

# Agenda Report

December 8, 2025

**TO:** Honorable Mayor and City Council

**FROM:** Helen Morales, Director of the Rent Stabilization Department

**SUBJECT:** **RE-EVALUATION OF THE RENT STABILIZATION DEPARTMENT  
ORDINANCE AS REQUIRED BY PASADENA MUNICIPAL CODE  
SECTION 2.302.040**

## **RECOMMENDATION:**

This reevaluation is required by the Pasadena Municipal Code. No revisions of the ordinance are recommended.

## **BACKGROUND:**

Pasadena Municipal Code Section 2.302.040, states the following: "This [Rent Stabilization Department] ordinance shall be reevaluated by the city council on or before December 10, 2025." The Rent Stabilization Department (Department) was established to support the Pasadena Rental Housing Board (Board) in fulfilling its responsibilities under Article XVIII of the City Charter – the Pasadena Fair and Equitable Housing Charter Amendment (Article XVIII), approved by voters in November 2022. The Department's core functions include regulating rent increases for certain rental properties, providing eviction protections, and implementing other duties outlined in the Article XVIII.

The Department was formally created by City Ordinance No. 7417, adopted on December 11, 2023, upon staff's recommendation as the most viable and expedient option following the Board's request to further integrate into the City as a department. This ordinance added Chapter 2.302 to the Pasadena Municipal Code, officially establishing the Rent Stabilization Department.

The Ordinance provides that the Department shall:

- A. Administer and enforce all laws, ordinances or regulations as they relate to Article XVIII of the City Charter;
- B. Provide staff services to support the Board; and
- C. Perform such other related duties as shall be required by law, ordinance or city manager.

This Agenda Report reflects the Rent Stabilization Department's efforts to report the progress of the Rent Stabilization Department.

## **A. Administer and enforce all laws, ordinances and regulations as they related to Article XVIII of the City Charter**

### *Mission and Charter Purpose*

#### Charter Purpose:

Article XVIII aims to promote neighborhood and community stability, healthy housing, and affordability for renters in Pasadena. It seeks to regulate excessive rent increases and prevent arbitrary evictions, while ensuring landlords receive a fair return on their investment and that renters, homeowners, and businesses are treated equitably.

#### Department Mission Statement:

“To empower tenants and landlords, ensure fair rental practices, and foster a thriving rental housing community in Pasadena through effective enforcement, education, and collaboration.”

### *Implementation and Enforcement*

The Department has actively worked to enforce the Article XVIII's provisions by:

- Educating landlords and tenants on rent increase limitations to prevent excessive rent hikes;
- Enforcing eviction protections through outreach and case management;
- Launching and maintaining the Rental Registry, a key component of the Article XVIII's implementation.

### Outreach and Enforcement Division

The Outreach and Enforcement Division is responsible for both public education and enforcement of Article XVIII requirements. Through June 30, 2025, the Division has:

- Participated in 43 outreach events, reaching approximately 5,549 participants;
- Addressed approximately 3,708 service tickets through Housing Counselors, providing direct assistance to tenants and landlords.

The following charts (referenced in the full report) provide a detailed summary of outreach activities and enforcement efforts during this reporting period.

## Outreach Summary

### OUTREACH TOTALS

March 2024 – June 2025

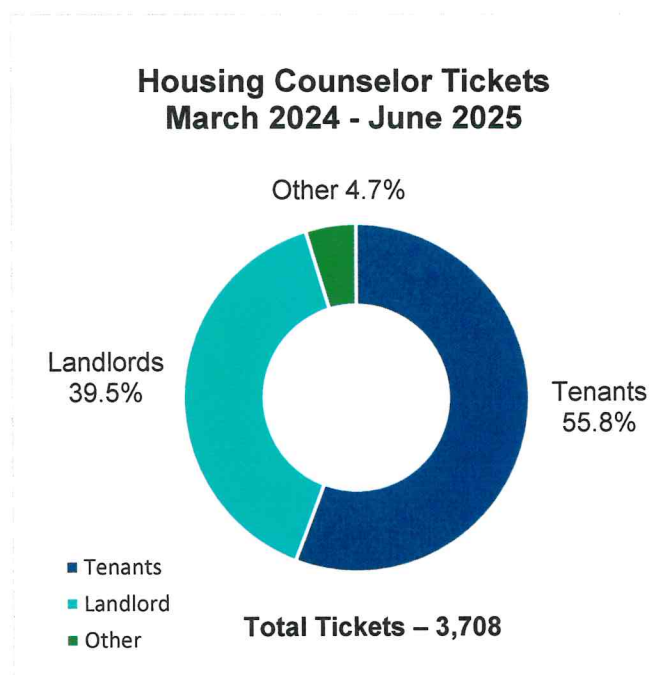
	Attended	Count
Public Event	5,095	26
Training	243	7
Registration Workshop	211	10
<b>Grand Total</b>	<b>5,549</b>	<b>43</b>

