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**CHAPTER 37**  
**OF THE SAN FRANCISCO ADMINISTRATIVE CODE**  
**THE RESIDENTIAL RENT STABILIZATION AND ARBITRATION ORDINANCE**

NOTE: This is not an official record of the laws or regulations of the City and County of San Francisco. It is printed for administrative and public convenience.

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(Amended February 25, 2019)

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## RECENT CHANGES TO THE ORDINANCE

<u>ORD. NO.</u>	<u>EFFECTIVE DATE</u>	<u>RENT ORD. SECTIONS</u>	<u>SUMMARY OF AMENDMENTS</u>
160-17	8/27/17	37.6(k), 37.9(a)(8), 37.9(c), 37.9(e), 37.9(f), 37.9B, 37.10A, 37.11A	Clarifies evidentiary standard for finding that an owner or relative move-in (OMI) eviction was not performed in good faith; extends statute of limitations for wrongful eviction lawsuit following an OMI eviction from one to five years; limits initial rent the landlord may charge a new tenant for a five-year period following service of an OMI notice; strengthens existing law regarding misdemeanor prosecutions; allows a tenant who was charged excess rent during the five-year period following an OMI notice to sue the landlord for treble damages and/or injunctive relief; authorizes non-profit SF tenant rights organizations to sue for wrongful eviction and collection of excess rent following an OMI eviction; creates new reporting and notice requirements for OMI notices served on or after 1/1/18; requires the Rent Board to assess administrative penalties on any landlord who fails to comply with the new reporting requirements; extends from three to five years the time period after an OMI notice during which a landlord who intends to re-rent the unit must first offer the unit to the displaced tenant.
132-18	7/15/18	37.8(e)(4)	Prohibits landlords from seeking rent increases on existing tenants due to increases in debt service and property tax that have resulted from a change in ownership; prohibits landlords from seeking rent increases due to increased management expenses unless the expenses are reasonable and necessary.
267-18	12/9/18	37.7(b)(6) 37.8(e)(4)(A)	Prohibits the Rent Board from certifying a capital improvement passthrough to tenants of the costs attributable to compliance with a Fire Life Safety Notice and Order issued by the SF Department of Building Inspection or the SF Fire Department; prohibits the Rent Board from including any such costs in a rent increase based on increased operating and maintenance expenses.
005-19	2/25/19	37.10A(i), 37.10A(j), 37.10B(a)(5)	Prohibits landlords of certain units that are exempt from the rent increase limitations of the Rent Ordinance from circumventing eviction controls through rent increases; clarifies that a rent increase intended to defraud, intimidate, or coerce a tenant into vacating such a rental unit may qualify as harassment.

1 FILE NO. 188-79

ORIGINAL ORDINANCE NO. 276-79  
Effective June 13, 1979

2 AN EMERGENCY ORDINANCE AMENDING THE SAN FRANCISCO ADMINISTRATIVE CODE  
3 BY ADDING CHAPTER 37 THERETO TO ESTABLISH A RENTAL STABILIZATION AND  
4 ARBITRATION BOARD AND PRESCRIBING THE DUTIES AND POWERS THEREOF;  
5 SETTING FORTH GUIDELINES FOR RENTAL INCREASES; CREATING A CITIZENS'  
6 HOUSING TASK FORCE; PROVIDING FOR TERMINATION DATE.

7 CHAPTER 37

8 RESIDENTIAL RENT STABILIZATION AND ARBITRATION ORDINANCE

9 **Sec. 37.1 Title & Findings.**

10 (a) This chapter shall be known as the Residential Rent Stabilization and Arbitration  
11 Ordinance.

12 (b) The Board of Supervisors hereby finds:

13 (1) There is a shortage of decent, safe and sanitary housing in the City and  
14 County of San Francisco resulting in a critically low vacancy factor.

15 (2) Tenants displaced as a result of their inability to pay increased rents must  
16 relocate but as a result of such housing shortage are unable to find decent, safe and sanitary  
17 housing at affordable rent levels. Aware of the difficulty in finding decent housing, some tenants  
18 attempt to pay requested rent increases, but as a consequence must expend less on other  
19 necessities of life. This situation has had a detrimental effect on substantial numbers of renters  
20 in the City, especially creating hardships on senior citizens, persons on fixed incomes and low  
21 and moderate income households.

22 (3) The problem of rent increases reached crisis level in the spring of 1979. At  
23 that time the Board of Supervisors conducted hearings and caused studies to be made on the  
24 feasibility and desirability of various measures designed to address the problems created by the  
25 housing shortage.

26 (4) In April, 1979, pending development and adoption of measures designed to  
27 alleviate the City's housing crisis, the Board of Supervisors adopted Ordinance No. 181-79  
28 prohibiting most rent increases on residential rental properties for 60 days. Ordinance No. 181-  
79 is scheduled to expire no later than June 30, 1979.

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(5) The provisions of Ordinance No. 181-79 have successfully reduced the rate of rent increases in the City, along with the concomitant hardships and displacements. However, a housing shortage still exists within the City and County of San Francisco and total deregulation of rents at this time would immediately lead to widespread exorbitant rent increases and recurrence of the crisis, problems and hardships which existed prior to the adoption of the moratorium measure.

(6) This ordinance shall be in effect for fifteen (15) months. During this time, a Citizens' Housing Task Force shall be created to conduct a further study of and make recommendations for, the problems of housing in San Francisco. In the interim, some immediate measures are needed to alleviate San Francisco's housing problems. This ordinance, therefore, creates a Residential Rent Stabilization and Arbitration Board in order to safeguard tenants from excessive rent increases and, at the same time, to assure landlords fair and adequate rents consistent with Federal Anti-Inflation Guidelines.

1 **Sec. 37.2** **Definitions.**

2 [Amended by Ord. No. 197-80, effective June 8, 1980; Ord. No. 77-82, effective  
3 April 1, 1982; Ord. No. 268-82, effective July 10, 1982; Ord. No. 421-82, effective  
4 October 1, 1982; Ord. No. 111-83, effective April 10, 1983; Ord. No. 438-83,  
5 effective October 2, 1983; Ord. No. 20-84, effective February 18, 1984; Ord. No.  
6 193-86, effective July 1, 1986; Ord. No. 233-93, effective August 22, 1993;  
7 Resolution No. 1004-94, effective December 22, 1994; Ord. No. 446-94, effective  
8 January 30, 1995; Ord. No. 179-98, effective June 28, 1998; Ord. No. 250-98,  
9 effective August 30, 1998; Ord. No. 237-99, effective September 29, 1999; Ord.  
10 No. 347-99 effective January 29, 2000; Ord. No. 116-00, effective July 2, 2000;  
11 Ord. No. 02-03, effective February 21, 2003; Ord. No. 107-03, effective July 22,  
12 2003; Ord. No. 178-06, effective September 7, 2006; Ord. No. 252-06, effective  
13 November 10, 2006; Ord. No. 281-06, effective January 19, 2007; Ord. No.  
14 92-07, effective May 27, 2007; amended by Proposition M, effective December  
15 19, 2008; Ord. No. 28-09, effective March 22, 2009; Ord. No. 60-10, effective  
16 April 25, 2010; Ord. 72-11, effective May 27, 2011; Ord. No. 49-14, effective  
17 May 17, 2014; Ord. No. 173.14, effective August 30, 2014; Ord. Nos. 161-15 and  
18 162-15, effective October 18, 2015; Ord. No. 119-16, effective July 31, 2016;  
19 No. 162-16, effective September 4, 2016]

20 (a) Base Rent.

21 (1) That rent which is charged a tenant upon initial occupancy plus any rent  
22 increase allowable and imposed under this chapter; provided, however, that,

23 (A) Base rent shall not include increases imposed pursuant to Section  
24 37.7.

25 (B) Base rent shall not include utility passthroughs or water revenue bond  
26 passthroughs or general obligation bond passthroughs pursuant to Sections 37.2(q),  
27 37.3(a)(5)(B), and 37.3(a)(6).

28 (C) Base rent for tenants of RAP rental units in areas designated on or  
after July 1, 1977 shall be that rent which was established pursuant to Section 32.73-1 of  
the San Francisco Administrative Code. Rent increases attributable to the Chief  
Administrative Officer's amortization of a RAP loan in an area designated on or after July 1,  
1977 shall not be included in the base rent.

(D) Good Samaritan Status. As of February 8, 2011 and after, Good  
Samaritan occupancy status occurs when a landlord and new tenant agree in writing for  
the tenant to commence temporary occupancy following an emergency such as fire,  
earthquake, landslide, or similar emergency situation, that required unexpected vacation of

1 the tenant's previous unit, and the agreement includes a reduced rent rate for the  
2 replacement unit for a specified period of time up to twelve (12) months ("Original Good  
3 Samaritan Status Period"). "Reduced rent rate" means the base rent the tenant was paying  
4 for the previous unit at the time of the emergency or an amount up to ten (10) percent  
5 above that amount, except that if the owner of the previous unit is the same as the owner  
6 of the replacement unit then "reduced rent rate" means the rent the tenant was paying for  
7 the previous unit at the time of the emergency. For Good Samaritan Status to exist, the  
8 written agreement as referenced in this Subsection must include a statement that the  
9 agreement is temporary in nature, must refer to this Subsection, and must state that the  
10 tenant has been displaced from his or her previous unit as certified in Subsection (iii),  
11 below.

