

**RENTAL HOUSING MEDIATION PROGRAM  
MONTHLY & QUARTERLY STATISTICAL REPORT  
TOTAL SERVICES  
JUNE 2016; FOURTH QUARTER; FY 2015 - 2016**

ACTIVITY	JUNE TOTAL	FOURTH QUARTER	FISCAL YEAR-END
<b>TYPE OF SERVICE</b>			
Telephone Consultation	90	256	981
In Office Consultation	36	93	349
Telephone Mediation (Staff)	4	10	32
Board Mediation	0	1	4
Outreach Consultation	0	23	97
	<u>130</u>	<u>383</u>	<u>1,463</u>
<b>OTHER ACTIVITIES</b>			
Outreach Presentation	0	5	10
Board Meeting	0	1	5
	<u>0</u>	<u>6</u>	<u>15</u>
<b>WHO INITIATED CONTACT</b>			
Tenant	113	332	1,243
Landlord	17	51	220
Outreach	0	5	10
Board Meeting	0	1	5
	<u>130</u>	<u>389</u>	<u>1,478</u>
<b>ISSUE</b>			
Deposit	17	66	242
Rent Increase	9	29	102
Habitability & Repair	22	50	251
Discrimination	0	4	17
Invasion of Privacy	11	19	62
Unlawful Detainer	1	9	31
Forcible Eviction	4	8	29
ENF/Displacement	3	7	30
Foreclosure	1	2	13
Termination of Tenancy	50	133	468
Termination 3-Day by LL	12	33	117
Termination 30-Day by LL	7	21	91
Termination 60-Day by LL	16	34	146
Termination 90-Day by LL	1	3	21
Termination by Tenant	14	42	93
Other	12	62	233
	<u>130</u>	<u>389</u>	<u>1,478</u>

**RENTAL HOUSING MEDIATION PROGRAM  
MONTHLY & QUARTERLY STATISTICAL REPORT  
TOTAL SERVICES  
JUNE 2016; FOURTH QUARTER; FY 2015 - 2016**

<b>ACTIVITY</b>	<b>JUNE TOTAL</b>	<b>FOURTH QUARTER</b>	<b>FISCAL YEAR-END</b>
<b>REFERRED BY</b>			
Human Services Sector	7	33	146
Legal Agency	11	27	77
Media	32	85	257
Outreach	0	28	108
Personal Referral	44	130	523
Phone Book	0	0	3
Self, as Past User	36	85	358
Other	0	0	4
Board Meeting	0	1	2
	<b>130</b>	<b>389</b>	<b>1,478</b>
<b>INCOME</b>			
0-30% MFI	59	159	631
31-50% MFI	23	88	338
51-80% MFI	26	61	218
80%+ MFI	19	60	226
Unknown	3	21	65
	<b>130</b>	<b>389</b>	<b>1,478</b>
<b>RACE</b>			
White	125	374	1,404
Black/African American	2	3	21
Asian	0	0	13
Asian AND White	0	0	3
Black/African American AND White	0	0	1
American Indian/Alaska Native AND Blac	0	0	1
Unknown	3	12	35
	<b>130</b>	<b>389</b>	<b>1,478</b>
<b>DISABLED</b>			
Reported Disability	0	0	1
	<b>0</b>	<b>0</b>	<b>1</b>
<b>ETHNICITY</b>			
Hispanic/Latino	27	109	428
	<b>27</b>	<b>109</b>	<b>428</b>
<b>Total Housing Authority Activity:</b>	<b>10</b> 1.2%	<b>20</b> 0.8%	<b>78</b> 0.8%