

2020 Housing Resource Guide

This guide provides an overview of organizations and programs available in Mountain View focused on housing. Use this guide as a reference, click on the links, and contact the organizations directly to learn more.



Looking for a specific type of resource?

Use this key to help you find services that meet your needs.

\$ = Financial Assistance ◡ = Affordable Housing Units

◆ = Resources/Support for Tenants ■ = Resources/Support for Landlords

+ = Emergency Assistance • = Homeless services

 = City of Mountain View Program ◻ = Home Buyer Program

Temporary Eviction Moratorium

The Mountain View City Council adopted a temporary eviction moratorium on March 27, 2020 which suspends evictions for non-payment of rent for residential tenants financially impacted by the COVID-19 health crisis. In an effort to help stabilize the community, and, in the interest of protecting public health and safety and preventing the spread of the virus, the moratorium is effective **March 27, 2020 - May 31, 2020**. This date could be extended by the City Council. If a tenant has experienced significant financial hardship due to the pandemic, they can notify their landlord and provide documentation of their hardship. Past due rent must be repaid within 120 days after the end of the moratorium.

Eviction Relief Website

Contact:

Mountain View Rental Housing Helpline

Phone: (650) 282- 2514

Email: CSFRA@housing.org

(habla espanol)

Website: www.mountainview.gov/evictionmoratorium



Small Landlord Relief Program

The Mountain View Small Landlord Relief Program allows landlords financially impacted by COVID-19 to apply for a loan if they experience a reduction in rental income received due to the pandemic. Landlords with no more than nine rental units are eligible to apply. Additional eligibility criteria can be found on the program website.

Program Website

Contact:

Phone: (650)903-6122

Email: patricia.black@mountainview.gov

Website: mainstreetlaunch.org/mountain-view-small-business-resiliency-program/



Rent Relief Program

The Mountain View Rent Relief Program provides up to \$3,000 per month of rental assistance for up to two months for qualifying Mountain View tenants impacted by COVID-19. The Community Services Agency (CSA) administers the program.

Program Website

Contact:

Phone: (650) 968-0836 to leave a voicemail

Email: RentHelp@CSACares.org

Email inquiries preferred

Website: www.mountainview.gov/evictionrelief



Utility Relief Program

Mountain View residents who show COVID-19 related hardships and make 80% of the Area Median Income (AMI) will receive a one-time \$50 credit to reduce expenses during the local emergency declaration triggered by the pandemic. Utility assistance through the City covers water, sewer, garbage and recycling use. It should also be noted that for the duration of the COVID-19 emergency declaration, and for a period of time thereafter, the City will not shut off utility services for non-payment of utility bills and will waive penalties and interest on late utility bill payments.

Program Website

Contact:

Finance and Administrative Services Department

Phone: (650) 903-6317

Email: RevenueStaff@mountainview.gov

Website: www.mountainview.gov/utilityrelief



CSFRA: Rent Stabilization Program

The City of Mountain View' Rents Stabilization Program implements the Community Stabilization and Fair Rent Act (CSFRA), a voter approved measure (Measure V, 2016), to stabilize the community by reducing rental housing turnover in certain rental units. The CSFRA provides rent stabilization and eviction protections for most apartment buildings with 3 or more units in Mountain View built before December 23, 2016.

Program staff work with tenants and landlords to achieve the three main goals of the CSFRA:

1. Stabilize rents by limiting the amount and frequency of rent increases
2. Provide just-cause eviction protections
3. Ensure a fair rate of return on investment for landlords through vacancy decontrol, allowed annual rent increases, and a petition process for rent increases above the annual adjustment.

Rent Stabilization Program Website

Contact:

Mountain View Rental Housing Helpline

Phone: (650) 282- 2514 (habla espanol)

Email: CSFRA@housing.org

Website: www.mountainview.gov/CSFRA



Project Sentinel

Fair Housing Program

Provides counseling, referrals, and advocacy services to people who may have experienced housing discrimination. Also, provides information and education on the Fair Housing Laws to housing providers.

Fair Housing Website

Contact:

Phone: (888) 324-7486

Email: fairhousing@housing.org

Website:

www.housing.org/housing-discrimination



Housing Counseling

Reverse Mortgage, Foreclosure Prevention Counseling, Pre- and Post- Purchase Counseling, Credit Counseling, online and in-person First Time Homebuyer classes.

Counseling Website

Contact:

Reverse Mortgage:

Shayna Crawford, (408) 470-3730,

scrawford@housing.org

Other Housing Counseling Programs:

Gianna Valero, (408) 907-4659,

gvalero@housing.org

Website:

www.housing.org/housing-counseling



Mediation Program

Provides education to both tenants and landlords as a neutral party and also offers community based mediation to residents or business owners in the City of Mountain View.

Target Population: Tenants and Landlords in Mountain View

Contact:

Phone: (650) 960-0495

Email: mediate4MV@housing.org

Contact through CSFRA: (650) 282-2514 or

CSFRA@housing.org



All Project Sentinel services are Free and Confidential.

