



RAP Workshop Frequently Asked Questions

Each year, the Rent Adjustment Program (RAP) conducts workshops on various Oakland rental housing law topics to help both property owners and tenants understand their rights and responsibilities. The complete workshop schedule is published on our website sometime in January or February, and workshops generally take place from March until November.

For questions about our workshop schedule or any related topics, please contact our office at (510) 238-3721, option 1, or RAP@oaklandca.gov. Housing Counselors are available to answer your calls Monday through Thursday from 9:30 AM to 4:30 PM. Please note that it may take us up to 72 hours to respond to your inquiry.

Where is your workshop schedule published? How do I sign up for a workshop?

Our workshops are published on this webpage: <https://www.oaklandca.gov/resources/rent-adjustment-program-workshops>. When you scroll down to a topic you are interested in attending, click on the 'CLICK HERE' link. This will open up the reservation page on TicketLeap, where you can register to attend a workshop.

You may consider following us on TicketLeap, where you can receive email notifications each time a workshop registration is posted to the website. Our TicketLeap page is here:

<https://www.ticketleap.events/events/oaklandrentadjustmentprogram>.

If you would like to be notified of upcoming workshops, you may also sign up for our listserv: <https://tinyurl.com/rapsignup>. Our office sends out announcements about important news and events via email.

I have registered for the workshop on TicketLeap. But I did not get the workshop link. What do I do?

Upon successful registration on TicketLeap, you will receive a confirmation email. This email is automatically sent from TicketLeap. A separate email containing the actual workshop link, which is held on Zoom and in webinar format, will be sent to you fifteen (15) minutes prior to the start of the workshop the day of. Generally, our workshops are held on Wednesdays from 5:30 PM to 7:00 PM.

If you do not see either the confirmation email or the workshop email containing the Zoom link, please check your spam or junk folder. Only TicketLeap registrants will receive an email containing the Zoom link.

Please note that registration deadline for each workshop ends at **5:00 PM** the day of each workshop. You cannot register after 5:00 PM.

Will your office return to in-person workshops in the future?

We do not yet have a date for when in-person workshops will resume. In the meantime, our workshops will continue to be held virtually on Zoom.

I am registered to attend the workshop and I have logged into Zoom. How do I ask questions?

Our workshops are held in webinar format on Zoom. If you have any questions, you may ask them by opening the Q&A box and typing your question in. Please note that you cannot raise your hand to ask questions verbally. All questions must be written.

250 Frank H. Ogawa Plaza
Suite 5313
Oakland, CA 94612
(510) 238-3721



I have a question, but it was not answered. What do I do?

We ask that all workshop attendees keep their questions general in nature so that everyone may benefit from the discussion. If a question is too specific or outside of the scope of the workshop, we will recommend contacting our office to speak to a Housing Counselor. You may contact us at RAP@oaklandca.gov or (510) 238-3721, option 1.

I am interested in a specific topic that I do not see in your workshop schedule and/or it was not covered in a workshop. How do I make a suggestion about said topic?

We welcome feedback from workshop attendees. You can make a comment in the evaluation form, which is sent out to all workshop attendees after the workshop. You can also send us an email at RAP@oaklandca.gov with your suggestions.

I unfortunately missed the workshop. Is the workshop recorded? If so, can I get a copy of the recording?

Our office records workshops for training purposes. **These recordings are not available to the public.** However, all Zoom workshop attendees will receive a PDF copy of the presentation after the workshop ends.

If you missed the workshop, you may consider attending another session. We offer the same workshop several times a year. You may also review our many informational sheets, which can be found here: <https://www.oaklandca.gov/resources/guide-to-oakland-rental-housing-laws>. You may also read the Chapter 8.22 of the Oakland Municipal Code here: https://library.municode.com/ca/oakland/codes/code_of_ordinances?nodeId=TIT8HESA_CH8.22REREADEV.

Why haven't I received a copy of the workshop presentation? I registered to attend the workshop.

You must attend the workshop in order to receive a copy of the workshop presentation. The presentation is generally sent to workshop attendees within a week of the workshop. If you do not see the email, which is sent from RAP@oaklandca.gov, in your inbox, please check your spam or junk folder. If you do not see it there either, it may be possible that you did not provide the correct email address when you signed into Zoom to attend the workshop.

If you encounter this situation, you may send us an email requesting a copy of the presentation. Please make sure that you provide your name, the email address you used to log into Zoom to attend the workshop, your housing status (owner, tenant, other, etc.), and ZIP code in the body of your email.

I still have questions after attending the workshop. How do I get in touch with your office?

Please contact a Housing Counselor at RAP@oaklandca.gov or (510) 238-3721, option 1. If the topic is related to the rent registry, please contact the Rent Registration Unit at (510) 238-3721, option 2, or RentRegistry@oaklandca.gov.

Does your office provide walk-in services?

Currently, our office does not provide walk-in services. If you have any inquiries, please contact us by phone at (510) 238-3721, option 1, or by email at RAP@oaklandca.gov. If your inquiry is related to a hearing, please contact your Case Analyst or HearingsUnit@oaklandca.gov. If you are attempting to submit eviction notices, please upload them to the Evictions Portal here: <https://evictions.oakland.3diengage.com/#/homepage>. You can also email them to EvictionNotices@oaklandca.gov.

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Ellis Act documents **must** be mailed to our office at 250 Frank H. Ogawa Plaza, Ste 5313, Oakland, CA 94612. Please include a \$250 check for **each** residential unit on the parcel. Please address the checks to the Rent Adjustment Program.

Per City policy, we strive to respond to all inquiries within a 72-hour timeframe.

I have contacted your office several times and it has been more than 72 hours. When can I expect a response?

Due to the [lifting](#) of the Moratorium on Evictions, our office has received an incredibly high volume of inquiries. We are working through each inquiry in the order it was received. We appreciate your patience.

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