a reduction in rent, but tenants shall be entitled to either compensation or a  
26 substitute housing service as provided in Administrative Code Chapter 65A.

27 The term "rental units" shall not include:

- 28 (1) Housing accommodations in hotels, motels, inns, tourist houses, rooming and

1 boarding houses, provided that at such time as an accommodation has been occupied by a  
2 tenant for thirty-two (32) continuous days or more, such accommodation shall become a rental  
3 unit subject to the provisions of this chapter; provided further, no landlord shall bring an action to  
4 recover possession of such unit in order to avoid having the unit come within the provisions of  
5 this chapter. An eviction for a purpose not permitted under Sec. 37.9(a) shall be deemed to be  
6 an action to recover possession in order to avoid having a unit come within the provisions of this  
7 Chapter;

8 (2) Dwelling units in non-profit cooperatives owned, occupied and controlled by a  
9 majority of the residents or dwelling units solely owned by a non-profit public benefit corporation  
10 governed by a board of directors the majority of which are residents of the dwelling units and  
11 where it is required in the corporate by-laws that rent increases be approved by a majority of the  
12 residents;

13 (3) Housing accommodations in any hospital, convent, monastery, extended care  
14 facility, asylum, residential care or adult day health care facility for the elderly which must be  
15 operated pursuant to a license issued by the California Department of Social Services, as  
16 required by California Health and Safety Chapters 3.2 and 3.3, or in dormitories owned and  
17 operated by an institution of higher education, a high school, or an elementary school;

18 (4) Except as provided in Subsections (A)-(E), dwelling units whose rents are  
19 controlled or regulated by any government unit, agency or authority, excepting those  
20 unsubsidized and/or unassisted units which are insured by the United States Department of  
21 Housing and Urban Development; provided, however, that units in unreinforced masonry  
22 buildings which have undergone seismic strengthening in accordance with Building Code  
23 Chapters 16B and 16C shall remain subject to the Rent Ordinance to the extent that the  
24 Ordinance is not in conflict with the seismic strengthening bond program or with the program's  
25 loan agreements or with any regulations promulgated thereunder;

26 (A) For purposes of sections 37.2, 37.3(a)(10)(A), 37.4, 37.5, 37.6, 37.9,  
27 37.9A, 37.10A, 37.11A and 37.13, and the arbitration provisions of sections 37.8 and 37.8A  
28 applicable only to the provisions of section 37.3(a)(10)(A), the term "rental units" shall include

1 units occupied by recipients of tenant-based rental assistance where the tenant-based rental  
2 assistance program does not establish the tenant's share of base rent as a fixed percentage of a  
3 tenant's income, such as in the Housing Choice Voucher Program and the Over-FMR Tenancy  
4 program, and shall also include units occupied by recipients of tenant-based rental assistance  
5 under the HOPWA rental subsidy program;

6 (B) For purposes of sections 37.2, 37.3(a)(10)(B), 37.4, 37.5, 37.6, 37.9,  
7 37.9A, 37.10A, 37.11A and 37.13, the term "rental units" shall include units occupied by  
8 recipients of tenant-based rental assistance where the rent payable by the tenant under the  
9 tenant-based rental assistance program is a fixed percentage of the tenant's income, such as in  
10 the Section 8 Certificate Program;

11 (C) The term "rental units" shall include units in a building for which either  
12 tax credits are reserved or obtained pursuant to the federal Low-Income Housing Tax Credit  
13 program under Section 42 of the Internal Revenue Code, 26 U.S.C. Section 42 ("LIHTC "),  
14 and/or tax-exempt multifamily revenue bonds are allocated or obtained pursuant to Section  
15 142(d) of the Internal Revenue Code, 26 U.S.C Section 142(d} ("Bonds"), and that were already  
16 tenant-occupied and subject to this Chapter 37 at the time the applicable LIHTC regulatory  
17 agreement and/or Bond regulatory agreement was recorded, as follows:

18 (i) If a tenant's occupancy of the unit began before the applicable  
19 LIHTC regulatory agreement and/or Bond regulatory agreement was recorded, then subsection  
20 (C) shall apply to that unit so long as any of the occupants who resided in the unit at the time of  
21 the recording still permanently reside there. If the applicable regulatory agreement(s) were  
22 recorded on or after January 1, 2018, then the base rent as of the effective date of the ordinance  
23 in Board File No. 230770 shall be equal to the rent that was in effect as of the date the recording  
24 plus any annual rent increases that may have been allowed under Sections 37.3(a)(1)-(2).

25 (ii) The tenants in a unit described in subsection (C)(i) shall have a  
26 one-time option at any time to opt the unit out of subsection (C), and thereby subject the unit  
27 going forward to such rent controls and use restrictions as may apply under the applicable  
28 LIHTC and/or Bond regulatory agreement(s). All tenants residing in the unit at the time of the

1 opt-out must consent to the opt-out in writing, on a form prepared by the Rent Board, that  
2 advises the tenants of the requirements under subsection (C) and that opt-outs may not be  
3 withdrawn. Once an opt-out has occurred in a unit, subsection (C) will not apply to that unit and  
4 the unit will be exempt from Chapter 37 for the remaining duration of the applicable regulatory  
5 agreement(s).

6 (iii) This exception for tenant-occupied units subject to LIHTC  
7 and/or Bond regulatory agreements is not intended to affect the application of Section 37.2(r)(4)  
8 where the rent is otherwise controlled or regulated by any use restrictions imposed by the City  
9 and County of San Francisco, the Office of Community Investment and Infrastructure, the  
10 Housing Authority of the City and County of San Francisco, the State of California Department of  
11 Housing and Community Development, or the United States Department of Housing and Urban  
12 Development.

13 (iv) Nothing in this subsection 37.2(r)(4)(C) precludes a landlord  
14 from seeking an exemption from rent regulation on the basis of substantial rehabilitation under  
15 Section 37.3(g).

16 (D) The term "rental units" shall include (i) Accessory Dwelling Units  
17 constructed pursuant to Section 207(c)(4) of the Planning Code and that have received a waiver  
18 of the density limits and/or the parking, rear yard, and open space standards from the Zoning  
19 Administrator pursuant to Planning Code Section 307(l), and (ii) New Unit(s) constructed and  
20 funded pursuant to Administrative Code Chapter 85.

21 (E) The term "rental units" shall include any new dwelling units created  
22 pursuant to the density exception set forth in Section 207(c)(8) of the Planning Code.

23 (E) The term "rental units" shall include any new dwelling units created  
24 pursuant to the HOME-SF Program set forth in Section 206.3(c)(1)(B) of the Planning Code.

25 (s) Substantial Rehabilitation. The renovation, alteration or remodeling of residential  
26 units of 50 or more years of age which have been condemned or which do not qualify for  
27 certificates of occupancy or which require substantial renovation in order to conform the building  
28 to contemporary standards for decent, safe and sanitary housing. Substantial rehabilitation may

1 vary in degree from gutting and extensive reconstruction to extensive improvements that cure  
2 substantial deferred maintenance. Cosmetic improvements alone such as painting, decorating  
3 and minor repairs, or other work which can be performed safely without having the unit vacated  
4 do not qualify as substantial rehabilitation.

5 (t) Tenant. A person entitled by written or oral agreement, sub-tenancy approved by the  
6 landlord, or by sufferance, to occupy a residential dwelling unit to the exclusion of others.

7 (u) Tenant-based Rental Assistance. Rental assistance provided directly to a tenant or  
8 directly to a landlord on behalf of a particular tenant, which includes but shall not be limited to  
9 certificates, vouchers, and subsidies issued pursuant to Section 8 of the United States Housing  
10 Act of 1937, as amended (42 U.S.C. Section 1437f), or the HOPWA program (24 CFR Part 574).

11 (v) Utilities. The term "utilities" shall refer to gas and electricity exclusively.

12 (w) Victims of Domestic Violence, Sexual Assault, or Stalking.

13 (1) "Victim of domestic violence or sexual assault or stalking" means any person  
14 who has been, or is currently being, subjected to one or more of the following:

15 (A) "Domestic violence," as defined in Section 13700 of the Penal Code  
16 or Section 6211 of the Family Code;

17 (B) "Sexual assault," as defined in Sections 261, 261.5, 262, 286, 288a,  
18 or 289 of the Penal Code; or

19 (C) "Stalking," as defined in Section 646.9 of the Penal Code or Section  
20 1708.7 of the Civil Code.

21 (2) "Protective order" means a temporary restraining order or emergency  
22 protective order issued pursuant to Part 3 (commencing with Section 6240) or Part 4  
23 (commencing with Section 6300) or Part 5 (commencing with Section 6400) of the Family Code,  
24 Section 136.2 of the Penal Code, Section 527.6 of the Code of Civil Procedure, or Section 213.5  
25 of the Welfare and Institutions Code, that protects the tenant or household member from further  
26 domestic violence, sexual assault, or stalking.

27 (3) "Qualified third party" means a peace officer or victim advocate employed by  
28 a state or local law enforcement agency, or Licensed Clinical Social Worker (LCSW) or Marriage

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and Family Therapist (MFT), acting in his or her official capacity;

(4) “Written documentation from a qualified third party” means a document signed and dated within the preceding 60 days by a qualified third party stating all of the following:

(A) That the tenant notified the qualified third party that he or she was a victim of domestic violence or sexual assault or stalking;

(B) The time, date, and location of the act or acts that constitute the domestic violence or sexual assault or stalking; and

(C) That the tenant informed the qualified third party of the name of the alleged perpetrator of the act or acts of domestic violence or sexual assault or stalking, if known to the victim.

1 **Sec. 37.3 Rent Limitations.**

2 [Amended by Ord. No. 442-79, effective August 31, 1979; Ord. No. 136-80,  
3 effective April 10, 1980; Ord. No. 358-80, effective August 24, 1980; Ord. No. 77-  
4 82, effective April 1, 1982; Ord. No. 268-82, effective July 10, 1982; Ord. No. 438-  
5 83, effective October 2, 1983; repealed and replaced by Section 37.3A by Ord.  
6 No. 20-84, effective February 18, 1984; renumbered by Ord. No. 338-87, effective  
7 September 13, 1987; amended by Ord. No. 102-91, effective April 20, 1991; Ord.  
8 No. 127-91, effective May 2, 1991; amended by Resolution No. 961-92, effective  
9 December 8, 1992; amended by Ord. No. 405-96, effective November 21, 1996;  
10 Ord. No. 179-98, effective June 28, 1998; Ord. No. 250-98, effective August 30,  
11 1998; Ord. No. 347-99, effective January 29, 2000; Ord. No. 116-00, effective  
12 July 2, 2000; amended by Proposition H, effective December 21, 2000; Ord. No.  
13 02-03, effective February 21, 2003; Ord. No. 107-03, effective June 22, 2003.  
14 Ord. No. 99-04, effective July 5, 2004; Ord. No. 252-06, effective November 10,  
15 2006; Ord. No. 171-15, effective November 9, 2015; Ord. No. 119.16, effective  
16 July 31, 2016; Ord. No. 250-19, effective December 7, 2019; Ord. No. 296-19,  
17 effective January 20, 2020; Ord. No. 265-20, effective January 18, 2021,  
18 operative July 1, 2022; Ord. No. 172-22, effective September 4, 2022; Ord. No.  
19 210-22, effective November 28, 2022; Ord. No. 91-23, effective June 26, 2023]

20 (a) Rent Increase Limitations for Tenants in Occupancy. Landlords may impose rent  
21 increases upon tenants in occupancy only as provided below and as provided by subsections  
22 37.3(d) and 37.3(g):

23 (1) Annual Rent Increase. On March 1 of each year, the Board shall publish the  
24 increase in the CPI for the preceding 12 months, as made available by the U.S. Department of  
25 Labor. A landlord who has reported the required information about their rental unit to the Rent  
26 Board as set forth in Section 37.15 shall have a license to impose annually a rent increase which  
27 does not exceed a tenant's base rent by more than 60% of said published increase. In no event,  
28 however, shall the allowable annual increase be greater than 7%.

(2) Banking. A landlord who refrains from imposing an annual rent increase or  
any portion thereof may accumulate said increase and, subject to Section 37.15, impose that  
amount on the tenant's subsequent rent increase anniversary dates. A landlord who, between  
April 1, 1982 and February 29, 1984, has banked an annual 7% rent increase (or rent increases)  
or any portion thereof may impose the accumulated increase on the tenant's subsequent rent  
increase anniversary dates.

(3) Capital Improvements, Rehabilitation, Energy Conservation Improvements,  
and Renewable Energy Improvements. A landlord may impose rent increases based upon the

1 cost of capital improvements, rehabilitation, energy conservation improvements, or renewable  
2 energy improvements, provided that such costs are certified pursuant to Sections 37.7 and  
3 37.8B below; provided further that where a landlord has performed seismic strengthening in  
4 accordance with Building Code Chapters 16B and 16C, no increase for capital improvements  
5 (including but not limited to seismic strengthening) shall exceed, in any twelve (12) month period,  
6 10% of the tenant's base rent, subject to rules adopted by the Board to prevent landlord hardship  
7 and to permit landlords to continue to maintain their buildings in a decent, safe and sanitary  
8 condition. A landlord may accumulate any certified increase which exceeds this amount and  
9 impose the increase in subsequent years, subject to the 10% limitation. Nothing in this  
10 subsection shall be construed to supersede any Board rules or regulations with respect to  
11 limitations on increases based upon capital improvements whether performed separately or in  
12 conjunction with seismic strengthening improvements pursuant to Building Code Chapters 16B  
13 and 16C.

14 (4) Utilities. A landlord may impose increases based upon the cost of utilities as  
15 provided in Section 37.2(q) above.

16 (5) Water: Charges Related to Excess Water Use, and 50% Passthrough of  
17 Water Bill Charges Attributable to Water Rate Increases Resulting From Issuance of Water  
18 System Improvement Revenue Bonds Authorized at the November 2002 Election.

19 (A) Charges Related to Excess Water Use. A landlord may impose  
20 increases not to exceed fifty percent of the excess use charges (penalties) levied by the San  
21 Francisco Water Department on a building for use of water in excess of Water Department  
22 allocations under the following conditions:

23 (i) The landlord provides tenants with written certification that the  
24 following have been installed in all units: (1) permanently-installed retrofit devices designed to  
25 reduce the amount of water used per flush or low-flow toilets (1.6 gallons per flush); (2) low-flow  
26 showerheads which allow a flow of no more than 2.5 gallons per minute; and (3) faucet aerators  
27 (where installation on current faucets is physically feasible); and

28 (ii) The landlord provides the tenants with written certification that

1 no known plumbing leaks currently exist in the building and that any leaks reported by tenants in  
2 the future will be promptly repaired; and

3 (iii) The landlord provides the tenants with a copy of the water bill  
4 for the period in which the penalty was charged. Only penalties billed for a service period which  
5 begins after the effective date of the ordinance [April 20, 1991] may be passed through to  
6 tenants. Where penalties result from an allocation which does not reflect documented changes  
7 in occupancy which occurred after March 1, 1991, a landlord must, if requested in writing by a  
8 tenant, make a good faith effort to appeal the allotment. Increases based upon penalties shall  
9 be pro-rated on a per room basis provided that the tenancy existed during the time the penalty  
10 charges accrued. Such charges shall not become part of a tenant's base rent. Where a penalty  
11 in any given billing period reflects a 25% or more increase in consumption over the prior billing  
12 period, and where that increase does not appear to result from increased occupancy or any  
13 other known use, a landlord may not impose any increase based upon such penalty unless  
14 inspection by a licensed plumber or Water Department inspector fails to reveal a plumbing or  
15 other leak. If the inspection does reveal a leak, no increase based upon penalties may be  
16 imposed at any time for the period of the unrepaired leak.

17 (B) Fifty Percent (50%) Passthrough of Water Bill Charges Attributable  
18 to Water Rate Increases Resulting From Issuance of Water System Improvement Revenue  
19 Bonds Authorized at the November 2002 Election. A landlord may pass through fifty percent  
20 (50%) of the water bill charges attributable to water rate increases resulting from issuance of  
21 Water System Improvement Revenue Bonds authorized at the November 5, 2002 election  
22 (Proposition A), to any unit that is in compliance with any applicable laws requiring water  
23 conservation devices. The landlord is not required to file a petition with the Board for approval of  
24 such a cost passthrough. Such cost passthroughs are subject to the following:

25 (i) Affected tenants shall be given notice of any such passthrough  
26 as provided by applicable notice of rent increase provisions of this Chapter 37, including but not  
27 limited to Section 37.3(b)(3).

28 (ii) A tenant may file a hardship application with the Board, and be

1 granted relief from all or part of such a cost passthrough;

2 (iii) If a tenant's hardship application is granted, the tenant's  
3 landlord may utilize any available Public Utilities Commission low-income rate discount program  
4 or similar program for water bill reduction, based on that tenant's hardship status;

5 (iv) A landlord shall not impose a passthrough pursuant to Section  
6 37.3(a)(5)(B) if the landlord has filed for or received Board approval for a rent increase under  
7 Section 37.8(e)(4) for increased operating and maintenance expenses in which the same  
8 increase in water bill charges attributable to water rate increases resulting from issuance of any  
9 water revenue bonds authorized at the November 5, 2002 election was included in the  
10 comparison year cost totals.

11 (v) Where a tenant alleges that a landlord has imposed a water  
12 revenue bond passthrough that is not in compliance with Section 37.3(a)(5)(B), the tenant may  
13 petition for a hearing under the procedures provided by Section 37.8. In such a hearing the  
14 landlord shall have the burden of proving the accuracy of the calculation that is the basis for the  
15 increase. Any tenant petition challenging such a passthrough must be filed within one year of  
16 the effective date of the passthrough.

17 (vi) A tenant who has received a notice of passthrough or a  
18 passthrough under this Section 37.3(a)(5)(B) shall be entitled to receive a copy of the applicable  
19 water bill from the landlord upon request.

20 (vii) The amount of permissible passthrough per unit under this  
21 Section 37.3(a)(5)(B) shall be determined as follows:

22 (1) The San Francisco Public Utilities Commission will  
23 determine the charge per unit of water, if any, that is attributable to water rate increases resulting  
24 from issuance of water system improvement revenue bonds authorized at the November 5, 2002  
25 election.

26 (2) The charge identified in Section 37.3(a)(5)(B)(vii)(1)  
27 shall be multiplied by the total units of water used by each customer, for each water bill. The  
28 result is the total dollar amount of the water bill that is attributable to water rate increases

1 resulting from issuance of water system improvement revenue bonds authorized at the  
2 November 5, 2002 election. That charge shall be a separate line item on each customer's water  
3 bill.

4 (3) The dollar amount calculated under Section  
5 37.3(a)(5)(B)(vii)(2) shall be divided by two (since a 50% passthrough is permitted), and then  
6 divided by the total number of units covered by the water bill, including commercial units. The  
7 resulting dollar figure shall be divided by the number of months covered by the water bill cycle  
8 (most are two-month bill cycles), to determine the amount of that water bill that may be passed  
9 through to each residential unit for each month covered by that bill.

10 (4) These passthroughs may be imposed on a monthly  
11 basis. These passthroughs shall not become part of a tenant's base rent. The amount of each  
12 passthrough may vary from month to month, depending on the amount calculated under  
13 Sections 37.3(a)(5)(B)(vii)(1) through (3).

14 (viii) The Board may amend its rules and regulations as necessary  
15 to implement this Section 37.3(a)(5)(B).

16 (6) Property Tax. A landlord may impose increases based upon a 100%  
17 passthrough of the change in the landlord's property tax resulting from the repayment of general  
18 obligation bonds of the City and County of San Francisco approved by the voters between  
19 November 1, 1996, and November 30, 1998 as provided in Section 37.2(q).

20 A landlord may impose increases based upon a 50% passthrough of the change  
21 in the landlord's property tax resulting from the repayment of general obligation bonds of the City  
22 and County of San Francisco approved by the voters after November 14, 2002, as provided in  
23 Section 37.2(q), and subject to the following requirement: Any rent increase for bonds approved  
24 after the effective date of this initiative Ordinance [November 2000 Proposition H, effective  
25 December 21, 2000] must be disclosed and approved by the voters.

26 A landlord may impose increases based upon a 50% passthrough of the change  
27 in the landlord's property tax resulting from the repayment of San Francisco Unified School  
28 District or San Francisco Community College District general obligation bonds approved by the

1 voters after November 1, 2006, as provided in Section 37.2(q).

2 The amount of such increases shall be determined for each tax year as follows:

3 (A) The Controller and the Board of Supervisors will determine the  
4 percentage of the property tax rate, if any, in each tax year attributable to the general obligation  
5 bonds and repayable within such tax year.

6 (B) This percentage shall be multiplied by the total amount of the net  
7 taxable value as of November 1 of the applicable tax year. The result is the dollar amount of  
8 property taxes for that tax year for a particular property attributable to the repayment of the  
9 general obligation bonds.

10 (C) The dollar amount calculated under subsection (a)(6)(B) shall be  
11 divided by the total number of all units in each property, including commercial units. That figure  
12 shall also be discounted to reflect the percentage passthrough that the voters authorized, as  
13 applicable: specifically, in the case of the 50% passthroughs authorized for general obligation  
14 bonds of the City and County of San Francisco approved by the voters after November 14, 2002  
15 and general obligation bonds of the San Francisco Unified School District or San Francisco  
16 Community College District approved by the voters after November 1, 2006, the figure shall be  
17 divided by two. The figure shall then be divided by the total number of months that the  
18 passthrough may apply pursuant to subsection (a)(6)(D)(i), to determine the monthly per unit  
19 costs for that tax year of the repayment of general obligation bonds.

20 (D) Landlords may pass through to each unit in a particular property the  
21 dollar amount calculated under subsections (a)(6)(A), (B), and (C), as provided in this subsection  
22 (a)(6)(D).

23 (i) If a passthrough is imposed on or before December 31, 2020, it  
24 shall apply only for the 12-month period after it is imposed. Starting January 1, 2021, all  
25 passthroughs shall apply for the same number of months covered by the property tax bills used  
26 in the passthrough calculation, and the calculation may not be based on tax bills issued more  
27 than three years prior to the year in which the passthrough was imposed.

28 (ii) The landlord shall give affected tenants notice of the

1 passthrough as provided by applicable notice of rent increase provisions of this Chapter 37,  
2 including but not limited to Section 37.3(b)(3). The passthroughs may be imposed at any time in  
3 the calendar year, provided that the landlord serves notice of such passthrough to be effective  
4 on the anniversary date of each tenant's occupancy of the property. The passthroughs shall not  
5 become a part of a tenant's base rent. The amount of each passthrough imposed pursuant to  
6 subsection (a)(6) may vary from year-to-year, depending on the amount calculated under  
7 subsections (a)(6)(A), (B), and (C). A landlord may impose the passthrough described in this  
8 subsection (a)(6) for a particular tax year only with respect to those tenants who were residents  
9 of a particular property on November 1 of the applicable tax year. A landlord shall not impose a  
10 passthrough pursuant to this subsection (a)(6) if the landlord has filed for or received Board  
11 approval for a rent increase under Section 37.8(e)(4) for increased operating and maintenance  
12 expenses in which the same increase in property taxes due to the repayment of general  
13 obligation bonds was included in the comparison year cost totals.

14 (E) A tenant who has received a passthrough under this subsection (a)(6)  
15 may file a financial hardship application with the Board, and the Board may grant the tenant  
16 complete or partial relief from that part of the passthrough that is attributable to general  
17 obligation bonds approved by the voters on or after November 5, 2019. The standards and  
18 procedures for the financial hardship application shall be as set forth in Sections 37.7(h)-(i).

19 (F) The Board shall have available a form which explains how to calculate  
20 the passthrough. Landlords must provide to tenants, on or before the date that notice is served  
21 on the tenant of a passthrough permitted under this subsection (a)(6), a copy of the completed  
22 form. This completed form shall be provided in addition to the Notice of Rent Increase required  
23 under Section 37.3(b). Where a tenant alleges that a landlord has imposed a charge which  
24 exceeds the limitations set forth in this subsection (a)(6), the tenant may petition for a hearing  
25 under the procedures provided by Section 37.8. In such a hearing, the landlord shall have the  
26 burden of proving the accuracy of the calculation that is the basis for the increase. Any tenant  
27 petition challenging such a passthrough must be filed within one year of the effective date of the  
28 passthrough.

1 (G) The Board may amend its rules and regulations as necessary to  
2 implement this subsection (a)(6).

3 (7) RAP Loans. A landlord may impose rent increases attributable to the Chief  
4 Administrative Officer's amortization of the RAP loan in an area designated on or after July 1,  
5 1977 pursuant to Chapter 32 of the San Francisco Administrative Code.

6 (8) Additional Increases. A landlord who seeks to impose any rent increase  
7 which exceeds those permitted above shall petition for a rental arbitration hearing pursuant to  
8 Section 37.8 of this chapter.

9 (9) A landlord may impose a rent increase to recover costs incurred for the  
10 remediation of lead hazards, as defined in San Francisco Health Code Article 11 or 26. Such  
11 increases may be based on changes in operating and maintenance expenses or for capital  
12 improvement expenditures as long as the costs which are the basis of the rent increase are a  
13 substantial portion of the work which abates or remediates a lead hazard, as defined in San  
14 Francisco Health Code Article 11 or 26, and provided further that such costs are approved for  
15 operating and maintenance expense increases pursuant to Section 37.8(e)(4)(A) and certified as  
16 capital improvements pursuant to Section 37.7 below.

17 When rent increases are authorized by this subsection 37.3(a)(9), the total rent  
18 increase for both operating and maintenance expenses and capital improvements shall not  
19 exceed 10% in any twelve (12) month period. If allowable rent increases due to the costs of lead  
20 remediation and abatement work exceed 10% in any 12 month period, an Administrative Law  
21 Judge shall apply a portion of such excess to approved operating and maintenance expenses for  
22 lead remediation work, and the balance, if any, to certified capital improvements, provided,  
23 however, that such increase shall not exceed 10%. A landlord may accumulate any approved or  
24 certified increase which exceeds this amount, subject to the 10% limit.

25 (10) With respect to units occupied by recipients of tenant-based rental  
26 assistance:

27 (A) If the tenant's share of the base rent is not calculated as a fixed  
28 percentage of the tenant's income, such as in the Housing Choice Voucher Program and the

1 Over-FMR Tenancy Program, or if the tenant is receiving assistance under the HOPWA rental  
2 subsidy program, then:

3 (i) If the base rent is equal to or greater than the Payment  
4 Standard, the rent increase limitations in Sections 37.3(a)(1) and (2) shall apply to the entire  
5 base rent, and the arbitration procedures for those increases set forth in section 37.8 and 37.8A  
6 shall apply.

7 (ii) If the base rent is less than the Payment Standard, the rent  
8 increase limitations of this Chapter shall not apply; provided, however, that any rent increase  
9 which would result in the base rent being equal to or greater than the Payment Standard shall  
10 not result in a new base rent that exceeds the Payment Standard plus the increase allowable  
11 under Section 37.3(a)(1).

12 (B) If the tenant's share of the base rent is calculated as a fixed  
13 percentage of the tenant's income, such as in the Section 8 Certificate Program, the rent  
14 increase limitations in Section 37.3(a)(1) and (2) shall not apply. In such circumstances,  
15 adjustments in rent shall be made solely according to the requirements of the tenant-based  
16 rental assistance program.

17 (11) Additional occupants.

18 (A) Except as provided in Section 37.3(a)(11)(B), a landlord may not  
19 impose increases solely because a tenant has added an additional occupant to an existing  
20 tenancy, including, but not limited to, a newborn child or family member as defined in Section  
21 401 of the Housing Code. The prohibition on increases mandated by this Subsection (A) shall  
22 apply notwithstanding a rental agreement or lease that specifically permits a rent increase for  
23 additional occupants.

24 (B) A landlord may petition the Board for a rent increase pursuant to  
25 Section 37.3(a)(8) for costs associated with the addition of occupants authorized under Section  
26 37.9(a)(2)(C).

27 (C) Rent increases otherwise permitted by the Costa-Hawkins Rental  
28 Housing Act, California Civil Code Section 1950 et seq. (as it may be amended from time to

1 time) are not prohibited or limited by this Section 37.3(a)(11).

2 (b) Notice of Rent Increase for Tenants in Occupancy. On or before the date upon  
3 which a landlord gives a tenant legal notice of a rent increase, the landlord shall inform the  
4 tenant, in writing, of the following:

5 (1) Which portion of the rent increase reflects the annual increase, and/or a  
6 banked amount, if any;

7 (2) Which portion of the rent increase reflects costs for increased operating and  
8 maintenance expenses, rents for comparable units, and/or capital improvements, rehabilitation,  
9 energy conservation improvements, or renewable energy improvements certified pursuant to  
10 Section 37.7. Any rent increase certified due to increases in operating and maintenance costs  
11 shall not exceed seven percent.

12 (3) Which portion of the rent increase reflects the passthrough of charges for:  
13 gas and electricity; or the passthrough of increased water bill charges attributable to water rate  
14 increases resulting from issuance of water revenue bonds authorized at the November 2002  
15 election as provided by Section 37.3(a)(5)(B) ), which charges and calculations of charges shall  
16 be explained in writing on a form provided by the Board; or the passthrough of general obligation  
17 bond measure costs as provided by Section 37.3(a)(6), which charges shall be explained in  
18 writing on a form provided by the Board as described in Section 37.3(a)(6)(E);

19 (4) Which portion of the rent increase reflects the amortization of the RAP loan,  
20 as described in Section 37.3(a)(7) above.