12 (i) The landlord and tenant may agree, in writing, to extend the  
13 reduced rent rate for a period of time beyond the Original Good Samaritan Status Period,  
14 up to a total of twenty-four (24) months from the beginning to the end of all Good  
15 Samaritan Status ("Extended Good Samaritan Status Period").

16 (ii) By accepting occupancy in Good Samaritan Status, a tenant  
17 does not waive any right to compensation or any right to return to the tenant's previous unit  
18 that he or she otherwise may have under Chapter 37 or other source of law based on the  
19 emergency vacation of the tenant's previous unit.

20 (iii) Good Samaritan Status may only be utilized upon certification  
21 in writing by one of the following officials, or his or her designee, that as a result of fire,  
22 earthquake, landslide, or similar emergency situation, the tenant's previous unit is in such  
23 condition that, as a matter of public health and safety and as a matter of habitability, the  
24 tenant cannot or should not reside there until the unit has been appropriately repaired:  
25 Mayor; Fire Chief; Director of the Department of Building Inspection; Director of the  
26 Department of Public Health; or Other Official as authorized by law. The Rent Board shall  
27 make a form available, that the Official may use for this purpose.

28 (iv) The tenant's rent increase anniversary date for a Good

1 Samaritan occupancy shall be the date the tenancy commenced; the first annual allowable  
2 increase shall take effect no less than one year from the anniversary date, but when  
3 imposed after one year, shall set a new anniversary date for the imposition of future rent  
4 increases. The base rent used for calculation of the annual allowable increase pursuant to  
5 Section 37.3(a)(1) during a Good Samaritan occupancy, shall be the reduced rent rate in  
6 effect on the date the Good Samaritan occupancy commences.

7 (v) The landlord may serve a notice of termination of tenancy  
8 under Section 37.9(a)(16) within 60 days after expiration of the Original and any Extended  
9 Good Samaritan Status Period. Alternatively, within sixty (60) days after expiration of the  
10 Original and any Extended Good Samaritan Status Period, if the Good Samaritan rental  
11 agreement states the dollar amount of the tenant's initial base rent that can be imposed  
12 after expiration of the Original and any Extended Good Samaritan Status Period, the  
13 landlord may give legal notice of the rent increase to the tenant and then increase the  
14 tenant's rent from the temporary reduced rent rate to the previously agreed upon initial  
15 base rent for the unit.

16 (vi) The Rent Board shall make a form available that explains the  
17 temporary nature of tenant occupancy in Good Samaritan Status, and describes the other  
18 provisions of Section 37.2(a)(1)(D)(v).

19 The Good Samaritan landlord shall provide the tenant with this disclosure  
20 form prior to commencement of the Good Samaritan tenancy. However, failure by the  
21 landlord to provide the tenant with such disclosure form:

- 22 ■ Will not prevent the landlord from serving a notice of termination of  
23 tenancy under Section 37.9(a)(16) within sixty (60) days after expiration of the  
24 Original and any Extended Good Samaritan Status Period.
- 25 ■ Will not prevent the landlord from serving a notice of rent increase within  
26 sixty (60) days after expiration of the Original and any Extended Good Samaritan  
27 Status Period, to increase to the previously agreed upon initial base rent for the  
28 unit, as provided in Section 37.2(a)(1)(D)(v).

1                   ▪ Will not otherwise impact any rights that the landlord may have regarding  
2                   the tenancy.

3                   (2) From and after August 30, 1998, the base rent for tenants occupying rental  
4                   units which have received certain tenant-based or project-based rental assistance shall be as  
5                   follows:

6                               (A) With respect to tenant-based rental assistance:

7                                       (i) For any tenant receiving tenant-based rental assistance as of  
8                   August 30, 1998 under a program that does not establish the tenant's share of base rent as a  
9                   fixed percentage of a tenant's income, such as in the Housing Choice Voucher Program or the  
10                  Over-FMR Tenancy program, and continuing to receive such tenant-based rental assistance  
11                  thereafter, the initial base rent for each unit occupied by such tenant shall be the rent payable for  
12                  that unit under the Housing Assistance Payments contract, as amended, between the San  
13                  Francisco Housing Authority or the Human Services Agency and the landlord (the "HAP  
14                  Contract") with respect to that unit immediately prior to August 30, 1998 (the "HAP Contract  
15                  Rent").

16                                      (ii) For any tenant receiving tenant-based rental assistance under  
17                  a program that does not establish the tenant's share of base rent as a fixed percentage of a  
18                  tenant's income, such as in the Housing Choice Voucher Program or the Over-FMR Tenancy  
19                  program, and commencing occupancy of a rental unit after August 30, 1998, the initial base rent  
20                  for each unit occupied by such a tenant shall be the HAP Contract Rent in effect as of the date  
21                  the tenant commences occupancy of such unit.

22                                      (iii) For any tenant receiving rental assistance under the HOPWA  
23                  rental subsidy program as of May 17, 2016, and continuing to receive such assistance under the  
24                  HOPWA rental subsidy program thereafter, the initial base rent for each unit occupied by such  
25                  tenant shall be the HAP Contract Rent in effect as of May 17, 2016.

26                                      (iv) For any tenant receiving rental assistance under the HOPWA  
27                  rental subsidy program who commenced occupancy of a rental unit after May 17, 2016, the initial  
28                  base rent for each unit occupied by such tenant shall be the HAP Contract Rent in effect as of



1 the date the tenant commences occupancy of such unit.

2 (v) For any tenant whose tenant-based rental assistance  
3 terminates or expires, for whatever reason, after August 30, 1998, the base rent for each such  
4 unit following expiration or termination shall be the HAP Contract Rent in effect for that unit  
5 immediately prior to the expiration or termination of the tenant-based rental assistance.

6 (B) For any tenant occupying a unit upon the expiration or termination, for  
7 whatever reason, of a project-based HAP Contract under Section 8 of the United States Housing  
8 Act of 1937 (42 USC §1437f, as amended), the base rent for each such unit following expiration  
9 or termination shall be the "contract rent" in effect for that unit immediately prior to the expiration  
10 or termination of the project-based HAP Contract.

11 (C) For any tenant occupying a unit upon the prepayment or expiration of  
12 any mortgage insured by the United States Department of Housing and Urban Development  
13 ("HUD"), including but not limited to mortgages provided under sections 221(d)(3), 221(d)(4) and  
14 236 of the National Housing Act (12 USC §1715z-1), the base rent for each such unit shall be  
15 the "basic rental charge" (described in 12 USC 1715z-1(f), or successor legislation) in effect for  
16 that unit immediately prior to the prepayment of the mortgage, which charge excludes the  
17 "interest reduction payment" attributable to that unit prior to the mortgage prepayment or  
18 expiration.

19 (b) Board. The Residential Rent Stabilization and Arbitration Board.

20 (c) Capital Improvements. Those improvements which materially add to the value of the  
21 property, appreciably prolong its useful life, or adapt it to new uses, and which may be amortized  
22 over the useful life of the improvement of the building.

23 (d) CPI. Consumer Price Index for all Urban Consumers for the San Francisco-Oakland  
24 Metropolitan Area, U.S. Department of Labor.

25 (e) Energy Conservation Improvements. Work performed pursuant to the requirements  
26 of Chapter 12 of the San Francisco Housing Code.

27 (f) Administrative Law Judge. A person, designated by the board, who arbitrates and  
28 mediates rental increase disputes, and performs other duties as required pursuant to this

1 Chapter 37.

2 (g) Housing Services. Services provided by the landlord connected with the use or  
3 occupancy of a rental unit including, but not limited to: quiet enjoyment of the premises, without  
4 harassment by the landlord as provided in Section 37.10B; repairs; replacement; maintenance;  
5 painting; light; heat; water; elevator service; laundry facilities and privileges; janitor service;  
6 refuse removal; furnishings; telephone; parking; rights permitted the tenant by agreement,  
7 including the right to have a specific number of occupants, whether express or implied, and  
8 whether or not the agreement prohibits subletting and/or assignment; and any other benefits,  
9 privileges or facilities.

10 (h) Landlord. An owner, lessor, sublessor, who receives or is entitled to receive rent for  
11 the use and occupancy of any residential rental unit or portion thereof in the City and County of  
12 San Francisco, and the agent, representative or successor of any of the foregoing.

13 (i) Member. A member of the Residential Rent Stabilization and Arbitration Board.

