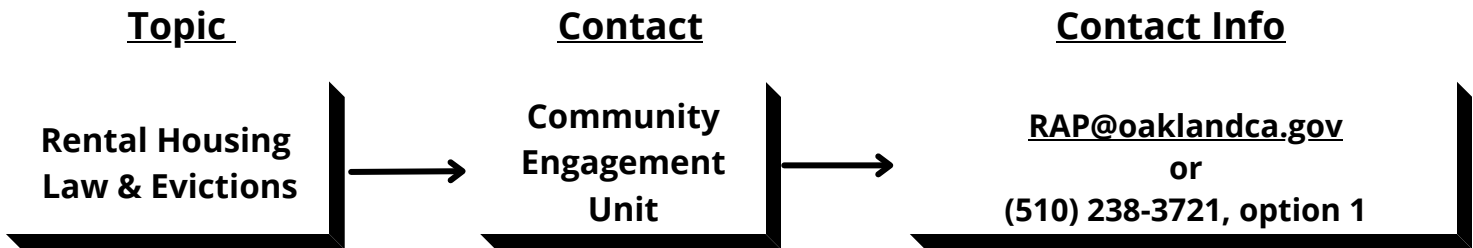
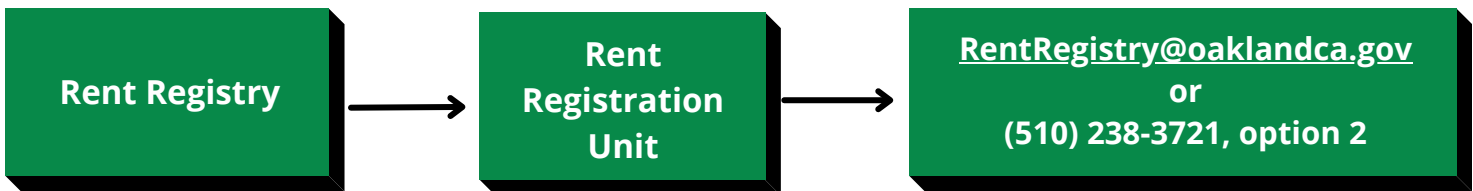




# HOW TO CONTACT THE RENT ADJUSTMENT PROGRAM

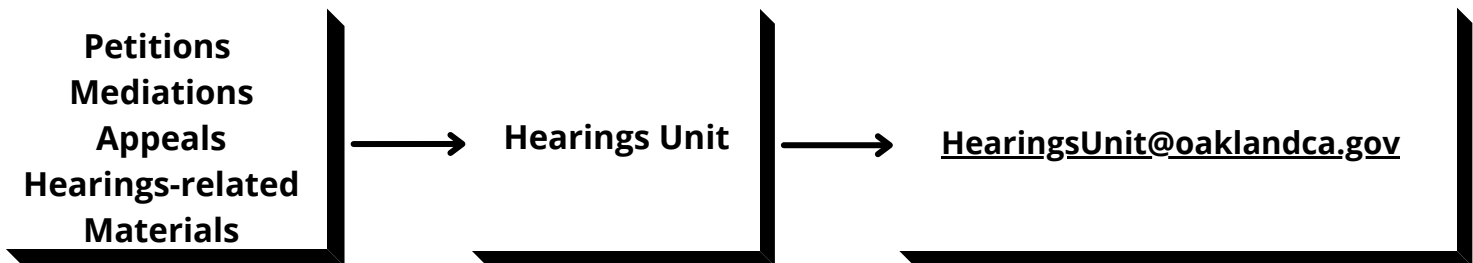


Community Engagement Unit: Housing Counselors are available by phone **Monday through Thursday, from 9:30am to 4:30pm** to answer any RAP or housing-related questions.



Rent Registration Unit: Beginning July 3, 2023, owners of rental units subject to the RAP Fee will need to provide tenancy information for each covered unit on an annual basis.

**Live Counselling Sessions on registration can be found on our website: [www.oaklandca.gov/RAP](http://www.oaklandca.gov/RAP).**



Hearings Unit: Property owners and tenants may petition our office for rent adjustments, appeals, and mediation. Petitions are presided over by an impartial RAP Hearing Officer.



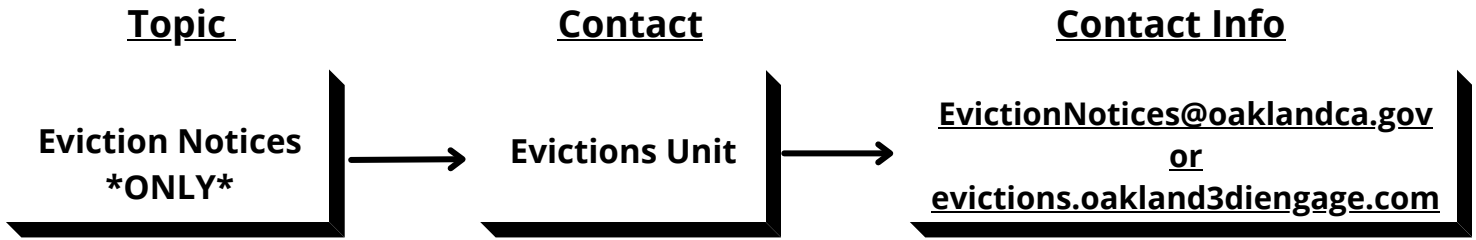
The Business License Tax Office : Oakland owners of residential rental units must register & obtain a license to operate their rental unit(s). As of 2022, the non-refundable RAP fee is \$101.

**Note: The RAP does not collect the RAP fee.**

## Continued on Back

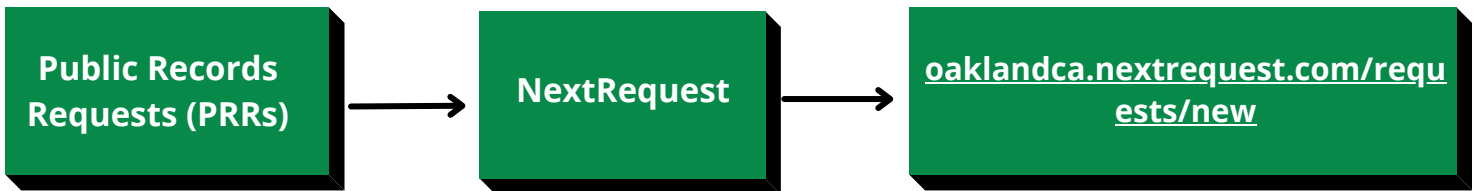


# HOW TO CONTACT THE RENT ADJUSTMENT PROGRAM



Evictions Unit: Property owners must file a copy of every eviction notice they serve on the tenant within 10 days. Notices may be filed via email, the online portal, or mail.

**\*Contact the Community Engagement Unit for eviction process-related questions.\***



Public Records Requests: All public records requests (PRR) must be made on the NextRequest website. Personal information will be redacted. Please use the NextRequest link in your email, which contains your request number, for follow-up inquiries.

## COUNSELLING HOURS\*: Monday - Thursday 9:30 AM - 4:30 PM

\*OUR OFFICE IS CLOSED TO THE PUBLIC. NO IN-PERSON APPOINTMENTS OR FORM DROP-OFFS.

### About the Rent Adjustment Program:

The mission of the Rent Adjustment Program is to promote community stability, healthy housing, and diversity for Oakland residents, while preventing illegal rent increases and evictions, and ensuring a fair return for property owners.