21 (5) Nonconforming Rent Increases. Any rent increase which does not conform  
22 with the provisions of this section shall be null and void.

23 (6) With respect to rental units occupied by recipients of tenant-based rental  
24 assistance, the notice requirements of this Subsection (b) shall be required in addition to any  
25 notice required as part of the tenant-based rental assistance program.

26 (c) Initial Rent Limitation for Subtenants. A tenant who subleases his or her rental unit  
27 may charge no more rent upon initial occupancy of the subtenant or subtenants than that rent  
28 which the tenant is currently paying to the landlord.

1           (d) **Costa-Hawkins Rental Housing Act (Civil Code Sections 1954.50, et seq.)**

2 Consistent with the Costa-Hawkins Rental Housing Act (Civil Code Sections 1954.50, et seq.)  
3 and regardless of whether otherwise provided under Chapter 37:

4                   (1) **Property Owner Rights to Establish Initial and All Subsequent Rental**  
5 **Rates for Separately Alienable Parcels.**

6                   (A) An owner of residential real property may establish the initial and all  
7 subsequent rental rates for a dwelling or a unit which is alienable separate from the title to any  
8 other dwelling unit or is a subdivided interest in a subdivision as specified in subdivision (b), (d),  
9 or (f) of Section 11004.5 of the California Business and Professions Code. The owner's right to  
10 establish subsequent rental rates under this paragraph shall not apply to a dwelling or unit where  
11 the preceding tenancy has been terminated by the owner by notice pursuant to California Civil  
12 Code Section 1946 or has been terminated upon a change in the terms of the tenancy noticed  
13 pursuant to California Civil Code Section 827: in such instances, the rent increase limitation  
14 provisions of Chapter 37 shall continue to apply for the duration of the new tenancy in that  
15 dwelling or unit.

16                   (B) Where the initial or subsequent rental rates of a Subsection  
17 37.3(d)(1)(A) dwelling or unit were controlled by the provisions of Chapter 37 on January 1,  
18 1995, the following shall apply:

19                   (i) A tenancy that was in effect on December 31, 1995 remains  
20 subject to the rent control provisions of this Chapter 37, and the owner may not otherwise  
21 establish the subsequent rental rates for that tenancy.

22                   (ii) On or after January 1, 1999 an owner may establish the initial  
23 and all subsequent rental rates for any tenancy created on or after  
24 January 1, 1996.

25                   (C) An owner's right to establish subsequent rental rates under  
26 Subsection 37.3(d)(1) shall not apply to a dwelling or unit which contains serious health, safety,  
27 fire or building code violations, excluding those caused by disasters, for which a citation has  
28 been issued by the appropriate governmental agency and which has remained unabated for six

1 months or longer preceding the vacancy.

2 (D) An owner's right to establish subsequent rental rates under subsection  
3 37.3(d)(1) shall not apply to a dwelling or unit that is a new dwelling unit created pursuant to the  
4 density exception set forth in Section 207(c)(8) of the Planning Code.

5 (D) An owner's right to establish subsequent rental rates under subsection  
6 37.3(d)(1) shall not apply to a dwelling unit that is created pursuant to the HOME-SF Program  
7 set forth in Section 206.3(c)(1)(B) of the Planning Code.

8 (2) Conditions for Establishing the Initial Rental Rate Upon Sublet or Assignment.

9 Except as identified in this Subsection 37.3(d)(2), nothing in this Subsection or any other  
10 provision of law of the City and County of San Francisco shall be construed to preclude express  
11 establishment in a lease or rental agreement of the rental rates to be applicable in the event the  
12 rental unit subject thereto is sublet, and nothing in this Subsection shall be construed to impair  
13 the obligations of contracts entered into prior to January 1, 1996, subject to the following:

14 (A) Where the original occupant or occupants who took possession of the  
15 dwelling or unit pursuant to the rental agreement with the owner no longer permanently reside  
16 there, an owner may increase the rent by any amount allowed by this section to a lawful  
17 sublessee or assignee who did not reside at the dwelling or unit prior to January 1, 1996.

18 However, such a rent increase shall not be permitted while:

19 (i) The dwelling or unit has been cited in an inspection report by  
20 the appropriate governmental agency as containing serious health, safety, fire, or building code  
21 violations, as defined by Section 17920.3 of the California Health and Safety Code, excluding  
22 any violation caused by a disaster; and,

23 (ii) The citation was issued at least 60 days prior to the date of the  
24 vacancy; and,

25 (iii) The cited violation had not been abated when the prior tenant  
26 vacated and had remained unabated for 60 days or for a longer period of time. However, the 60-  
27 day time period may be extended by the appropriate governmental agency that issued the  
28 citation.

1 (B) This Subsection shall not apply to partial changes in occupancy of a  
2 dwelling or unit where one or more of the occupants of the premises, pursuant to the agreement  
3 with the owner provided for above (37.3(d)(2)), remains an occupant in lawful possession of the  
4 dwelling or unit, or where a lawful sublessee or assignee who resided at the dwelling or unit prior  
5 to January 1, 1996, remains in possession of the dwelling or unit. Nothing contained in this  
6 Subsection 37.3(d)(2) shall be construed to enlarge or diminish an owner's right to withhold  
7 consent to a sublease or assignment.

8 (C) Acceptance of rent by the owner shall not operate as a waiver or  
9 otherwise prevent enforcement of a covenant prohibiting sublease or assignment or as a waiver  
10 of an owner's rights to establish the initial rental rate unless the owner has received written  
11 notice from the tenant that is party to the agreement and thereafter accepted rent.

12 (3) Termination or Nonrenewal of a Contract or Recorded Agreement with a  
13 Government Agency Limiting Rent. An owner who terminates or fails to renew a contract or  
14 recorded agreement with a governmental agency that provides for a rent limitation to a qualified  
15 tenant, shall be subject to the following:

16 (A) The tenant(s) who were beneficiaries of the contract or recorded  
17 agreement shall be given at least 90 days' written notice of the effective date of the termination  
18 and shall not be obligated to pay more than the tenant's portion of the rent, as calculated under  
19 that contract or recorded agreement, for 90 days following receipt of the notice of termination or  
20 nonrenewal.

21 (B) The owner shall not be eligible to set an initial rent for three years  
22 following the date of the termination or nonrenewal of the contract or agreement.

23 (C) The rental rate for any new tenancy established during the three-year  
24 period in that vacated dwelling or unit shall be at the same rate as the rent under the terminated  
25 or nonrenewed contract or recorded agreement, plus any increases authorized under this  
26 Chapter 37 after the date of termination/non renewal.

27 (D) The provisions of Subsections 37.3(d)(3)(B) and (C) shall not apply to  
28 any new tenancy of 12 months or more duration established after January 1, 2000, pursuant to

1 the owner's contract or recorded agreement with a governmental agency that provides for a rent  
2 limitation to a qualified tenant unless the prior vacancy in that dwelling or unit was pursuant to a  
3 nonrenewed or canceled contract or recorded agreement with a governmental agency that  
4 provides for a rent limitation to a qualified tenant.

5 (4) Subsection 37.3(d) does not affect the authority of the City and County of San  
6 Francisco to regulate or monitor the basis or grounds for eviction.

7 (5) This Subsection 37.3(d) is intended to be and shall be construed to be  
8 consistent with the Costa-Hawkins Rental Housing Act (Civil Code Sections 1954.50. et seq.)

9 (e) Effect of Deferred Maintenance on Passthroughs for Lead Remediation Techniques.

10 (1) When lead hazards are remediated or abated pursuant to San Francisco  
11 Health Code Article 11 or 26, or are violations of state or local housing and/or health and safety  
12 laws, there shall be a rebuttable presumption that the lead hazards are caused or created by  
13 deferred maintenance as defined herein of the current or previous landlord. If the landlord fails  
14 to rebut the presumption, the costs of such work shall not be passed through to tenants as either  
15 a capital improvement or an operating and maintenance expense. If the landlord rebuts the  
16 presumption, he or she shall be entitled to a rent increase if otherwise justified by the standards  
17 set forth in this Chapter.

18 (2) For purposes of the evaluation of petitions for rent increases for lead  
19 remediation work, maintenance is deferred if a reasonable landlord under the circumstances  
20 would have performed, on a regular basis, the maintenance work required to keep the premises  
21 from being in violation of housing safety and habitability standards set forth in California Civil  
22 Code Section 1941 and the San Francisco Municipal Code. In order to prevail on a deferred  
23 maintenance defense, a tenant must show that the level of repair or remediation currently  
24 required would have been lessened had maintenance been performed in a more timely manner.

25 (f) Costa-Hawkins Vacancy Control. Where a landlord has terminated the previous  
26 tenancy as stated in either subsection (1), (2) or (3) below, for the next five years from the  
27 termination, the initial base rent for the subsequent tenancy shall be a rent not greater than the  
28 lawful rent in effect at the time the previous tenancy was terminated, plus any annual rent

1 increases available under this Chapter 37. This Section 37.3(f) is intended to be consistent with  
2 California Civil Code Section 1954.53(a)(1)(A)-(B).

3 (1) Where the previous tenancy was terminated by a notice of termination of  
4 tenancy issued under California Civil Code Section 1946.1 stating the ground for recovery of  
5 possession under Sections 37.9(a)(8), (9), (10), (11), or (14) of this Code. For purposes of the  
6 termination of the tenancy under Section 37.9(a)(9), the initial rent for the unit may be set by a  
7 subsequent bona fide purchaser for value of the condominium.

8 (2) Where the previous tenancy was terminated upon a change in terms of  
9 tenancy noticed under California Civil Code Section 827, except a change in rent permitted by  
10 law. Within 10 days after serving the notice of termination based upon a change in terms of  
11 tenancy under Civil Code Section 827, the landlord shall notify the Board in writing of the  
12 monthly rent the tenant was paying when the landlord gave the notice to the tenant, and provide  
13 a copy of the notice to the Board to the tenant.

14 (3) Where the landlord terminated or did not renew a contract or recorded  
15 agreement with a governmental agency that provided for a rent limitation to a qualified tenant.  
16 When a landlord terminates a tenant-based rental assistance program, the landlord shall, within  
17 10 days after giving the notice of termination of the program to the tenant, notify the Board in  
18 writing of the monthly rent the tenant was paying and the monthly rent paid by the program to the  
19 landlord on behalf of the tenant when the landlord gave notice to the tenant, and provide a copy  
20 of the notice to the Board to the tenant.

21 (g) New Construction and Substantial Rehabilitation.

22 (1) An owner of a residential dwelling or unit which is newly constructed and first  
23 received a certificate of occupancy after the effective date of Ordinance No. 276-79 (June 13,  
24 1979), or which the Rent Board has certified has undergone a substantial rehabilitation, may  
25 establish the initial and all subsequent rental rates for that dwelling or unit, except:

26 (A) where rent restrictions apply to the dwelling or unit under Sections 37.3(d) or  
27 37.3(f);

28 (B) where the dwelling or unit is a replacement unit under Section 37.9A(b);

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(C) as provided for certain categories of Accessory Dwelling Units and New Unit(s) under Section 37.2(r)(4)(D);

(D) as provided in a development agreement entered into by the City under Administrative Code Chapter 56; and

(E) as provided for certain categories of new dwelling units under Section 37.2(r)(4)(E).

1     **Sec. 37.4     Establishment; Appointment; Terms; Executive Director; Funding;**  
2     **Compensation.**

3     [Amended by Ord. No. 435-86, effective December 10, 1986; Ord. No. 162-93,  
4     effective June 28, 1993; Ord. No. 222-03, effective October 5, 2003]

5     (a) There is hereby established a board to be known as the San Francisco Residential  
6     Rent Stabilization and Arbitration Board (hereinafter called "Board"), consisting of five (5)  
7     members. Regular members, each of whom shall have a specific alternate having the same  
8     qualifications as the regular member, shall serve at the pleasure of the Mayor. All regular  
9     members and alternate members shall be appointed by the Mayor.

10    (b) The board shall consist of two (2) landlords, two (2) tenants, and one (1) person who  
11    is neither a landlord nor a tenant and who owns no residential rental property and an alternate  
12    for each specific member. All members shall be residents of the City and County of San  
13    Francisco. If one of the two regular landlord members is unavailable to vote, that regular  
14    member's specific alternate shall be seated and vote, and if that regular member's specific  
15    alternate is also unavailable to vote, the other landlord alternate shall (if available) be seated and  
16    vote as a substitute alternate. If one of the two regular tenant members is unavailable to vote,  
17    that regular member's specific alternate shall be seated and vote, and if that regular member's  
18    specific alternate is also unavailable to vote, the other tenant alternate shall (if available) be  
19    seated and vote as a substitute alternate.

20    (c) In accordance with applicable state law, all members shall disclose all present  
21    holdings and interests in real property, including interests in corporations, trusts or other entities  
22    with real property holdings.

23    (d) All members shall be appointed by the Mayor to serve forty-eight (48) month terms.  
24    All vacancies occurring during a term shall be filled for the unexpired term.

25    (e) The Board shall elect a chairman and vice-chairman from among its regular  
26    members.

27    (f) The position of Executive Director to the board shall be established pursuant to and  
28    subject to Charter Sections 3.500 and 8.200. The person occupying the position of Executive  
29    Director shall be appointed by the chairman of the board with the approval of a majority of the

1 members. All staff personnel shall be under the immediate direction and supervision of the  
2 Executive Director.

3 (g) Pursuant to the budgetary and fiscal provisions of the Charter, the board of  
4 supervisors shall provide funds to pay for staff personnel, services and facilities as may be  
5 reasonably necessary to enable the board to exercise its powers and perform its duties under  
6 this chapter. A special fund to be known as the Residential Rent Stabilization and Arbitration  
7 Fund shall be established under the supervision and direction of the board for the receipt of fees  
8 under this chapter, such fees to be appropriated by the Board of Supervisors for the operation of  
9 the board.

10 (h) Subject to the budgetary and fiscal limitations of the Charter, each member shall be  
11 paid \$75 per Commission meeting attended if the meeting lasts for 6 hours or more in a single  
12 24 hour period. The Commission shall adopt rules to allow for payment of an equitable portion  
13 of this per diem if a meeting lasts less than six hours. Total per diem shall not exceed \$750 per  
14 month. In addition, each member may receive reimbursement for actual expenses incurred in  
15 the course and scope of the member's duties.

1 **Sec. 37.5 Meetings of the Board.**  
2 [Amended by Ord. No. 347-99, effective January 29, 2000]

3 (a) Time and Place of Meetings. The board shall meet as often as necessary to stay  
4 current with the workload but in no event less than once a month. The time and place of  
5 meetings shall be determined by rules adopted by the board. The first meeting shall be held  
6 within fifteen (15) days of the appointment of the first board. The matter of establishing  
7 standards for the selection of Administrative Law Judges shall be considered at the first meeting.

8 (b) Quorum. A quorum for the transaction of official business shall consist of a majority  
9 of the total board members. No action may be taken by the board at any meeting attended by  
10 less than the quorum. A decision by the board shall require a majority of all of the members of  
11 the board.

12 (c) Special Meetings. The board may hold special meetings in accordance with Charter  
13 Section 3.500.

14 (d) Meetings Open and Public. All meetings of the board shall be open and public in  
15 accordance with the Charter and applicable state law.  
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1     **Sec. 37.6     Powers and Duties.**

2     [Amended by Ord. No. 20-84, effective February 18, 1984; Ord. No. 7-87,  
3     effective February 14, 1987; Ord. No. 347-99, effective January 29, 2000; Ord.  
4     No. 62-02, effective June 2, 2002; Ord. No. 107-02, effective August 4, 2002; Ord.  
5     No. 251-06, effective November 10, 2006; Ord. 227-12, effective December 7,  
6     2012; Ord. 277-13, effective January 17, 2014; Ord. 204-15, effective  
7     January 3, 2016; Ord. 160-17, effective August 27, 2017; Ord. No. 213-20,  
8     effective November 30, 2020]

9     In addition to other powers and duties set forth in this Chapter 37, and in addition to  
10    powers under the Charter and powers and duties under Administrative Code Chapter 49  
11    ("Interest Rates on Security Deposits), the Board shall have the power to:

12       (a) Promulgate policies, rules and regulations to effectuate the purposes of this Chapter  
13    37; and of Administrative Code Chapters 37B and 41D;

14       (b) Hire such staff, including Administrative Law Judges, as may be reasonably  
15    necessary to perform its functions, and promulgate standards for all such staff, subject to the  
16    Civil Service provisions of the Charter;

17       (c) Conduct rental arbitration hearings and residential hotel visitor policy hearings, and  
18    administer oaths and affirmations in connection with such hearings, with respect to rental units  
19    covered by this Chapter 37 as well as Midtown Park Apartments units as set forth in  
20    Administrative Code Chapter 37B;

21       (d) Publish, on March 1 of each year, the increase in the CPI for the preceding 12  
22    months, as made available by the U.S. Department of Labor.

23       (e) Make studies and surveys and conduct such hearings as necessary to perform its  
24    functions;

25       (f) Report bi-annually to the mayor and the board of supervisors on its activities and on  
26    progress made towards the achievement of the purposes of the chapter;

27       (g) Make available to the public, on request, policies, rules and regulations, reports and  
28    surveys in accordance with applicable state law;

      (h) Issue rules and regulations for the conduct of its own affairs;

      (i) Be empowered to request and, if granted, to receive funds appropriated by the Board  
of Supervisors through the mayor;

1 (j) Maintain on at least a monthly basis, statistics on the number of notices to vacate filed  
2 with the Board pursuant to Section 37.9(c) and statistics on the causes given in such notices or  
3 in any additional written documents as provided in Section 37.9(c). Statistics shall include  
4 available data on evictions involving school-age (kindergarten through grade twelve) children,  
5 including data on whether the evictions occurred during the school term. Said statistics shall be  
6 published in a report on March 1 every year, and copies of the report shall be submitted to the  
7 Mayor and Board of Supervisors;

8 (k) On a monthly basis starting January 1, 2018, compile copies at random of 10% of all  
9 statements of occupancy filed with the Rent Board pursuant to Section 37.9(a)(8)(vii), and  
10 compile a list of all units for which the required statement of occupancy was not filed with the  
11 Rent Board. Said copies and said list shall be transmitted to the District Attorney on a monthly  
12 basis for investigation. In cases where the District Attorney determines that Section 37.9(a)(8)  
13 has been violated, the District Attorney shall take whatever action he or she deems appropriate  
14 under this Chapter 37 or State law.

15 (l) Periodically review the Uniform Visitor Policy for Residential Hotels and determine  
16 amendments as appropriate; and hear and determine hotel operator petitions for Supplemental  
17 Visitor Policies, consistent with Administrative Code Chapter 41D (Residential Hotel Visitor  
18 Policies).

19 (m) Hear and decide petitions from residential hotel occupants (whether or not an  
20 occupant qualifies as a "tenant" under this Chapter 37) who allege violation of Administrative  
21 Code Chapter 41D, including alleged violations of the Uniform Visitor Policy or any approved  
22 Supplemental Visitor Policy. Current or former hotel occupants may file such petitions. These  
23 petitions may require a determination whether, and to what extent, a residential hotel's policies  
24 are in compliance with Administrative Code Chapter 41D, including compliance with the Uniform  
25 Visitor Policy.

26 (n) As provided by Administrative Code Chapter 39, utilize Administrative Law Judges to  
27 review relocation claims from Current Households related to a Public Housing Development  
28 Project, and make advisory recommendations thereon to the San Francisco Housing Authority

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for its final determination.

(o) As provided by Administrative Code Chapter 47, utilize Administrative Law Judges to hear and decide petitions from persons who dispute the Mayor’s Office of Housing and Community Development’s determination that such person does not qualify as a “Displaced Tenant” or a “Neighborhood Resident” (each as defined in Administrative Code Chapter 47).

1 **Sec. 37.7**      **Certification of Rent Increases for Capital Improvements, Rehabilitation**  
2 **Work, Energy Conservation Improvements, and Renewable Energy**  
3 **Improvements.**

4 [Amended by Ord. No. 358-80, effective August 24, 1980; Ord. No. 72-82,  
5 effective March 21, 1982; Ord. No. 438-83, effective October 2, 1983; Ord. No.  
6 278-89, effective September 1, 1989; Ord. No. 162-93, effective June 28, 1993;  
7 Ord. No. 347-99, effective January 29, 2000; Ord. No. 02-03, effective February  
8 21, 2003; Ord. No. 203-13, effective November 2, 2013; Ord. No. 43-14, effective  
9 May 17, 2014; Ord. No. 267-18, effective December 9, 2018]

10 (a) Authority. In accordance with such guidelines as the Board shall establish, the Board  
11 and designated Administrative Law Judges shall have the authority to conduct hearings in order  
12 to certify rental increases to the extent necessary to amortize the cost of capital improvements,  
13 rehabilitation, energy conservation improvements, and renewable energy improvements. Costs  
14 determined to be attributable to such work and improvements shall be amortized over a period  
15 which is fair and reasonable for the type and the extent of the work and improvements, and  
16 which will provide an incentive to landlords to maintain, improve and renovate their properties  
17 while at the same time protecting tenants from excessive rent increases. Costs attributable to  
18 routine repair and maintenance, or costs attributable to legalizing an existing dwelling unit under  
19 Section 207.3 of the Planning Code, shall not be certified.

20 (b) Requirements for Certification. The Board and designated Administrative Law  
21 Judges may only certify the costs of capital improvements, rehabilitation, energy conservation  
22 improvements, and renewable energy improvements, where the following criteria are met:

23 (1) The landlord completed capital improvements or rehabilitation on or after April  
24 15, 1979, or the landlord completed installation of energy conservation measures on or after July  
25 24, 1982 and has filed a proof of compliance with the Bureau of Building Inspection in  
26 accordance with the requirements of Section 1207(d) of the Housing Code;

27 (2) The landlord has not yet increased the rent or rents to reflect the cost of said  
28 work;

(3) The landlord has not been compensated for the work by insurance proceeds;

(4) The building is not subject to a RAP loan in a RAP area designated prior to  
July 1, 1977.

1 (5) The landlord files the certification petition no later than five (5) years after the  
2 work has been completed.

3 (6) The cost is not for work required to correct a code violation for which a notice  
4 of violation has been issued and remained unabated for 90 days unless the landlord made timely  
5 good faith efforts within that 90-day period to commence and complete the work but was not  
6 successful in doing so because of the nature of the work or circumstances beyond the control of  
7 the landlord. The landlord's failure to abate within the original 90-day period raises a rebuttable  
8 presumption that the landlord did not exercise timely good faith efforts. Any costs attributable to  
9 the landlord's compliance with a Fire Life Safety Notice and Order issued by the Building Official  
10 under Sections 107A.16.1 et seq. of the Building Code or the fire code official under Sections  
11 109.3 et seq. of the Fire Code shall not be certified.

12 (c) Amortization and Cost Allocation. The Board shall establish amortization periods and  
13 cost allocation formulas, in accordance with this Section 37.7. Costs shall be allocated to each  
14 unit according to the benefit of the work and improvements attributable to such unit.

15 (1) Applications Filed Before November 14, 2002. The following provisions shall  
16 apply to all applications filed before November 14, 2002.

17 (A) Amortization Periods. Costs shall be amortized on a straight-line  
18 basis over a seven or ten-year period, depending upon which category described below most  
19 closely relates to the type of work or improvement and its estimated useful life.

20 (i) Schedule I - Seven-Year Amortization. The following shall be  
21 amortized over a seven-year period: Appliances, such as new stoves, disposals, washers, dryers  
22 and dishwashers; fixtures, such as garage door openers, locks, light fixtures, water heaters and  
23 blankets, shower heads, time clocks and hot water pumps; and other improvements, such as  
24 carpeting, linoleum, and exterior and interior painting of common areas. If the appliance is a  
25 replacement for which the tenant has already had the benefit, the cost will not be amortized as a  
26 capital improvement, but will be considered part of operating and maintenance expenses.  
27 Appliances may be amortized as capital improvements when: (1) part of a remodeled kitchen; (2)  
28 based upon an agreement between the tenant and landlord; and/or (3) it is a new service or

1 appliance the tenant did not previously have.

2 (ii) Schedule II - Ten-Year Amortization. The following shall be  
3 amortized over a ten-year period: New foundation, new floor structure, new ceiling or walls -  
4 new sheetrock, new plumbing (new fixtures, or piping,) weather stripping, ceiling insulation, seals  
5 and caulking, new furnaces and heaters, refrigerators, new electrical wiring, new stairs, new roof  
6 structure, new roof cover, new window, fire escapes, central smoke detection system, new wood  
7 or tile floor cover, new sprinkler system, boiler replacement, air conditioning-central system,  
8 exterior siding or stucco, elevator rebuild, elevator cables, additions such as patios or decks,  
9 central security system, new doors, new mail boxes, new kitchen or bathroom cabinets, and  
10 sinks.

11 (B) Allowable Increase. One hundred percent (100%) of the certified  
12 costs of capital improvements, rehabilitation, and energy conservation improvements may be  
13 passed through to the tenants who benefit from such work and improvements. However no  
14 increase under this Subsection 37.7(c)(1) shall exceed, in a twelve-month period, ten percent  
15 (10%) of the tenant's base rent at the time the petition was filed or \$30.00, whichever is greater.  
16 A landlord may accumulate any certified increase which exceeds this amount and impose the  
17 increase in subsequent years, subject to this 10% or \$30.00 limitation.

18 (2) Applications Filed On or After November 14, 2002 For Qualified Energy  
19 Conservation Improvements and Renewable Energy Improvements. For Applications filed on or  
20 after November 14, 2002, the following provisions shall apply to certification of costs for qualified  
21 energy conservation improvements and renewable energy improvements.

22 (A) Amortization Periods. Costs shall be amortized on a straight-line  
23 basis over the period of time provided in 37.7(c)(2)(B)(i), or as determined pursuant to the  
24 procedure provided in 37.7(c)(2)(B)(ii).

25 (B) For purposes of this Subsection 37.7(c)(2), qualified energy  
26 conservation improvements and renewable energy improvements are:

27 (i) 100% of new EPA Energy-Star-compliant refrigerators where  
28 the refrigerator replaced is more than five years old and where the unit has separate metering,

1 which costs shall be amortized on a straight-line basis over a ten-year period; and,

2 (ii) Other improvements as may be approved by the Board of  
3 Supervisors upon recommendation of the Rent Board, following hearings and recommendations  
4 by the Commission on the Environment in an Energy Conservation Improvements and  
5 Renewable Energy Improvements List (List), as follows:

6 (I) The Commission on the Environment shall hold  
7 hearings to develop a list of recommended energy conservation improvements and renewable  
8 energy improvements that demonstrably benefit tenants in units that have separate electrical  
9 and/or natural gas metering. Such recommendations shall include consideration of cost  
10 effectiveness for tenants, appropriate amortization schedules, and permissible passthrough  
11 amounts that will encourage landlords to make such improvements.

12 (II) The Commission shall also consider whether the  
13 certification for each such improvement should include the entire improvement, or only that  
14 portion of the improvement cost directly attributable to energy conservation or renewable energy.

15 (III) The List shall take into consideration the variety and  
16 conditions of housing in the City.

17 (IV) The Commission on the Environment shall adopt the  
18 List at a public meeting, and shall transmit the List to the Rent Board no later than August 21,  
19 2003.

20 (V) The Commission on the Environment shall periodically  
21 review and amend the List as warranted by changes in technology or conditions in the electricity  
22 and natural gas markets. Any amended List shall be transmitted forthwith to the Rent Board.

23 (VI) The Rent Board shall consider any such List received  
24 from the Commission on the Environment, and recommend appropriate Subsection 37.7(c)(2)  
25 amendments to the Board of Supervisors.

26 (3) Applications Filed On or After November 14, 2002 For Seismic Work and  
27 Improvements Required by Law, and for Work and Improvements Required by Laws Enacted  
28 After November 14, 2002.

1 For applications filed on or after November 14, 2002:

2 (A) This Subsection 37.7(c)(3) shall apply to certification of costs for  
3 seismic work and improvements required by law.

4 (B) This Subsection 37.7(c)(3) shall apply to certification of costs for  
5 capital improvement, rehabilitation, energy conservation, and renewable energy work and  
6 improvements required by federal, state, or local laws enacted on or after November 14, 2002.

7 (C) Amortization Periods. Costs shall be amortized on a straight-line  
8 basis over a twenty-year period.

9 (D) Allowable Increase. One hundred percent (100%) of the certified  
10 costs of capital improvement, rehabilitation, energy conservation, and renewable energy work  
11 and improvements required by law may be passed through to the tenants who benefit from such  
12 work and improvements. Any rent increases under this Section 37.7(c)(3) shall not exceed, in a  
13 twelve-month period, a total of ten percent (10%) of the tenant's base rent at the time the petition  
14 was filed or \$30.00, whichever is greater. A landlord may accumulate any certified increase  
15 which exceeds this amount and impose the increase in subsequent years, subject to this 10% or  
16 \$30.00 limitation.