14 (j) Over FMR Tenancy Program. A regular certificate tenancy program whereby the  
15 base rent, together with a utility allowance in an amount determined by HUD, exceeds the fair  
16 market rent limitation for a particular unit size as determined by HUD.

17 (k) Payment Standard. An amount determined by the San Francisco Housing Authority  
18 that is used to determine the amount of assistance paid by the San Francisco Housing Authority  
19 on behalf of a tenant under the Housing Choice Voucher Program (24 CFR Part 982). The term  
20 "payment standard" shall also refer to the rent standard used to determine the amount of  
21 assistance paid by the Human Services Agency under the HOPWA rental subsidy program (24  
22 CFR Part 574).

23 (l) Rap. Residential Rehabilitation Loan Program (Chapter 32, San Francisco  
24 Administrative Code).

25 (m) RAP Rental Units. Residential dwelling units subject to RAP loans pursuant to  
26 Chapter 32, San Francisco Administrative Code.

27 (n) Real Estate Department. A city department in the City and County of San Francisco.

28 (o) Rehabilitation Work. Any rehabilitation or repair work done by the landlord with

1 regard to a rental unit, or to the common areas of the structure containing the rental unit, which  
2 work was done in order to be in compliance with State or local law, or was done to repair  
3 damage resulting from fire, earthquake or other casualty or natural disaster.

4 (p) Rent. The consideration, including any bonus, benefits or gratuity, demanded or  
5 received by a landlord for or in connection with the use or occupancy of a rental unit, or the  
6 assignment of a lease for such a unit, including but not limited to monies demanded or paid for  
7 parking, furnishings, food service, housing services of any kind, or subletting.

8 (q) Rent Increases. Any additional monies demanded or paid for rent as defined in item  
9 (p) above, or any reduction in housing services without a corresponding reduction in the monies  
10 demanded or paid for rent; provided, however, that: (1) where the landlord has been paying the  
11 tenant's utilities and the cost of those utilities increases, the landlord's passing through to the  
12 tenant of such increased costs pursuant to this Chapter does not constitute a rent increase; (2)  
13 where there has been a change in the landlord's property tax attributable to a general obligation  
14 bond approved by the voters between November 1, 1996 and November 30, 1998, or after  
15 November 14, 2002, the landlord's passing through to the tenant of such increased costs in  
16 accordance with this Chapter (see Section 37.3(a)(6)) does not constitute a rent increase; (3)  
17 where there has been a change in the landlord's property tax attributable to a San Francisco  
18 Unified School District or San Francisco Community College District general obligation bond  
19 approved by the voters after November 1, 2006, the landlord's passing through to the tenant of  
20 such increased costs in accordance with this Chapter (see Section 37.3(a)(6)) does not  
21 constitute a rent increase; and (4) where water bill charges are attributable to water rate  
22 increases resulting from issuance of water revenue bonds authorized at the November 5, 2002  
23 election, the landlord's passing through to the tenant of such increased costs in accordance with  
24 this Chapter (see Section 37.3(a)(5)(B)) does not constitute a rent increase.

25 (r) Rental Units. All residential dwelling units in the City and County of San Francisco  
26 together with the land and appurtenant buildings thereto, and all housing services, privileges,  
27 furnishings and facilities supplied in connection with the use or occupancy thereof, including  
28 garage and parking facilities.

1 Garage facilities, parking facilities, driveways, storage spaces, laundry rooms, decks,  
2 patios, or gardens on the same lot, or kitchen facilities or lobbies in single room occupancy  
3 (SRO) hotels, supplied in connection with the use or occupancy of a unit, may not be severed  
4 from the tenancy by the landlord without just cause as required by Section 37.9(a). Any  
5 severance, reduction or removal permitted under this Section 37.2(r) shall be offset by a  
6 corresponding reduction in rent. Either a landlord or a tenant may file a petition with the Rent  
7 Board to determine the amount of the rent reduction.

8 Notwithstanding the preceding paragraph, a landlord may temporarily sever one or more  
9 housing services listed in that paragraph in order to perform seismic work required by Building  
10 Code Chapter 34B "Mandatory Earthquake Retrofit of Wood-Frame Buildings" ("mandatory  
11 seismic work") if: (1) the landlord has given the notice to temporarily sever as required by  
12 Administrative Code Section 65A.2; (2) the landlord has obtained all necessary permits on or  
13 before the date the notice to temporarily sever is given; (3) the housing service(s) will only be  
14 severed for the minimum time required to complete the mandatory seismic work and in no event  
15 for a longer period than provided by Building Code Section 106A.4.4, Table B; and (4) the  
16 temporarily severed housing service(s) will be fully restored immediately upon completion of the  
17 mandatory seismic work. For such temporary severance of one or more of the specified housing  
18 services due to mandatory seismic work required by Building Code Chapter 34B, tenants will not  
19 be entitled to a reduction in rent, but tenants shall be entitled to either compensation or a  
20 substitute housing service as provided in Administrative Code Chapter 65A.

21 The term "rental units" shall not include:

22 (1) housing accommodations in hotels, motels, inns, tourist houses, rooming and  
23 boarding houses, provided that at such time as an accommodation has been occupied by a  
24 tenant for thirty-two (32) continuous days or more, such accommodation shall become a rental  
25 unit subject to the provisions of this chapter; provided further, no landlord shall bring an action to  
26 recover possession of such unit in order to avoid having the unit come within the provisions of  
27 this chapter. An eviction for a purpose not permitted under Sec. 37.9(a) shall be deemed to be  
28 an action to recover possession in order to avoid having a unit come within the provisions of this

1 Chapter;

2 (2) dwelling units in non-profit cooperatives owned, occupied and controlled by a  
3 majority of the residents or dwelling units solely owned by a non-profit public benefit corporation  
4 governed by a board of directors the majority of which are residents of the dwelling units and  
5 where it is required in the corporate by-laws that rent increases be approved by a majority of the  
6 residents;

7 (3) housing accommodations in any hospital, convent, monastery, extended care  
8 facility, asylum, residential care or adult day health care facility for the elderly which must be  
9 operated pursuant to a license issued by the California Department of Social Services, as  
10 required by California Health and Safety Chapters 3.2 and 3.3, or in dormitories owned and  
11 operated by an institution of higher education, a high school, or an elementary school;

12 (4) Except as provided in Subsections (A),(B) and (C), dwelling units whose rents  
13 are controlled or regulated by any government unit, agency or authority, excepting those  
14 unsubsidized and/or unassisted units which are insured by the United States Department of  
15 Housing and Urban Development; provided, however, that units in unreinforced masonry  
16 buildings which have undergone seismic strengthening in accordance with Building Code  
17 Chapters 16B and 16C shall remain subject to the Rent Ordinance to the extent that the  
18 Ordinance is not in conflict with the seismic strengthening bond program or with the program's  
19 loan agreements or with any regulations promulgated thereunder;

20 (A) For purposes of sections 37.2, 37.3(a)(10)(A), 37.4, 37.5, 37.6, 37.9,  
21 37.9A, 37.10A, 37.11A and 37.13, and the arbitration provisions of sections 37.8 and 37.8A  
22 applicable only to the provisions of section 37.3(a)(10)(A), the term "rental units" shall include  
23 units occupied by recipients of tenant-based rental assistance where the tenant-based rental  
24 assistance program does not establish the tenant's share of base rent as a fixed percentage of a  
25 tenant's income, such as in the Housing Choice Voucher Program and the Over-FMR Tenancy  
26 program, and shall also include units occupied by recipients of tenant-based rental assistance  
27 under the HOPWA rental subsidy program;

28 (B) For purposes of sections 37.2, 37.3(a)(10)(B), 37.4, 37.5, 37.6, 37.9,

1 37.9A, 37.10A, 37.11A and 37.13, the term "rental units" shall include units occupied by  
2 recipients of tenant-based rental assistance where the rent payable by the tenant under the  
3 tenant-based rental assistance program is a fixed percentage of the tenant's income, such as in  
4 the Section 8 Certificate Program;

5 (C) The term "rental units" shall include units in a building for which tax  
6 credits are reserved or obtained pursuant to the federal low income housing tax credit program  
7 (LIHTC, Section 42 of the Internal Revenue Code, 26 U.S.C. Section 42), that satisfy the  
8 following criteria:

9 (i) Where a tenant's occupancy of the unit began before the  
10 applicable LIHTC regulatory agreement was recorded; and

11 (ii) Where the rent is not controlled or regulated by any use  
12 restrictions imposed by the City and County of San Francisco, the San Francisco  
13 Redevelopment Agency, the State of California Office of Housing and Community Development,  
14 or the United States Department of Housing and Urban Development.

15 Nothing in this Section 37.2(r)(4)(C) precludes a landlord from seeking an  
16 exemption from rent regulation on the basis of substantial rehabilitation under Section 37.2(r)(6).