To expand its digital presence, the Department launched an Instagram account in April 2025, which quickly became a valuable tool for connecting the community. In just the first two months, the account saw:

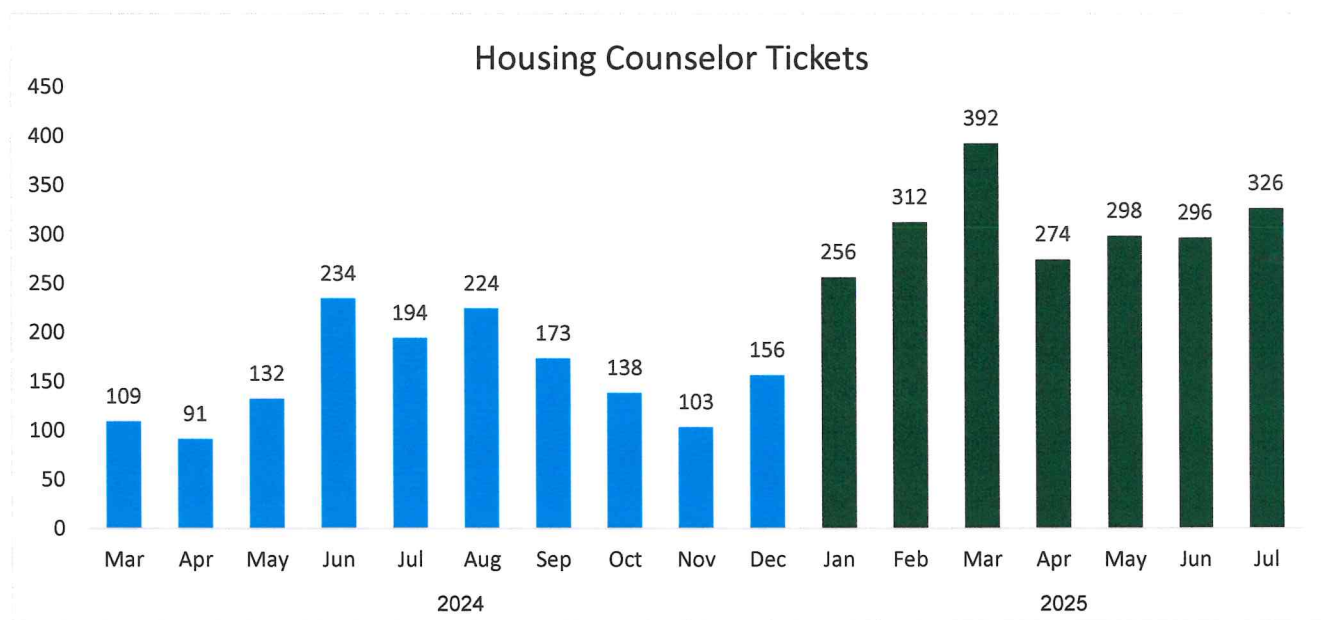
- 67,592 views;
- 548 likes; and
- 149 shares.

## Enforcement Summary

The following charts reflects the totals for all housing counselor tickets from March 2024 through June 2025.



Categories	Total	%
Rent Increase	938	25%
Just Cause Eviction	518	14%
General Question about Rent Stabilization	444	12%
Illegal Eviction	373	10%
Relocation Assistance	355	10%
Repairs / Habitability	240	6%
Rental Registration	201	5%
Other	135	4%
Security Deposit	120	3%
Rent Rollback	109	3%
Petition for Rent Adjustments	81	2%
Buyout / Cash for Keys	77	2%
Harassment	64	2%
Local Eaton Fire Ordinance	26	1%
Sale of Property	23	1%
Rent Registry Petitions	4	0%
<b>Total</b>	<b>3,708</b>	



In addition to the foregoing enforcement work, the Department collaborates with Loyola Center for Conflict Resolution to assist both landlords and tenants with resolving their matters. Loyola Center for Conflict Resolution has worked on 25 cases through this reporting period with much success.

