

## Communication from Public

**Name:** Pooya Goudarzi  
**Date Submitted:** 08/03/2022 12:36 PM  
**Council File No:** 22-0002-S84

**Comments for Public Posting:** I am a small mom-and-pop landlord my tenant has not paid rent for a year and housing is key have not finalized his application and the status is program evaluation, I need to come to the council meeting and describe my situation and find a solution to my case. My tenant stop paying rent in August 2021 and in September 2021 applied for the rent relief program. his application has been changed in status multiple times from the application under review, the application under final review, the application under QC review, and program evaluation on decemebr 2021, after that only one time my case manager contacted me and ask for rent ledger which provided immediately. after that, the application goes back to the application under review, the first step, and got frozen there for another 5 months, and now the application status is program evaluation. Please note that I am calling housing is key on weekly basis and they don't give any information about my tenant's case. after 12 months of waiting on a house where the rent is \$14,000 a month  $12 \times \$14000 = \$168,000$  I still don't know if my tenant is approved, if there is any missing information when the finalize their decision, my case manager does not return my email about the case, no supervisor would talk on the phone, no compliance department that you can complain to. Just a dead end for me and my tenant. After all the program is called the rent relife program and it is just a one-sided program that works only for tenant, not the landlord. So, I need to be present at the net meeting and raise my voice to find a solution to this and similar situations. I have tried multiple times to talk to Mike Bonan about this case but his office told me multiple times that someone call me to discuss the issue with me and no one called yet. I also send a handful of emails to Mike Bonan's office and have not a single reply. So as a sitting member of the city council it is easy to roll the rent protection but you all need to know that the infrastructures like "housing is key" are not capable of handling these cases. Best regards, Pooya Goudarzi