17 (4) Applications Filed On or After November 14, 2002 for Other Work and  
18 Improvements On Properties With Five Residential Units or Less. For applications filed on or  
19 after November 14, 2002, the following provisions shall apply to certification of all work and  
20 improvements for properties containing five residential units or less, with the exception of work  
21 and improvements costs certified for passthrough under Subsections 37.7(c)(2) or (3):

22 (A) Amortization Periods. Costs shall be amortized on a straight-line  
23 basis over a ten, fifteen or twenty-year period, depending upon which category described below  
24 most closely relates to the type of work or improvement and its estimated useful life.

25 (i) Schedule I - Ten-Year Amortization. The following shall be  
26 amortized over a ten-year period: New roof structure, new roof cover, electrical heaters, central  
27 security system, telephone entry systems, new wood frame windows, new mailboxes, weather-  
28 stripping, ceiling insulation, seals and caulking, central smoke detection system, new doors and

1 skylights; appliances, such as new stoves, disposals, refrigerators, washers, dryers and  
2 dishwashers; fixtures, such as garage door openers, locks, light fixtures, water heaters and  
3 blankets, shower heads, time clocks and hot water pumps; and other improvements, such as  
4 carpeting, linoleum, and exterior and interior painting of common areas. If the appliance is a  
5 replacement for which the tenant has already had the benefit, the cost will not be amortized as a  
6 capital improvement but will be considered part of operating and maintenance expenses.

7 Appliances may be amortized as capital improvements when: (1) part of a remodeled kitchen; (2)  
8 based upon an agreement between the tenant and landlord; and/or (3) it is a new service or  
9 appliance the tenant did not previously have.

10 (ii) Schedule II - Fifteen-Year Amortization. The following shall be  
11 amortized over a fifteen-year period: New floor structure, new ceiling or walls - new sheetrock,  
12 wood decks, new stairs, new furnaces and gas heaters, new thermal pane windows, new wood  
13 or tile floor cover, new sprinkler systems, air conditioning-central system, exterior siding or  
14 stucco, elevator rebuild, elevator cables, new kitchen or bathroom cabinets, and sinks.

15 (iii) Schedule III - Twenty-Year Amortization. The following shall  
16 be amortized over a twenty-year period: New foundation, new plumbing (new fixtures or piping),  
17 boiler replacement, new electrical wiring, fire escapes, concrete patios, iron gates, sidewalk  
18 replacement and chimneys.

19 (B) Allowable Increase. One hundred percent (100%) of the certified  
20 costs of capital improvement, rehabilitation, and energy conservation work and improvements  
21 may be passed through to the tenants who benefit from such work and improvements. However,  
22 no increase under this Subsection 37.7(c)(4) shall exceed, in a twelve-month period, five percent  
23 (5%) of the tenant's base rent at the time the petition was filed or \$30.00, whichever is greater.  
24 A landlord may accumulate any certified increase which exceeds this amount and impose the  
25 increase in subsequent years subject to this 5% or \$30.00 limitation.

26 (5) For Applications Filed On or After November 14, 2002 for Other Work and  
27 Improvements for Properties with Six or more Residential Units. For applications filed on or after  
28 November 14, 2002, the following provisions shall apply to certification of all work and

1 improvements for properties containing six residential units or more, with the exception of work  
2 and improvements certified under Subsections 37.7(c)(2) or (3):

3 (A) Amortization Periods. Costs shall be amortized on a straight-line  
4 basis over a seven or ten-year period, depending upon which category described below most  
5 closely relates to the type of work or improvement and its estimated useful life.

6 (i) Schedule I - Seven-Year Amortization. The following shall be  
7 amortized over a seven-year period: Appliances, such as new stoves, disposals, washers, dryers  
8 and dishwashers; fixtures, such as garage door openers, locks, light fixtures, water heaters and  
9 blankets, shower heads, time clocks and hot water pumps; and other improvements, such as  
10 carpeting, linoleum, and exterior and interior painting of common areas. If the appliance is a  
11 replacement for which the tenant has already had the benefit, the cost will not be amortized as a  
12 capital improvement, but will be considered part of operating and maintenance expenses.  
13 Appliances may be amortized as capital improvements when: (1) part of a remodeled kitchen; (2)  
14 based upon an agreement between the tenant and landlord; and/or (3) it is a new service or  
15 appliance the tenant did not previously have.

16 (ii) Schedule II - Ten-Year Amortization. The following shall be  
17 amortized over a ten year period: New foundation, new floor structure, new ceiling or walls -  
18 new sheetrock, new plumbing (new fixtures, or piping) weather- stripping, ceiling insulation,  
19 seals and caulking, new furnaces and heaters, refrigerators, new electrical wiring, new stairs,  
20 new roof structure, new roof cover, new window, fire escapes, central smoke detection system,  
21 new wood or tile floor cover, new sprinkler system, boiler replacement, air conditioning-central  
22 system, exterior siding or stucco, elevator rebuild, elevator cables, additions such as patios or  
23 decks, central security system, new doors, new mail boxes, new kitchen or bathroom cabinets,  
24 sinks, telephone entry system, skylights, iron gates, sidewalk replacement and chimneys.

25 (B) Allowable Increase.

26 (i) Only fifty percent (50%) of the costs certified under this  
27 Subsection 37.7(c)(5) may be passed through to the tenants who benefit from such work and  
28 improvements. However, no increase under this Subsection 37.7(c)(5) shall exceed, in a twelve-

1 month period, ten percent (10%) of the tenant's base rent at the time the petition was filed or  
2 \$30.00, whichever is greater. A landlord may accumulate any certified increase which exceeds  
3 this amount and impose the increase in subsequent years, subject to this 10% or \$30.00  
4 limitation.

5 (ii) In the alternative, a tenant may elect to have one hundred  
6 percent (100%) of the costs certified under this Subsection 37.7(c)(5) passed through to the  
7 tenant. In that event no increase under this Subsection shall exceed, in a twelve-month period,  
8 five percent (5%) of the tenant's base rent at the time the application was filed, and over the life  
9 of the tenancy the total increase shall never exceed fifteen percent (15%) of the tenant's base  
10 rent at the time the application was filed. A tenant must elect this alternative by filing such an  
11 election with the Board on a form prescribed by the Board. An election may be filed at any time  
12 after the application is filed but no later than fifteen (15) calendar days after the Administrative  
13 Law Judge's decision on the application is mailed to the tenant. In a unit with multiple tenants,  
14 the election form must be signed by a majority (more than 50%) in order for the election to be  
15 accepted. If a timely election is made after a decision has been issued, an addendum to the  
16 decision will be issued reflecting the tenant's election.

17 (6) Development of On-Line Programs. The Board, in conjunction with the  
18 Department of Telecommunications and Information Services, shall design and implement on-  
19 line programs by September 1, 2003 to allow landlords and tenants to perform calculations  
20 concerning allowable increases for capital improvement, rehabilitation, energy conservation, and  
21 renewable energy work, and to compare average costs for work certified in prior decisions.

22 (d) Estimator. The Board or its Executive Director may hire an estimator where an  
23 expert appraisal is required.

24 (e) Filing Fee. The Board shall establish a filing fee based upon the cost of the capital  
25 improvement, rehabilitation, energy conservation improvement, or renewable energy  
26 improvement being reviewed. Such fees will pay for the costs of an estimator. These fees shall  
27 be deposited in the Residential Rent Stabilization and Arbitration Fund pursuant to Section  
28 10.117-88 of this Code.

1 (f) Application Procedures.

2 (1) Pre-Application Notice for Large Projects for Parcels or Buildings Containing  
3 Six or More Residential Units. If at any time prior to filing an application the landlord determines  
4 that the total cost of a project for a parcel or a building containing six or more residential units is  
5 reasonably expected to exceed \$25,000 multiplied by the number of units on the parcel or in the  
6 building, the landlord shall immediately inform each tenant and the Rent Board in writing of the  
7 anticipated costs of the work. The landlord's notice must occur within 30 days after such  
8 determination by the landlord.

9 (2) Filing. Landlords who seek to pass through the costs of capital  
10 improvements, rehabilitation, energy conservation improvements, or renewable energy  
11 improvements, must file an application on a form prescribed by the Board. The application shall  
12 be accompanied by such supporting material as the Board shall prescribe. All applications must  
13 be submitted with the filing fee established by the Board.

14 For each petition totaling more than \$25,000, in addition to the supporting  
15 material prescribed by the Board for all petitions, the applicant must either:

- 16 (A) Provide copies of competitive bids received for work and materials; or,  
17 (B) Provide copies of time and materials billing for work performed by all  
18 contractors and subcontractors; or  
19 (C) The applicant must pay the cost of an estimator hired by the Board.

20 (3) Filing Date. Applications must be filed prior to the mailing or delivery of legal  
21 notice of a rent increase to the tenants of units for which the landlord seeks certification and in  
22 no event more than five (5) years after the work has been completed.

23 (4) Effect of Filing Application. Upon the filing of the application, the requested  
24 increases will be inoperative until such time as the Administrative Law Judge makes findings of  
25 fact at the conclusion of the certification hearing.

26 (5) Notice to Parties. The Board shall calendar the application for hearing before  
27 a designated Administrative Law Judge and shall give written notice of the date to the parties at  
28 least 10 days prior to the hearing.

1 (g) Certification Hearings.

2 (1) Time of Hearing. The hearing shall be held within 45 days of the filing of the  
3 application.

4 (2) Consolidation. To the greatest extent possible, certification hearings with  
5 respect to a given building shall be consolidated. Where a landlord and/or tenant has filed a  
6 petition for hearing based upon the grounds and under the procedure set forth in Section 37.8,  
7 the Board may, in its discretion, consolidate certification hearings with hearings on Section 37.8  
8 petitions.

9 (3) Conduct of Hearing. The hearing shall be conducted by an Administrative  
10 Law Judge designated by the Board. Both parties may offer such documents, testimony, written  
11 declarations or other evidence as may be pertinent to the proceedings. Burden of proof is on the  
12 landlord. A record of the proceedings must be maintained for purposes of appeal.

13 (4) Determination of the Administrative Law Judge. In accordance with the  
14 Board's amortization schedules and cost allocation formulas, the Administrative Law Judge shall  
15 make findings as to whether or not the proposed rent increases are justified based upon the  
16 following considerations:

17 (A) The application and its supporting documentation;

18 (B) Evidence presented at the hearing establishing both the extent and  
19 the cost of the work performed;

20 (C) Estimator's report, where such report has been prepared; and

21 (D) Any other such relevant factors as the board shall specify in Rules  
22 and Regulations.

23 (5) Findings of Fact. The Administrative Law Judge shall make written findings of  
24 fact, copies of which shall be mailed within 30 days of the hearing.

25 (6) Payment or Refund of Rents to Implement Certification Decision. If the  
26 Administrative Law Judge finds that all or any portion of the heretofore inoperative rent increase  
27 is justified, the tenant shall be ordered to pay the landlord that amount. If the tenant has paid an  
28 amount to the landlord which the Administrative Law Judge finds unjustified, the Administrative

1 Law Judge shall order the landlord to reimburse the tenant said amount.

2 (7) Finality of Administrative Law Judge's Decision. The decision of the  
3 Administrative Law Judge shall be final unless the Board vacates his or her decision on appeal.

4 (8) Appeals. Either party may file an appeal of the Administrative Law Judge's  
5 decision with the Board. Such appeals are governed by Section 37.8(f) below.

6 (h) Tenant Financial Hardship Applications.

7 (1) A tenant may file a hardship application at any time on grounds of financial  
8 hardship with respect to any rent increase based on certified costs of capital improvements,  
9 rehabilitation work, energy conservation improvements, or renewable energy improvements.  
10 Payment of such rent increase(s) set forth in the hardship application shall be stayed from the  
11 date of filing until a decision is made on the Tenant Financial Hardship Application.

12 (2) Hardship applications shall be available in multiple languages.

13 (3) Multilingual notice of hardship application procedures shall be mailed with  
14 each Administrative Law Judge or Board decision.

15 (4) Within six months after February 21, 2003 the Rent Board shall implement a  
16 process for direct outreach to landlords and tenants whose primary language is not English,  
17 regarding availability and use of the hardship application procedure. Within three months of  
18 implementation the Board shall provide a report to the Board of Supervisors regarding this  
19 outreach program, describing the implementation process and any known results.

20 (i) Tenant Financial Hardship Application Standards and Process.

21 (1) Standards for Establishing Financial Hardship. A tenant will qualify under  
22 Subsection 37.7(h) for relief from payment of a certified capital improvement passthrough, if the  
23 tenant demonstrates that one of the following financial hardship situations applies:

24 (A) Tenant is a recipient of means-tested public assistance, such as  
25 Social Security Supplemental Security Income (SSI), General Assistance (GA), Temporary  
26 Assistance for Needy Families (TANF), or California Work Opportunity and Responsibility to Kids  
27 (CalWORKS); or,

28 (B) Gross household income is less than 80% of the current Unadjusted

1 Area Median Income (AMI) as published by the U.S. Department of Housing and Urban  
2 Development (HUD) for the “Metro Fair Market Rent Area” that includes San Francisco; and rent  
3 charged is greater than 33% of gross household income; and assets, excluding non-liquid assets  
4 and retirement accounts, do not exceed asset amounts permitted by the Mayor’s Office of  
5 Housing when determining eligibility for below market rate (BMR) home ownership; or,

6 (C) Exceptional circumstances exist, such as excessive medical bills.

7 (2) Procedures for Filing. A Tenant Financial Hardship Application must be filed:

8 (A) By each occupant in the unit who is 18 years of age or older, except  
9 not by any subtenant who pays rent to the master tenant (the gross income of the master tenant  
10 must include the amount of the subtenant’s rent payment);

11 (B) Under penalty of perjury, stating that the tenant qualifies under one of  
12 the standards in Subsection 37.7(i)(1)(A), (B), or (C);

13 (C) With documentation demonstrating the tenant’s qualifications; and,

14 (D) With an acknowledgment that the Rent Board will provide a copy of  
15 the Tenant Financial Hardship Application to the landlord.

16 (3) Stay of Payment. Payment of a certified capital improvement passthrough  
17 that is the subject of a Subsection 37.7(i)(1) Tenant Financial Hardship Application shall be  
18 stayed from the date of filing until a decision is made on the Tenant’s Financial Hardship  
19 Application.

20 (4) Hearing Options, Decision.

21 (A) A decision on the Application will be issued administratively by a Rent  
22 Board Administrative Law Judge unless a hearing is requested by the landlord within fifteen days  
23 of the date the completed Tenant Financial Hardship Application is mailed to the landlord by the  
24 Rent Board, or unless a Rent Board Administrative Law Judge otherwise determines that a  
25 hearing is needed.

26 (B) Landlord Request for Hearing, Procedures.

27 (i) A landlord’s request for a hearing on the Application shall  
28 specify the claim(s) in the Application that the landlord disputes, and attach any relevant

1 documentation.

2 (ii) A Rent Board Administrative Law Judge will review any  
3 landlord request for hearing, to determine whether a hearing is necessary to resolve disputed  
4 facts.

5 (iii) If the landlord's request for a hearing is granted, it will be the  
6 landlord's burden to demonstrate that the tenant's financial hardship eligibility under Subsection  
7 37.7(i)(1) criteria, as stated in the Application, has not been established.

8 (iv) If it is determined that a hearing as requested by the landlord  
9 is not needed to determine the facts, a decision on the Application will be issued administratively  
10 by a Rent Board Administrative Law Judge.

11 (5) Term of Relief. Relief from payment of a certified capital improvement  
12 passthrough may be for an indefinite period, or for a limited period of time, all subject to the  
13 landlord's request to reopen the case if the landlord has information that the tenant is no longer  
14 eligible.

15 (6) Change in Tenant Eligibility Status. If a tenant is granted relief from payment  
16 of a certified capital improvement passthrough under Subsection 37.7(i)(1), and subsequently  
17 the tenant is no longer eligible for such relief:

18 (A) The tenant shall notify the Rent Board of this changed eligibility status  
19 in writing within 60 days, with a copy to the landlord.

20 (B) Whether or not the tenant notifies the Rent Board and landlord as  
21 provided in Subsection 37.7(i)(6)(A), the landlord may notify the Rent Board if the landlord has  
22 information that the tenant is no longer eligible, with a copy to the tenant.

23 (C) Upon receipt of notice under Subsection 37.7(i)(6)(A) or (B), a Rent  
24 Board Administrative Law Judge shall decide whether to grant or deny the previously granted  
25 relief. That decision may be made administratively by a Rent Board Administrative Law Judge  
26 without a hearing unless the Administrative Law Judge determines that a hearing is needed, or  
27 unless the landlord requests a hearing. Any such hearing shall be promptly scheduled.

28 (7) Any decision granting or denying the Tenant Financial Hardship Application,

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or any subsequent decision on a previously granted Tenant Financial Hardship Application, may be appealed to the Rent Board. The Rent Board’s final decision will be subject to judicial review by writ of administrative mandamus in the San Francisco Superior Court.

(j) Notice to Tenants Regarding Tenant Financial Hardship Applications. The Rent Board shall provide written notice of the tenant financial hardship application procedures to each affected unit, with a copy of the landlord’s petition for certification of capital improvement costs.

1 **Sec. 37.8 Arbitration of Rental Increase Adjustments.**

2 [Amended by Ord. No. 295-79, effective June 22, 1979; Ord. No. 358-80, effective  
3 August 24, 1980; Ord. No. 77-82, effective April 1, 1982; Ord. No. 268-82,  
4 effective July 10, 1982; Ord. No. 111-83, effective April 10, 1983; Ord. No. 438-  
5 83, effective October 2, 1983; Ord. No. 435-86, effective December 10, 1986;  
6 Ord. No. 278-89, effective September 1, 1989; Ord. No. 127-91, effective May 2,  
7 1991; Ord. No. 132-92, effective June 20, 1992; Ord. No. 179-92, effective July  
8 22, 1992; Ord. No. 162-93, effective June 28, 1993; Ord. No. 363-93, effective  
9 December 18, 1993; Ord. No. 179-98, effective June 28, 1998; Ord. No. 347-99,  
10 effective January 29, 2000; Ord. No. 107-03, effective June 22, 2003; Ord. No. 5-  
11 04, effective February 15, 2004; Ord. No. 132-18, effective July 15, 2018;  
12 Ord. No. 267-18, effective December 9, 2018]

13 (a) Authority of Board and Administrative Law Judges. In accordance with such  
14 guidelines as the Board shall establish, the Board and designated Administrative Law Judges  
15 shall have the authority to arbitrate rental increase adjustments and to administer the rent  
16 increase protest procedures with respect to RAP rental units as set forth in Chapter 32 of the  
17 San Francisco Administrative Code.

18 (b) Request for Arbitration.

19 (1) Landlords. Landlords who seek to impose rent increases which exceed the  
20 limitations set forth in Section 37.3(a) above must request an arbitration hearing as set forth in  
21 this section. The burden of proof is on the landlord. This Section 37.8(b)(1) applies, but is not  
22 limited, to Operating and Maintenance Expense petitions to increase base rent.

23 (A) Where a landlord Operating and Maintenance Expense petition to  
24 increase base rent is granted, based upon a petition pending or filed on or after October 28,  
25 2003 for a property with six or more residential units, the same landlord shall not impose more  
26 than a total seven percent (7%) base rent increase on any unit in any five (5) year period due to  
27 increases in operating and maintenance costs.

28 (2) Tenants.

(A) Notwithstanding Section 37.3, tenants of non-RAP rental units and  
tenants of RAP rental units in areas designated on or after July 1, 1977 may request arbitration  
hearings where a landlord has substantially decreased services without a corresponding  
reduction in rent and/or has failed to perform ordinary repair and maintenance under state or

1 local law and/or has failed to provide the tenant with a clear explanation of the current charges  
2 for gas and electricity passed through to the tenant and/or imposed a nonconforming rent  
3 increase which is null and void. The burden of proof is on the tenant.

4 (B) Tenants of RAP rental units in areas designated prior to July 1, 1977  
5 may petition for a hearing where the landlord has noticed an increase which exceeds the  
6 limitations set forth in Section 32.73 of the San Francisco Administrative Code. After a vacancy  
7 has occurred in a RAP rental unit in said areas, a new tenant of said unit may petition for a  
8 hearing where the landlord has demanded and/or received a rent for that unit which exceeds the  
9 rent increase limitation set forth in Section 32.73 of the San Francisco Administrative Code. The  
10 burden of proof is on the landlord.

11 (c) Procedure for Landlord Petitioners.

12 (1) Filing. The request for arbitration must be filed on a petition form prescribed  
13 by the Board and shall be accompanied by such supporting material as the Board shall  
14 prescribe, including but not limited to, justification for the proposed rental increase.

15 (2) Filing Date. The petition must be filed prior to the mailing or delivering to the  
16 tenant or tenants legal notice of the rental increase exceeding the limitations as defined in  
17 Section 37.3.

18 (3) Effect of Timely Filing of Petition. Provided a completed petition is timely  
19 filed, that portion of the requested rental increase which exceeds the limitations set forth in  
20 Section 37.3 and has not been certified as a justifiable increase in accordance with Section 37.7  
21 is inoperative until such time as the Administrative Law Judge makes findings of fact at the  
22 conclusion of the arbitration hearing.

23 (4) Notice to Parties. The Board shall calendar the petition for hearing before a  
24 designated Administrative Law Judge and shall give written notice of the date to the parties at  
25 least ten (10) days prior to the hearing.

26 (d) Procedure for Tenant Petitioners.

27 (1) Filing; Limitation. The request for arbitration must be filed on a petition form  
28 prescribed by the Board and must be accompanied by such supporting material as the Board

1 shall prescribe, including but not limited to, a copy of the landlord's notice of rent increase. If the  
2 tenant petitioner has received certification findings regarding his rental unit in accordance with  
3 37.7, such findings must accompany the petition. If the tenant petitioner has received a  
4 notification from the Chief Administrative Officer with respect to base rent and amortization of a  
5 RAP loan, such notification must accompany the petition. A tenant petition regarding a gas and  
6 electricity passthrough must be filed within one year of the effective date of the passthrough or  
7 within one year of the date the passthrough was required to be recalculated pursuant to rules  
8 and regulations promulgated by the Board. A tenant petition regarding a water revenue bond  
9 passthrough under Section 37.3(a)(5)(B) must be filed within one year of the effective date of the  
10 passthrough. A tenant petition regarding a general obligation bond cost passthrough under  
11 Section 37.3(a)(6) must be filed within one year of the effective date of the passthrough.

12 (2) Notice to Parties. The Board shall calendar the petition for hearing before a  
13 designated Administrative Law Judge and shall give written notice of the date to the parties at  
14 least ten (10) days prior to the hearing. Responses to a petition for hearing may be submitted in  
15 writing.

16 (e) Hearings.

17 (1) Time of Hearing. The hearing must be held within forty-five (45) days of the  
18 filing of the petition. The level of housing services provided to tenants' rental units shall not be  
19 decreased during the period between the filing of the petition and the conclusion of the hearing.

20 (2) Consolidation. To the greatest extent possible, hearings with respect to a  
21 given building shall be consolidated.

22 (3) Conduct of Hearing. The hearing shall be conducted by an Administrative  
23 Law Judge designated by the Board. Both parties may offer such documents, testimony, written  
24 declarations or other evidence as may be pertinent to the proceedings. A record of the  
25 proceedings must be maintained for purposes of appeal.

26 (4) Determination of the Administrative Law Judge: Rental Units. Based upon  
27 the evidence presented at the hearing and upon such relevant factors as the Board shall  
28 determine, the Administrative Law Judge shall make findings as to whether the landlord's

1 proposed rental increase exceeding the limitations set forth in Section 37.3 is justified or whether  
2 the landlord has effected a rent increase through a reduction in services or has failed to perform  
3 ordinary repair and maintenance as required by state or local law; and provided further that,  
4 where a landlord has imposed a passthrough pursuant to this Chapter 37, the same costs shall  
5 not be included in the calculation of increased operating and maintenance expenses pursuant to  
6 this subsection (4). In making such findings, the Administrative Law Judge shall take into  
7 consideration the following factors:

8 (A) Increases or decreases in operating and maintenance expenses,  
9 including, but not limited to, water and sewer service charges; janitorial service; refuse removal;  
10 elevator service; security system; insurance for the property; debt service and real estate taxes  
11 as set forth in subsections (i) and (ii); reasonable and necessary management expenses as set  
12 forth in subsection (iii); and routine repairs and maintenance as set forth in subsection (iv).

13 (i) For petitions filed before December 11, 2017, the Rent Board  
14 may consider increased debt service and increased real estate taxes; provided, however, that if  
15 the property has been purchased within two (2) years of the date of the previous purchase,  
16 consideration shall not be given to that portion of increased debt service which has resulted from  
17 a selling price which exceeds the seller's purchase price by more than the percentage increase  
18 in the "Consumer Price Index for All Urban Consumers for the San Francisco-Oakland  
19 Metropolitan Area, U.S. Department of Labor" between the date of previous purchase and the  
20 date of the current sale, plus the cost of capital improvements or rehabilitation work made or  
21 performed by the seller.

22 (ii) For petitions filed on or after December 11, 2017, the Rent  
23 Board shall not consider any portion of increased debt service, or that portion of increased real  
24 estate taxes that has resulted from an increased assessment due to a change in ownership;  
25 provided, however, that the Rent Board may consider that portion of increased real estate taxes  
26 that has resulted from the completion of needed repairs or capital improvements with respect to  
27 any petition filed on or after December 11, 2017; and provided, further, that the Rent Board may  
28 consider increased debt service and increased real estate taxes in a petition filed on or after

1 December 11, 2017 pursuant to Section 37.8(e)(4)(A)(i), if the landlord demonstrates that it had  
2 purchased the property on or before April 3, 2018 and that it had reasonably relied on its ability  
3 to pass through those costs at the time of the purchase.

4 (iii) For petitions filed on or after July 15, 2018, the Rent Board  
5 may consider management expenses only to the extent those expenses are reasonable and  
6 necessary, based on factors such as the need to provide day-to-day management of the  
7 building; the level of management services previously required for the building; the reasonable  
8 cost of the services in an arms-length transaction; whether any tenants have objected that the  
9 cost and quality of the services are not in keeping with the socioeconomic status of the building's  
10 existing tenants; and other extraordinary circumstances.

11 (iv) The term routine repairs and maintenance shall not include  
12 any costs for installation or upgrade of a fire sprinkler system or fire alarm and/or detection  
13 system attributable to the landlord's compliance with a Fire Life Safety Notice and Order issued  
14 by the Building Official under Sections 107A.16.1 et seq. of the Building Code or the fire code  
15 official under Sections 109.3 et seq. of the Fire Code.

16 (B) The past history of increases in the rent for the unit and the  
17 comparison of the rent for the unit with rents for comparable units in the same general area.

18 (C) Any findings which have been made pursuant to Section 37.7 with  
19 respect to the unit.

20 (D) Failure to perform ordinary repair, replacement and maintenance in  
21 compliance with applicable state and local law.

22 (E) Any other such relevant factors as the Board shall specify in rules and  
23 regulations.

24 (5) Determination of the Administrative Law Judge: RAP Rental Units.

25 (A) Rap Rental units in RAP areas designated prior to July 1, 1977. The  
26 Administrative Law Judge shall make findings as to whether or not the noticed or proposed  
27 rental increase exceeds the rent increase limitations set forth in Section 32.73 of the San  
28 Francisco Administrative Code. In making such findings, the Administrative Law Judge shall

1 apply the rent increase limitations set forth in Chapter 32 of the San Francisco Administrative  
2 Code and all rules and regulations promulgated pursuant thereto. The Administrative Law Judge  
3 shall consider the evidence presented at the hearing. The burden of proof shall be on the  
4 landlord.

5 (B) Rap rental units in RAP areas designated on or after July 1, 1977.

6 The Administrative Law Judge shall make findings with respect to rent increases exceeding the  
7 limitations as set forth in Section 37.3 of this chapter. In making such findings, the  
8 Administrative Law Judge shall take into consideration the factors set forth in subsection (4)  
9 above and shall consider evidence presented at the hearing. The burden of proof is on the  
10 landlord.

11 (6) Findings of Fact. The Administrative Law Judge shall make written findings of  
12 fact, copies of which shall be mailed to the parties within 30 days of the hearing.

13 (7) Payment or Refund of Rents to Implement Arbitration Decision. Upon finding  
14 that all or any portion of the rent increase is or is not justified, or that any nonconforming rent  
15 increase is null and void, the Administrative Law Judge may order payment or refund of all or a  
16 portion of that cumulative amount within fifteen (15) days of the mailing of the findings of fact or  
17 may order the amount added to or offset against future rents; provided, however, that any such  
18 order shall be stayed if an appeal is timely filed by the aggrieved party. The Administrative Law  
19 Judge may order refunds of rent overpayments resulting from rent increases which are null and  
20 void for no more than the three-year period preceding the month of the filing of a landlord or  
21 tenant petition, plus the period between the month of filing and the date of the Administrative  
22 Law Judge's decision. In any case, calculation of rent overpayments and re-setting of the lawful  
23 base rent shall be based on a determination of the validity of all rent increases imposed since  
24 April 1, 1982, in accordance with Sections 37.3(b)(5) and 37.3(a)(2) above.

25 (8) Finality of Administrative Law Judge's Decision. The decision of the  
26 Administrative Law Judge shall be final unless the Board vacates his decision on appeal.

27 (f) Appeals.

