

Responsible Landlord Engagement Initiative (RLEI)



Neighborhood Services & Education Committee
Thursday, December 14, 2017
Item d(1)

What is RLEI?

- ▶ Supports neighborhood groups in resolving issues around problem, disruptive properties to safety, security, and a community's wellbeing.
- ▶ Empowers neighborhood groups to make their communities safe and secure.



RLEI Workflow

Neighborhood
petition RLEI
for Support



Cases
assessed



RLEI educates
neighbors,
and meets
with property
owners



Solution
reached or, if
not reached,
option of small
claim court



Success Story: 10291 Kenilworth Way



← Before →



← After →



RLEI Output Measurements

- ▶ 130 neighborhood groups involved
- ▶ 530 residents engaged
- ▶ 53 problem properties resolved



Outcome Measurements

- ▶ 80% of Neighborhood Associations and Groups will report satisfaction with RLEI services.
 - ▶ 100% satisfied
- ▶ 80% of cases accepted into the Program will be resolved within 12 months of opening the case.
 - ▶ 57% resolved within 12 months



Results of Limited ROI Study

- ▶ Savings Per Case = **\$12,415**
 - ▶ Average Cost to City Per case before RLEI = **\$12,752**
 - ▶ Average Cost Per Case after RLEI = **\$337**
- ▶ Number of Cases Resolved 7/1/2015 - 12/31/2016 = **18**
- ▶ City Savings = **\$223,470** (Savings per Case x 18 Cases Resolved)
- ▶ Total City of San Jose Investment = **\$175,000**
- ▶ Return on Investment ($\$ 223,470 / \$175,000$) = **\$1.28**

Funding Challenges

- ▶ FY: 17/18 City General Fund Commitment: \$150,000
- ▶ CDBG Option –
 - ▶ Opportunity for Neighborhood Engagement
 - ▶ RLEI did not apply