17 This Section 37.2(r)(4)(C) definition of "rental unit" shall apply to any unit  
18 where the qualifying tenant (see Section 37.2(r)(4)(C)(i)) is in possession of the unit on or after  
19 January 19, 2007, including but not limited to any unit where the tenant has been served with a  
20 notice to quit but has not vacated the unit and there is no final judgment against the tenant for  
21 possession of the unit as of January 19, 2007.

22 (D) The term "rental units" shall include Accessory Dwelling Units  
23 constructed pursuant to Section 207(c)(4) of the Planning Code and that have received a waiver  
24 of the density limits and/or the parking, rear yard, and open space standards from the Zoning  
25 Administrator pursuant to Planning Code Section 307(l).

26 (5) Rental units located in a structure for which a certificate of occupancy was  
27 first issued after the effective date of this ordinance; (A) except as provided for certain categories  
28 of units and dwellings by Section 37.3(d) and Section 37.9A(b) of this Chapter; (B) except as

1 provided in a development agreement entered into by the City under San Francisco  
2 Administrative Code Chapter 56; and (C) except as provided for foreclosed units and dwellings  
3 by Section 37.9D.

4 (6) Dwelling units in a building which has undergone substantial rehabilitation  
5 after the effective date of this ordinance; provided, however, that RAP rental units are not subject  
6 to this exemption; and except as provided for foreclosed units and dwellings by Section 37.9D.

7 (7) Dwellings or units otherwise subject to this Chapter 37, to the extent such  
8 dwelling or units are partially or wholly exempted from rent increase limitations by the Costa-  
9 Hawkins Residential Housing Act (California Civil Code Sections 1954.50, et seq.) and/or San  
10 Francisco Administrative Code Section 37.3(d).

11 (s) Substantial Rehabilitation. The renovation, alteration or remodeling of residential  
12 units of 50 or more years of age which have been condemned or which do not qualify for  
13 certificates of occupancy or which require substantial renovation in order to conform the building  
14 to contemporary standards for decent, safe and sanitary housing. Substantial rehabilitation may  
15 vary in degree from gutting and extensive reconstruction to extensive improvements that cure  
16 substantial deferred maintenance. Cosmetic improvements alone such as painting, decorating  
17 and minor repairs, or other work which can be performed safely without having the unit vacated  
18 do not qualify as substantial rehabilitation.

19 (t) Tenant. A person entitled by written or oral agreement, sub-tenancy approved by the  
20 landlord, or by sufferance, to occupy a residential dwelling unit to the exclusion of others.

21 (u) Tenant-based Rental Assistance. Rental assistance provided directly to a tenant or  
22 directly to a landlord on behalf of a particular tenant, which includes but shall not be limited to  
23 certificates, vouchers, and subsidies issued pursuant to Section 8 of the United States Housing  
24 Act of 1937, as amended (42 U.S.C. Section 1437f), or the HOPWA program (24 CFR Part 574).

25 (v) Utilities. The term "utilities" shall refer to gas and electricity exclusively.

26 (w) Victims of Domestic Violence, Sexual Assault, or Stalking.

27 (1) "Victim of domestic violence or sexual assault or stalking" means any person  
28 who has been, or is currently being, subjected to one or more of the following:

1 (A) "Domestic violence," as defined in Section 13700 of the Penal Code  
2 or Section 6211 of the Family Code;

3 (B) "Sexual assault," as defined in Sections 261, 261.5, 262, 286, 288a,  
4 or 289 of the Penal Code; or

5 (C) "Stalking," as defined in Section 646.9 of the Penal Code or Section  
6 1708.7 of the Civil Code.

7 (2) "Protective order" means a temporary restraining order or emergency  
8 protective order issued pursuant to Part 3 (commencing with Section 6240) or Part 4  
9 (commencing with Section 6300) or Part 5 (commencing with Section 6400) of the Family Code,  
10 Section 136.2 of the Penal Code, Section 527.6 of the Code of Civil Procedure, or Section 213.5  
11 of the Welfare and Institutions Code, that protects the tenant or household member from further  
12 domestic violence, sexual assault, or stalking.

13 (3) "Qualified third party" means a peace officer or victim advocate employed by  
14 a state or local law enforcement agency, or Licensed Clinical Social Worker (LCSW) or Marriage  
15 and Family Therapist (MFT), acting in his or her official capacity;

16 (4) "Written documentation from a qualified third party" means a document  
17 signed and dated within the preceding 60 days by a qualified third party stating all of the  
18 following:

19 (A) That the tenant notified the qualified third party that he or she was a  
20 victim of domestic violence or sexual assault or stalking;

21 (B) The time, date, and location of the act or acts that constitute the  
22 domestic violence or sexual assault or stalking; and

23 (C) That the tenant informed the qualified third party of the name of the  
24 alleged perpetrator of the act or acts of domestic violence or sexual assault or stalking, if known  
25 to the victim.

26  
27  
28



1 **Sec. 37.3 Rent Limitations.**

2 [Amended by Ord. No. 442-79, effective August 31, 1979; Ord. No. 136-80,  
3 effective April 10, 1980; Ord. No. 358-80, effective August 24, 1980; Ord. No. 77-  
4 82, effective April 1, 1982; Ord. No. 268-82, effective July 10, 1982; Ord. No. 438-  
5 83, effective October 2, 1983; repealed and replaced by Section 37.3A by Ord.  
6 No. 20-84, effective February 18, 1984; renumbered by Ord. No. 338-87, effective  
7 September 13, 1987; amended by Ord. No. 102-91, effective April 20, 1991; Ord.  
8 No. 127-91, effective May 2, 1991; amended by Resolution No. 961-92, effective  
9 December 8, 1992; amended by Ord. No. 405-96, effective November 21, 1996;  
10 Ord. No. 179-98, effective June 28, 1998; Ord. No. 250-98, effective August 30,  
11 1998; Ord. No. 347-99, effective January 29, 2000; Ord. No. 116-00, effective  
12 July 2, 2000; amended by Proposition H, effective December 21, 2000; Ord. No.  
13 02-03, effective February 21, 2003; Ord. No. 107-03, effective June 22, 2003.  
14 Ord. No. 99-04, effective July 5, 2004; Ord. No. 252-06, effective November 10,  
15 2006; Ord. No. 171-15, effective November 9, 2015; Ord. No. 119.16, effective  
16 July 31, 2016]

17 (a) Rent Increase Limitations for Tenants in Occupancy. Landlords may impose rent  
18 increases upon tenants in occupancy only as provided below and as provided by Subsection  
19 37.3(d):

20 (1) Annual Rent Increase. On March 1 of each year, the Board shall publish the  
21 increase in the CPI for the preceding 12 months, as made available by the U.S. Department of  
22 Labor. A landlord may impose annually a rent increase which does not exceed a tenant's base  
23 rent by more than 60% of said published increase. In no event, however, shall the allowable  
24 annual increase be greater than 7%.

25 (2) Banking. A landlord who refrains from imposing an annual rent increase or  
26 any portion thereof may accumulate said increase and impose that amount on the tenant's  
27 subsequent rent increase anniversary dates. A landlord who, between April 1, 1982 and  
28 February 29, 1984, has banked an annual 7% rent increase (or rent increases) or any portion  
thereof may impose the accumulated increase on the tenant's subsequent rent increase  
anniversary dates.

(3) Capital Improvements, Rehabilitation, Energy Conservation Improvements,  
and Renewable Energy Improvements. A landlord may impose rent increases based upon the  
cost of capital improvements, rehabilitation, energy conservation improvements, or renewable  
energy improvements, provided that such costs are certified pursuant to Sections 37.7 and  
37.8B below; provided further that where a landlord has performed seismic strengthening in

1 accordance with Building Code Chapters 16B and 16C, no increase for capital improvements  
2 (including but not limited to seismic strengthening) shall exceed, in any twelve (12) month period,  
3 10% of the tenant's base rent, subject to rules adopted by the Board to prevent landlord hardship  
4 and to permit landlords to continue to maintain their buildings in a decent, safe and sanitary  
5 condition. A landlord may accumulate any certified increase which exceeds this amount and  
6 impose the increase in subsequent years, subject to the 10% limitation. Nothing in this  
7 subsection shall be construed to supersede any Board rules or regulations with respect to  
8 limitations on increases based upon capital improvements whether performed separately or in  
9 conjunction with seismic strengthening improvements pursuant to Building Code Chapters 16B  
10 and 16C.

11 (4) Utilities. A landlord may impose increases based upon the cost of utilities as  
12 provided in Section 37.2(q) above.

13 (5) Water: Charges Related to Excess Water Use, and 50% Passthrough of  
14 Water Bill Charges Attributable to Water Rate Increases Resulting From Issuance of Water  
15 System Improvement Revenue Bonds Authorized at the November 2002 Election.