28 (1) Time and Manner. Any appeal to the Board from the determination of the

1 Administrative Law Judge must be made within fifteen (15) calendar days of the mailing of the  
2 findings of fact unless such time limit is extended by the board upon a showing of good cause. If  
3 the fifteenth day falls on a Saturday, Sunday or legal holiday, the appeal may be filed with the  
4 Board on the next business day. The appeal shall be in writing and must state why appellant  
5 believes there was either error or abuse of discretion on the part of the Administrative Law  
6 Judge. The filing of an appeal will stay only that portion of any Administrative Law Judge's  
7 decision which permits payment, refund, offsetting or adding rent.

8 (2) Record on Appeal. Upon receipt of an appeal, the entire administrative  
9 record of the matter, including the appeal, shall be filed with the Board.

10 (3) Appeals. The Board shall, in its discretion, hear appeals. In deciding whether  
11 or not to hear a given appeal, the board shall consider, among other factors, fairness to the  
12 parties, hardship to either party, and promoting the policies and purposes of this chapter, in  
13 addition to any written comments submitted by the Administrative Law Judge whose decision is  
14 being challenged. The Board may also review other material from the administrative record of  
15 the matter as it deems necessary. A vote of three (3) members shall be required in order for an  
16 appeal to be heard.

17 (4) Remand to Administrative Law Judge Without Appeal Hearing. In those  
18 cases where the Board is able to determine on the basis of the documents before it that the  
19 Administrative Law Judge has erred, the board may remand the case for further hearing in  
20 accordance with its instructions without conducting an appeal hearing. Both parties shall be  
21 notified as to the time of the re-hearing, which shall be conducted within thirty (30) days of  
22 remanding by the board. In those cases where the board is able to determine on the basis of the  
23 documents before it that the Administrative Law Judge's findings contain numerical or clerical  
24 inaccuracies, or require clarification, the board may continue the hearing for purposes of re-  
25 referring the case to said Administrative Law Judge in order to correct the findings.

26 (5) Time of Appeal Hearing; Notice to Parties. Appeals accepted by the board  
27 shall be heard within forty-five (45) days of the filing of an appeal. Within thirty (30) days of the  
28 filing of an appeal, both parties shall be notified in writing as to whether or not the appeal has

1 been accepted. If the appeal has been accepted, the notice shall state the time of the hearing  
2 and the nature of the hearing. Such notice must be mailed at least ten (10) days prior to the  
3 hearing.

4 (6) Appeal Hearing; Decision of the Board. At the appeal hearing, both appellant  
5 and respondent shall have an opportunity to present oral testimony and written documents in  
6 support of their positions. After such hearing and after any further investigation which the board  
7 may deem necessary the board may, upon hearing the appeal, affirm, reverse or modify the  
8 Administrative Law Judge's decision or may remand the case for further hearing in accordance  
9 with its findings. The board's decision must be rendered within forty-five (45) days of the hearing  
10 and the parties must be notified of such decision.

11 (7) Notification of the Parties. In accordance with item (6) above, parties shall  
12 receive written notice of the decision. The notice shall state that this decision is final.

13 (8) Effective Date of Appeal Decisions. Appeal decisions are effective on the  
14 date mailed to the parties; provided, however, that that portion of any decision which orders  
15 payment, refund, offsetting or adding rent shall become effective thirty (30) calendar days after it  
16 is mailed to the parties unless a stay of execution is granted by a court of competent jurisdiction.

17 (9) Limitation of Actions. A landlord or tenant aggrieved by any decision of the  
18 Board must seek judicial review within ninety (90) calendar days of the date of mailing of the  
19 decision.

1 **Sec. 37.8A Expedited Hearing Procedures.**

2 [Added by Ordinance No. 133-92, effective June 20, 1992; amended by Ord. No.  
3 347-99, effective January 29, 2000]

4 As an alternative to the hearing procedures set forth in Sections 37.7(g) and 37.8(e)  
5 above, a landlord or tenant may, in certain cases, obtain an expedited hearing and final order  
6 with the written consent of all parties. This section contains the exclusive grounds and  
7 procedures for such hearings.

8 (a) Applicability. A tenant or landlord may seek an expedited hearing for the following  
9 petitions only:

10 (1) Any landlord capital improvement petition where the proposed increase for  
11 certified capital improvement costs does not exceed the greater of 10% or \$30.00 of a tenant's  
12 base rent and the parties stipulate to the cost of the capital improvements;

13 (2) Any tenant petition alleging decreased housing services with a past value not  
14 exceeding \$1,000.00 as of the date the petition is filed;

15 (3) Any tenant petition alleging the landlord's failure to repair and maintain the  
16 premises as required by state or local law;

17 (4) Any tenant petition alleging unlawful rent increases where the parties stipulate  
18 to the tenant's rent history and the rent overpayments do not exceed a total of \$1,000.00 as of  
19 the date the petition is filed;

20 (5) Any petition concerning jurisdictional questions where the parties stipulate to  
21 the relevant facts.

22 (b) Hearing Procedures. The petition application procedures of Sections 37.7(f) and  
23 Section 37.8(c) and (d) apply to petitions for expedited hearings. The hearings shall be  
24 conducted according to the following procedures:

25 (1) Time of Hearing. The hearing must be held within twenty-one (21) days of  
26 the filing of the written consent of all the parties. The level of housing services provided to  
27 tenants' rental units shall not be decreased during the period between the filing of the petition  
28 and the conclusion of the hearing.

(2) Consolidation. To the greatest extent possible, and only with the consent of

1 the parties, hearings with respect to a given building shall be consolidated.

2 (3) Conduct of Hearing. The hearing shall be conducted by an Administrative  
3 Law Judge designated by the Board. Both parties may offer such documents, testimony, written  
4 declarations or other evidence as may be pertinent to the proceedings. Stipulations of the  
5 parties as required under Sections 37.8A(b)(1), (b)(4) and (b)(5) shall be required as evidence.  
6 Burden of proof requirements set forth in Section 37.7 and 37.8 are applicable to the hearing  
7 categories in Section 37.8A(b) above. No record of the hearing shall be maintained for any  
8 purpose.

9 (4) Order of the Administrative Law Judge. Based upon all criteria set forth in  
10 Section 37.7(4) and 37.8(e)(4) governing the petition, the Administrative Law Judge shall make a  
11 written order no later than ten (10) days after the hearing. The Administrative Law Judge shall  
12 make no findings of fact. The Administrative Law Judge shall order payment or refund of  
13 amounts owing to a party or parties, if amounts are owed, within a period of time not to exceed  
14 forty-five (45) days.

15 (5) Stay of Order. The Administrative Law Judge's order shall be stayed for  
16 fifteen (15) days from the date of issuance. During this period, either party may lodge a written  
17 objection to the order with the Board. If the Board receives such objection within this period, the  
18 order is automatically dissolved and the petitioning party may refile the petition for hearing under  
19 any other appropriate hearing procedure set forth in this chapter.

20 (6) Finality of Administrative Law Judge's Order. If no objection to the  
21 Administrative Law Judge's order is made pursuant to Subsection (c)(5) above, the order  
22 become final. The order is not subject to appeal to the Board under Section 37.8(f) nor is it  
23 subject to judicial review pursuant to Section 37.8(f)(9).

1 **Sec. 37.8B Expedited Hearing and Appeal Procedures for Capital Improvements**  
2 **Resulting From Seismic Work on Unreinforced Masonry Buildings**  
3 **Pursuant to Building Code Chapters 16B and 16C where Landlords**  
4 **Performed the Work with a UMB Bond Loan.**

[Added by Ord. No. 221-92, effective August 13, 1992; amended by Ord. No. 347-99, effective January 29, 2000; Ord. No. 02-03, effective February 21, 2003]

5 This section contains the exclusive procedures for all hearings concerning certification of  
6 the above-described capital improvements. Landlords who perform such work without a UMB  
7 bond loan are subject to the capital improvement certification procedures set forth in Section  
8 37.7 above.

9 (a) Requirements for Certification. The landlord must have completed the capital  
10 improvements in compliance with the requirements of Building Code Chapters 16B and 16C.  
11 The certification requirements of Section 37.7(b)(2) and (b)(3) are also applicable.

12 (b) Amortization and Cost Allocation; Interest. Costs shall be equally allocated to each  
13 unit and amortized over a 20-year period or the life of any loan acquired for the capital  
14 improvements, whichever is longer. Interest shall be limited to the actual interest rate charged  
15 on the loan and in no event shall exceed 10% per year.

16 (c) Eligible Items, Costs. Only those items required in order to comply with Building  
17 Code Chapters 16B and 16C may be certified. The allowable cost of such items may not exceed  
18 the costs set forth in the Mayor's Office of Economic Planning and Development's publication of  
19 estimated cost ranges for bolts plus retrofitting by building prototype and/or categories of eligible  
20 construction activities.

21 (d) Hearing Procedures. The application procedures of Sections 37.7(f) apply to  
22 petitions for these expedited capital improvement hearings; provided, however, that the landlord  
23 shall pay no filing fee since the Board will not hire an estimator. The hearings shall be  
24 conducted according to the following procedures:

25 (1) Time of Hearing; Consolidation; Conduct of Hearing. The hearing must be  
26 held within twenty-one (21) days of the filing of the application. The consolidation and hearing  
27 conduct procedures of Section 37.7(g)(2) and (g)(3) apply.

28 (2) Determination of Administrative Law Judge. In accordance with the

1 requirements of this section, the Administrative Law Judge shall make findings as to whether or  
2 not the proposed rent increases are justified based upon the following considerations:

3 (A) The application and its supporting documentation;

4 (B) Evidence presented at the hearing establishing both the extent and  
5 the cost of the work performed; and

6 (C) The Mayor's Office of Planning and Economic Development's bolts  
7 plus cost range publication; and

8 (D) Tenant objections that the work has not been completed; and

9 (E) Any other such relevant factors as the Board shall specify in rules and  
10 regulations.

11 (3) Findings of Fact; Effect of Decision. The Administrative Law Judge shall  
12 make written findings of fact, copies of which shall be mailed within twenty-one (21) days of the  
13 hearing. The decision of the Administrative Law Judge is final unless the Board vacates it on  
14 appeal.

15 (e) Appeals. Either party may appeal the Administrative Law Judge's decisions in  
16 accordance with the requirements of Section 37.8(f)(1),(f)(2) and (f)(3). The Board shall decide  
17 whether or not to accept an appeal within twenty-one (21) days.

18 (1) Time of Appeal Hearing; Notice to Parties; Record; Conduct of Hearing. The  
19 appeal procedures of Section 37.8(f)(5),(f)(6),(f)(7),(f)(8) and (f)(9) apply; provided, however, that  
20 the Board's decision shall be rendered within twenty (20) days of the hearing.

21 (2) Rent Increases. A landlord may not impose any rent increases approved by  
22 the Board on appeal without at least sixty (60) days notice to the tenants.

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1 **Sec. 37.8C Temporary Moratorium on Rent Board Processing or Approval of**  
2 **Landlord Petitions for Certification and Passthrough of Non-Seismic**  
3 **Capital Improvement, Rehabilitation and Energy Conservation Costs to**  
4 **Tenants, During Pendency of the Superior Court Preliminary Injunction**  
5 **Staying Implementation of November 2000 Proposition H.**

[Added by Ordinance No. 29-01, effective April 1, 2001]

5 The Board, Administrative Law Judges and other Board staff, are prohibited from  
6 processing or approving landlord petitions for certification and passthrough of capital  
7 improvement, rehabilitation and energy conservation costs to tenants, for a temporary  
8 moratorium period commencing on April 1, 2001 and continuing until the San Francisco Superior  
9 Court dissolves its preliminary injunction staying the implementation of November 2000  
10 Proposition H (entered December 20, 2000, in Quigg v. City and County of San Francisco, et al.,  
11 San Francisco Superior Court Case No. 316928), except that petitions which seek only  
12 certification and passthrough of seismic retrofit work shall not be affected by this moratorium.  
13 This moratorium applies to petitions pending as of the effective date of this ordinance [April 1,  
14 2001] and to any landlord petitions filed during the moratorium, whether based on Section  
15 37.3(a)(3), 37.7 and/or 37.8A.

1     **Sec. 37.9     Evictions.**

2     [Amended by Ord. No. 295-79, effective June 22, 1979; Ord. No. 358-80, effective  
3     August 24, 1980; Ord. No. 539-80, effective December 11, 1980; Ord. No. 4-82,  
4     effective February 7, 1982; Ord. No. 268-82, effective July 10, 1982; Ord. No.  
5     498-82, effective November 11, 1982; Ord. No. 438-83, effective October 2, 1983;  
6     Ord. No. 425-84, effective November 17, 1984; Ord. No. 193-86, effective June  
7     29, 1986; Ord. No. 7-87, effective February 14, 1987; Ord. No. 30-91, effective  
8     February 21, 1991; Ord. No. 192-91, effective June 30, 1991; Ord. No. 405-96,  
9     effective November 21, 1996; Ord. No. 109-97-4, effective January 30, 1998; Ord.  
10    No. 239-98, effective August 16, 1998; Ord. No. 250-98, effective August 30,  
11    1998; Ord. No. 293-98, effective November 1, 1998; amended by Proposition G,  
12    December 18, 1998; amended by Ord. No. 237-99, effective September 29, 1999;  
13    Ord. No. 347-99, effective January 29, 2000; Ord. No. 348-99, effective January  
14    29, 2000; Ord. No. 135-01, effective September 4, 2001; Ord. No. 186-01,  
15    effective October 27, 2001; Ord. No. 23-02, effective March 24, 2002; Ord. No.  
16    57-02, effective June 2, 2002; revised by Bullard v. San Francisco Rent Board  
17    (2003) 106 Cal.App. 4th 488, and Baba v. CCSF (2004) 124 Cal.App. 4th 504;  
18    amended by Ord. No. 99-04, effective July 5, 2004; Ord. No. 282-04, effective  
19    January 2, 2005; Ord. No. 21-05, effective February 20, 2005; amended by  
20    Proposition H, effective December 22, 2006; Ord. No. 92-07, effective May 27,  
21    2007; Ord. No. 33-08, effective April 16, 2008; Ord. No. 28-09, effective March  
22    22, 2009; Ord. No. 33-10, effective March 14, 2010; Ord. No. 72-11, effective May  
23    27, 2011; annotated sections 37.9(a)(11) and 37.9(a)(14) to reference California  
24    Civil Code Section 1947.9, which went into effect on January 1, 2013; amended  
25    by Ord. No. 1-14, effective February 14, 2014; Ord. No. 44-14, effective May 18,  
26    2014; amended by Ord. No. 218-14, operative February 1, 2015; Ord. No.  
27    171-15, effective November 9, 2015; Ord. No. 17-16, effective March 19, 2016;  
28    amended by Ord. No. 55-16, effective May 22, 2016; amended by Ord. No. 160-  
17    17, effective August 27, 2017; amended by Ord. No. 245-19, effective December  
18    2, 2019; amended by Ord. No. 89-20, effective July 13, 2020; amended by Ord.  
19    No. 93-20, effective July 27, 2020; amended by Ord. No. 216-20, effective  
20    November 30, 2020; amended by Ord. No. 29-21, effective April 12, 2021;  
21    amended by Ord. No. 083-21, effective July 18, 2021; amended by Ord. Nos.  
22    207-21 and 208-21, effective December 12, 2021; amended by Ord. No. 18-22,  
23    effective March 14, 2022; amended by Ord. No. 034-22, effective April 11, 2022;  
24    amended by Ord. No. 47-23, effective May 15, 2023; amended by Ord. No. 072-  
25    23, effective June 2, 2023]

21           Notwithstanding Section 37.3, this Section 37.9 shall apply as of August 24, 1980, to all  
22    landlords and tenants of rental units as defined in Section 37.2(r).

23           (a) A landlord shall not endeavor to recover possession of a rental unit unless:

24                   (1) The tenant:

25                               (A) Has failed to pay the rent to which the landlord is lawfully entitled  
26    under the oral or written agreement between the tenant and landlord:

27   (i) Except that a tenant's nonpayment of a charge prohibited by  
28

1 Section 919.1 of the Police Code shall not constitute a failure to pay rent; and

2 (ii) Except that, commencing August 10, 2001, to and including  
3 February 10, 2003, a landlord shall not endeavor to recover or recover possession of rental unit  
4 for failure of a tenant to pay that portion of rent attributable to a capital improvement passthrough  
5 certified pursuant to a decision issued after April 10, 2000, where the capital improvement  
6 passthrough petition was filed prior to August 10, 2001, and a landlord shall not impose any late  
7 fee(s) upon the tenant for such non-payment of capital improvement costs; or

8 (B) Habitually pays the rent late; or

9 (C) Gives checks which are frequently returned because there are  
10 insufficient funds in the checking account;

11 (D) Provided, however, that subsection (a)(1) shall not apply with respect  
12 to rent payments that initially became due during the time period when paragraph 2 of the  
13 Governor's Executive Order No. N-28-20 was in effect (March 16, 2020 through September 30,  
14 2020), and where the tenant's failure to pay (i) arose out of a substantial decrease in household  
15 income (including, but not limited to, a substantial decrease in household income caused by  
16 layoffs or a reduction in the number of compensable hours of work, or substantial out-of-pocket  
17 expenses; (ii) that was caused by the COVID-19 pandemic, or by any local, state, or federal  
18 government response to COVID-19; and (iii) is documented. The types of documentation that a  
19 tenant may use to show an inability to pay due to COVID-19 may include, without limitation, bank  
20 statements, pay stubs, employment termination notices, proof of unemployment insurance claim  
21 filings, sworn affidavits, and completed forms prepared by the Rent Board. A tenant shall have  
22 the option, but shall not be required, to use third-party documentation such as a letter from an  
23 employer to show an inability to pay. The provisions of this subsection (a)(1)(D), being  
24 necessary for the welfare of the City and County of San Francisco and its residents, shall be  
25 liberally construed to effectuate its purpose, which is to protect tenants from being evicted for  
26 missing rent payments due to the COVID-19 pandemic. Nothing in this subsection (a)(1)(D) shall  
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1 relieve a tenant of the obligation to pay rent, nor restrict a landlord's ability to recover rent due;

2 (E) Provided, further, that subsection (a)(1) also shall not apply with  
3 respect to rent payments that initially became due during the time period between July 1, 2022,  
4 and 60 days after the date that the Mayor's proclamation of emergency related to the COVID-19  
5 pandemic ceases to be in effect, if the tenant can show inability to pay the rent because of the  
6 financial impacts of the COVID-19 pandemic as set forth in subsection (a)(1)(D). Nothing in this  
7 subsection (a)(1)(E) shall relieve a tenant of the obligation to pay rent, nor restrict a landlord's  
8 ability to recover rent due.

9 (F) The protections in subsections (a)(1)(D) and (a)(1)(E) shall also apply  
10 to units where the rent is controlled or regulated by the City, notwithstanding Section 37.2(r)(4),  
11 including without limitation privately-operated units controlled or regulated by the Mayor's Office  
12 of Housing and Community Development and/or the Department of Homelessness and  
13 Supportive Housing. This subsection (a)(1)(F) shall apply to all such units, including but not  
14 limited to those where a notice to vacate or quit was pending as of the date that this subsection  
15 (a)(1)(F) first took effect and regardless whether the notice was served before, on, or after April  
16 3, 2023.

17 (2) The tenant has violated a lawful obligation or covenant of tenancy other than  
18 the obligation to surrender possession upon proper notice or other than an obligation to pay a  
19 charge prohibited by Police Code Section 919.1, the violation was substantial, and the tenant  
20 fails to cure such violation after having received written notice thereof from the landlord.

21 (A) Provided that notwithstanding any lease provision to the contrary, a  
22 landlord shall not endeavor to recover possession of a rental unit as a result of subletting of the  
23 rental unit by the tenant if the landlord has unreasonably withheld the right to sublet following a  
24 written request by the tenant, so long as the tenant continues to reside in the rental unit and the  
25 sublet constitutes a one-for-one replacement of the departing tenant(s). If the landlord fails to  
26 respond to the tenant in writing with a description of the reasons for the denial of the request  
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1 within 14 days of receipt of the tenant's written request, the tenant's request shall be deemed  
2 approved by the landlord.

3 (B) Provided further that where a rental agreement or lease provision  
4 limits the number of occupants or limits or prohibits subletting or assignment, a landlord shall not  
5 endeavor to recover possession of a rental unit as a result of the addition to the unit of a tenant's  
6 child, parent, grandchild, grandparent, brother or sister, or the spouse or domestic partner (as  
7 defined in Administrative Code Sections 62.1 through 62.8) of such relatives, or as a result of the  
8 addition of the spouse or domestic partner of a tenant, so long as the maximum number of  
9 occupants stated in Section 37.9(a)(2)(B)(i) and (ii) is not exceeded, if the landlord has  
10 unreasonably refused a written request by the tenant to add such occupant(s) to the unit. If the  
11 landlord fails to respond to the tenant in writing with a description of the reasons for the denial of  
12 the request within 14 days of receipt of the tenant's written request, the tenant's request shall be  
13 deemed approved by the landlord. A landlord's reasonable refusal of the tenant's written request  
14 may not be based on the proposed additional occupant's lack of creditworthiness, if that person  
15 will not be legally obligated to pay some or all of the rent to the landlord. A landlord's reasonable  
16 refusal of the tenant's written request may be based on, but is not limited to, the ground that the  
17 total number of occupants in a unit exceeds (or with the proposed additional occupant(s) would  
18 exceed) the lesser of (i) or (ii):

19 (i) Two persons in a studio unit, three persons in a one-bedroom  
20 unit, four persons in a two-bedroom unit, six persons in a three-bedroom unit, or eight persons in  
21 a four-bedroom unit; or,  
22

23 (ii) The maximum number permitted in the unit under state law  
24 and/or other local codes such as the Building, Fire, Housing and Planning Codes.

25 (C) Provided further that where a rental agreement or lease provision  
26 limits the number of occupants or limits or prohibits subletting or assignment, a landlord shall not  
27 endeavor to recover possession of a rental unit as a result of the addition by the tenant of  
28

1 additional occupants to the rental unit, so long as the maximum number of occupants does not  
2 exceed the lesser of the amounts allowed by Subsection (i) or Subsection (ii) of this Section  
3 37.9(a)(2)(C), if the landlord has unreasonably refused a written request by the tenant to add  
4 such occupant(s) to the unit. If the landlord fails to respond to the tenant in writing with a  
5 description of the reasons for the denial of the request within 14 days of receipt of the tenant's  
6 written request, the tenant's request shall be deemed approved by the landlord. A landlord's  
7 reasonable refusal of the tenant's written request may not be based on either of the following: (1)  
8 the proposed additional occupant's lack of creditworthiness, if that person will not be legally  
9 obligated to pay some or all of the rent to the landlord, or (2) the number of occupants allowed  
10 by the rental agreement or lease. With the exception of the restrictions stated in the preceding  
11 sentence, a landlord's reasonable refusal of the tenant's written request may be based on, but is  
12 not limited to, the ground that the landlord resides in the same unit as the tenant or the ground  
13 that the total number of occupants in a unit exceeds (or with the proposed additional occupant(s)  
14 would exceed) the lesser of (i) or (ii):

15 (i) Two persons in a studio unit, three persons in a one-bedroom  
16 unit, four persons in a two-bedroom unit, six persons in a three-bedroom unit, or eight persons in  
17 a four-bedroom unit; or

18 (ii) The maximum number permitted in the unit under state law  
19 and/or other local codes such as the Building, Fire, Housing, and Planning Codes.

20 (iii) This Subsection 37.9(a)(2)(C) is not intended by itself to  
21 establish a direct landlord-tenant relationship between the additional occupant and the landlord  
22 or to limit a landlord's rights under the Costa-Hawkins Rental Housing Act, California Civil Code  
23 Section 1954.50 et seq. (as it may be amended from time to time).

24 (iv) For the purposes of this Subsection 37.9(a)(2)(C), the term  
25 "additional occupant" shall not include persons who occupy the unit as a Tourist or Transient  
26 Use, as defined in Administrative Code Section 41A.5.  
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1 (D) Before endeavoring to recover possession based on the violation of a  
2 lawful obligation or covenant of tenancy regarding subletting or limits on the number of  
3 occupants in the rental unit, the landlord shall serve the tenant a written notice of the violation  
4 that provides the tenant with an opportunity to cure the violation in 10 or more days. The tenant  
5 may cure the violation by making a written request to add occupants referenced in Subsection  
6 (A), (B), or (C) of Section 37.9(a)(2) or by using other reasonable means to cure the violation,  
7 including, without limitation, the removal of any additional or unapproved occupant. Nothing in  
8 this Section 37.9(a)(2)(D) is intended to limit any other rights or remedies that the law otherwise  
9 provides to landlords.

10 (E) Notwithstanding any lease provision to the contrary, a landlord may  
11 not impose late fees, penalties, interest, liquidated damages, or similar charges due to a tenant's  
12 nonpayment of rent, if the tenant can demonstrate that it missed the rent payment due to the  
13 COVID-19 pandemic as set forth in subsection (a)(1)(D), (a)(1)(E), and/or (a)(1)(F). A landlord  
14 may not recover possession of the unit due to a tenant's failure to pay such late charges when  
15 subsection (a)(1)(D), (a)(1)(E), and/or (a)(1)(F) apply. The foregoing sentence shall not enlarge  
16 or diminish a landlord's rights with respect to such charges when subsection (a)(1)(D), (a)(1)(E),  
17 and/or (a)(1)(F) do not apply.

18 (3) The tenant is committing or permitting to exist a nuisance in, or is causing  
19 substantial damage to, the rental unit, or is creating a substantial interference with the comfort,  
20 safety or enjoyment of the landlord or tenants in the building, the activities are severe, continuing  
21 or recurring in nature, and the nature of such nuisance, damage or interference is specifically  
22 stated by the landlord in the writing as required by Section 37.9(c).

23 (3.1) Eviction Protection for Victims of Domestic Violence or Sexual Assault or  
24 Stalking:

25 (A) It shall be a defense to an action for possession of a unit under  
26 Subsection 37.9(a)(3) if the court determines that:  
27

1 (i) The tenant or the tenant's household member is a victim of an  
2 act or acts that constitute domestic violence or sexual assault or stalking; and

3 (ii) The notice to vacate is substantially based upon the act or acts  
4 constituting domestic violence or sexual assault or stalking against the tenant or a tenant's  
5 household member, including but not limited to an action for possession based on complaints of  
6 noise, disturbances, or repeated presence of police.

7 (B) Evidence Required. In making the determination under Section  
8 37.9(a)(3.1)(A) the court shall consider evidence, which may include but is not limited to:

9 (i) A copy of a temporary restraining order or emergency  
10 protective order issued pursuant to Part 3 (commencing with Section 6240) or Part 4  
11 (commencing with Section 6300) or Part 5 (commencing with Section 6400) of the Family Code,  
12 Section 136.2 of the Penal Code, Section 527.6 of the Code of Civil Procedure, or Section 213.5  
13 of the Welfare and Institutions Code, that protects the tenant or tenant's household member from  
14 further domestic violence, sexual assault, or stalking. And/or,

15 (ii) A copy of a written report by a peace officer employed by a  
16 state or local law enforcement agency acting in his or her official capacity, stating that the tenant  
17 or tenant's household member has filed a report alleging that he or she is a victim of domestic  
18 violence, sexual assault, or stalking. And/or

19 (iii) Other written documentation from a qualified third party of the  
20 acts constituting domestic violence or sexual assault or stalking.

21 (C) Mutual Allegations of Abuse Between Parties. If two or more co-  
22 tenants are parties seeking relief under Subsection 37.9(a)(3.1)(A), and each alleges that he or  
23 she was a victim of domestic violence or sexual assault or stalking perpetrated by another co-  
24 tenant who is also a party, the court may determine whether a tenant acted as the dominant  
25 aggressor in the acts constituting a domestic violence or sexual assault or stalking offense. In  
26 making the determination, the court shall consider the factors listed in Section 13701(b)(1) of the  
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1 Penal Code. A tenant who the court determines was the dominant aggressor in the acts  
2 constituting a domestic violence or sexual assault or stalking offense is not entitled to relief  
3 under Subsection 37.9(a)(3.1)(A).

4 (D) Limitations on Relief. Unless the tenant or the tenant's household  
5 member has obtained a protective order against the alleged abuser to vacate or stay from the  
6 unit as a result of acts constituting domestic violence or sexual assault or stalking against the  
7 tenant or tenant's household member, the tenant may not obtain relief under Subsection  
8 37.9(a)(3.1) if:

9 (i) The tenant was granted relief under Subsection 37.9(a)(3.1) in  
10 an action for possession of the unit within the previous five years; and

11 (ii) A subsequent action for possession of the unit has now been  
12 filed; and

13 (iii) The notice to vacate in this subsequent action for possession  
14 is substantially based upon continuing acts constituting domestic violence or sexual assault or  
15 stalking by the same person alleged to be the abuser in the previous action for possession.

16 (E) Nothing in this Subsection 37.9(a)(3.1) shall be construed to affect the  
17 tenant's liability for delinquent rent or other sums owed to the landlord, or the landlord's  
18 remedies in recovering against the tenant for such sums.

19 (F) The provisions of Subsection 37.9(a)(3.1) are intended for use  
20 consistent with Civil Code Section 1946.7.