Affordable Housing Interest List

The City of Mountain View maintains a contact list for households who are interested in affordable housing opportunities within our Below Market-Rate and Subsidized Housing Programs. Individuals who participate in the interest list will be alerted to waitlist openings and new units for sale.

[Sign up for the Interest List Here](http://www.mountainview.gov/interestlist)

www.mountainview.gov/interestlist



The Housing Industry Foundation

The Housing Industry Foundation's (HIF) mission is to help individuals and families remain in or return to stable housing through our Homeless Prevention Programs including emergency assistance grants, shelter renovations and affordable housing initiatives.

Target Population: San Mateo and Santa Clara County Residents

[HIF Website](http://www.hifinfo.org)

Contact:

Email: info@hifinfo.com

Phone: (650) 437-2980

Website: www.hifinfo.org/



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Housing Trust Silicon Valley: Empower Homebuyers SCC

Empower Homebuyers SCC is the County of Santa Clara's first-time homebuyer down payment assistance program. Funded by the 2016 Measure A Affordable Housing Bond and administered by Housing Trust Silicon Valley, the Empower Homebuyers SCC program provides down payment assistance loans to first-time homebuyers up to 17% of the purchase price.

Target Population: First-time homebuyers from low to moderate income households who are interested in purchasing a home in Santa Clara County.

[Empower Homebuyers SCC Website](http://housingtrustsv.org/programs/home-buyer-assistance/empower-homebuyers-scc/)

Contact:

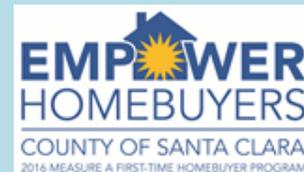
Phone: (408) 703-3837 ext. 301

Email:

EmpowerHomebuyersSCC@housingtrustsv.org

Website:

housingtrustsv.org/programs/home-buyer-assistance/empower-homebuyers-scc/



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Palo Alto Housing: Below Market Rate Program

Palo Alto Housing provides affordable housing & resident services for extremely low to moderate-income families and individuals in the bay area.

Target Population: Very Low, Low and Moderate Income Individuals and families in Mountain View.

[Palo Alto Housing Website](#)

Contact:

Call: (650) 321-9709
Email: Rubi Valencia
rvalencia@pah.community or
info@pah.community
Website: pah.community



Community Services Agency of Mountain View, Los Altos, and Los Altos Hills, (CSA)

CSA is a community based, non-profit organization that provides:

- Emergency Financial (Rent and Utility) Assistance
- Food and Nutrition Center
- Case Management to families and the unhoused
- Senior Services.

CSA offers community workshops on immigration, domestic violence, and tenant rights to the general public and community support and coordination of services. In addition, CSA has on-site partnerships and services available.

Target Population: CSA is committed to provide a safety net to the most vulnerable in our community, so independence and self-sufficiency can be restored and maintained. CSA services seniors, unhoused, and low-income residents of Mountain View, Los Altos, and Los Altos Hills.

[CSA Website](#)

Contact:

Call: (650) 968-0836
Website: www.csacares.org



Affordable Housing Units in Mountain View

There many housing complexes in the City of Mountain View that have been subsidized to provide affordable housing. Some of these apartments also participate in the Section 8 rental subsidy program and accept tenants with Section 8 rental vouchers or certificates. For information about the availability of these subsidized units and application procedures, please contact the apartment managers at the phone numbers indicated on the list provided in the link below.

[Affordable Housing Property Information](#)

Website: www.mountainview.gov/AffordableHousing



Safe Parking and Homeless Services

The Safe Parking lots at Evelyn and Shoreline are now both 24/7. To participate and use the Safe Parking lot spaces and services, you will need to enroll with the CSA first. Restrooms, wash stations and other services are provided on the lots for participants. All Safe Parking lots provide washing stations, fixed or portablerestrooms, drinking water and garbage service.

Resource Website

Contact:

CSA for case management: (650) 968-0836
 MOVE Mountain View for operations:
movemvemail@gmail.com, (650) 861-0181.
 Website: www.mountainview.gov/SafeParking



Tenant Relocation Assistance Ordinance (TRAO)

The City of Mountain View City Council adopted the Tenant Relocation Assistance Ordinance (TRAO) in 2010. The ordinance requires landlords to offer tenants relocation assistance for no-fault terminations for tenants who income qualify. Qualifying tenants receive financial assistance and relocation support including a refund of their security deposit, 60-day subscription to a rental agency, the cash equivalent of three months median market rate rent for a similar sized apartment and an additional payment for special-circumstances tenants.

TRAO Website

Contact:

Email: andrea.kennedy@mountainview.gov
 Website: www.mountainview.gov/trao



Mountain View Housing Justice Coalition (MVHJC)

MVHJC promotes the rights of tenants across all rental units, including mobile home spaces; seeks to end displacement from naturally affordable housing; works to protect vehicle residents from harassment and exclusion; and advocates for the development of affordable housing in Mountain View.

Target Population: Mountain View renters, vehicle residents, and mobilehome residents.

MVHJC Website

Contact:

info@mvhousingjustice.org