The Pasadena Rental Housing Board regulations provide that any notice of termination of tenancy issued pursuant to Article XVIII shall be filed with the Board within three (3) days of the service to tenant. The following eviction database report chart reflects the notices received through June 30, 2025.



## Eviction Database Report

	3-Day Notice to Cure or Vacate	30/60/90+ day Termination Notice (No Fault)	Notice to Cease	Notice of Intent to Terminate for No Fault	Unlawful Detainer - Summons and Complaint	Unlawful Detainer - Judgement	Total
<b>2022</b>							
Dec	1						1
2022 Total	1						1
<b>2023</b>							
Mar	3						3
Apr	3						3
May	12	1					13
Jun	5						5
Jul	2		1				3
Aug	9	1					10
Sep	7						7
Oct	3						3
Nov	4	2					6
Dec	7						7
2023 Total	55	4	1				60
<b>2024</b>							
Jan	18						18
Feb	10						10
Mar	11						11
Apr	5	1					6
May	17						17
Jun	8	1					9
Jul	4						4
Aug	15	2	5				22
Sep	50	4	2				56
Oct	45	1	8	1			55
Nov	49	1	8				58
Dec	49	4					53
2024 Total	281	14	23	1			319
<b>2025</b>							
Jan	55						55
Feb	41	1	1		2		45
Mar	46	5					51
Apr	38	3	2		2		45
May	49	8	1	5	2		65
Jun	43	6		2	2	2	55
2025 Total	272	23	4	7	8	2	316
<b>Total</b>	<b>609</b>	<b>41</b>	<b>28</b>	<b>8</b>	<b>8</b>	<b>2</b>	<b>696</b>

The following chart reflects eviction database notices by Council District through June 2025.

Eviction Database Notices to June 2025 By District

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Total
2023	7	9	10	6	9	5	14	60
2024	25	40	40	11	60	79	64	319
2025	40	25	39	21	52	91	50	318
<b>Total</b>	<b>72</b>	<b>74</b>	<b>89</b>	<b>38</b>	<b>121</b>	<b>175</b>	<b>128</b>	<b>697</b>

**B. Provide Support to the Board**

The Board was appointed on April 19, 2023 (Tenant Members) and April 24, 2023 (At-Large Members). The Board held its first meeting on May 24, 2023. The Board requested the assistance of the City with creation of a City department, which was established on December 11, 2023.

The Department assisted the Board in the administration of its Board meetings commencing in January 2024, through its interim Director Phillip Leclair. The Department assisted the Board with 23 Board meetings and the adoption of 24 Board resolutions in 2024, and 25 meetings and 23 Board resolutions in 2025.

The Department assisted the Board in requesting that the City Council issue rental protections during the Eaton Fire and establish the Ellis Act protections required by the Charter.

**C. Perform such other related duties as shall be required by law, ordinance or city manager**

*Rental Registry Division*

The Department implemented the rental registry on behalf of the Board and opened its first registration cycle on September 23, 2024. The Second Registration Cycle was opened on September 1, 2025. The following table reflects the Rental Property Portfolio by property type.

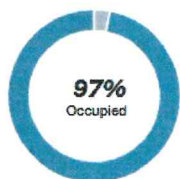
## Annual Report: Rental Property

Date Range: September 21, 2024 – June 30, 2025

### Portfolio

**5,642**

Total Properties



Total Rental Units

24,754

Units Occupied

23,945

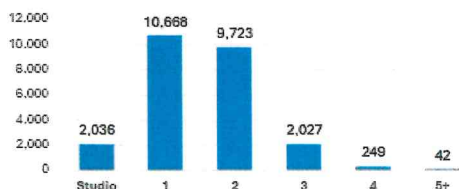
Vacant Available for Rent

800

### Inventory

Type of Property	Units	Properties
Multifamily Building	22,127	3,193
Condominium	1,244	1,244
Single Family Residence	1,158	1,158
Affordable Housing	138	46
SFR – Individuals Room Rented	78	30
<b>Total</b>	<b>24,745</b>	<b>5,642</b>

### Rental Units by Bedroom Size



### Median Rent by Bedroom Size



October 09, 2025

The following chart reflects the Property and Unit types by Council District, Median Rents, along with the same data by Council District as well as a breakout of the same data by Council District.