21 (3.2) Confidentiality of Information Received from Victims of Domestic Violence  
22 or Sexual Assault or Stalking. A landlord shall retain in strictest confidence all information that is  
23 received in confidence from a tenant or a tenant's household member who is a victim of  
24 domestic violence or sexual assault or stalking, regarding that domestic violence or sexual  
25 assault or stalking, except to the extent that such disclosure (A) is necessary to provide for a  
26 reasonable accommodation for the victim, or (B) is otherwise required pursuant to applicable  
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1 federal, state or local law. The victim may authorize limited or general release of any information  
2 otherwise deemed confidential under this Subsection 37.9(a)(3.2).

3 Or,

4 (4) The tenant is using or permitting a rental unit to be used for any illegal  
5 purpose, provided however that a landlord shall not endeavor to recover possession of a rental  
6 unit solely:

7 (A) as a result of a first violation of Chapter 41A that has been cured  
8 within 30 days written notice to the tenant; or,

9 (B) because the illegal use is the residential occupancy of a unit not  
10 authorized for residential occupancy by the City. Nothing in this Section 37.9(a)(4)(B) prohibits a  
11 landlord from endeavoring to recover possession of the unit under Section 37.9(a)(8) or (10) of  
12 this Chapter 37.

13 (5) The tenant, who had an oral or written agreement with the landlord which has  
14 terminated, has refused after written request or demand by the landlord to execute a written  
15 extension or renewal thereof for a further term of like duration and under such terms which are  
16 materially the same as in the previous agreement; provided, that such terms do not conflict with  
17 any of the provisions of this Chapter 37; or

18 (6) The tenant has, after written notice to cease, refused the landlord access to  
19 the rental unit as required by state or local law; or

20 (7) The tenant holding at the end of the term of the oral or written agreement is a  
21 subtenant not approved by the landlord; or

22 (8) The landlord seeks to recover possession in good faith, without ulterior  
23 reasons and with honest intent;

24 (i) For the landlords use or occupancy as his or her principal residence for  
25 a period of at least 36 continuous months;

26 (ii) For the use or occupancy of the landlords grandparents,  
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1 grandchildren, parents, children, brother or sister, or the landlords spouse or the spouses of  
2 such relations, as their principal place of residency for a period of at least 36 months, in the  
3 same building in which the landlord resides as his or her principal place of residency, or in a  
4 building in which the landlord is simultaneously seeking possession of a rental unit under  
5 37.9(a)(8)(i). For purposes of this Section 37.9(a)(8)(ii), the term "spouse" shall include  
6 Domestic Partners as defined in Administrative Code Chapter 62.1 through 62.8.

7 (iii) For purposes of this Section 37.9(a)(8) only, as to landlords who  
8 become owners of record of the rental unit on or before February 21, 1991, the term landlord  
9 shall be defined as an owner of record of at least 10 percent interest in the property or, for  
10 Section 37.9(a)(8)(i) only, two individuals registered as Domestic Partners as defined in San  
11 Francisco Administrative Code Chapter 62.1-62.8 whose combined ownership of record is at  
12 least 10 percent. For purposes of this Section 37.9(a)(8) only, as to landlords who become  
13 owners of record of the rental unit after February 21, 1991, the term landlord shall be defined as  
14 an owner of record of at least 25 percent interest in the property or, for Section 37.9(a)(8)(i) only,  
15 two individuals registered as Domestic Partners as defined in San Francisco Administrative  
16 Code Chapter 62.1-62.8 whose combined ownership of record is at least 25 percent.

17 (iv) A landlord may not recover possession under this Section 37.9(a)(8) if  
18 a comparable unit owned by the landlord is already vacant and is available, or if such a unit  
19 becomes vacant and available before the recovery of possession of the unit. If a comparable  
20 unit does become vacant and available before the recovery of possession, the landlord shall  
21 rescind the notice to vacate and dismiss any action filed to recover possession of the premises.  
22 Provided further, if a non-comparable unit becomes available before the recovery of possession,  
23 the landlord shall offer that unit to the tenant. It shall be evidence of a lack of good faith if a  
24 landlord times the service of the notice, or the filing of an action to recover possession, so as to  
25 avoid moving into a comparable unit, or to avoid offering a tenant a replacement unit.

26 (v) Commencing January 1, 2018, the landlord shall attach to the notice  
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1 to vacate a form prepared by the Rent Board that the tenant can use to keep the Rent Board  
2 apprised of any future change in address, and shall include in the notice a declaration executed  
3 by the landlord under penalty of perjury stating that the landlord seeks to recover possession of  
4 the unit in good faith, without ulterior reasons and with honest intent, for use or occupancy as the  
5 principal residence of the landlord or the landlord's relative (identified by name and relation to  
6 the landlord), for a period of at least 36 continuous months, as set forth in subsections  
7 37.9(a)(8)(i) and (ii). Evidence that the landlord has not acted in good faith may include, but is  
8 not limited to, any of the following: (1) the landlord has failed to file the notice to vacate with the  
9 Rent Board as required by Section 37.9(c), (2) the landlord or relative for whom the tenant was  
10 evicted did not move into the rental unit within three months after the landlord recovered  
11 possession and then occupy said unit as that person's principal residence for a minimum of 36  
12 consecutive months, (3) the landlord or relative for whom the tenant was evicted lacks a  
13 legitimate, bona fide reason for not moving into the unit within three months after the recovery of  
14 possession and/or then occupying said unit as that person's principal residence for a minimum of  
15 36 consecutive months, (4) the landlord did not file a statement of occupancy with the Rent  
16 Board as required by Section 37.9(a)(8)(vii), (5) the landlord violated Section 37.9B by renting  
17 the unit to a new tenant at a rent greater than that which would have been the rent had the  
18 tenant who had been required to vacate remained in continuous occupancy and the rental unit  
19 remained subject to this Chapter 37, and (6) such other factors as a court or the Rent Board may  
20 deem relevant. Nothing in this Section 37.9(a)(8)(v) is intended to alter or diminish any other  
21 right to relief that a tenant may have based on a landlord's failure to comply with this Chapter 37.  
22

23 (vi) Once a landlord has successfully recovered possession of a rental  
24 unit pursuant to Section 37.9(a)(8)(i), then no other current or future landlords may recover  
25 possession of any other rental unit in the building under Section 37.9(a)(8)(i). It is the intention  
26 of this section that only one specific unit per building may be used for such occupancy under  
27 Section 37.9(a)(8)(i) and that once a unit is used for such occupancy, all future occupancies  
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1 under Section 37.9(a)(8)(i) must be of that same unit, provided that a landlord may file a petition  
2 with the Rent Board, or at the landlords option, commence eviction proceedings, claiming that  
3 disability or other similar hardship prevents him or her from occupying a unit which was  
4 previously occupied by the landlord.

5 (vii) A landlord who has recovered possession of a unit pursuant to  
6 Section 37.9(a)(8) on or after January 1, 2018 must complete a statement of occupancy under  
7 penalty of perjury on a form to be prepared by the Rent Board that discloses whether the  
8 landlord has recovered possession of the unit. The landlord shall file the statement of occupancy  
9 with the Rent Board within 90 days after the date of service, and shall file an updated statement  
10 of occupancy every 90 days thereafter, unless the statement of occupancy discloses that the  
11 landlord is no longer endeavoring to recover possession of the unit, in which case no further  
12 statements of occupancy need be filed. If the statement of occupancy discloses that the landlord  
13 has already recovered possession of the unit, the landlord shall file updated statements of  
14 occupancy once a year for five years, no later than 12 months, 24 months, 36 months, 48  
15 months and 60 months after the recovery of possession of the unit. Each statement of  
16 occupancy filed after the landlord has recovered possession of the unit shall disclose the date of  
17 recovery of possession, whether the landlord or relative for whom the tenant was evicted is  
18 occupying the unit as that person's principal residence with at least two forms of supporting  
19 documentation, the date such occupancy commenced (or alternatively, the reasons why  
20 occupancy has not yet commenced), the rent charged for the unit if any, and such other  
21 information and documentation as the Rent Board may require in order to effectuate the  
22 purposes of this Section 37.9(a)(8). The Rent Board shall make all reasonable efforts to send the  
23 displaced tenant a copy of each statement of occupancy within 30 days of the date of filing, or a  
24 notice that the landlord did not file a statement of occupancy if no statement of occupancy was  
25 filed. In addition, the Rent Board shall impose an administrative penalty on any landlord who fails  
26 to comply with this subsection (a)(8)(vii), in the amount of \$250 for the first violation, \$500 for the  
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1 second violation, and \$1,000 for every subsequent violation. The procedure for the imposition,  
2 enforcement, collection, and administrative review of the administrative penalty shall be  
3 governed by Administrative Code Chapter 100, "Procedures Governing the Imposition of  
4 Administrative Fines," which is hereby incorporated in its entirety.

5 (viii) If any provision or clause of this Section 37.9(a)(8) or the application  
6 thereof to any person or circumstance is held to be unconstitutional or to be otherwise invalid by  
7 any court of competent jurisdiction, such invalidity shall not affect other chapter provisions, and  
8 clauses of this chapter are held to be severable; or

9 (9) The landlord seeks to recover possession in good faith in order to sell the unit  
10 in accordance with a condominium conversion approved under the San Francisco subdivision  
11 ordinance and does so without ulterior reasons and with honest intent; or

12 (10) The landlord seeks to recover possession in good faith in order to demolish  
13 or to otherwise permanently remove the rental unit from housing use and has obtained all the  
14 necessary permits on or before the date upon which notice to vacate is given, and does so  
15 without ulterior reasons and with honest intent; provided that a landlord who seeks to recover  
16 possession under this Section 37.9(a)(10) shall pay relocation expenses as provided in Section  
17 37.9C except that a landlord who seeks to demolish an unreinforced masonry building pursuant  
18 to Building Code Chapters 16B and 16C must provide the tenant with the relocation assistance  
19 specified in Section 37.9A(e) below prior to the tenant's vacating the premises; or

20 (11) The landlord seeks in good faith to remove temporarily the unit from housing  
21 use in order to be able to carry out capital improvements or rehabilitation work that would make  
22 the unit hazardous, unhealthy, and/or uninhabitable while work is in progress, and has obtained  
23 all the necessary permits on or before the date upon which notice to vacate is given, and does  
24 so without ulterior reasons and with honest intent. Any tenant who vacates the unit under such  
25 circumstances shall have the right to reoccupy the unit at the prior rent adjusted in accordance  
26 with the provisions of this Chapter 37. The landlord may require the tenant to vacate the unit  
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1 only for the minimum time required to do the work.

2 (A) On or before the date upon which notice to vacate is given, the landlord  
3 shall: (i) advise the tenant in writing that the rehabilitation or capital improvement plans are on  
4 file with the Central Permit Bureau of the Department of Building Inspection and that  
5 arrangements for reviewing such plans can be made with the Central Permit Bureau, and (ii)  
6 provide the tenant a disclosure form prepared by the Board that advises the tenant of the  
7 tenant's right to return, and (iii) provide the tenant a form prepared by the Board that the tenant  
8 can use to keep the Board apprised of any future change in address.

9 (B) No landlord shall endeavor to recover possession of any unit subject to  
10 a RAP loan as set forth in Section 37.2(m) of this Chapter except as provided in Section 32.69 of  
11 the Administrative Code.

12 (C) The tenant shall not be required to vacate pursuant to this Section  
13 37.9(a)(11), for a period in excess of three months; provided, however, that such time period  
14 may be extended by the Board (including its Administrative Law Judges) upon application by the  
15 landlord.

16 (i) In reviewing an application for an extension of time, the Board shall  
17 first determine whether the landlord has demonstrated that all of the work is reasonable and  
18 necessary to meet state or local requirements concerning the safety or habitability of the building  
19 or the unit, rather than elective in nature. If so, the Board shall only consider whether the  
20 landlord has delayed in seeking the extension; and the reasonableness of the landlord's time  
21 estimate.

22 (ii) Alternatively, if the Board determines that not all of the work is  
23 reasonable and necessary to meet state or local requirements concerning the safety or  
24 habitability of the building or the unit, the Board shall consider the degree to which the work is  
25 elective in nature; whether any tenants have objected that the cost of securing alternative  
26 housing during the time extension would cause them a financial hardship, and/or that they are 60  
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1 years of age or older or disabled; and any other extraordinary circumstances. The Board shall  
2 also consider whether the landlord has offered reasonable mitigation, other than the relocation  
3 expenses required by Section 37.9C, to address the hardship imposed upon the tenant, such as  
4 temporary occupancy of another vacant unit should one be available.

5 (iii) The Board may grant or deny an application for an extension of  
6 time or may approve a shorter period of time, based upon the consideration of the facts of the  
7 case. The Board shall adopt rules and regulations to implement the application procedure. If the  
8 landlord does not timely allow the tenant to reoccupy the unit, and upon completion of the work  
9 the subsequent occupant is someone other than the original tenant, there shall be a rebuttable  
10 presumption that the original tenant did not reoccupy the unit due to the delay and therefore, for  
11 purposes of restricting the rent as set forth in Section 37.3(f)(1), that the original tenancy was  
12 terminated by the landlord.

13 (D) Any landlord who seeks to recover possession under this Section  
14 37.9(a)(11) shall pay relocation expenses as provided in Section 37.9C. [However, effective  
15 January 1, 2013, the amount of relocation payments for temporary displacement of a tenant  
16 household under Section 37.9(a)(11) for less than 20 days is governed by California Civil Code  
17 Section 1947.9 and not by Section 37.9C.]

18 (E) Immediately upon completion of the capital improvements or  
19 rehabilitation work, the landlord shall advise the tenant, in writing, and allow the tenant to  
20 reoccupy the tenant's unit. The tenant shall have 30 days from receipt of the landlord's offer of  
21 reoccupancy to notify the landlord of acceptance or rejection of the offer, and if accepted, the  
22 tenant shall reoccupy the unit within 45 days of receipt of the landlord's offer. The landlord shall  
23 file a copy of the offer with the Rent Board within 15 days of the offer. The Board shall make all  
24 reasonable efforts to send a notice to the unit within one year of the date of filing, to inform the  
25 occupant that the rent may be subject to the rent restrictions set forth in Section 37.3(f)(1).  
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27 (12) The landlord seeks to recover possession in good faith in order to carry out  
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1 substantial rehabilitation, as defined in Section 37.2(s), and has obtained all the necessary  
2 permits on or before the date upon which notice to vacate is given, and does so without ulterior  
3 reasons and with honest intent. Notwithstanding the above, no landlord shall endeavor to  
4 recover possession of any unit subject to a RAP loan as set forth in Section 37.2(m) of this  
5 Chapter except as provided in Section 32.69 of the San Francisco Administrative Code. Any  
6 landlord who seeks to recover possession under this Section 37.9(a)(12) shall pay relocation  
7 expenses as provided by Section 37.9C; or

8 (13) The landlord wishes to withdraw from rent or lease all rental units within any  
9 detached physical structure and, in addition, in the case of any detached physical structure  
10 containing three or fewer rental units, any other rental units on the same lot, and complies in full  
11 with Section 37.9A with respect to each such unit; provided, however, that guestrooms or  
12 efficiency units within a residential hotel, as defined in Section 50519 of the Health and Safety  
13 Code, may not be withdrawn from rent or lease if the residential hotel has a permit of occupancy  
14 issued prior to January 1, 1990, and if the residential hotel did not send a notice of intent to  
15 withdraw the units from rent or lease (Administrative Code Section 37.9A(f), Government Code  
16 Section 7060.4(a)) that was delivered to the Rent Board prior to January 1, 2004; or

17 (14) The landlord seeks in good faith to temporarily recover possession of the  
18 unit solely for the purpose of effecting lead remediation or abatement work, as required by San  
19 Francisco Health Code Articles 11 or 26. The tenant will vacate the unit only for the minimum  
20 time required to do the work. The relocation rights and remedies, established by San Francisco  
21 Administrative Code Chapter 72, including but not limited to, the payment of financial relocation  
22 assistance, shall apply to evictions under this Section 37.9(a)(14). [However, effective January 1,  
23 2013, the amount of relocation payments for temporary displacement of a tenant household  
24 under Section 37.9(a)(14) for less than 20 days is governed by California Civil Code Section  
25 1947.9.]  
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27 (15) The landlord seeks to recover possession in good faith in order to demolish  
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1 or to otherwise permanently remove the rental unit from housing use in accordance with the  
2 terms of a development agreement entered into by the City under Chapter 56 of the San  
3 Francisco Administrative Code.

4 (16) The tenant's Good Samaritan Status (Section 37.2(a)(1)(D)) has expired,  
5 and the landlord exercises the right to recover possession by serving a notice of termination of  
6 tenancy under this Section 37.9(a)(16) within 60 days after expiration of the Original and any  
7 Extended Good Samaritan Status Period.

8 (b) A landlord who resides in the same rental unit with his or her tenant may evict said  
9 tenant without just cause as required under Section 37.9(a) above.

10 (c) A landlord shall not endeavor to recover possession of a rental unit unless at least  
11 one of the grounds enumerated in Section 37.9(a) or (b) above is (1) the landlord's dominant  
12 motive for recovering possession and (2) unless the landlord informs the tenant in writing on or  
13 before the date upon which notice to vacate is given of the grounds under which possession is  
14 sought. For notices to vacate under Sections 37.9(a)(1), (2), (3), (4), (5), or (6), the landlord shall  
15 prior to serving the notice to vacate provide the tenant a written warning and an opportunity to  
16 cure as set forth in Section 37.9(o). For notices to vacate under Sections 37.9(a)(8), (9), (10),  
17 (11), or (14), the landlord shall state in the notice to vacate the lawful rent for the unit at the time  
18 the notice is issued, before endeavoring to recover possession. The Board shall prepare a  
19 written form that (1) states that a tenant's failure to timely act in response to a notice to vacate  
20 may result in a lawsuit by the landlord to evict the tenant, and that advice regarding the notice to  
21 vacate is available from the Board; and (2) includes information provided by the Mayor's Office  
22 of Housing and Community Development regarding eligibility for affordable housing programs.  
23 The Board shall prepare the form in English, Chinese, Spanish, Vietnamese, Tagalog, and  
24 Russian and make the form available to the public on its website and in its office. A landlord  
25 shall attach a copy of the form that is in the primary language of the tenant to a notice to vacate  
26 before serving the notice, except that if the tenant's primary language is not English, Chinese,  
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1 Spanish, Vietnamese, Tagalog or Russian, the landlord shall attach a copy of the form that is in  
2 English to the notice. A copy of all notices to vacate except three-day notices to pay rent or quit  
3 and a copy of any additional written documents informing the tenant of the grounds under which  
4 possession is sought shall be filed with the Board within 10 days following service of the notice  
5 to vacate. In any action to recover possession of the rental unit under Section 37.9, the landlord  
6 must plead and prove that at least one of the grounds enumerated in Section 37.9(a) or (b) and  
7 also stated in the notice to vacate is the dominant motive for recovering possession. Tenants  
8 may rebut the allegation that any of the grounds stated in the notice to vacate is the dominant  
9 motive.

10 (d) No landlord may cause a tenant to quit involuntarily or threaten to bring any action to  
11 recover possession, or decrease any services, or increase the rent, or take any other action  
12 where the landlord's dominant motive is retaliation for the tenant's exercise of any rights under  
13 the law. Such retaliation shall be a defense to any action to recover possession. In an action to  
14 recover possession of a rental unit, proof of the exercise by the tenant of rights under the law  
15 within six months prior to the alleged act of retaliation shall create a rebuttable presumption that  
16 the landlord's act was retaliatory.

17 (e) It shall be unlawful for a landlord or any other person who willfully assists the landlord  
18 to endeavor to recover possession or to evict a tenant except as provided in Section 37.9(a) and  
19 (b). Any person endeavoring to recover possession of a rental unit from a tenant or evicting a  
20 tenant in a manner not provided for in Section 37.9(a) or (b) without having a substantial basis in  
21 fact for the eviction as provided for in Section 37.9(a) shall be guilty of a misdemeanor and shall  
22 be subject, upon conviction, to the fines and penalties set forth in Section 37.10A. Any waiver by  
23 a tenant of rights under this Chapter 37 shall be void as contrary to public policy.

24 (f) Whenever a landlord wrongfully endeavors to recover possession or recovers  
25 possession of a rental unit in violation of Sections 37.9 and/or 37.10A as enacted herein, or  
26 wrongfully endeavors to sever, substantially reduce, or remove, or actually severs, substantially  
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1 reduces, or removes a housing service supplied in connection with the use or occupancy of a  
2 rental unit as set forth in Section 37.2(r), the tenant or Rent Board may institute a civil  
3 proceeding for injunctive relief, money damages of not less than three times actual damages  
4 (including damages for mental or emotional distress as specified below), and whatever other  
5 relief the court deems appropriate. If the landlord has recovered possession pursuant to Section  
6 37.9(a)(8), such action shall be brought no later than five years after (1) the date the landlord  
7 files the first statement of occupancy with the Rent Board under Section 37.9(a)(8)(vii) or (2)  
8 three months after the landlord recovers possession, whichever is earlier. In the case of an  
9 award of damages for mental or emotional distress, said award shall only be trebled if the trier of  
10 fact finds that the landlord acted in knowing violation of or in reckless disregard of Section 37.9  
11 or 37.10A herein. The prevailing party shall be entitled to reasonable attorney's fees and costs  
12 pursuant to order of the court. The remedy available under this Section 37.9(f) shall be in  
13 addition to any other existing remedies which may be available to the tenant or the Rent Board.

14 (g) The provisions of this Section 37.9 shall apply to any rental unit as defined in  
15 Sections 37.2(r)(4)(A) and 37.2(r)(4)(B), including where a notice to vacate/quit any such rental  
16 unit has been served as of the effective date of Ordinance No. 250-98, but where any such  
17 rental unit has not yet been vacated or an unlawful detainer judgment has not been issued as of  
18 the effective date of Ordinance No. 250-98.

19 (h) With respect to rental units occupied by recipients of tenant-based rental assistance,  
20 the notice requirements of this Section 37.9 shall be required in addition to any notice required  
21 as part of the tenant-based rental assistance program, including but not limited to the notice  
22 required under 24 CFR 982.311(e)(2)(ii).

23 (i) The following additional provisions shall apply to a landlord who seeks to recover a  
24 rental unit by utilizing the grounds enumerated in Section 37.9(a)(8):

25 (1) A landlord may not recover possession of a unit from a tenant under Section  
26 37.9(a)(8) if the landlord has or receives notice, any time before recovery of possession, that any  
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1 tenant in the rental unit:

2 (A) Is 60 years of age or older and has been residing in the unit for 10  
3 years or more; or

4 (B) Is disabled within the meaning of Section 37.9(i)(1)(B)(i) and has been  
5 residing in the unit for 10 years or more, or is catastrophically ill within the meaning of Section  
6 37.9(i)(1)(B)(ii) and has been residing in the unit for five years or more:

7 (i) A disabled tenant is defined for purposes of this Section  
8 37.9(i)(1)(B) as a person who is disabled or blind within the meaning of the federal Supplemental  
9 Security Income/California State Supplemental Program (SSI/SSP), and who is determined by  
10 SSI/SSP to qualify for that program or who satisfies such requirements through any other  
11 method of determination as approved by the Rent Board;

12 (ii) A catastrophically ill tenant is defined for purposes of this  
13 Section 37.9(i)(1)(B) as a person who is disabled as defined by Section 37.9(i)(1)(B)(i), and who  
14 is suffering from a life-threatening illness as certified by his or her primary care physician.

15 (2) The foregoing provisions of Sections 37.9(i)(1)(A) and (B) shall not apply  
16 where there is only one rental unit owned by the landlord in the building, or where each of the  
17 rental units owned by the landlord in the same building where the landlord resides (except the  
18 unit actually occupied by the landlord) is occupied by a tenant otherwise protected from eviction  
19 by Sections 37.9(i)(1)(A) or (B) and where the landlord's qualified relative who will move into the  
20 unit pursuant to Section 37.9(a)(8) is 60 years of age or older.

21 (3) The provisions established by this Section 37.9(i) include but are not limited  
22 to, any rental unit where a notice to vacate/quit has been served as of the date this amendment  
23 takes effect but where the rental unit has not yet been vacated or an unlawful detainer judgment  
24 has not been issued.

25 (4) Within 30 days of personal service by the landlord of a written request, or, at  
26 the landlords option, a notice of termination of tenancy under 37.9(a)(8), the tenant must submit  
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1 a statement, with supporting evidence, to the landlord if the tenant claims to be a member of one  
2 of the classes protected by Section 37.9(i). The written request or notice shall contain a warning  
3 that a tenant's failure to submit a statement within the 30 day period shall be deemed an  
4 admission that the tenant is not protected by Section 37.9(i). The landlord shall file a copy of the  
5 request or notice with the Rent Board within ten days of service on the tenant. A tenant's failure  
6 to submit a statement within the 30 day period shall be deemed an admission that the tenant is  
7 not protected by Section 37.9(i). A landlord may challenge a tenant's claim of protected status  
8 either by requesting a hearing with the Rent Board or, at the landlord's option, through  
9 commencement of eviction proceedings, including service of a notice of termination of tenancy.  
10 In the Rent Board hearing or the eviction action, the tenant shall have the burden of proof to  
11 show protected status. No civil or criminal liability under 37.9(e) or (f) shall be imposed upon a  
12 landlord for either requesting or challenging a tenant's claim of protected status.

13 (5) This Section 37.9(i) is severable from all other sections and shall be of no  
14 force or effect if any temporary moratorium on owner/relative evictions adopted by the Board of  
15 Supervisors after June 1, 1998 and before October 31, 1998 has been invalidated by the courts  
16 in a final decision.

17 (j) The following additional provision shall apply to a landlord who seeks to recover a  
18 rental unit by utilizing the grounds enumerated in Sections 37.9(a)(8), (a)(9), (a)(10), (a)(11), or  
19 (a)(12).

20 (1) It shall be a defense to an eviction under Sections 37.9(a)(8), (a)(9), (a)(10),  
21 (a)(11), or (a)(12) if a child under the age of 18 or any educator resides in the unit, the child or  
22 educator is a tenant in the unit or has a custodial or family relationship with a tenant in the unit,  
23 the tenant has resided in the unit for 12 months or more, and the effective date of the notice of  
24 termination of tenancy falls during the school year.

25 (2) Section 37.9(j)(1) shall not apply where the landlord is seeking to temporarily  
26 evict or temporarily sever housing services in order to perform seismic work required by Building  
27

1 Code Chapter 34B and has provided notice and compensation as required by Administrative  
2 Code Chapter 65A.

3 (3) Within 30 days of personal service by the landlord of a written request, or, at  
4 the landlord's option, a notice of termination of tenancy under Sections 37.9(a)(8), (a)(9), (a)(10),  
5 (a)(11), or (a)(12), the tenant must submit a statement with supporting evidence to the landlord,  
6 if the tenant claims to be a member of the class protected from eviction by Section 37.9(j). The  
7 landlord's written request or notice shall contain a warning that a tenant's failure to submit a  
8 statement within the 30 day period shall be deemed an admission that the tenant is not protected  
9 from eviction by Section 37.9(j). The landlord shall file a copy of the landlord's request or notice  
10 with the Rent Board within 10 days of service on the tenant. A tenant's failure to submit a  
11 statement within the 30 day period shall be deemed an admission that the tenant is not protected  
12 from eviction by Section 37.9(j). A landlord may challenge a tenant's claim of protected status  
13 either by requesting a hearing with the Rent Board or, at the landlord's option, through  
14 commencement of eviction proceedings, including service of a notice of termination of tenancy.  
15 In the Rent Board hearing or the eviction action, the tenant shall have the burden of proof to  
16 show protected status. No civil or criminal liability under Section 37.9(e) or (f) shall be imposed  
17 upon a landlord for either requesting or challenging a tenant's claim of protected status.

18 (4) For purposes of this Section 37.9(j), the following terms have the following  
19 meanings:

20 "Custodial relationship" means, with respect to a child and a tenant, that the tenant is a  
21 legal guardian of the child, or has a court-recognized caregiver authorization affidavit for the  
22 child, or has provided full-time custodial care of the child pursuant to an agreement with the  
23 child's legal guardian or court-recognized caregiver and has been providing that care for at least  
24 one year or half of the child's lifetime, whichever is less.

25 "Educator" means any person who works at a school in San Francisco as an employee or  
26 independent contractor of the school or of the governing body that has jurisdiction over the  
27

1 school, including, without limitation, all teachers, classroom aides, administrators, administrative  
2 staff, counselors, social workers, psychologists, school nurses, speech pathologists, custodians,  
3 security guards, cafeteria workers, community relations specialists, child welfare and attendance  
4 liaisons, and learning support consultants.

5 “Family relationship” means that the person is the parent, grandparent, brother, sister,  
6 aunt, or uncle of the child or educator, or the spouse or domestic partner of such relations.

7 “School” means any state-licensed child care center, state-licensed family day care,  
8 and/or any public, private, or parochial institution that provides educational instruction for  
9 students in any or all of the grades from kindergarten through twelfth grade.

10 “School year” means the first day of instruction for the Fall Semester through the last day  
11 of instruction for the Spring Semester, as posted on the San Francisco Unified School District  
12 website for each year.

13 (k) Disclosure of Rights to Tenants Before and After Sale of Rental Units Subject to  
14 Section 37.9.

15 (1) Disclosure to Tenants By Seller of the Property. Before property  
16 containing rental units subject to Section 37.9 may be sold, the owner/seller shall disclose to  
17 tenants of the property the rights of tenants during and after the sale of the property. This  
18 disclosure shall be in writing and shall include:

19 (A) A statement in bold type of at least 12 points that tenants cannot  
20 be evicted or asked to move solely because a property is being sold or solely because a new  
21 owner has purchased that property.