16 (A) Charges Related to Excess Water Use. A landlord may impose  
17 increases not to exceed fifty percent of the excess use charges (penalties) levied by the San  
18 Francisco Water Department on a building for use of water in excess of Water Department  
19 allocations under the following conditions:

20 (i) The landlord provides tenants with written certification that the  
21 following have been installed in all units: (1) permanently-installed retrofit devices designed to  
22 reduce the amount of water used per flush or low-flow toilets (1.6 gallons per flush); (2) low-flow  
23 showerheads which allow a flow of no more than 2.5 gallons per minute; and (3) faucet aerators  
24 (where installation on current faucets is physically feasible); and

25 (ii) The landlord provides the tenants with written certification that  
26 no known plumbing leaks currently exist in the building and that any leaks reported by tenants in  
27 the future will be promptly repaired; and

28 (iii) The landlord provides the tenants with a copy of the water bill

1 for the period in which the penalty was charged. Only penalties billed for a service period which  
2 begins after the effective date of the ordinance [April 20, 1991] may be passed through to  
3 tenants. Where penalties result from an allocation which does not reflect documented changes  
4 in occupancy which occurred after March 1, 1991, a landlord must, if requested in writing by a  
5 tenant, make a good faith effort to appeal the allotment. Increases based upon penalties shall  
6 be pro-rated on a per room basis provided that the tenancy existed during the time the penalty  
7 charges accrued. Such charges shall not become part of a tenant's base rent. Where a penalty  
8 in any given billing period reflects a 25% or more increase in consumption over the prior billing  
9 period, and where that increase does not appear to result from increased occupancy or any  
10 other known use, a landlord may not impose any increase based upon such penalty unless  
11 inspection by a licensed plumber or Water Department inspector fails to reveal a plumbing or  
12 other leak. If the inspection does reveal a leak, no increase based upon penalties may be  
13 imposed at any time for the period of the unrepaired leak.

14 (B) Fifty Percent (50%) Passthrough of Water Bill Charges Attributable  
15 to Water Rate Increases Resulting From Issuance of Water System Improvement Revenue  
16 Bonds Authorized at the November 2002 Election. A landlord may pass through fifty percent  
17 (50%) of the water bill charges attributable to water rate increases resulting from issuance of  
18 Water System Improvement Revenue Bonds authorized at the November 5, 2002 election  
19 (Proposition A), to any unit that is in compliance with any applicable laws requiring water  
20 conservation devices. The landlord is not required to file a petition with the Board for approval of  
21 such a cost passthrough. Such cost passthroughs are subject to the following:

22 (i) Affected tenants shall be given notice of any such passthrough  
23 as provided by applicable notice of rent increase provisions of this Chapter 37, including but not  
24 limited to Section 37.3(b)(3).

25 (ii) A tenant may file a hardship application with the Board, and be  
26 granted relief from all or part of such a cost passthrough;

27 (iii) If a tenant's hardship application is granted, the tenant's  
28 landlord may utilize any available Public Utilities Commission low-income rate discount program

1 or similar program for water bill reduction, based on that tenant's hardship status;

2 (iv) A landlord shall not impose a passthrough pursuant to Section  
3 37.3(a)(5)(B) if the landlord has filed for or received Board approval for a rent increase under  
4 Section 37.8(e)(4) for increased operating and maintenance expenses in which the same  
5 increase in water bill charges attributable to water rate increases resulting from issuance of any  
6 water revenue bonds authorized at the November 5, 2002 election was included in the  
7 comparison year cost totals.

8 (v) Where a tenant alleges that a landlord has imposed a water  
9 revenue bond passthrough that is not in compliance with Section 37.3(a)(5)(B), the tenant may  
10 petition for a hearing under the procedures provided by Section 37.8. In such a hearing the  
11 landlord shall have the burden of proving the accuracy of the calculation that is the basis for the  
12 increase. Any tenant petition challenging such a passthrough must be filed within one year of  
13 the effective date of the passthrough.

14 (vi) A tenant who has received a notice of passthrough or a  
15 passthrough under this Section 37.3(a)(5)(B) shall be entitled to receive a copy of the applicable  
16 water bill from the landlord upon request.

17 (vii) The amount of permissible passthrough per unit under this  
18 Section 37.3(a)(5)(B) shall be determined as follows:

19 (1) The San Francisco Public Utilities Commission will  
20 determine the charge per unit of water, if any, that is attributable to water rate increases resulting  
21 from issuance of water system improvement revenue bonds authorized at the November 5, 2002  
22 election.

23 (2) The charge identified in Section 37.3(a)(5)(B)(vii)(1)  
24 shall be multiplied by the total units of water used by each customer, for each water bill. The  
25 result is the total dollar amount of the water bill that is attributable to water rate increases  
26 resulting from issuance of water system improvement revenue bonds authorized at the  
27 November 5, 2002 election. That charge shall be a separate line item on each customer's water  
28 bill.

1 (3) The dollar amount calculated under Section  
2 37.3(a)(5)(B)(vii)(2) shall be divided by two (since a 50% passthrough is permitted), and then  
3 divided by the total number of units covered by the water bill, including commercial units. The  
4 resulting dollar figure shall be divided by the number of months covered by the water bill cycle  
5 (most are two-month bill cycles), to determine the amount of that water bill that may be passed  
6 through to each residential unit for each month covered by that bill.

7 (4) These passthroughs may be imposed on a monthly  
8 basis. These passthroughs shall not become part of a tenant's base rent. The amount of each  
9 passthrough may vary from month to month, depending on the amount calculated under  
10 Sections 37.3(a)(5)(B)(vii)(1) through (3).

11 (viii) The Board may amend its rules and regulations as necessary  
12 to implement this Section 37.3(a)(5)(B).

13 (6) Property Tax. A landlord may impose increases based upon a 100%  
14 passthrough of the change in the landlord's property tax resulting from the repayment of general  
15 obligation bonds of the City and County of San Francisco approved by the voters between  
16 November 1, 1996, and November 30, 1998 as provided in Section 37.2(q) above.

17 A landlord may impose increases based upon a 50% passthrough of the change  
18 in the landlord's property tax resulting from the repayment of general obligation bonds of the City  
19 and County of San Francisco approved by the voters after November 14, 2002, as provided in  
20 Section 37.2(q) above, and subject to the following requirement: Any rent increase for bonds  
21 approved after the effective date of this initiative Ordinance [November 2000 Proposition H,  
22 effective December 21, 2000] must be disclosed and approved by the voters.

23 A landlord may impose increases based upon a 50% passthrough of the change  
24 in the landlord's property tax resulting from the repayment of San Francisco Unified School  
25 District or San Francisco Community College District general obligation bonds approved by the  
26 voters after November 1, 2006, as provided in Section 37.2(q) above.

27 The amount of such increases shall be determined for each tax year as follows:

28 (A) For general obligation bonds of the City and County of San Francisco

1 approved by the voters between November 1, 1996 and November 30, 1998:

2 (i) The Controller and the Board of Supervisors will determine the  
3 percentage of the property tax rate, if any, in each tax year attributable to general obligation  
4 bonds approved by the voters between November 1, 1996, and November 30, 1998, and  
5 repayable within such tax year.

6 (ii) This percentage shall be multiplied by the total amount of the  
7 net taxable value for the applicable tax year. The result is the dollar amount of property taxes for  
8 that tax year for a particular property attributable to the repayment of general obligation bonds  
9 approved by the voters between November 1, 1996, and November 30, 1998.

10 (iii) The dollar amount calculated under Subsection (ii) shall be  
11 divided by the total number of all units in each property, including commercial units. That figure  
12 shall be divided by 12 months, to determine the monthly per unit costs for that tax year of the  
13 repayment of general obligation bonds approved by the voters between November 1, 1996, and  
14 November 30, 1998.

15 (B) For general obligation bonds of the City and County of San Francisco  
16 approved by the voters after November 14, 2002 where any rent increase has been disclosed  
17 and approved by the voters:

18 (i) The Controller and the Board of Supervisors will determine the  
19 percentage of the property tax rate, if any, in each tax year attributable to general obligation  
20 bonds approved by the voters after November 14, 2002 and repayable within such tax year.

21 (ii) This percentage shall be multiplied by the total amount of the  
22 net taxable value for the applicable tax year. The result is the dollar amount of property taxes for  
23 that tax year for a particular property attributable to the repayment of general obligation bonds  
24 approved by the voters after November 14, 2002.

25 (iii) The dollar amount calculated under Subsection (ii) shall be  
26 divided by two, and then by the total number of all units in each property, including commercial  
27 units. That figure shall be divided by 12 months, to determine the monthly per unit costs for that  
28 tax year of the repayment of general obligation bonds approved by the voters after November

1 14, 2002.

2 (C) For general obligation bonds of the San Francisco Unified School  
3 District or San Francisco Community College District approved by the voters after November 1,  
4 2006:

5 (i) The Controller and the Board of Supervisors will determine the  
6 percentage of the property tax rate, if any, in each tax year attributable to San Francisco Unified  
7 School District or San Francisco Community College District general obligation bonds approved  
8 by the voters after November 1, 2006 and repayable within such tax year.