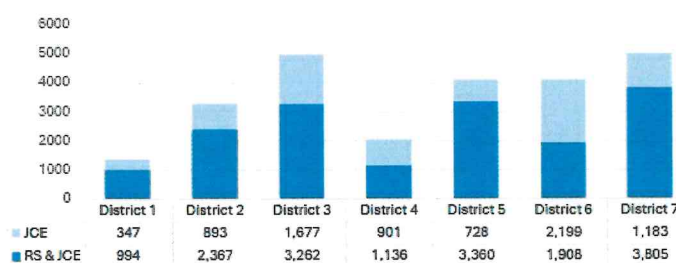
## Annual Report: Rental Properties by District

Date Range: September 21, 2024 – June 30, 2025

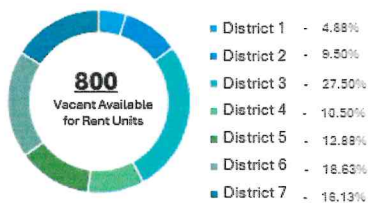
### Portfolio

Council District	Properties	Units
1	506	1,343
2	1,095	3,264
3	726	4,973
4	567	2,049
5	618	4,127
6	727	4,139
7	1,163	4,850
<b>Total</b>	<b>5,642</b>	<b>24,745</b>

### Ordinance Coverage



### Vacancy Rate



### Median Rents

Council District	Studio	1	2	3	4	5+
1	\$1,500	\$1,650	\$2,011	\$2,706	\$3,082	\$4,750
2	\$1,500	\$1,746	\$2,245	\$3,090	\$4,150	\$4,418
3	\$1,600	\$2,082	\$2,634	\$3,550	\$3,650	\$2,571
4	\$1,466	\$1,928	\$2,375	\$3,680	\$4,500	\$5,000
5	\$1,325	\$1,709	\$2,117	\$2,790	\$3,700	\$4,350
6	\$2,488	\$2,595	\$3,159	\$3,885	\$5,750	\$6,475
7	\$1,811	\$1,858	\$2,500	\$3,398	\$4,620	\$4,160

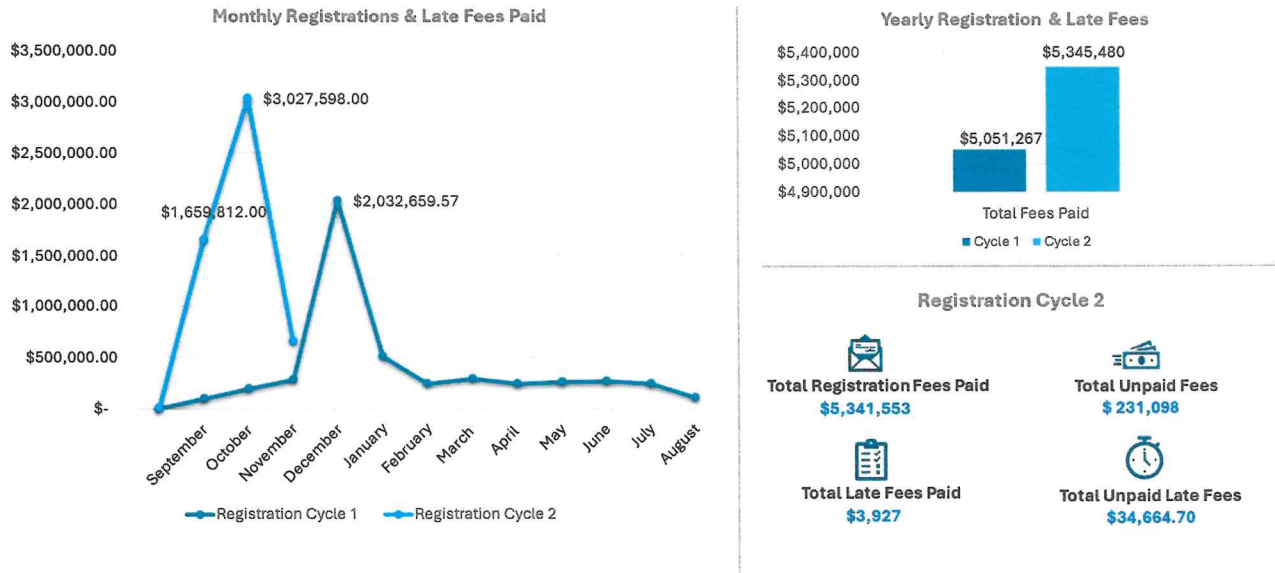
October 09, 2025

The following chart reflects the rental registration fees collected for both Cycle 1 and Cycle 2 registrations. The Department has collected registration fees in the approximate amount of \$5,051,267 for Cycle 1 and \$5,345,480 for Cycle 2, for a total of \$10,396,747.