22 (B) A statement in bold type of at least 12 points that tenants cannot  
23 have their rent increased above that permitted by Chapter 37 solely because a property is being  
24 sold or solely because a new owner has purchased that property.

25 (C) A statement in bold type of at least 12 points that the rental  
26 agreements of tenants cannot be materially changed solely because a property is being sold or  
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28

1 solely because a new owner has purchased that property.

2 (D) A statement that the owner's right to show units to prospective  
3 buyers is governed by California Civil Code section 1954, including a statement that tenants  
4 must receive notice as provided by Section 1954, and a statement that a showing must be  
5 conducted during normal business hours unless the tenant consents to an entry at another time.

6 (E) A statement that tenants are not required to complete or sign any  
7 estoppel certificates or estoppel agreements, except as required by law or by that tenant's rental  
8 agreement. The statement shall further inform tenants that tenant rights may be affected by an  
9 estoppel certificate or agreement and that the tenants should seek legal advice before  
10 completing or signing an estoppel certificate or agreement.

11 (F) A statement that information on these and other tenants' rights are  
12 available at the San Francisco Rent Board, 25 Van Ness Ave, San Francisco, California, and at  
13 the counseling telephone number of the Rent Board and at its web site.

14 (2) Disclosure to Tenants by Purchaser of the Property. Within 30 days of  
15 acquiring title to rental units subject to Section 37.9, the new purchaser/owner shall disclose to  
16 tenants of the property the rights of tenants following this sale of the property. This disclosure  
17 shall be in writing and shall include:

18 (A) A statement in bold type of at least 12 points that tenants cannot  
19 be evicted or asked to move solely because a new owner has purchased that property.

20 (B) A statement in bold type of at least 12 points that tenants cannot  
21 have their rent increased above that permitted by Chapter 37 solely because a new owner has  
22 purchased that property.

23 (C) A statement in bold type of at least 12 points that the rental  
24 agreements of tenants cannot be materially changed solely because a new owner has  
25 purchased that property.

26 (D) A statement in bold type of at least 12 points that any tenants, sub-  
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1 tenants or roommates who were lawful occupants at the time of the sale remain lawful  
2 occupants.

3 (E) A statement in bold type of at least 12 points: that tenants' housing  
4 services as defined in Section 37.2(r) first paragraph cannot be changed or severed from the  
5 tenancy solely because a new owner has purchased that property; and that tenants' housing  
6 services as defined in Section 37.2(r) second paragraph that were supplied in connection with  
7 the use or occupancy of a unit at the time of sale (such as laundry rooms, decks, or storage  
8 space) cannot be severed from the tenancy by the new purchaser/owner without just cause as  
9 required by Section 37.9(a).

10 (I) Hearings on Alleged Wrongful Endeavor to Recover Possession Through Tenant  
11 Harassment.

12 (1) Upon receipt of a tenant report alleging wrongful endeavor to recover  
13 possession of the tenant's unit through harassment, the Board through its Executive Director  
14 shall send a notice acknowledging receipt of the report and summarizing the rights and  
15 responsibilities of landlords and tenants regarding possession of, and eviction from, residential  
16 rental units. Upon consideration of such report, the Executive Director may schedule an  
17 investigative hearing on the allegations before a Board Administrative Law Judge, where both  
18 the tenant and the landlord may appear and make oral and/or written presentations, including  
19 presentation of other witnesses. Following such hearing, the Administrative Law Judge shall  
20 provide the Board with a summary of evidence produced at the hearing.

22 (2) Upon review of the evidence, the Board shall consider whether to undertake  
23 any further proceedings such as, but not limited to, civil litigation pursuant to Section 37.9(f), or  
24 referral to the District Attorney (see Section 37.9(e)).

25 (3) For purposes of this Subsection 37.9(I), harassment includes but is not limited  
26 to the types of harassment defined in Section 37.10B(a)(1) – (6) and (8) – (14).

1 (m) Implementation of California Civil Code Section 1947.9(a)(1)(A). Notwithstanding  
2 any other provision of Administrative Code Chapter 37, and consistent with California Civil Code  
3 Section 1947.9, the daily compensation payment specified in Civil Code Section 1947.9(a)(1)(A)  
4 for a tenant household temporarily displaced for less than 20 days, shall increase annually,  
5 rounded to the nearest dollar, at the rate of increase in the “rent of primary residence”  
6 expenditure category of the Consumer Price Index (CPI) for All Urban Consumers in the San  
7 Francisco-Oakland-San Jose Region for the preceding calendar year, as that data is made  
8 available by the United States Department of Labor and published by the Board. This increase  
9 shall be calculated as of March 1 each year, commencing March 1, 2014.

10 (n) **Additional Just Cause Requirements Due to COVID-19.**

11 (1) No landlord shall endeavor to recover possession of a rental unit on or before  
12 December 31, 2021 unless necessary due to violence, threats of violence, or health and safety  
13 issues. This limitation shall be in addition to the just cause requirements set forth in Section  
14 37.9(a), and shall apply to all rental units, including those that are otherwise exempt from just  
15 cause requirements pursuant to Section 37.9(b). However, this additional limitation shall not  
16 apply to evictions due to unpaid rent or any other unpaid financial obligation of a tenant under  
17 the tenancy that came due between March 1, 2020 and March 31, 2022, inclusive; or to evictions  
18 under Section 37.9(a)(13).

19 (2) The protections in subsection (1) shall also apply to units where the rent is  
20 controlled or regulated by the City, notwithstanding Section 37.2(r)(4), including without limitation  
21 privately-operated units controlled or regulated by the Mayor’s Office of Housing and Community  
22 Development and/or the Department of Homelessness and Supportive Housing.  
23

24 (3) This Section 37.9(n) is intended to limit evictions until January 1, 2022, and  
25 shall therefore apply to all residential dwelling units described in subsections (1) and (2),  
26 including but not limited to those where a notice to vacate or quit was pending as of the date that  
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1 this Section 37.9(n) first took effect and regardless whether the notice was served before or after  
2 September 15, 2020.

3 (4) This Section 37.9(n) shall expire by operation of law on January 1, 2022,  
4 unless extended by ordinance. Upon expiration, the City Attorney shall cause this Section  
5 37.9(n) to be removed from the Administrative Code.

6 (o) **Notice and Opportunity to Cure.** The grounds for recovering possession set forth  
7 in Sections 37.9(a)(2), (3), (4), (5), and (6) shall not apply unless the violation is not cured within  
8 ten days after the landlord has provided the tenant a written warning that describes the alleged  
9 violation and informs the tenant that a failure to correct such violation within ten days may result  
10 in the initiation of eviction proceedings. The Rent Board shall prepare a form that landlords may  
11 use for this purpose. However, this Section 37.9(o) shall not apply if a longer notice and cure  
12 period applies (for example, under the terms of the lease agreement between the parties); or if  
13 the landlord is seeking to recover possession based on the tenant causing or creating an  
14 imminent risk of physical harm to persons or property.  
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1 **Sec. 37.9A Tenant Rights in Certain Displacements Under Section 37.9(a)(13).**

2 [Added by Ord. No. 193-86, effective July 1, 1986; amended by Ord. No. 320-94,  
3 effective October 15, 1994; Ord. No. 348-99, effective January 29, 2000; Ord. No.  
4 5-00, effective February 13, 2000; Ord. No. 91-03, effective June 15, 2003; Ord.  
5 No. 21-05, effective February 20, 2005; revised by Johnson v. CCSF (2006) 137  
6 Cal.App. 4th 7; amended by Ord. No. 54-14, effective June 1, 2014, enjoined by  
7 U.S. District Court in Levin v. CCSF on October 21, 2014 (Case No. 03352-CRB);  
8 amended by Ord. No. 68-15, effective June 14, 2015, enjoined by San Francisco  
9 Superior Court in Coyne v. CCSF on October 8, 2015 (Case No. CPF-15-  
10 514382) and affirmed by California Court of Appeal on March 21, 2017,  
11 9 Cal.App. 5th 1215; amended by Ord. No. 171-15, effective November 9, 2015;  
12 amended by Ord. No. 123-17, effective July 23, 2017; amended by Ord. No. 296-  
13 19, effective January 20, 2020; amended by Ord. No. 91-22, effective July 18,  
14 2022]

15 This Section 37.9A applies to certain tenant displacements under Section 37.9(a)(13), as  
16 specified.

17 (a) Rent Allowed.

18 (1) Except as provided in Section 37.9A(a)(2) below, for all tenancies  
19 commenced during the time periods specified in Subsection (a)(1)(A), the rental units, if again  
20 offered for rent or lease, must be offered and rented or leased at a rent not greater than the  
21 lawful rent in effect at the time the notice of intent to withdraw rental units is filed with the Board,  
22 plus annual rent increases available under this Chapter 37.

23 (A) The provisions of Section 37.9A(a)(1) apply to all tenancies  
24 commenced during either of the following time periods:

25 (i) The five-year period after a notice of intent to withdraw the  
26 rental units is filed with the Board, whether or not the notice of intent is rescinded or the  
27 withdrawal of the units is completed pursuant to that notice;

28 (ii) The five-year period after the rental units are withdrawn.

(B) This Section 37.9(A)(a)(1) shall prevail over any conflicting provision  
of law authorizing the landlord to establish the rental rate upon the initial hiring of the unit.

(C) If it is asserted that the rent could have been increased based on  
capital improvements, rehabilitation or substantial rehabilitation, the owner must petition the Rent  
Board pursuant to the procedures of Section 37.7 of this chapter. No increase shall be allowed

1 on account of any expense incurred in connection with withdrawing any unit from rent or lease.

2 (2) If a new tenancy was lawfully created in a unit before January 1, 2003,  
3 following a lawful withdrawal of the unit from rent or lease under Section 37.9(a)(13), any  
4 subsequent new tenancies for that rental unit are not subject to the rent limitations in Section  
5 37.9A(a)(1).

6 (b) Treatment of Replacement Units. If one or more of the units is demolished, and one  
7 or more new units qualifying as newly constructed units are constructed on the same property,  
8 and offered for rent or lease within five years of the date the accommodations were withdrawn  
9 from rent or lease, the newly constructed units shall be offered at rents not greater than those  
10 reasonably calculated to produce a fair and reasonable return on the newly constructed units,  
11 notwithstanding Section 37.3(g) or any other provision of this Chapter 37 to the contrary. The  
12 provisions of this Chapter 37 shall thereafter apply. The Board shall adopt rules for determining  
13 the rents necessary to provide a fair and reasonable return.

14 (c) Rights to Re-Rent. Any owner who again offers for rent or lease any unit after  
15 service of a notice to quit under Section 37.9(a)(13) shall offer all the units within the  
16 accommodations for rent or lease as follows:

17 (1) If any tenant or lessee has advised the owner in writing within 30 days of  
18 displacement of his or her desire to consider an offer to renew the tenancy and has furnished the  
19 owner with an address to which that offer is to be directed, the owner must make such an offer  
20 whenever the unit is again offered for rent or lease within two years of withdrawal. That tenant,  
21 lessee, or former tenant or lessee may advise the owner at any time of a change of address to  
22 which an offer is to be directed.

23 (2) Notwithstanding Subsection (c)(1), if the unit is offered for rent or lease within  
24 10 years of withdrawal, the owner shall notify the Rent Board in writing of the intention to re-rent  
25 the unit and make an offer to the tenant or lessee whenever the tenant or lessee requests the  
26 offer in writing within 30 days after the owner has notified the City of an intention to re-rent the  
27 unit. If the unit is offered for rent or lease more than two years after the date the unit was  
28 withdrawn from rent or lease, the owner shall be liable to any tenant or lessee who was

1 displaced for failure to comply with this subsection (c)(2), for punitive damages in an amount  
2 which does not exceed the contract rent for six months, and the payment of these damages shall  
3 not be construed to extinguish the owner's obligation to comply with this Subsection (c)(2).

4 (3) If any former tenant or lessee has requested an offer to renew the tenancy,  
5 either directly to the landlord or after notice from the Rent Board, then the owner shall offer to  
6 reinstitute a rental agreement or lease at rents permitted under Subsection (a). This offer shall  
7 be deposited in the United States mail, by registered or certified mail with postage prepaid,  
8 addressed to the displaced tenant or lessee at the address furnished to the owner as provided  
9 by the tenant and shall describe the terms of the offer. The displaced tenant or lessee shall  
10 have 30 days from the deposit of the offer in the mail to accept the offer by personal delivery of  
11 that acceptance or by deposit of the acceptance in the United States mail by registered or  
12 certified mail with postage prepaid.

13 (4) If more than one tenant or lessee attempts to accept the offer for a given unit,  
14 the landlord shall notify each tenant or lessee so accepting that other acceptances have been  
15 received, and shall further advise each such tenant or lessee of the names and addresses of the  
16 others. If all such tenants or lessees do not within thirty (30) days thereafter agree and notify the  
17 landlord of which tenant(s) or lessee(s) will reoccupy the unit, the tenant(s) or lessee(s) who first  
18 occupied the unit previously shall be entitled to accept the landlord's offer. If more than one  
19 eligible tenant or lessee initially occupied the unit on the same date, then the first such tenant or  
20 lessee to have originally sent notice accepting the landlord's offer shall be entitled to occupy the  
21 unit.

22 (5) Commencing July 1, 2022, or on the effective date of the ordinance in Board  
23 of Supervisors File No. 220341 enacting this Subsection (c)(5), whichever is later, an owner who  
24 re-rents a unit within an accommodations during the time period specified in Subsection (c)(2)  
25 must offer all the units within the accommodations for rent, and may not decline to make a  
26 written re-rental offer to any tenant or lessee who occupied a unit when the owner gave the Rent  
27 Board notice of its intent to withdraw the accommodations in the manner and within the time  
28 frame specified in Section 37.9A(c). But the requirements of this Subsection (c)(5) shall not

1 apply to: (i) a unit that was the principal place of residence of any owner or owner's family  
2 member at the time of withdrawal, provided that it continues to be that person's or those  
3 persons' principal place of residence when accommodations are returned to the rental market as  
4 provided in this Subsection (c)(5); or (ii) a unit that is the principal place of residence of an owner  
5 when the accommodations are returned to the rental market, if it is the owner's principal place of  
6 residence, at the time of return to the rental market, as provided in this Subsection (c)(5). If the  
7 owner vacates the unit within 10 years from the date of withdrawal, the owner shall, within 30  
8 days of vacating the unit, offer to re-rent if required under this Subsection (c)(5).

9 (d) Re-Rental Within Two Years. If a unit covered by subsection (a) is offered for rent or  
10 lease within two years of the date of withdrawal:

11 (1) The owner shall be liable to any tenant or lessee who was displaced from the  
12 property for actual and exemplary damages. Any action by a tenant or lessee pursuant to this  
13 paragraph shall be brought within three years of withdrawal of the unit from rent or lease.

14 However, nothing in this paragraph precludes a tenant from pursuing any alternative remedy  
15 available under the law.

16 (2) The City may institute a civil proceeding against the owner who has again  
17 offered the unit for rent or lease, for exemplary damages for displacement of tenants or lessees.  
18 Any action by the City pursuant to this paragraph shall be brought within three years of the  
19 withdrawal of the unit from rent or lease.

20 (e) Relocation Payments to Tenants.

21 (1) **On February 20, 2005 and Until August 31, 2022**. Where a landlord seeks  
22 eviction based upon Section 37.9(a)(13), and the notice of intent to withdraw rental units is filed  
23 with the Board between February 20, 2005 and August 31, 2022, inclusive, relocation payments  
24 shall be paid to the tenants as follows:

25 (A) Subject to subsections 37.9A(e)(1)(B), (C) and (D) below, the landlord  
26 shall be required to pay a relocation benefit on behalf of each authorized occupant of the rental  
27 unit regardless of the occupant's age ("Eligible Tenant"). The amount of the relocation benefit  
28 shall be \$4,500 per Eligible Tenant, one-half of which shall be paid at the time of the service of

1 the notice of termination of tenancy, and one-half of which shall be paid when the Eligible Tenant  
2 vacates the unit;

3 (B) In the event there are more than three Eligible Tenants in a unit, the  
4 total relocation payment shall be \$13,500, which shall be allocated proportionally among the  
5 Eligible Tenants based on the total number of Eligible Tenants in the unit; and

6 (C) Notwithstanding Subsections 37.9A(e)(1)(A) and (B), any Eligible  
7 Tenant who, at the time the notice of intent to withdraw rental units is filed with the Board, is 62  
8 years of age or older, or who is disabled within the meaning of Section 12955.3 of the California  
9 Government Code, shall be entitled to receive an additional payment of \$3,000, \$1,500 of which  
10 shall be paid within 15 calendar days of the landlord's receipt of written notice from the tenant of  
11 entitlement to the relocation payment, and \$1,500 of which shall be paid when the Eligible  
12 Tenant vacates the unit.

13 (D) Commencing March 1, 2005, the relocation payments specified in  
14 Subsections 37.9A(e)(1)(A), (B) and (C) shall increase annually at the rate of increase in the  
15 "rent of primary residence" expenditure category of the Consumer Price Index (CPI) for All Urban  
16 Consumers in the San Francisco-Oakland-San Jose Region for the preceding calendar year, as  
17 that data is made available by the United States Department of Labor and published by the  
18 Board.

19 (2) **On or after September 1, 2022.** Where a landlord seeks eviction based upon  
20 Section 37.9(a)(13), and the notice of intent to withdraw rental units is filed with the Rent Board  
21 on or after September 1, 2022, the landlord shall pay relocation payments in the manner  
22 described in Subsection 37.9A(e)(1)(A) and (B), except that the specific amount of the relocation  
23 benefit shall be \$10,000 per Eligible Tenant, and the total relocation payment shall be \$30,000 in  
24 the event there are more than three Eligible Tenants in the unit; and further, an Eligible Tenant  
25 who meets any of the criteria listed in Subsection 37.9A(e)(1)(C) shall be entitled to receive an  
26 additional payment of \$6,700, in two payments of \$3,350 each, the timing of which is set forth in  
27 that subsection. The Rent Board shall adjust these amounts annually as set forth in Subsection  
28 37.9A(e)(1)(D).

1 (3) Any notice to quit pursuant to Section 37.9(a)(13) shall notify the tenant or  
2 tenants concerned of the right to receive payment under this subsection 37.9A(e)(1) or (2) and  
3 the amount of payment which the landlord believes to be due.

4 (f) Notice to Rent Board; Recordation of Notice; Effective Date of Withdrawal.

5 (1) Any owner who intends to withdraw rental units from rent or lease shall notify  
6 the Rent Board in writing of said intention. An owner may not withdraw from rent or lease less  
7 than all units within the accommodations as defined by paragraphs (1) or (2) of subdivision (b) of  
8 California Civil Code Section 7060. Said notice shall contain statements, under penalty of  
9 perjury, providing information on the number of residential units, the address or location of those  
10 units, the name or names of the tenants or lessees of the units, and the rent applicable to each  
11 residential rental unit. Said notice shall be signed by all owners of record of the property under  
12 penalty of perjury and shall include a certification that actions have been initiated as required by  
13 law to terminate existing tenancies through service of a notice of termination of tenancy. The  
14 notice must be served by certified mail or any other manner authorized by law prior to delivery to  
15 the Rent Board of the notice of intent to withdraw the rental units. Information respecting the  
16 name or names of the tenants, the rent applicable to any unit, or the total number of units, is  
17 confidential and shall be treated as confidential information by the City for purposes of the  
18 Information Practices Act of 1977, as contained in Chapter I (commencing with Section 1798) of  
19 Title 1.8 of part 4 of Division 3 of the Civil Code. The City shall, to the extent required by the  
20 preceding sentence, be considered an "agency," as defined by subdivision (b) of Section 1798.3  
21 of the Civil Code.

22 (2) Prior to the effective date of withdrawal of rental units under this Section, the  
23 owner shall cause to be recorded with the County Recorder a memorandum of the notice  
24 required by subsection (f)(1) summarizing its provisions, other than the confidential provisions, in  
25 substantially the following form:

26 **Memorandum of Notice**  
27 **Regarding Withdrawal of Rental Unit From Rent or Lease**

28 **This memorandum evidences that the undersigned, as the owner of the property described in Exhibit A attached, has filed a notice, whose contents are certified under**

1 **penalty of perjury, stating the intent to withdraw from rent or lease all units at said**  
2 **property, pursuant to San Francisco Administrative Code Section 37.9A and the Ellis Act**  
3 **(California Government Code Section 7060 et seq.).**

4 \_\_\_\_\_  
5 **(Signature)**

6 (3) For a notice of intent to withdraw rental units filed with the Rent Board on or  
7 after January 1, 2000, the date on which the units are withdrawn from rent or lease for purposes  
8 of this Chapter 37 and the Ellis Act is 120 days from the delivery in person or by first-class mail  
9 of the Subsection (f)(1) notice of intent to the Rent Board. Except that, if the tenant or lessee is  
10 at least 62 years of age or disabled as defined in Government Code 12955.3, and has lived in  
11 their unit for at least one year prior to the date of delivery to the Rent Board of the Subsection  
12 (f)(1) notice of intent to withdraw, then the date of withdrawal shall be extended to one year after  
13 the date of delivery of that notice to the Rent Board, provided that the tenant or lessee gives  
14 written notice of their entitlement to an extension of the date of withdrawal to the owner within 60  
15 days of the date of delivery to the Rent Board of the Subsection (f)(1) notice of intent to  
16 withdraw. In that situation, the following provisions shall apply:

17 (A) The tenancy shall be continued on the same terms and conditions as  
18 existed on the date of delivery to the Rent Board of the notice of intent to withdraw, subject to  
19 any adjustments otherwise available under this Chapter 37.

20 (B) No party shall be relieved of the duty to perform any obligation under  
21 the lease or rental agreement.

22 (C) The owner may elect to extend the tenancy on any other units within  
23 the accommodations up to one year after date of delivery to the Rent Board of the Subsection  
24 (f)(1) notice of intent to withdraw, subject to Subsections (f)(3)(A) and (B).

25 (D) Within 30 days of the notification by the tenant or lessee to the owner  
26 of their entitlement to an extension of the date of withdrawal, the owner shall give written notice  
27 to the Rent Board of the claim that the tenant or lessee is entitled to stay in their  
28 accommodations or unit within the accommodations for one year after the date of delivery to the  
Rent Board of the Subsection (f)(1) notice of intent to withdraw.

(E) Within 90 days of the date of delivery to the Rent Board of the notice

1 of intent to withdraw, the owner shall give written notice to the Rent Board and the affected  
2 tenant or lessee of the following:

3 (i) Whether or not the owner disputes the tenant's claim of  
4 extension;

5 (ii) The new date of withdrawal under Section 37.9A(f)(3)(C), if the  
6 owner does not dispute the tenant's claim of extension; and

7 (iii) Whether or not the owner elects to extend the date of  
8 withdrawal to other units on the property.

9 (F) The date of withdrawal for the accommodations as a whole, for  
10 purposes of calculating the time periods described in Sections 37.9A, shall be the latest  
11 termination date among all tenants within the accommodations, as stated in the notices required  
12 by Section 37.9A(f)(3), subsections (D) and (E). An owner's further voluntary extension of a  
13 tenancy beyond the date stated in the notices required by subsections (D) and (E) shall not  
14 extend the date of withdrawal.

15 (4) Within 15 days of delivery of a Subsection (f)(1) notice of intent to the Rent  
16 Board, the owner shall provide notice to any tenant or lessee to be displaced of the following:

17 (A) That the Rent Board has been notified pursuant to Subsection (f)(1),

18 (B) That the notice to the Rent Board specified the name and the amount  
19 of rent paid by the tenant or lessee as an occupant of the rental unit;

20 (C) The amount of rent the owner specified in the notice to the Rent  
21 Board,

22 (D) The tenant's or lessee's rights to reoccupancy under Section 37.9A(c)  
23 if the rental unit is again offered for rent or lease by a current or future owner and to relocation  
24 assistance under Section 37.9A(e); and,

25 (E) The rights of qualified elderly or disabled tenants as described under  
26 Subsection (f)(4), to extend their tenancy to one year after the date of delivery to the Rent Board  
27 of the Subsection (f)(1) notice of intent to withdraw.

28 (5) Within 30 days after the effective date of withdrawal of rental units under this

1 Section 37.9A, the Rent Board shall record a notice of constraints with the County Recorder  
2 which describes the property and the dates of applicable restrictions on the property under this  
3 Section.

4 (g) Successor Owners. The provisions of this Section 37.9A shall apply to the owner of a  
5 rental unit at the time displacement of a tenant or tenants is initiated and to any successor in  
6 interest of the owner, subject to the provisions of Chapter 12.75 of Division 7 of Title 1 of the  
7 California Government Code (Sections 7060 et seq.).

8 (h) Reports Required.

9 (1) Not later than the last day of the third and sixth calendar months following the  
10 month in which notice is given to the Board under Subsection (f)(1), and thereafter not later than  
11 December 31st of each calendar year for a period of five years, beginning with the year in which  
12 the six-month notice is given, the owner of any property which contains or formerly contained  
13 one or more rental units which a tenant or tenants vacated pursuant to Section 37.9(a)(13) shall  
14 notify the Board, in writing, under penalty of perjury, for each such unit:

15 (A) Whether the unit has been demolished;

16 (B) If the unit has not been demolished, whether it is in use;

17 (C) If it is in use, whether it is in residential use;

18 (D) If it is in residential use, the date the tenancy began, the name of  
19 the tenant(s), and the amount of rent charged.

20 If the unit has been demolished, and one or more new units constructed on the  
21 lot, the owner shall furnish the information required by items (B), (C) and (D) for each new unit.  
22 The Board shall maintain a record of the notices received under Subsection (f) and all notices  
23 received under this Section for each unit subject to this reporting requirement.

24 (2) The Board shall notify each person who is reported as having become a  
25 tenant in a vacated or new unit subject to the reporting requirements of Subsection (h)(1) that it  
26 maintains the records described in Subsection (h)(1), and that the rent of the unit may be  
27 restricted pursuant to Subsection (a).

28 (3) The Board shall maintain a register of all rental units withdrawn from rent or

1 lease under the Ellis Act and the rent applicable to each unit at the time of withdrawal. The  
2 Board shall inform tenants displaced from units withdrawn from rent or lease at the address  
3 provided by the tenant, when the owner notifies the Board that the unit or replacement unit will  
4 again be offered for rent or lease within ten years of the date of withdrawal.

5 (4) The Board may investigate whether a rental unit that was withdrawn from rent  
6 or lease has been again offered for rent or lease, and whether the owner has complied with the  
7 provisions of this Section.

8 (i) This Section 37.9A is enacted principally to exercise specific authority provided for by  
9 Chapter 12.75 of Division 7 of Title 1 of the California Government Code, originally enacted by  
10 Stats. 1985, Ch. 1509, Section 1 (the Ellis Act, California Government Code Sections 7060 et  
11 seq.). In the case of any amendment to Chapter 12.75 or any other provision of State law which  
12 amendment is inconsistent with this Section, this Section shall be deemed to be amended to be  
13 consistent with State law, and to the extent it cannot be so amended shall be interpreted to be  
14 effective as previously adopted to the maximum extent possible.

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1 **Sec. 37.9B Tenant Rights In Evictions Under Section 37.9(a)(8).**

2 [Added by Ord. No. 293-98, effective November 1, 1998; amended by Ord. No.  
3 57-02, effective June 2, 2002; amended by Proposition H, effective December 22,  
4 2006; amended by Ord. No. 160-17, effective August 27, 2017]

5 (a) Any rental unit which a tenant vacates after receiving a notice to quit based on  
6 Section 37.9(a)(8), and which is subsequently no longer occupied as a principal residence by the  
7 landlord or the landlord's grandparent, parent, child, grandchild, brother, sister, or the landlord's  
8 spouse, or the spouses of such relations must, if offered for rent during the five-year period  
9 following service of the notice to quit under Section 37.9(a)(8), be rented in good faith at a rent  
10 not greater than that which would have been the rent had the tenant who had been required to  
11 vacate remained in continuous occupancy and the rental unit remained subject to this Chapter  
12 37. If it is asserted that a rent increase could have taken place during the occupancy of the rental  
13 unit by the landlord if the rental unit had been subjected to this Chapter, the landlord shall bear  
14 the burden of proving that the rent could have been legally increased during that period. If it is  
15 asserted that the increase is based in whole or in part upon any grounds other than that set forth  
16 in Section 37.3(a)(1), the landlord must petition the Rent Board pursuant to the procedures of  
17 this Chapter. Displaced tenants shall be entitled to participate in and present evidence at any  
18 hearing held on such a petition. Tenants displaced pursuant to Section 37.9(a)(8) shall make all  
19 reasonable efforts to keep the Rent Board apprised of their current address. The Rent Board  
20 shall provide notice of any proceedings before the Rent Board to the displaced tenant at the last  
21 address provided by the tenant. No increase shall be allowed on account of any expense  
22 incurred in connection with the displacement of the tenant.

23 (b) (1) For notices to vacate served before January 1, 2018, any landlord who, within  
24 three years of the date of service of the notice to quit, offers for rent or lease any unit in which  
25 the possession was recovered pursuant to Section 37.9(a)(8) shall first offer the unit for rent or  
26 lease to the tenants displaced in the same manner as provided for in Sections 37.9A(c) and (d).

