



COVID-19 Pandemic Eviction Relief Fact Sheet

In response to the Covid-19 Pandemic, the Mountain View City Council enacted a temporary eviction moratorium suspending residential evictions for non-payment of rent due to related financial impacts. The ordinance is effective March 27, 2020 through May 31, 2020 and is subject to extension as approved by the City Council. The eviction moratorium is applicable for **all residential rental units** in Mountain View including single-family homes, condos/townhomes, duplexes, apartments, mobile homes and mobile home spaces and other types of residential rental units.

For more information regarding the temporary eviction moratorium, visit mountainview.gov/evictionrelief, call the Mountain View Rental Housing Helpline at (650) 282-2514 or email csfra@housing.org.

Landlords of tenants impacted by the COVID-19 Pandemic are:



- Prevented from evicting residential tenants who are unable to pay rent due to COVID-19
 - COVID-19 impact notices can be used as an affirmative defense by impacted tenants in Unlawful Detainer Court
 - Landlords who violate the ordinance are subject to code enforcement action, administrative penalties and fines pursuant to the City Code
- Prohibited from charging late fees for past due rent related to the moratorium

Tenants impacted by the COVID-19 Pandemic must:

Step 1: Determine Eligibility

In order to qualify, a tenant must experience a **significant decrease in income** due to impacts related to the pandemic, such as:



- Job loss or layoff
- Business, store or restaurant closure
- Reduction in hours worked
- Substantial decrease in business hours or demand
- Need to care for homebound children or sick family members
- Federal, State or local actions that prevent a tenant from working
- or–
- Have substantial out-of-pocket medical expenses due to the pandemic

Step 2: Notify landlord of financial impact and provide documentation



- Tenants must notify their landlord in writing (via text, email and/or letter) **within 7 days after rent is due**
- Tenants must provide documentation to their landlord **within 14 days after rent is due**, like:
 - Letter(s) from employers
 - Pay check stubs before and after impact
 - Bank statements before and after impact
 - Letter(s) or notification(s) from school(s)

Step 3: After the moratorium ends, pay back the past due rent



- Tenants have 120 days after the moratorium ends to pay back the past due rent
- Landlords and tenants are strongly encouraged to contact the Mountain View Mediation Program to negotiate repayment plans
 - mountainview.gov/mediationprogram