### Rental Registration Fees

Date Range: September 23, 2024 – November 13, 2025

#### Key Performance Metrics



November 13, 2025

The following chart reflects the compliance rates for Cycle 1 and Cycle 2, representing 89% and 84% respectively.



## Rental Registrations

Date Range: September 01, 2024 – November 13, 2025

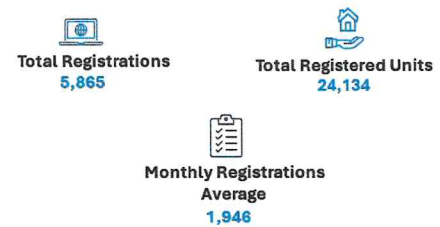
### Key Performance Metrics



### Substantial Compliance



### Registration Cycle 2



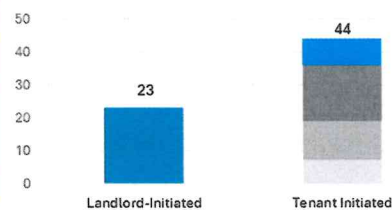
November 13, 2025

## Hearings Division

The Hearings Division commenced receiving petitions on February 6, 2025. The following charts reflect the types of petitions received and their disposition.

### Annual Report: Petitions & Hearings

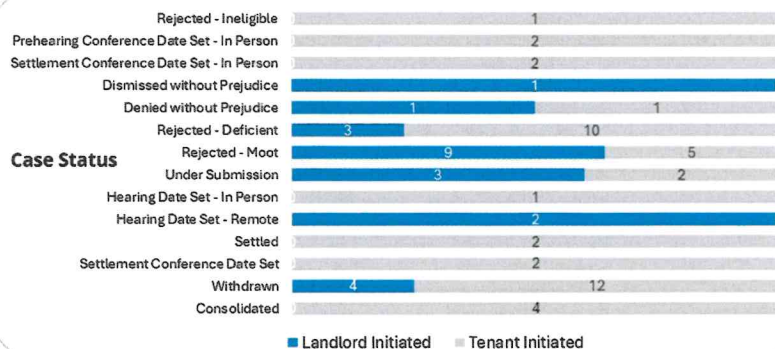
#### Petitions



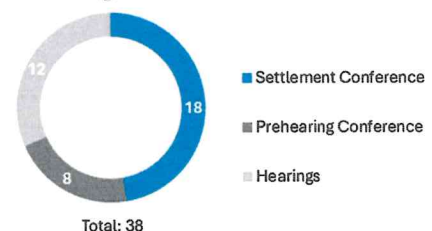
#### Petition Types

- Petition for Rent Withholding - 8
- DA - Unlawful Rent - 17
- DA - Failure to Maintain Habitable Premises - 12
- DA - Decrease in Housing Services or Maintenance - 7
- Objections to Denied Exemption - 23

#### Case Status



#### Hearings



The data presented reflects the success of an exceptionally effective model for implementing Article XVIII—made possible through strong support from the City and close collaboration with multiple departments. The Department has not only met but exceeded community expectations, despite limited staffing. Key achievements include launching the City's first-ever Rental Registry, enforcing rent increase and eviction protections, and educating landlords about their responsibilities under the newly adopted Article XVIII.

These accomplishments would not have been possible without the dedication and hard work of Department staff. Their efforts have resulted in a registration compliance rate that far surpasses that of comparable jurisdictions—an extraordinary feat, especially in the program's inaugural year. The first registration cycle required an all-hands-on-deck approach, and throughout both the first and second cycles, landlords consistently praised staff for their professionalism and support. Many even expressed their appreciation by bringing baked goods to the Department's first annual open house.

On a broader scale, the Department has played a critical role in helping residents remain housed—particularly during emergencies like the Eaton Fire—and in providing stability for families facing financial hardship. Staff have facilitated rent rollbacks and reimbursements, protected tenants unaware of their rights, and worked closely with community-based organizations to deliver outreach and education. Housing counselors have brokered daily resolutions, often avoiding court proceedings through the Department's hearing process, which includes settlement conferences when needed. In partnership with the Loyola Center for Conflict Resolution, the Department has served as a vital intermediary between residents and the courts, helping to ease the burden on an already overloaded unlawful detainer (UD) docket and saving both landlords and tenants time and money.

**FISCAL IMPACT:**

There is no fiscal impact as this report is for information only.

Respectfully submitted,



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HELEN MORALES  
Executive Director, Rent Stabilization  
Department

Approved by:



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MIGUEL MÁRQUEZ  
City Manager