9 (ii) This percentage shall be multiplied by the total amount of the  
10 net taxable value for the applicable tax year. The result is the dollar amount of property taxes for  
11 that tax year for a particular property attributable to the repayment of San Francisco Unified  
12 School District or San Francisco Community College District general obligation bonds approved  
13 by the voters after November 1, 2006.

14 (iii) The dollar amount calculated under Subsection (ii) shall be  
15 divided by two, and then by the total number of all units in each property, including commercial  
16 units. That figure shall be divided by 12 months, to determine the monthly per unit costs for that  
17 tax year of the repayment of San Francisco Unified School District or San Francisco Community  
18 College District general obligation bonds approved by the voters after November 1, 2006.

19 (D) Landlords may pass through to each unit in a particular property the  
20 dollar amount calculated under these Subsections 37.3(a)(6)(A) and (B). These passthroughs  
21 may be imposed only on the tenant's anniversary date. These passthroughs shall not become a  
22 part of a tenant's base rent. The amount of each annual passthrough imposed pursuant to this  
23 Subsection (6) may vary from year-to-year, depending on the amount calculated under  
24 Subsections (A) and (B). Each annual passthrough shall apply only for the twelve-month period  
25 after it is imposed. A landlord may impose the passthrough described in this Subsection (6) for a  
26 particular tax year only with respect to those tenants who were residents of a particular property  
27 on November 1 of the applicable tax year. A landlord shall not impose a passthrough pursuant  
28 to this Subsection (6) if the landlord has filed for or received Board approval for a rent increase

1 under Section 37.8(e)(4) for increased operating and maintenance expenses in which the same  
2 increase in property taxes due to the repayment of general obligation bonds was included in the  
3 comparison year cost totals.

4 (E) The Board will have available a form which explains how to calculate  
5 the passthrough.

6 (F) Landlords must provide to tenants, on or before the date that notice is  
7 served on the tenant of a passthrough permitted under this Subsection (6), a copy of the  
8 completed form described in Subsection (E). This completed form shall be provided in addition  
9 to the Notice of Rent Increase required under Section 37.3(b)(5). Where a tenant alleges that a  
10 landlord has imposed a charge which exceeds the limitations set forth in this Subsection (6), the  
11 tenant may petition for a hearing under the procedures provided by Section 37.8. In such a  
12 hearing, the landlord shall have the burden of proving the accuracy of the calculation that is the  
13 basis for the increase. Any tenant petition challenging such a passthrough must be filed within  
14 one year of the effective date of the passthrough.

15 (G) The Board may amend its rules and regulations as necessary to  
16 implement this Subsection (6).

17 (7) RAP Loans. A landlord may impose rent increases attributable to the Chief  
18 Administrative Officer's amortization of the RAP loan in an area designated on or after July 1,  
19 1977 pursuant to Chapter 32 of the San Francisco Administrative Code.

20 (8) Additional Increases. A landlord who seeks to impose any rent increase  
21 which exceeds those permitted above shall petition for a rental arbitration hearing pursuant to  
22 Section 37.8 of this chapter.

23 (9) A landlord may impose a rent increase to recover costs incurred for the  
24 remediation of lead hazards, as defined in San Francisco Health Code Article 11 or 26. Such  
25 increases may be based on changes in operating and maintenance expenses or for capital  
26 improvement expenditures as long as the costs which are the basis of the rent increase are a  
27 substantial portion of the work which abates or remediates a lead hazard, as defined in San  
28 Francisco Health Code Article 11 or 26, and provided further that such costs are approved for



1 operating and maintenance expense increases pursuant to Section 37.8(e)(4)(A) and certified as  
2 capital improvements pursuant to Section 37.7 below.

3           When rent increases are authorized by this subsection 37.3(a)(9), the total rent  
4 increase for both operating and maintenance expenses and capital improvements shall not  
5 exceed 10% in any twelve (12) month period. If allowable rent increases due to the costs of lead  
6 remediation and abatement work exceed 10% in any 12 month period, an Administrative Law  
7 Judge shall apply a portion of such excess to approved operating and maintenance expenses for  
8 lead remediation work, and the balance, if any, to certified capital improvements, provided,  
9 however, that such increase shall not exceed 10%. A landlord may accumulate any approved or  
10 certified increase which exceeds this amount, subject to the 10% limit.

11           (10) With respect to units occupied by recipients of tenant-based rental  
12 assistance:

13           (A) If the tenant's share of the base rent is not calculated as a fixed  
14 percentage of the tenant's income, such as in the Housing Choice Voucher Program and the  
15 Over-FMR Tenancy Program, or if the tenant is receiving assistance under the HOPWA rental  
16 subsidy program, then:

17           (i) If the base rent is equal to or greater than the Payment  
18 Standard, the rent increase limitations in Sections 37.3(a)(1) and (2) shall apply to the entire  
19 base rent, and the arbitration procedures for those increases set forth in section 37.8 and 37.8A  
20 shall apply.

21           (ii) If the base rent is less than the Payment Standard, the rent  
22 increase limitations of this Chapter shall not apply; provided, however, that any rent increase  
23 which would result in the base rent being equal to or greater than the Payment Standard shall  
24 not result in a new base rent that exceeds the Payment Standard plus the increase allowable  
25 under Section 37.3(a)(1).

26           (B) If the tenant's share of the base rent is calculated as a fixed  
27 percentage of the tenant's income, such as in the Section 8 Certificate Program, the rent  
28 increase limitations in Section 37.3(a)(1) and (2) shall not apply. In such circumstances,

1 adjustments in rent shall be made solely according to the requirements of the tenant-based  
2 rental assistance program.

3 (11) Additional occupants.

4 (A) Except as provided in Section 37.3(a)(11)(B), a landlord may not  
5 impose increases solely because a tenant has added an additional occupant to an existing  
6 tenancy, including, but not limited to, a newborn child or family member as defined in Section  
7 401 of the Housing Code. The prohibition on increases mandated by this Subsection (A) shall  
8 apply notwithstanding a rental agreement or lease that specifically permits a rent increase for  
9 additional occupants.

10 (B) A landlord may petition the Board for a rent increase pursuant to  
11 Section 37.3(a)(8) for costs associated with the addition of occupants authorized under Section  
12 37.9(a)(2)(C).

13 (C) Rent increases otherwise permitted by the Costa-Hawkins Rental  
14 Housing Act, California Civil Code Section 1950 et seq. (as it may be amended from time to  
15 time) are not prohibited or limited by this Section 37.3(a)(11).

16 (b) Notice of Rent Increase for Tenants in Occupancy. On or before the date upon  
17 which a landlord gives a tenant legal notice of a rent increase, the landlord shall inform the  
18 tenant, in writing, of the following:

19 (1) Which portion of the rent increase reflects the annual increase, and/or a  
20 banked amount, if any;

21 (2) Which portion of the rent increase reflects costs for increased operating and  
22 maintenance expenses, rents for comparable units, and/or capital improvements, rehabilitation,  
23 energy conservation improvements, or renewable energy improvements certified pursuant to  
24 Section 37.7. Any rent increase certified due to increases in operating and maintenance costs  
25 shall not exceed seven percent.

26 (3) Which portion of the rent increase reflects the passthrough of charges for:  
27 gas and electricity; or the passthrough of increased water bill charges attributable to water rate  
28 increases resulting from issuance of water revenue bonds authorized at the November 2002

1 election as provided by Section 37.3(a)(5)(B) ), which charges and calculations of charges shall  
2 be explained in writing on a form provided by the Board; or the passthrough of general obligation  
3 bond measure costs as provided by Section 37.3(a)(6), which charges shall be explained in  
4 writing on a form provided by the Board as described in Section 37.3(a)(6)(E);

5 (4) Which portion of the rent increase reflects the amortization of the RAP loan,  
6 as described in Section 37.3(a)(7) above.

7 (5) Nonconforming Rent Increases. Any rent increase which does not conform  
8 with the provisions of this section shall be null and void.

9 (6) With respect to rental units occupied by recipients of tenant-based rental  
10 assistance, the notice requirements of this Subsection (b) shall be required in addition to any  
11 notice required as part of the tenant-based rental assistance program.

12 (c) Initial Rent Limitation for Subtenants. A tenant who subleases his or her rental unit  
13 may charge no more rent upon initial occupancy of the subtenant or subtenants than that rent  
14 which the tenant is currently paying to the landlord.

15 (d) Costa-Hawkins Rental Housing Act (Civil Code Sections 1954.50, et seq.).  
16 Consistent with the Costa-Hawkins Rental Housing Act (Civil Code Sections 1954.50, et seq.)  
17 and regardless of whether otherwise provided under Chapter 37:

18 (1) Property Owner Rights to Establish Initial and All Subsequent Rental Rates  
19 for Separately Alienable Parcels.