27 (2) For notices to vacate served on or after January 1, 2018, any landlord who,  
28 within five years of the date of service of the notice to quit, offers for rent or lease any unit in  
which the possession was recovered pursuant to Section 37.9(a)(8) shall first offer the unit for

1 rent or lease to the tenants displaced, by mailing a written offer to the address that the tenant  
2 has provided to the landlord. If the tenant has not provided the landlord a mailing address, the  
3 landlord shall mail the offer to the address on file with the Rent Board, and if the Rent Board  
4 does not have an address on file, then to the unit from which the tenant was displaced and to  
5 any other physical or electronic address of the tenant of which the landlord has actual  
6 knowledge. The landlord shall file a copy of the offer with the Rent Board within 15 days of the  
7 offer. The tenant shall have 30 days from receipt of the offer to notify the landlord of acceptance  
8 or rejection of the offer and, if accepted, shall reoccupy the unit within 45 days of receipt of the  
9 offer.

10 (c) In addition to complying with the requirements of Section 37.9(a)(8), an owner who  
11 endeavors to recover possession under Section 37.9(a)(8) shall inform the tenant of the  
12 following information in writing and file a copy with the Rent Board within 10 days after service of  
13 the notice to vacate, together with a copy of the notice to vacate and proof of service upon the  
14 tenant;

15 (1) The identity and percentage of ownership of all persons holding a full or  
16 partial percentage ownership in the property;

17 (2) The dates the percentages of ownership were recorded;

18 (3) The name(s) of the landlord endeavoring to recover possession and, if  
19 applicable, the names(s) and relationship of the relative(s) for whom possession is being sought  
20 and a description of the current residence of the landlord or relative(s);

21 (4) A description of all residential properties owned, in whole or in part, by the  
22 landlord and, if applicable, a description of all residential properties owned, in whole or in part, by  
23 the landlord's grandparent, parent, child, grandchild, brother, or sister for whom possession is  
24 being sought;

25 (5) The current rent for the unit and a statement that the tenant has the right to  
26 re-rent the unit at the same rent, as adjusted by Section 37.9B(a) above;

27 (6) The contents of Section 37.9B, by providing a copy of same; and

28 (7) The right the tenant(s) may have to relocation costs and the amount of those

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relocation costs.

(d) The landlord shall pay relocation expenses as provided in Section 37.9C.

(e) Within 30 days after the effective date of a written notice to vacate that is filed with the Rent Board under Section 37.9B(c) the Rent Board shall record a notice of constraints with the County Recorder identifying each unit on the property that is the subject of the Section 37.9B(c) notice to vacate, stating the nature and dates of applicable restrictions under Section 37.9(a)(8) and 37.9B. For notices to vacate filed under Section 37.9B(c) on or after January 1, 2018, the Rent Board shall also send a notice to the unit that states the maximum rent for that unit under Sections 37.9(a)(8) and 37.9B, and shall send an updated notice to the unit 12 months, 24 months, 36 months, 48 months and 60 months thereafter, or within 30 days of such date. If a notice of constraints is recorded but the tenant does not vacate the unit, the landlord may apply to the Rent Board for a rescission of the recorded notice of constraints. The Rent Board shall not be required to send any further notices to the unit pursuant to this subsection (e) if the constraints on the unit are rescinded.

1 **Sec. 37.9C Tenants Rights To Relocation For No-Fault Evictions.**

2 [Added by Proposition H, effective December 22, 2006; annotated section  
3 37.9C(a)(1) to reference California Civil Code Section 1947.9, which went into  
4 effect on January 1, 2013]

4 (a) Definitions.

5 (1) Covered No-Fault Eviction Notice. For purposes of this section 37.9C, a  
6 Covered No-Fault Eviction Notice shall mean a notice to quit based upon Section 37.9(a)(8),  
7 (10), (11), or (12). [However, effective January 1, 2013, the amount of relocation payments for  
8 temporary displacement of a tenant household under Section 37.9(a)(11) for less than 20 days is  
9 governed by California Civil Code Section 1947.9 and not by this Section.]

10 (2) Eligible Tenant. For purposes of this section 37.9C, an Eligible Tenant shall  
11 mean any authorized occupant of a rental unit, regardless of age, who has resided in the unit for  
12 12 or more months.

13 (b) Each Eligible Tenant who receives a Covered No-Fault Eviction Notice, in addition to  
14 all rights under any other provision of law, shall be entitled to receive relocation expenses from  
15 the landlord, in the amounts specified in section 37.9C(e).

16 (c) On or before the date of service of a Covered No-Fault Eviction Notice, the landlord  
17 shall notify all occupant(s) in the unit in writing of the right to receive payment under this section  
18 37.9C and the amount of that relocation and shall provide a copy of section 37.9C. Such  
19 notification shall include a statement describing the additional relocation expenses available for  
20 Eligible Tenants who are senior or disabled and for households with children. The landlord shall  
21 file a copy of this notification with the Rent Board within 10 days after service of the notice,  
22 together with a copy of the notice to vacate and proof of service upon the tenant.

23 (d) A landlord who pays relocation expenses as required by this section in conjunction  
24 with a notice to quit need not pay relocation expenses with any further notices to quit based  
25 upon the same just cause under Section 37.9(a) for the same unit that are served within 180  
26 days of the notice that included the required relocation payment. The relocation expenses  
27 contained herein are separate from any security or other refundable deposits as defined in  
28 California Code Section 1950.5. Further, payment or acceptance of relocation expenses shall

1 not operate as a waiver of any rights a tenant may have under law.

2 (e) Relocation expenses shall be:

3 (1) Each Eligible Tenant receiving a Covered No-Fault Eviction Notice shall  
4 receive \$4,500, \$2,250 of which shall be paid at the time of the service of the notice to quit, and  
5 \$2,250 of which shall be paid when the unit is vacated. In no case, however, shall the landlord  
6 be obligated under this section 37.9C(e)(1) to provide more than \$13,500 in relocation expenses  
7 to all Eligible Tenants in the same unit.

8 (2) In addition, each Eligible Tenant who is 60 years of age or older or who is  
9 disabled within the meaning of Section 12955.3 of the California Government Code, and each  
10 household with at least one Eligible Tenant and at least one child under the age of 18 years,  
11 shall be entitled to receive an additional payment of \$3,000.00, \$1,500.00 of which shall be paid  
12 within fifteen (15) calendar days of the landlord's receipt of written notice from the Eligible Tenant  
13 of entitlement to the relocation payment along with supporting evidence, and \$1,500 of which  
14 shall be paid when the Eligible Tenant vacates the unit. Within 30 days after notification to the  
15 landlord of a claim of entitlement to additional relocation expenses because of disability, age, or  
16 having children in the household, the landlord shall give written notice to the Rent Board of the  
17 claim for additional relocation assistance and whether or not the landlord disputes the claim.

18 (3) Commencing March 1, 2007, these relocation expenses, including the  
19 maximum relocation expenses per unit, shall increase annually, rounded to the nearest dollar, at  
20 the rate of increase in the "rent of primary residence" expenditure category of the Consumer  
21 Price Index (CPI) for All Urban Consumers in the San Francisco-Oakland-San Jose Region for  
22 the preceding calendar year, as that data is made available by the United States Department of  
23 Labor and published by the Board.

24 (f) The provisions of this Ordinance shall apply to all notices to quit served on or after  
25 August 10, 2006.

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1 **Sec. 37.9D Foreclosure Evictions.**

2 [Added by Ord. No. 60-10, effective April 25, 2010; amended by Ord. No. 296-19,  
3 effective January 20, 2020]

4 (a) Foreclosure is defined for purposes of this Section 37.9D as the reversion or  
5 transfer of title to a property to a lender, mortgagee, or beneficiary of a deed of trust, or an agent  
6 thereof, in full or partial satisfaction of a defaulted obligation. This definition of "foreclosure"  
7 includes but is not limited to the definitions in California Civil Code section 2924.

8 (b) Any residential tenant who was in possession of a rental unit at the time of  
9 foreclosure may not be evicted by the person or entity who took title through foreclosure (see  
10 Section 37.9D(a)), except for just cause as provided in Section 37.9 and related provisions of  
11 Chapter 37, or at the end of the tenant's existing lease, whichever occurs later.

12 (c) To the extent permissible under state and federal law, any residential tenant who  
13 has a valid lease or rental agreement at the time of foreclosure may enforce that rental  
14 agreement after foreclosure.

15 (d) A tenant whose landlord recovers possession or endeavors to recover possession  
16 of the unit in violation of this section may exercise any remedies available under this Chapter or  
17 under other applicable law.

18 (e) Within 15 days after foreclosure of a residential property subject to this Section  
19 37.9D, the person or entity that takes title must provide to the tenant or tenants in the property  
(see Subsection 37.9D(b)) notice of their rights under this Section 37.9D.

20 (i) The notice shall be in the following form in bold type of at least 14 points:

21 **NOTICE UNDER SAN FRANCISCO ADMINISTRATIVE CODE SECTION 37.9D.**

22 **To all tenants residing at: \_\_\_\_\_ (property address).**

23 **Date: \_\_\_\_\_.**

24 **The person or entity named below obtained title through foreclosure**  
25 **to the property in which you reside, on: \_\_\_\_\_ (date).**

26 **You are hereby advised that under San Francisco Administrative**  
27 **Code Section 37.9 you may not be evicted from the rental unit in which you**  
28 **reside unless the landlord has a just cause for eviction under Section**

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**37.9(a) of the San Francisco Administrative Code.**

**Additional information on your tenant rights under this ordinance is available from the San Francisco Residential Rent Stabilization and Arbitration Board, 25 Van Ness Avenue, San Francisco, California, telephone number (415) 252-4602.**

**Name of lender and contact telephone number: \_\_\_\_\_.**

(ii) Notice required by this Section 37.9D shall be provided either: by both posting a copy of the notice in a conspicuous place on the property and by first-class mail to each affected residential unit; or by posting a copy of the notice in a conspicuous place on the property and in a prominent place on each affected residential unit.

(iii) It shall be a defense to an eviction utilizing the just cause provisions of Section 37.9, if a landlord who is required to provide the notice required by this Section 37.9D endeavors to recover possession prior to providing this notice and the notice required by Civil Code section 1962.

1     **Sec. 37.9E     Tenant Buyout Agreements.**

2             [Added by Ord. No. 225-14, operative March 7, 2015; amended by Ord. No. 36-20  
3             on April 6, 2020, of which sections (c) and (i) were enjoined by the San Francisco  
4             Superior Court in SFAA v. CCSF on December 11, 2020 (Case No. CPF-20-  
5             517087)]

6             (a) Findings and Purpose. San Francisco is in the midst of a housing crisis. As the  
7             disparity between rent-controlled and market rate rents continues to grow, landlords have  
8             greater incentives to induce tenants in rent-controlled units to move out. Similarly, with the real  
9             estate market skyrocketing, many landlords are selling their property with the knowledge that an  
10            unoccupied unit can command a significantly higher sale price than an occupied one.

11            Instead of evicting tenants, some landlords offer cash buyouts to tenants in exchange for  
12            the tenants vacating rental units. These are sometimes called buyout agreements. Even buyouts  
13            worth tens of thousands of dollars can be recouped by a landlord retaining ownership and re-  
14            renting at market rates or selling the unit. Unlike no-fault evictions, these buyouts are  
15            unregulated, and can enable landlords to circumvent many of the restrictions that apply when a  
16            landlord executes a no-fault eviction. For example, a landlord who executes some types of no-  
17            fault evictions must give tenants a certain amount of time to move out, provide funds to tenants  
18            to cover relocation costs, and allow tenants to move back into the unit under specified  
19            circumstances. Two types of these no-fault evictions – the Ellis Act and owner move-in evictions  
20            – contain restrictions on how much rent a landlord can charge if the units are re-rented following  
21            eviction. Analogous regulations do not exist for tenant buyouts.

22            Anecdotal evidence indicates that many buyout negotiations are not conducted at arms-  
23            length, and landlords sometimes employ high-pressure tactics and intimidation to induce tenants  
24            to sign the agreements. Some landlords threaten tenants with eviction if they do not accept the  
25            terms of the buyout. The frequency of these buyout offers increased significantly following  
26            passage of a San Francisco law in 1996 which restricted, and in many cases prohibited,  
27            condominium conversions following no-fault evictions. By threatening a specific no fault eviction  
28            and then convincing a tenant to vacate rather than receiving the eviction notice, a landlord will  
              avoid restrictions on condominium conversion as well as restrictions on renovations, mergers, or

1 demolitions.

2           These tactics sometimes result in tenants entering into buyout agreements without a full  
3 understanding of their rights and without consulting a tenants' rights counselor. These buyouts  
4 vary widely in amounts and, in some cases, are even below minimum relocation benefits which  
5 are required to be paid for all no-fault evictions. Disabled, senior, and catastrophically ill tenants  
6 can be particularly vulnerable, and can face greater hurdles in securing new housing.

7           The main purpose of this Section 37.9E is to increase the fairness of buyout negotiations  
8 and agreements by requiring landlords to provide tenants with a statement of their rights and  
9 allowing tenants to rescind a buyout agreement for up to 45 days after signing the agreement,  
10 thus reducing the likelihood of landlords pressuring tenants into signing buyout agreements  
11 without allowing the tenants sufficient time to consult with a tenants' rights specialist. Another  
12 goal of this ordinance is to help the City collect data about buyout agreements. The City lacks  
13 comprehensive information about the number, location, and terms of buyout agreements. This  
14 dearth of information precludes the City from understanding the true level of tenant displacement  
15 in San Francisco.

16           (b) Applicability of Section. Notwithstanding Section 37.3 or any other provision in City  
17 law, this Section 37.9E shall apply to all landlords and tenants of rental units as defined in  
18 Section 37.2(r).

19           (c) Definitions. For purposes of this Section 37.9E, the following definitions shall apply:

20           "Buyout Agreement" means an agreement wherein the landlord pays the tenant money or  
21 other consideration to vacate the rental unit. An agreement to settle a pending unlawful detainer  
22 action shall not be a "Buyout Agreement."

23           "Buyout Negotiations" means any discussion or bargaining, whether oral or written,  
24 between a landlord and tenant regarding the possibility of entering into a Buyout Agreement.

25           (d) Disclosure required prior to Buyout Negotiations. Prior to commencing Buyout  
26 Negotiations for a rental unit, the landlord shall provide each tenant in that rental unit a written  
27 disclosure, on a form developed and authorized by the Rent Board, that shall include the  
28 following:

1 (1) A statement that the tenant has a right not to enter into a Buyout Agreement or  
2 Buyout Negotiations;

3 (2) A statement that the tenant may choose to consult with an attorney before  
4 entering into a Buyout Agreement or Buyout Negotiations;

5 (3) A statement that the tenant may rescind the Buyout Agreement for up to 45  
6 days after the Buyout Agreement is fully executed;

7 (4) A statement that the tenant may visit the Rent Board for information about  
8 other Buyout Agreements in the tenant's neighborhood;

9 (5) A list of tenants' rights organizations and their contact information;

10 (6) A statement that information about tenants' rights is available at the Rent  
11 Board's office, through its counseling telephone number, and on its website;

12 (7) A statement explaining the legal implications under Section 1396(e)(4) of the  
13 Subdivision Code for a landlord who enters into one or more Buyout Agreements;

14 (8) If the landlord is an entity, the names of all people within that entity who will be  
15 conducting the Buyout Negotiations, as well as the names of all people within that entity who will  
16 have decision-making authority over the terms of the Buyout Agreement;

17 (9) Any other information required by the Rent Board consistent with the purposes  
18 and provisions of this Section 37.9E;

19 (10) A space for the tenant to sign and write the date the landlord provided the  
20 tenant with the disclosure; and

21 (11) Information provided by the Mayor's Office of Housing and Community  
22 Development regarding the impact of the buyout on the tenant's eligibility for the City's affordable  
23 housing programs.

24 The landlord shall retain a copy of each signed disclosure form for five years, along with  
25 a record of the date the landlord provided the disclosure to each tenant and the method of  
26 service that the landlord used (regular mail, electronic mail, hand delivery, etc.).

27 (e) Notification of the Rent Board. After providing the disclosures required by subsection  
28 (d) and prior to commencing Buyout Negotiations, the landlord shall file a declaration executed

1 under penalty of perjury with the Rent Board, on a form prepared by the Rent Board, that  
2 provides the following information:

3 (1) The landlord's name, business address, business email address, and  
4 business telephone number;

5 (2) The name of each tenant (if known) with whom the landlord intends to enter  
6 into Buyout Negotiations;

7 (3) The address of the rental unit that may be the subject of Buyout Negotiations,  
8 along with the Assessor's Parcel Number (lot and block) of the building where the unit is located;  
9 and

10 (4) The date that the landlord provided each tenant with the disclosure required  
11 by subsection (d), and the method of service that the landlord used.

12 The Rent Board shall make the information included on this form publicly available,  
13 except that the Rent Board shall redact all information regarding the identity of the tenants.

14 (f) Requirements for Buyout Agreements. Every Buyout Agreement shall:

15 (1) Be in writing. The agreement may be executed no sooner than 30 days after  
16 Buyout Negotiations commenced. The landlord shall give each tenant a copy of the Buyout  
17 Agreement at the time the tenant executes the Agreement.

18 (2) Include the following statement in bold letters in a size equal to at least 14-  
19 point type in close proximity to the space reserved for the signature of the tenant(s). "You, the  
20 tenant, may cancel this agreement at any time on or before the 45<sup>th</sup> day after all parties have  
21 signed this agreement. To cancel this agreement, mail or deliver a signed and dated notice  
22 stating that you, the tenant, are cancelling this agreement, or words of similar effect. The notice  
23 shall be sent to: \_\_\_\_\_ (Name of landlord) at \_\_\_\_\_ (Address of landlord). If you  
24 do not cancel this agreement by the 45th day after all parties have signed the agreement, the  
25 landlord will be required to file a copy of the agreement with the Rent Board no later than the  
26 59th day after all parties have signed the agreement. If the landlord does not file the agreement  
27 by the 59th day, you may file a copy, and you shall also have the option to void any language in  
28 the agreement in which you have waived your rights or released claims. Any provision of this

1 agreement that purports to limit, restrict, or prevent you from filing a copy and/or exercising these  
2 options if the landlord has not filed by the 59th day, shall be void and unenforceable.”

3 Immediately after this statement, there shall be a line for each tenant to affix his or her initials.

4 (3) Include the following statements in a size equal to at least 14-point type: “You,  
5 the tenant, have a right not to enter into a buyout agreement”; You, the tenant, may choose to  
6 consult with an attorney and/or a tenants’ rights organization before signing this agreement. You  
7 can find a list of tenants’ rights organizations on the Rent Board’s website – [www.sfrb.org](http://www.sfrb.org)”; and  
8 “The Rent Board has created a publicly available, searchable database that may include  
9 information about other buyout agreements in your neighborhood. You can search this database  
10 at the Rent Board’s office at 25 Van Ness Avenue, Suite 320.” Immediately after each statement,  
11 there shall be a line for each tenant to affix his or her initials.

12 (4) Include the following statements in a size equal to at least 14-point type:  
13 “Under Section 1396(e)(4) of San Francisco’s Subdivision Code, a property owner may not  
14 convert a building into a condominium where: (A) a senior, disabled, or catastrophically ill tenant  
15 has vacated a unit under a buyout agreement after October 31, 2014, or (B) two or more tenants  
16 who are not senior, disabled, or catastrophically ill have vacated units under buyout agreements,  
17 if the agreements were entered after October 31, 2014 and within the ten years prior to the  
18 condominium conversion application. A ‘senior’ is a person who is 60 years or older and has  
19 been residing in the unit for ten years or more at the time of the Buyout Agreement; a ‘disabled’  
20 tenant is a person who is disabled under the Americans with Disabilities Act (Title 42 United  
21 States Code Section 12102) and has been residing in the unit for ten years or more at the time  
22 of Buyout Agreement; and a ‘catastrophically ill’ tenant is a person who is disabled under the  
23 Americans with Disabilities Act (Title 42 United States Code Section 12102) and who is suffering  
24 from a life threatening illness and has been residing in the unit for five years or more at the time  
25 of the Buyout Agreement. Do you believe that you are senior, disabled, or catastrophically ill as  
26 those terms are defined above? Yes \_\_\_\_ No \_\_\_\_ I don’t know \_\_\_\_ I prefer not to say\_\_\_\_.”

27 The question listed in this subsection (f)(4) shall appear in the Buyout Agreement once for each  
28 tenant who is a party to the Buyout Agreement. Next to each question shall be a line for the

1 tenant to affix his or her initials.

2 (5) Include the address of the rental unit in question, as well as the Assessor's  
3 Parcel Number (lot and block) of the building where the unit is located.

4 A Buyout Agreement that does not satisfy all the requirements of subsections (f)(1)-(4)  
5 shall not be effective and may be rescinded by the tenant at any time. A Buyout Agreement that  
6 does not include the initials of each tenant next to each of the statements described in  
7 subsections (f)(2)-(4), as well as the initials of each tenant next to his or her answer to the  
8 question listed in subsection (f)(4), shall not be effective and may be rescinded by the tenant at  
9 any time.

10 (g) Rescission of Buyout Agreements. A tenant shall have the right to rescind a Buyout  
11 Agreement for up to and including 45 days after its execution by all parties. In order to rescind a  
12 Buyout Agreement under this subsection (g), the tenant must, on or before the 45th day  
13 following the execution of the Buyout Agreement by all parties, hand deliver, email, or place in  
14 the mail a statement to the landlord indicating that the tenant has rescinded the Buyout  
15 Agreement.

16 (h) Filing of Buyout Agreements. The landlord shall file a copy of the Buyout Agreement  
17 with the Rent Board no sooner than the 46th day after the Buyout Agreement is executed by all  
18 parties, and no later than 59 days after the agreement is executed by all parties. After the 59th  
19 day, either the landlord or the tenant may file a copy of the Buyout Agreement. However,  
20 regardless of whether any party files the Buyout Agreement after the 59th day, if the landlord  
21 had not filed a copy by the 59th day, any provision of the Buyout Agreement in which the tenant  
22 waived their rights or released claims shall not be effective and shall be void at the option of the  
23 tenant, and the tenant shall be entitled to all remedies authorized by law; provided, however, that  
24 said remedies shall not include the displacement of a subsequent tenant in the unit. Buyout  
25 Agreements rescinded under subsection (g) need not be filed with the Rent Board.

26 (i) Posting of Buyout Agreements. The Rent Board shall create a searchable database  
27 with information received from filings under subsection (h). The database shall be accessible to  
28 the public at the Rent Board's office and shall include a copy of all filings received under

1 subsection (h). Before posting a copy of any filing received under subsection (h) on its database,  
2 the Rent Board shall redact all information regarding the identity of the tenants.

3 (j) Annual report. The Rent Board shall provide an annual report to the Board of  
4 Supervisors regarding the implementation of this Section 37.9E. The first report shall be  
5 completed by January 31, 2016, and subsequent reports shall be completed by January 31 in  
6 subsequent years. The report shall include, but not be limited to, a list of all units that have been  
7 the subject of Buyout Agreements that have been reported to the Rent Board under subsection  
8 (h). The Rent Board shall post each of these annual reports on its website.

9 (k) Penalties and Enforcement.

10 (1) A tenant who has vacated a unit based on a Buyout Agreement may bring a  
11 civil action against the landlord in San Francisco Superior Court for failure to comply with the  
12 requirements set forth in subsections (d) and (f). The landlord shall be liable for the tenant's  
13 damages. In addition, the penalty for violation of subsection (d) shall be up to \$500. The penalty  
14 for a violation of subsection (f) shall be up to 50% of the tenant's damages. The court shall  
15 award reasonable attorneys' fees to any tenant who is the prevailing party in a civil action  
16 brought under this subsection (k)(1).

17 (2) The City Attorney or any organization with tax exempt status under 26 United  
18 States Code Section 501(c)(3) or 501(c)(4) and with a primary mission of protecting the rights of  
19 tenants in San Francisco may bring a civil action against a landlord in San Francisco Superior  
20 Court for failure to comply with subsection (h). A landlord who has violated subsection (h) shall  
21 pay to the City an administrative penalty of up to \$100 per day for each document the landlord  
22 failed to file, but in no event shall the landlord's total administrative penalty in a single civil action  
23 exceed \$20,000. Any administrative penalties collected under this subsection (k)(2) shall be  
24 deposited in the General Fund of the City and County of San Francisco. The court shall award  
25 reasonable attorney's fees and costs to the City Attorney or a nonprofit organization that is the  
26 prevailing party in a civil action brought under this subsection (k)(2).

27 (3) A tenant may not bring a civil action under subsection (k)(1) and the City  
28 Attorney or a nonprofit organization may not bring a civil action under subsection (k)(2) more

1 than four years after the date of the alleged violation.

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1     **SEC. 37.9F     CIRCUMVENTION OF TENANT PROTECTIONS.**

2                     [Added by Ord. No. 78-20, effective June 22, 2020]

3             (a)     **Findings.** As market rents continue to increase in San Francisco, landlords of  
4     rent-controlled units have a greater incentive to prevent long-term tenancies. Complementing the  
5     just cause protections in Section 37.9, this Section 37.9F addresses the growing efforts among  
6     some landlords to induce their tenants into believing that they are required to vacate their units  
7     at a specific time designated in the lease or agreement, despite existing law to the contrary, or to  
8     try to avoid certain landlord-tenant obligations altogether. This trend is especially common with  
9     respect to corporate rentals, though it is not limited to corporate rentals. Such tactics by  
10    landlords undermine rent control and frustrate the purpose of ensuring that rent-controlled units  
11    in the City remain available as a long-term housing option for the City’s renters.

12            (b)     **Prohibition of Fixed-Term Agreements.** Consistent with Section 37.9(a)(2) and  
13    Section 37.9(e), any provision of any lease or rental agreement that purports to require a tenant  
14    to vacate a rental unit at the expiration of a stated term, or that purports to characterize a  
15    tenant’s failure to vacate the rental unit at the end of the stated term as a just cause for eviction  
16    (either of them, a “Fixed-Term Agreement”), shall be void as contrary to public policy, and a  
17    landlord may not attempt to recover possession of the unit without just cause. This prohibition  
18    shall not apply where this Chapter 37 expressly authorizes a fixed-term tenancy (e.g., Section  
19    37.2(a)(D)), or where it expressly authorizes a tenant to be evicted without just cause (e.g.,  
20    Section 37.9(b)).

21            (c)     **Restrictions on Non-Tenant Uses.**

22            (1)     A rental unit is being used for a “Non-Tenant Use” when the landlord is  
23    allowing the unit to be occupied by a person or entity who is not a “tenant” as defined in Section  
24    37.2(t). Renting a unit to a corporate entity or other non-natural person, or using a unit as  
25    housing for one’s employees, licensees, or independent contractors rather than one’s tenants,  
26    are nonexclusive examples of Non-Tenant Uses. This subsection (c) is not intended to narrow  
27    the definition of “tenant” under Section 37.2(t) or to limit the just cause protections in Section  
28    37.9; the sole intent is to prevent landlords from circumventing or undermining the tenant

1 protections of this Chapter 37, by restricting when a landlord may provide a rental unit to a  
2 person or entity to the extent that person or entity does not otherwise qualify as a “tenant.”

3 (2) Commencing April 1, 2020, it shall be unlawful to use a rental unit or allow  
4 a rental unit to be used for a Non-Tenant Use, subject to the exemptions listed in subsection  
5 (c)(3). Any provision of any agreement entered into on or after April 1, 2020 that purports to  
6 allow a unit to be used for an unauthorized Non-Tenant Use shall be void as contrary to public  
7 policy, and the occupants shall instead be deemed tenants under Section 37.2(t).

8 (3) This subsection (c) does not apply to any of the following:

9 (A) where the rental unit is subject to an agreement authorizing a Non-  
10 Tenant Use that was entered into before April 1, 2020, for the existing duration of that  
11 agreement.

12 (B) the use of a rental unit as a lawful short-term rental as set forth in  
13 Administrative Code Chapter 41A.

14 (C) where the landlord is providing the rental unit to its employees as a  
15 condition of their employment to assist in the maintenance or management of a building owned  
16 or managed by the landlord (e.g., resident managers).

17 (D) where an organization with tax-exempt status under 26 United States  
18 Code Section 501(c)(3) is providing access to the unit in furtherance of its primary mission to  
19 provide housing, or in furtherance of its primary mission of education by providing housing to  
20 teachers.

21 (d) **Required Disclosures.** Commencing April 1, 2020, every online listing for a  
22 rental unit, excluding listings by landlords or master tenants who will reside in the same rental  
23 unit as their tenants or subtenants, must contain a legible disclosure in at least 12-point font that  
24 includes the following text: “This unit is a rental unit subject to the San Francisco Rent  
25 Ordinance, which limits evictions without just cause, and which states that any waiver by a  
26 tenant of their rights under the Rent Ordinance is void as contrary to public policy.” The  
27 foregoing text should also be included in print advertisements, if practicable.