20 (A) An owner of residential real property may establish the initial and all  
21 subsequent rental rates for a dwelling or a unit which is alienable separate from the title to any  
22 other dwelling unit or is a subdivided interest in a subdivision as specified in subdivision (b), (d),  
23 or (f) of Section 11004.5 of the California Business and Professions Code. The owner's right to  
24 establish subsequent rental rates under this paragraph shall not apply to a dwelling or unit where  
25 the preceding tenancy has been terminated by the owner by notice pursuant to California Civil  
26 Code Section 1946 or has been terminated upon a change in the terms of the tenancy noticed  
27 pursuant to California Civil Code Section 827: in such instances, the rent increase limitation  
28 provisions of Chapter 37 shall continue to apply for the duration of the new tenancy in that

1 dwelling or unit.

2 (B) Where the initial or subsequent rental rates of a Subsection  
3 37.3(d)(1)(A) dwelling or unit were controlled by the provisions of Chapter 37 on January 1,  
4 1995, the following shall apply:

5 (i) A tenancy that was in effect on December 31, 1995 remains  
6 subject to the rent control provisions of this Chapter 37, and the owner may not otherwise  
7 establish the subsequent rental rates for that tenancy.

8 (ii) On or after January 1, 1999 an owner may establish the initial  
9 and all subsequent rental rates for any tenancy created on or after  
10 January 1, 1996.

11 (C) An owner's right to establish subsequent rental rates under  
12 Subsection 37.3(d)(1) shall not apply to a dwelling or unit which contains serious health, safety,  
13 fire or building code violations, excluding those caused by disasters, for which a citation has  
14 been issued by the appropriate governmental agency and which has remained unabated for six  
15 months or longer preceding the vacancy.

16 (2) Conditions for Establishing the Initial Rental Rate Upon Sublet or Assignment.  
17 Except as identified in this Subsection 37.3(d)(2), nothing in this Subsection or any other  
18 provision of law of the City and County of San Francisco shall be construed to preclude express  
19 establishment in a lease or rental agreement of the rental rates to be applicable in the event the  
20 rental unit subject thereto is sublet, and nothing in this Subsection shall be construed to impair  
21 the obligations of contracts entered into prior to January 1, 1996, subject to the following:

22 (A) Where the original occupant or occupants who took possession of the  
23 dwelling or unit pursuant to the rental agreement with the owner no longer permanently reside  
24 there, an owner may increase the rent by any amount allowed by this section to a lawful  
25 sublessee or assignee who did not reside at the dwelling or unit prior to January 1, 1996.

26 However, such a rent increase shall not be permitted while:

27 (i) The dwelling or unit has been cited in an inspection report by  
28 the appropriate governmental agency as containing serious health, safety, fire, or building code

1 violations, as defined by Section 17920.3 of the California Health and Safety Code, excluding  
2 any violation caused by a disaster; and,

3 (ii) The citation was issued at least 60 days prior to the date of the  
4 vacancy; and,

5 (iii) The cited violation had not been abated when the prior tenant  
6 vacated and had remained unabated for 60 days or for a longer period of time. However, the 60-  
7 day time period may be extended by the appropriate governmental agency that issued the  
8 citation.

9 (B) This Subsection shall not apply to partial changes in occupancy of a  
10 dwelling or unit where one or more of the occupants of the premises, pursuant to the agreement  
11 with the owner provided for above (37.3(d)(2)), remains an occupant in lawful possession of the  
12 dwelling or unit, or where a lawful sublessee or assignee who resided at the dwelling or unit prior  
13 to January 1, 1996, remains in possession of the dwelling or unit. Nothing contained in this  
14 Subsection 37.3(d)(2) shall be construed to enlarge or diminish an owner's right to withhold  
15 consent to a sublease or assignment.

16 (C) Acceptance of rent by the owner shall not operate as a waiver or  
17 otherwise prevent enforcement of a covenant prohibiting sublease or assignment or as a waiver  
18 of an owner's rights to establish the initial rental rate unless the owner has received written  
19 notice from the tenant that is party to the agreement and thereafter accepted rent.

20 (3) Termination or Nonrenewal of a Contract or Recorded Agreement with a  
21 Government Agency Limiting Rent. An owner who terminates or fails to renew a contract or  
22 recorded agreement with a governmental agency that provides for a rent limitation to a qualified  
23 tenant, shall be subject to the following:

24 (A) The tenant(s) who were beneficiaries of the contract or recorded  
25 agreement shall be given at least 90 days' written notice of the effective date of the termination  
26 and shall not be obligated to pay more than the tenant's portion of the rent, as calculated under  
27 that contract or recorded agreement, for 90 days following receipt of the notice of termination or  
28 nonrenewal.

1 (B) The owner shall not be eligible to set an initial rent for three years  
2 following the date of the termination or nonrenewal of the contract or agreement.

3 (C) The rental rate for any new tenancy established during the three-year  
4 period in that vacated dwelling or unit shall be at the same rate as the rent under the terminated  
5 or nonrenewed contract or recorded agreement, plus any increases authorized under this  
6 Chapter 37 after the date of termination/non renewal.

7 (D) The provisions of Subsections 37.3(d)(3)(B) and (C) shall not apply to  
8 any new tenancy of 12 months or more duration established after January 1, 2000, pursuant to  
9 the owner's contract or recorded agreement with a governmental agency that provides for a rent  
10 limitation to a qualified tenant unless the prior vacancy in that dwelling or unit was pursuant to a  
11 nonrenewed or canceled contract or recorded agreement with a governmental agency that  
12 provides for a rent limitation to a qualified tenant.

13 (4) Subsection 37.3(d) does not affect the authority of the City and County of San  
14 Francisco to regulate or monitor the basis or grounds for eviction.

15 (5) This Subsection 37.3(d) is intended to be and shall be construed to be  
16 consistent with the Costa-Hawkins Rental Housing Act (Civil Code Sections 1954.50. et seq.)

17 (e) Effect of Deferred Maintenance on Passthroughs for Lead Remediation Techniques.

18 (1) When lead hazards are remediated or abated pursuant to San Francisco  
19 Health Code Article 11 or 26, or are violations of state or local housing and/or health and safety  
20 laws, there shall be a rebuttable presumption that the lead hazards are caused or created by  
21 deferred maintenance as defined herein of the current or previous landlord. If the landlord fails  
22 to rebut the presumption, the costs of such work shall not be passed through to tenants as either  
23 a capital improvement or an operating and maintenance expense. If the landlord rebuts the  
24 presumption, he or she shall be entitled to a rent increase if otherwise justified by the standards  
25 set forth in this Chapter.

26 (2) For purposes of the evaluation of petitions for rent increases for lead  
27 remediation work, maintenance is deferred if a reasonable landlord under the circumstances  
28 would have performed, on a regular basis, the maintenance work required to keep the premises

1 from being in violation of housing safety and habitability standards set forth in California Civil  
2 Code Section 1941 and the San Francisco Municipal Code. In order to prevail on a deferred  
3 maintenance defense, a tenant must show that the level of repair or remediation currently  
4 required would have been lessened had maintenance been performed in a more timely manner.

5 (f) Costa-Hawkins Vacancy Control. Where a landlord has terminated the previous  
6 tenancy as stated in either subsection (1), (2) or (3) below, for the next five years from the  
7 termination, the initial base rent for the subsequent tenancy shall be a rent not greater than the  
8 lawful rent in effect at the time the previous tenancy was terminated, plus any annual rent  
9 increases available under this Chapter 37. This Section 37.3(f) is intended to be consistent with  
10 California Civil Code Section 1954.53(a)(1)(A)-(B).

11 (1) Where the previous tenancy was terminated by a notice of termination of  
12 tenancy issued under California Civil Code Section 1946.1 stating the ground for recovery of  
13 possession under Sections 37.9(a)(8), (9), (10), (11), or (14) of this Code. For purposes of the  
14 termination of the tenancy under Section 37.9(a)(9), the initial rent for the unit may be set by a  
15 subsequent bona fide purchaser for value of the condominium.

16 (2) Where the previous tenancy was terminated upon a change in terms of  
17 tenancy noticed under California Civil Code Section 827, except a change in rent permitted by  
18 law. Within 10 days after serving the notice of termination based upon a change in terms of  
19 tenancy under Civil Code Section 827, the landlord shall notify the Board in writing of the  
20 monthly rent the tenant was paying when the landlord gave the notice to the tenant, and provide  
21 a copy of the notice to the Board to the tenant.

22 (3) Where the landlord terminated or did not renew a contract or recorded  
23 agreement with a governmental agency that provided for a rent limitation to a qualified tenant.  
24 When a landlord terminates a tenant-based rental assistance program, the landlord shall, within  
25 10 days after giving the notice of termination of the program to the tenant, notify the Board in  
26 writing of the monthly rent the tenant was paying and the monthly rent paid by the program to the  
27 landlord on behalf of the tenant when the landlord gave notice to the tenant, and provide a copy  
28 of the notice to the Board to the tenant.