28 (e) **Monitoring and Enforcement.**

1           (1)     The Board shall receive referrals regarding online listings that do not  
2 comply with subsection (d). Upon receipt of a referral, if the Board determines that the listing  
3 does not substantially comply with subsection (d) and that the defects have not been cured, the  
4 Board shall inform the landlord in writing. The landlord shall be required to correct the violation  
5 within three business days after receiving the notice. If the landlord has not corrected the  
6 violation within three business days, the Board may impose a reasonable administrative penalty  
7 of up to \$100 per day, not counting the three-day correction period, provided that in no event  
8 shall the total administrative penalty for a single listing exceed \$1,000. The procedure for the  
9 imposition, enforcement, collection, and administrative review of the administrative penalty shall  
10 be governed by Administrative Code Chapter 100, "Procedures Governing the Imposition of  
11 Administrative Fines," which is hereby incorporated in its entirety. Any administrative penalties  
12 collected under this subsection (e)(1) shall be deposited in the General Fund of the City and  
13 County of San Francisco to be used for enforcement of this Section 37.9F.

14           (2)     The City Attorney may bring a civil action in San Francisco Superior Court  
15 against a party who has failed to comply with this Section 37.9F. A nonprofit organization with  
16 tax exempt status under 26 United States Code Section 501(c)(3) or 501(c)(4) and with a  
17 primary mission of protecting the rights of tenants in San Francisco may also bring such a civil  
18 action, provided that the organization shall first provide 30 days' written notice of its intent to  
19 initiate civil proceedings by serving a draft complaint on the City Attorney's Office and on any  
20 known address(es) of the affected tenant(s), and may not initiate civil proceedings until the end  
21 of this 30 day period. A party who violates this Section 37.9F may be liable for civil penalties of  
22 not more than two times the amount paid or received for use of the rental unit during the period  
23 of the unlawful activity, and each rental unit used in violation of this Section 37.9F shall  
24 constitute a separate violation. Any monetary award obtained in such a civil action shall be  
25 deposited in the General Fund of the City and County of San Francisco to be used for  
26 enforcement of this Section 37.9F. The court shall also award reasonable attorney's fees and  
27 costs to the City Attorney or a nonprofit organization that is the prevailing party in such a civil  
28 action.

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(3) The remedies available under this subsection (e) shall be in addition to any other existing remedies that may be available.

1 **Sec. 37.10A Misdemeanors and Other Enforcement Provisions.**

2 [Added by Ord. No. 20-84, effective February 18, 1984; amended by Ord. No.  
3 293-98, effective November 1, 1998; Ord. No. 347-99, effective January 29, 2000;  
4 Ord. No. 57-02, effective June 2, 2002; revised by Baba v. CCSF (2004) 124  
5 Cal.App. 4th 504; amended by Proposition B, approved on June 6, 2006;  
6 amended by Ord. No. 160-17, effective August 27, 2017; amended by Ord. No.  
7 005-19, effective February 25, 2019; amended by Ord. No. 296-19, effective  
8 January 20, 2020]

9 (a) It shall be unlawful for a landlord to increase rent or rents in violation of the decision  
10 of an Administrative Law Judge or the decision of the board on appeal pursuant to the hearing  
11 and appeal procedures set forth in Section 37.8 of this chapter. It shall further be unlawful for a  
12 landlord to charge any rent which exceeds the limitations of this chapter. Any person who  
13 increases rents in violation of such decisions or who charges excessive rents shall be guilty of a  
14 misdemeanor.

15 (b) It shall be unlawful for a landlord to refuse to rent or lease or otherwise deny to or  
16 withhold from any person any rental unit because the age of a prospective tenant would result in  
17 the tenant acquiring rights under this Chapter. Any person who refuses to rent in violation of this  
18 subsection shall, in addition to any other penalties provided by state or federal law, be guilty of a  
19 misdemeanor.

20 (c) It shall be unlawful for a landlord or for any person who willfully assists a landlord to  
21 recover possession of a rental unit unless, prior to recovery of possession of the unit the landlord  
22 satisfies all requirements for recovery of the unit under Section 37.9(a) or (b).

23 (d) In any criminal or civil proceeding based on a violation of Section 37.10A(c), the  
24 landlord's failure to use a recovered unit for the Section 37.9(a) or (b) ground stated verbally or  
25 in writing to the tenant from whom the unit was recovered shall give rise to a presumption that  
26 the landlord did not have a good faith intention to recover the unit for the stated ground.

27 (e) If possession of a rental unit is recovered as the result of any written or verbal  
28 statement to the tenant that the landlord intends to recover the unit under one of the grounds  
enumerated in Section 37.9(a) or (b), the unit shall be subject to all restrictions set forth under  
this Chapter on units recovered for such stated purpose regardless of any agreement made  
between the landlord or the landlord's agent and the tenant who vacated the recovered unit.

1 Any unit vacated by a tenant within 120 days after receiving any written or verbal statement from  
2 the landlord stating that the landlord intends to recover the unit under Section 37.9(a) or (b),  
3 shall be rebuttably presumed to have been recovered by the landlord pursuant to the grounds  
4 identified in that written or verbal statement.

5 (f) It shall be unlawful for a landlord to knowingly fail to disclose in writing to the buyer,  
6 prior to entering into a contract for the sale of any property consisting of two or more residential  
7 units, the specific legal ground(s) for the termination of the tenancy of each residential unit to be  
8 delivered vacant at the close of escrow.

9 (g) It shall be unlawful for a landlord/owner, when offering a property for sale in the City  
10 and County of San Francisco that includes two or more residential units, to knowingly fail to  
11 disclose in writing to any prospective purchaser:

12 (1) The specific legal ground(s) for the termination of the tenancy of each  
13 residential unit to be delivered vacant at the close of escrow; and,

14 (2) Whether the unit was occupied by an elderly or disabled tenant at the time the  
15 tenancy was terminated. For purposes of this Section 37.10A(g), "elderly" means a tenant  
16 defined as elderly by Administrative Code Sections 37.9(i)(1)(A), 37.9A(e)(1)(C), 37.9A(e)(2)(D),  
17 or 37.9A(e)(3)(C), or a tenant defined as "senior" by Subdivision Code Section 1359(d). For  
18 purposes of this Section 37.10A(g), "disabled" means a tenant defined as disabled by  
19 Administrative Code Sections 37.9(i)(1)(B)(i), 37.9A(e)(1)(C), 37.9A(e)(2)(D), or 37.9A(e)(3)(C),  
20 or by Subdivision Code Section 1359(d).

21 Any disclosure required by this Subsection (g) that is made on a flier or other  
22 document describing the property which is made available to prospective purchasers at each  
23 open house and at any tour through the property will constitute compliance with the disclosure  
24 requirements of this Subsection (g).

25 (h) It shall be unlawful for any landlord, within five years after service of the notice to quit  
26 under Section 37.9(a)(8), to charge a rent for the unit that exceeds the maximum rent for the unit  
27 as provided in Section 37.9B(a), unless the notice of constraints on the unit has been rescinded.  
28 Each month or portion thereof that the landlord charges an excessive rent in violation of Section

1 37.9B(a) shall constitute a separate violation.

2 (i) It shall be unlawful for a landlord to endeavor to recover possession of a rental unit  
3 that is exempt from rent increase limitations under Section 37.3(d) or Section 37.3(g) by means  
4 of a rent increase that is imposed in bad faith with an intent to defraud, intimidate, or coerce the  
5 tenant into vacating the rental unit in circumvention of Section 37.9(a), 37.9A, 37.9B, or 37.9C.  
6 Evidence of bad faith may include but is not limited to the following: (1) the rent increase was  
7 substantially in excess of market rates for comparable units; (2) the rent increase was within six  
8 months after an attempt to recover possession of the unit; and (3) such other factors as a court  
9 or the Rent Board may deem relevant.

10 (j) Any person who violates Section 37.10A(a),(b),(c), (f), or (h) is guilty of a  
11 misdemeanor and shall be punished by a mandatory fine of \$1,000.00, and in addition to such  
12 fine may be punished by imprisonment in the County Jail for a period of not more than six  
13 months. Each violation shall constitute a separate offense.

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1 **Sec. 37.10B Tenant Harassment.**

2 [Added by Proposition M, effective December 19, 2008; revised by Larson v.  
3 CCSF (2011) 192 Cal. App. 4<sup>th</sup> 1263, in which the Court of Appeal struck sections  
4 37.10B(a)(7) and 37.10B(c)(6), and limited Rent Board remedies under section  
5 37.10B(c)(1) to violations of sections 37.10B(a)(1)-(3); amended by Ord. No.  
6 005-19, effective February 25, 2019; amended by Ord. No. 296-19, effective  
7 January 20, 2020]

8 (a) No landlord, and no agent, contractor, subcontractor or employee of the landlord  
9 shall do any of the following in bad faith:

10 (1) Interrupt, terminate or fail to provide housing services required by contract or  
11 by State, County or local housing, health or safety laws;

12 (2) Fail to perform repairs and maintenance required by contract or by State,  
13 County or local housing, health or safety laws;

14 (3) Fail to exercise due diligence in completing repairs and maintenance once  
15 undertaken or fail to follow appropriate industry repair, containment or remediation protocols  
16 designed to minimize exposure to noise, dust, lead, paint, mold, asbestos, or other building  
17 materials with potentially harmful health impacts;

18 (4) Abuse the landlord's right of access into a rental housing unit as that right is  
19 provided by law;

20 (5) Influence or attempt to influence a tenant to vacate a rental housing unit  
21 through fraud, intimidation or coercion; for example and without limitation, by endeavoring to  
22 recover possession of a rental unit that is exempt from rent increase limitations under Section  
23 37.3(d) or Section 37.3(g) by means of a rent increase that is imposed with an intent to defraud,  
24 intimidate, or coerce the tenant into vacating the rental unit in circumvention of Section 37.9(a),  
25 37.9A, 37.9B, or 37.9C, in which case evidence of bad faith may include but is not limited to the  
26 following: (1) the rent increase was substantially in excess of market rates for comparable units;  
27 (2) the rent increase was within six months after an attempt to recover possession of the unit;  
28 and (3) such other factors as a court or the Rent Board may deem relevant;

(6) Attempt to coerce the tenant to vacate with offer(s) of payments to vacate  
which are accompanied with threats or intimidation;

1                   ~~(7) Continue to offer payments to vacate after tenant has notified the landlord in~~  
2 ~~writing that they no longer wish to receive further offers of payments to vacate;~~

3                   (8) Threaten the tenant, by word or gesture, with physical harm;

4                   (9) Violate any law which prohibits discrimination based on actual or perceived  
5 race, gender, sexual preference, sexual orientation, ethnic background, nationality, place of  
6 birth, immigration or citizenship status, religion, age, parenthood, marriage, pregnancy, disability,  
7 AIDS or occupancy by a minor child;

8                   (10) Interfere with a tenant's right to quiet use and enjoyment of a rental housing  
9 unit as that right is defined by California law;

10                  (11) Refuse to accept or acknowledge receipt of a tenant's lawful rent payment;

11                  (12) Refuse to cash a rent check for over 30 days;

12                  (13) Interfere with a tenant's right to privacy;

13                  (14) Request information that violates a tenant's right to privacy, including but not  
14 limited to residence or citizenship status or social security number;

15                  (15) Other repeated acts or omissions of such significance as to substantially  
16 interfere with or disturb the comfort, repose, peace or quiet of any person lawfully entitled to  
17 occupancy of such dwelling unit and that cause, are likely to cause, or are intended to cause any  
18 person lawfully entitled to occupancy of a dwelling unit to vacate such dwelling unit or to  
19 surrender or waive any rights in relation to such occupancy.

20                  (b) Nothing in this Section 37.10B shall be construed as to prevent the lawful eviction of  
21 a tenant by appropriate legal means.

22                  (c) Enforcement and penalties.

23                         (1) Rent Board. Violation of Sections 37.10B(a)(1) – (3) is a substantial and  
24 significant decrease in services as defined in Section 37.2(g) and tenants may file a petition with  
25 the Rent Board for a reduction in rent.

26                         (2) Criminal Penalty. Any person who is convicted of violating this Section shall  
27 be guilty of a misdemeanor and upon conviction shall be punished by a fine of not greater than  
28 one thousand dollars or by imprisonment in the County Jail for not more than six months, or by

1 both such fine and imprisonment.

2 (3) Civil Action. Any person, including the City, may enforce the provisions of this  
3 Section by means of a civil action. The burden of proof in such cases shall be preponderance of  
4 the evidence. A violation of this Chapter may be asserted as an affirmative defense in an  
5 unlawful detainer action.

6 (4) Injunction. Any person who commits an act, proposes to commit an act, or  
7 engages in any pattern and practice which violates this Section 37.10B may be enjoined  
8 therefrom by any court of competent jurisdiction. An action for injunction under this subsection  
9 may be brought by an aggrieved person, by the City Attorney, or by any person or entity who will  
10 fairly and adequately represent the interest of the protected class.

11 (5) Penalties and Other Monetary Awards. Any person who violates or aids or  
12 incites another person to violate the provisions of this Section is liable for each and every such  
13 offense for money damages of not less than three times actual damages suffered by an  
14 aggrieved party (including damages for mental or emotional distress), or for statutory damages  
15 in the sum of one thousand dollars, whichever is greater, and whatever other relief the court  
16 deems appropriate. In the case of an award of damages for mental or emotional distress, said  
17 award shall only be trebled if the trier of fact finds that the landlord acted in knowing violation of  
18 or in reckless disregard of Section 37.9, 37.10A, or 37.10B herein. In addition, a prevailing  
19 plaintiff shall be entitled to reasonable attorney's fees and costs pursuant to order of the court.  
20 The trier of fact may also award punitive damages to any plaintiff, including the City, in a proper  
21 case as defined by Civil Code Section 3294. The remedies available under this Section shall be  
22 in addition to any other existing remedies which may be available to the tenant or the City.

23 ~~(6) Defending Eviction Lawsuits. In any action to recover possession of a rental  
24 unit subject to the Chapter, unless the sole basis of the notice to quit is Section 37.9(b), the court  
25 shall award the tenant reasonable attorney fees and costs incurred in defending the action upon  
26 a finding that the tenant is the prevailing party under Code of Civil Procedure Section 1032(a)(4).~~

27 (d) Severability. If any provision or clause of this Section 37.10B, or Section 37.2(g), or  
28 the application thereof to any person or circumstance is held to be unconstitutional or to be

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otherwise invalid by any court of competent jurisdiction, such invalidity shall not affect other provisions of this Section 37.10B or Section 37.2(g) and all clauses of these Sections are declared to be severable.

**[Sec. 37.11: amended by Ord. No. 339-80, effective August 2, 1980; Ord. No. 362-80, effective September 6, 1980; repealed by Ord. No. 20-84, effective February 18, 1984]**

1 **Sec. 37.11A Civil Actions.**

2 [Added by Ord. No. 20-84, effective February 18, 1984; amended by Ord. No.  
3 162-93, effective June 28, 1993; Ord. No. 363-93, effective December 18, 1993;  
4 Ord. No. 293-98, effective November 1, 1998; Ord. No. 160-17, effective August  
5 27, 2017]

6 (a) Whenever a landlord charges a tenant a rent which exceeds the limitations set forth  
7 in this Chapter, retaliates against a tenant for the exercise of any rights under this Chapter, or  
8 attempts to prevent a tenant from acquiring any rights under this Chapter 37, the tenant may  
9 institute a civil proceeding for injunctive relief and/or money damages, and in cases where the  
10 landlord has charged an excessive rent in violation of Section 37.9B(a), injunctive relief and/or  
11 money damages of not less than three times the amount of excess rent collected; provided,  
12 however, that any monetary award for rent overpayments resulting from a rent increase which is  
13 null and void pursuant to section 37.3(b)(5) shall be limited to a refund of rent overpayments  
14 made during the three-year period preceding the month of filing of the action, plus the period  
15 between the month of filing and the date of the court's order. In any case, calculation of rent  
16 overpayments and re-setting of the lawful base rent shall be based on a determination of the  
17 validity of all rent increases imposed since April 1, 1982, in accordance with Sections 37.3(b)(5)  
18 and 37.3(a)(2) above.

19 (b) Any organization with tax exempt status under 26 United States Code Section  
20 501(c)(3) or 501(c)(4) that has a primary mission of protecting the rights of tenants in San  
21 Francisco may bring a civil action for injunctive relief and/or damages against a landlord who has  
22 wrongfully endeavored to recover, or has recovered, possession of a rental unit in violation of  
23 Section 37.9(a)(8), or who has collected excess rent in violation of Section 37.9B(a). Such action  
24 shall be filed within three years after an affected tenant knew, or through the exercise of  
25 reasonable diligence should have known, of the facts constituting the violation. However, before  
26 bringing any action under this Section 37.11A(b), the organization shall first provide 30 days'  
27 written notice of its intent to initiate civil proceedings by serving a draft complaint on the City  
28 Attorney's Office and on any known address(es) of the affected tenant(s), and may bring the  
action under this Section 37.11A(b) only if neither the City Attorney's Office nor the tenant(s)  
have initiated civil proceedings by the end of the 30 day period. Any monetary award for rent

1 overpayments shall be for two times any excess amounts of rent charged, as well as any other  
2 sums reasonably expended to investigate and prosecute the claim, and shall be limited to the  
3 three-year period preceding the month of filing of the action, plus the period between the month  
4 of filing and the date of the court's order.

5 (c) The prevailing party in any civil action brought under this section 37.11A shall be  
6 entitled to recover reasonable attorneys' fees and costs. The remedy available under this  
7 Section 37.11A shall be in addition to any other existing remedies which may be available.

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1 **Sec. 37.12 Transitional Provision.**

2 [Added by Proposition I, effective December 22, 1994; Section (c) added by Ord.  
3 No. 88-95, effective May 7, 1995]

4 This section is enacted in order to assure the smooth transition to coverage under this  
5 chapter of owner occupied buildings containing four units or less, as a result of the repeal of the  
6 exemption for owner-occupied units. The provisions of this section apply only to such units. The  
7 units are referred to as "newly covered units" in this section. The term "effective date of  
8 coverage" as used herein means the effective date of the repeal of the owner occupancy  
9 exemption.

10 (a) The initial base rent for all newly covered units shall be the rent that was in effect for  
11 the rental unit on May 1, 1994. If no rent was in effect for the newly covered unit on May 1,  
12 1994, the initial base rent shall be the first rent in effect after that date.

13 (b) All rents paid after May 1, 1994, in excess of the initial base rent under Section  
14 37.12(a), shall be refunded to the tenant no later than December 15, 1994. If the landlord fails  
15 to refund the excess rent by December 15, 1994, the tenant may deduct the amount of the  
16 refund from future rent payments, or bring a civil action under Section 37.11A, or exercise any  
17 other existing remedies. All tenants residing in newly covered units are entitled to this refund,  
18 even if the tenant vacated before the effective date of coverage of the newly covered units.

19 (c) As soon as practical after the effective date of coverage, the Board shall mail to the  
20 landlords of record of newly covered units a notice advising of the repeal of the exemption for  
21 owner-occupied buildings containing four units or less. The notice shall include information  
22 deemed appropriate by the Board to explain the requirements and effects of the change in the  
23 law. It shall be the responsibility of landlords to distribute a copy of said notice to all newly  
24 covered units within fifteen (15) days of the date the Board mails such notice to landlords.  
25 Distribution shall be by mail properly addressed to a tenant of the newly covered unit, or by  
26 personal delivery to a tenant of the newly covered unit, or by placing said notice under the door  
27 of the primary entrance to the newly covered unit.  
28

1 **Sec. 37.13** Keys.

2 [Added by Ord. No. 34-04, effective April 19, 2004; amended by Ord. No. 66-05,  
3 effective May 15, 2005]

4 (a) A landlord shall provide a minimum of one key or key-set per rental unit for each  
5 adult occupant, without charge.

6 (b) Additional Keys/Key-Sets.

7 A tenant may request keys/key-sets in addition to those provided pursuant to Section  
8 37.13(a) for his or her convenience. Requested additional keys/key sets must be provided within  
9 fourteen (14) days of the tenant's written request stating the reason(s), unless the landlord timely  
10 denies the request in writing as provided in Section 37.13(b)(2). Examples of tenant reasons for  
11 receiving additional keys/key-sets include, but are not limited to: admitting a service provider,  
12 delivery person, houseguest, or relative. All keys are issued for the duration of a tenancy, to be  
13 returned upon vacating the unit.

14 (1) When providing requested additional keys/key-sets to a tenant, the landlord  
15 may charge only for the documented cost of replicating the additional keys/key-sets, which cost  
16 shall be paid by the tenant upon delivery of the requested additional keys/key-sets. Additional  
17 keys/key-sets shall be provided without requiring any other costs, fees, deposits, or terms or  
18 conditions of any kind whatsoever.

19 (2) The landlord may deny the request for additional keys/key-sets only for good  
20 reason, such as unlawful occupancy in the tenant's unit or the tenant's pattern of lease violation.  
21 Any landlord denial must be provided to the tenant in writing, stating specific reasons for the  
22 denial, within fourteen (14) days of the written request.

23 (3) A tenant may file a petition with the Board to decide a disputed request for  
24 additional keys/or key-sets which may constitute a substantial decrease in housing services,  
25 and/or to decide a disagreement concerning landlord charges or deposits (Section 37.13(b)(1)).  
26 A disputed request includes a failure to respond within fourteen days (Section 37.13(b)), a  
27 disagreement concerning landlord terms and conditions (Section 37.13(b)(1)), and a denial  
28 (Section 37.13(b)(2)).

(A) The Board through its Administrative Law Judges shall conduct a

1 hearing in order to decide the petition.

2 (B) The decision of the Administrative Law Judge shall be final unless the  
3 Board vacates the decision on appeal.

4 (C) Either party may file an appeal of the Administrative Law Judge's  
5 decision with the Board. Such appeals are governed by Section 37.8(f).

6 (4) Unreasonable denial of additional keys/key-sets requested under this Section  
7 37.13(b), or failure to respond to the tenant's written request within fourteen days by providing  
8 either the keys/key-sets or a written denial as provided by Section 37.13(b) and (b)(2), or  
9 imposition of terms or conditions prohibited by Section 37.13(b)(1) constitutes a substantial  
10 decrease in housing services, for which the Administrative Law Judge may order a  
11 corresponding reduction in rent.

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1 **Sec. 37.14 Hearings and Remedies for Violation of Residential Hotel Visitor Policy**  
2 **and Mailbox Ordinance.**

3 [Added by Ord. No. 62-02, effective June 2, 2002, numbered as Section 37.13;  
4 re-numbered as Section 37.14 by Ord. No. 34-04, effective April 19, 2004;  
5 amended by Ord. No. 73-06, effective May 20, 2006, by re-numbering Section  
6 37.14 as 37.14A and adding 37.14B]

7 **Section 37.14A.**

8 (a) Upon receipt of a petition from a current or former occupant of a residential hotel  
9 alleging violation of the provisions of Administrative Code Chapter 41D, including allegation of  
10 violation of the Uniform Visitor Policy or any Supplemental Visitor Policy, the Board through its  
11 Administrative Law Judges shall conduct a hearing in order to decide the petition. This decision  
12 may require a determination as to whether a residential hotel's policies and procedures are  
13 consistent with the Uniform Visitor Policy and any approved Supplemental Policies, and in  
14 compliance with Administrative Code Chapter 41D.

15 (b) Upon an Administrative Law Judge's findings of fact and decision that the operator,  
16 employee or agent of a residential hotel has violated the Uniform Visitor Policy or any approved  
17 Supplemental Visitor Policy or any other provision of Chapter 41D, the Administrative Law Judge  
18 may conclude that the occupant has suffered a diminution in housing services and order a  
19 corresponding reduction in rent.

20 (c) The decision of the Administrative Law Judge shall be final unless the Board vacates  
21 the decision on appeal.

22 (d) Either party may file an appeal of the Administrative Law Judge's decision with the  
23 Board. Such appeals are governed by Section 37.8(f).

24 **Section. 37.14B.**

25 (a) Upon receipt of a petition from a current or former permanent resident of a residential  
26 hotel alleging violation of the provisions of Administrative Code Chapter 41E, the Board through  
27 its Administrative Law Judges shall conduct a hearing in order to decide the petition. This  
28 decision may require a determination as to whether the petitioner is a permanent resident.

(b) Upon an Administrative Law Judge's findings of fact and decision that the operator of  
a residential hotel has violated the requirement to install a United States Postal Service-

1 approved mail receptacle for receipt of mail delivered by the United States Postal Service, the  
2 Administrative Law Judge may conclude that the resident has suffered a diminution in housing  
3 services and order a corresponding reduction in rent.

4 (c) The decision of the Administrative Law Judge shall be final unless the Board vacates  
5 the decision on appeal.

6 (d) Either party may file an appeal of the Administrative Law Judge's decision with the  
7 Board. Such appeals are governed by Section 37.8(f).

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1       **SEC. 37.15    REPORTING OBLIGATIONS; LICENSING.**

2                               [Added by Ord. No. 265-20, effective January 18, 2021]

3                               (a) Owners of residential dwelling units subject to this Chapter 37 shall be required to  
4 report certain information about their units to the Rent Board, as set forth in subsections (b) and  
5 (c). In the case of a unit owned by multiple owners, reporting by a single owner shall suffice.  
6 Owners shall report the information using a form prepared by the Rent Board. The Rent Board  
7 may, in addition to or in lieu of a paper form, develop an electronic form or a secure internet  
8 website with an interface for owners to submit the required information. The Rent Board may  
9 develop procedures for tenants to also report information about their units, but in that event  
10 reporting by tenants shall be optional rather than required.

11                              (b) Owners shall report under penalty of perjury the mailing address of each unit and  
12 whether the unit is Owner-Occupied. The term “Owner-Occupied” shall refer to a unit which is  
13 occupied by an owner of record on either a full-time or part-time basis and is not rented at any  
14 time, as set forth in Administrative Code Section 37A.1(f). Depending on whether the unit is  
15 Owner-Occupied, the following reporting requirements shall apply:

16                                       (1) If the unit is Owner-Occupied, then the owner shall not be required to report  
17 any further information about the unit under this subsection (b).

18                                       (2) If the unit is not Owner-Occupied, then the owner shall be required to report  
19 under penalty of perjury the following additional information about the unit: (A) the name and  
20 business contact information (address, phone number, email address) of the owner(s), or of the  
21 property manager, if any, designated by the owner(s) to address habitability issues; (B) the  
22 business registration number for the unit, if any; (C) the approximate square footage to the best  
23 of the owner’s or manager’s knowledge, and number of bedrooms and bathrooms in the unit; (D)  
24 whether the unit is vacant or occupied, and the date the vacancy or occupancy commenced; (E)  
25 the start and end dates of any other vacancies or occupancies that have occurred during the  
26 previous 12 months; (F) for tenant-occupied units, the base rent reported in \$250 increments,  
27 and whether the base rent includes specified utilities (water/sewer, refuse/recycling, natural gas,  
28 electricity, etc.); and (G) any other information that the Rent Board deems appropriate following

1 a noticed public meeting in order to effectuate the purposes of this Chapter 37.

2 (c) For units (other than condominium units) in buildings with 10 units or more, the  
3 information described in subsection (b) shall be reported to the Rent Board by July 1, 2022, and  
4 updated by March 1, 2023 and annually by March 1 of each successive year. For condominium  
5 units and units in buildings with fewer than 10 units, the information shall be reported  
6 commencing March 1, 2023 and updated annually by March 1 of each successive year. Unit  
7 information shall also be updated within 30 days of any change in the name or business contact  
8 information of the owner or designated property manager.

9 (d) The Rent Board shall use the information it receives under this Section 37.15 to  
10 create a housing inventory that may be used for purposes of inspecting and investigating the  
11 level of housing services being provided to tenants, investigating and analyzing rents and  
12 vacancies, monitoring compliance with this Chapter 37, generating reports and surveys, and  
13 providing assistance to landlords and tenants and other City departments as needed. The Rent  
14 Board shall not use the information to operate a rental registry within the meaning of California  
15 Civil Code Sections 1947.7 – 1947.8.

16 (e) If a landlord has substantially complied with the obligation to report information about  
17 a rental unit as required under this Section 37.15, the landlord shall receive a license to impose  
18 rent increases on tenants in that unit under Sections 37.3(a)(1)-(2). If the landlord has not  
19 substantially complied with the reporting obligation, then the license to impose rent increases  
20 shall be temporarily suspended during the period of the landlord's noncompliance. Upon receipt  
21 of the required information from the landlord, the suspension shall be terminated, and the license  
22 to impose rent increases shall be restored prospectively, but a tenant shall not be obligated to  
23 pay the increased rent for months during the period of suspension.

1       **Sec. 37.16    Severability.**

2               [Amended by Ord. No. 172-80, effective May 2, 1980; Ord. No. 468-80, effective  
3               October 30, 1980; Ord. No. 509-81, effective November 18, 1981; Ord. No. 77-82,  
4               effective April 1, 1982; re-numbered as Section 37.12 by Ord. No. 20-84, effective  
5               February 18, 1984; re-numbered as Section 37.13 by Proposition I, effective  
6               December 22, 1994; re-numbered as Section 37.14 by Ord. No. 62-02, effective  
7               June 2, 2002; re-numbered as Section 37.15 by Ord. No. 34-04, effective April 19,  
8               2004; re-numbered as Section 37.16 by Ord. No. 265-20, effective January 18,  
9               2021]

10               If any provision of clause of this chapter 37 or the application thereof to any person or  
11               circumstance is held to be unconstitutional or to be otherwise invalid by any court of competent  
12               jurisdiction, such invalidity shall not affect other chapter provisions, and clauses of this chapter  
13               are declared to be severable.  
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