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1     **Sec. 37.4     Establishment; Appointment; Terms; Executive Director; Funding;**  
2     **Compensation.**

3     [Amended by Ord. No. 435-86, effective December 10, 1986; Ord. No. 162-93,  
4     effective June 28, 1993; Ord. No. 222-03, effective October 5, 2003]

5     (a) There is hereby established a board to be known as the San Francisco Residential  
6     Rent Stabilization and Arbitration Board (hereinafter called "Board"), consisting of five (5)  
7     members. Regular members, each of whom shall have a specific alternate having the same  
8     qualifications as the regular member, shall serve at the pleasure of the Mayor. All regular  
9     members and alternate members shall be appointed by the Mayor.

10    (b) The board shall consist of two (2) landlords, two (2) tenants, and one (1) person who  
11    is neither a landlord nor a tenant and who owns no residential rental property and an alternate  
12    for each specific member. All members shall be residents of the City and County of San  
13    Francisco. If one of the two regular landlord members is unavailable to vote, that regular  
14    member's specific alternate shall be seated and vote, and if that regular member's specific  
15    alternate is also unavailable to vote, the other landlord alternate shall (if available) be seated and  
16    vote as a substitute alternate. If one of the two regular tenant members is unavailable to vote,  
17    that regular member's specific alternate shall be seated and vote, and if that regular member's  
18    specific alternate is also unavailable to vote, the other tenant alternate shall (if available) be  
19    seated and vote as a substitute alternate.

20    (c) In accordance with applicable state law, all members shall disclose all present  
21    holdings and interests in real property, including interests in corporations, trusts or other entities  
22    with real property holdings.

23    (d) All members shall be appointed by the Mayor to serve forty-eight (48) month terms.  
24    All vacancies occurring during a term shall be filled for the unexpired term.

25    (e) The Board shall elect a chairman and vice-chairman from among its regular  
26    members.

27    (f) The position of Executive Director to the board shall be established pursuant to and  
28    subject to Charter Sections 3.500 and 8.200. The person occupying the position of Executive  
29    Director shall be appointed by the chairman of the board with the approval of a majority of the

1 members. All staff personnel shall be under the immediate direction and supervision of the  
2 Executive Director.

3 (g) Pursuant to the budgetary and fiscal provisions of the Charter, the board of  
4 supervisors shall provide funds to pay for staff personnel, services and facilities as may be  
5 reasonably necessary to enable the board to exercise its powers and perform its duties under  
6 this chapter. A special fund to be known as the Residential Rent Stabilization and Arbitration  
7 Fund shall be established under the supervision and direction of the board for the receipt of fees  
8 under this chapter, such fees to be appropriated by the Board of Supervisors for the operation of  
9 the board.

10 (h) Subject to the budgetary and fiscal limitations of the Charter, each member shall be  
11 paid \$75 per Commission meeting attended if the meeting lasts for 6 hours or more in a single  
12 24 hour period. The Commission shall adopt rules to allow for payment of an equitable portion  
13 of this per diem if a meeting lasts less than six hours. Total per diem shall not exceed \$750 per  
14 month. In addition, each member may receive reimbursement for actual expenses incurred in  
15 the course and scope of the member's duties.

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1 **Sec. 37.5 Meetings of the Board.**

[Amended by Ord. No. 347-99, effective January 29, 2000]

2  
3 (a) Time and Place of Meetings. The board shall meet as often as necessary to stay  
4 current with the workload but in no event less than once a month. The time and place of  
5 meetings shall be determined by rules adopted by the board. The first meeting shall be held  
6 within fifteen (15) days of the appointment of the first board. The matter of establishing  
7 standards for the selection of Administrative Law Judges shall be considered at the first meeting.

8 (b) Quorum. A quorum for the transaction of official business shall consist of a majority  
9 of the total board members. No action may be taken by the board at any meeting attended by  
10 less than the quorum. A decision by the board shall require a majority of all of the members of  
11 the board.

12 (c) Special Meetings. The board may hold special meetings in accordance with Charter  
13 Section 3.500.

14 (d) Meetings Open and Public. All meetings of the board shall be open and public in  
15 accordance with the Charter and applicable state law.

1 **Sec. 37.6 Powers and Duties.**

2 [Amended by Ord. No. 20-84, effective February 18, 1984; Ord. No. 7-87,  
3 effective February 14, 1987; Ord. No. 347-99, effective January 29, 2000; Ord.  
4 No. 62-02, effective June 2, 2002; Ord. No. 107-02, effective August 4, 2002; Ord.  
5 No. 251-06, effective November 10, 2006; Ord. 227-12, effective December 7,  
6 2012; Ord. 277-13, effective January 17, 2014; Ord. 204-15, effective  
7 January 3, 2016; Ord. 160-17, effective August 27, 2017]

8 In addition to other powers and duties set forth in this chapter, and in addition to powers  
9 under the Charter and powers and duties under Administrative Code Chapter 49 ("Interest Rates  
10 on Security Deposits), the Board shall have the power to:

11 (a) Promulgate policies, rules and regulations to effectuate the purposes of this chapter;  
12 and to effectuate the purposes of Administrative Code Chapter 41D;

13 (b) Hire such staff, including Administrative Law Judges, as may be reasonably  
14 necessary to perform its functions, and promulgate standards for all such staff, subject to the  
15 Civil Service provisions of the Charter;

16 (c) Conduct rental arbitration hearings and residential hotel visitor policy hearings, and  
17 administer oaths and affirmations in connection with such hearings;

18 (d) Publish, on March 1 of each year, the increase in the CPI for the preceding 12  
19 months, as made available by the U.S. Department of Labor.

20 (e) Make studies and surveys and conduct such hearings as necessary to perform its  
21 functions;

22 (f) Report bi-annually to the mayor and the board of supervisors on its activities and on  
23 progress made towards the achievement of the purposes of the chapter;

24 (g) Make available to the public, on request, policies, rules and regulations, reports and  
25 surveys in accordance with applicable state law;

26 (h) Issue rules and regulations for the conduct of its own affairs;

27 (i) Be empowered to request and, if granted, to receive funds appropriated by the Board  
28 of Supervisors through the mayor;

(j) Maintain on at least a monthly basis, statistics on the number of notices to vacate filed  
with the Board pursuant to Section 37.9(c) and statistics on the causes given in such notices or

1 in any additional written documents as provided in Section 37.9(c). Statistics shall include  
2 available data on evictions involving school-age (kindergarten through grade twelve) children,  
3 including data on whether the evictions occurred during the school term. Said statistics shall be  
4 published in a report on March 1 every year, and copies of the report shall be submitted to the  
5 Mayor and Board of Supervisors;

6 (k) On a monthly basis starting January 1, 2018, compile copies at random of 10% of all  
7 statements of occupancy filed with the Rent Board pursuant to Section 37.9(a)(8)(vii), and  
8 compile a list of all units for which the required statement of occupancy was not filed with the  
9 Rent Board. Said copies and said list shall be transmitted to the District Attorney on a monthly  
10 basis for investigation. In cases where the District Attorney determines that Section 37.9(a)(8)  
11 has been violated, the District Attorney shall take whatever action he or she deems appropriate  
12 under this Chapter 37 or State law.

13 (l) Periodically review the Uniform Visitor Policy for Residential Hotels and determine  
14 amendments as appropriate; and hear and determine hotel operator petitions for Supplemental  
15 Visitor Policies, consistent with Administrative Code Chapter 41D (Residential Hotel Visitor  
16 Policies).

17 (m) Hear and decide petitions from residential hotel occupants (whether or not an  
18 occupant qualifies as a "tenant" under this Chapter 37) who allege violation of Administrative  
19 Code Chapter 41D, including alleged violations of the Uniform Visitor Policy or any approved  
20 Supplemental Visitor Policy. Current or former hotel occupants may file such petitions. These  
21 petitions may require a determination whether, and to what extent, a residential hotel's policies  
22 are in compliance with Administrative Code Chapter 41D, including compliance with the Uniform  
23 Visitor Policy.

24 (n) As provided by Administrative Code Chapter 39, utilize Administrative Law Judges to  
25 review relocation claims from Current Households related to a Public Housing Development  
26 Project, and make advisory recommendations thereon to the San Francisco Housing Authority  
27 for its final determination.

28 (o) As provided by Administrative Code Chapter 47, utilize Administrative Law Judges to

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hear and decide petitions from persons who dispute the Mayor’s Office of Housing and Community Development’s determination that such person does not qualify as a “Displaced Tenant” or a “Neighborhood Resident” (each as defined in Administrative Code Chapter 47).

1 **Sec. 37.7** **Certification of Rent Increases for Capital Improvements, Rehabilitation**  
2 **Work, Energy Conservation Improvements, and Renewable Energy**  
3 **Improvements.**

4 [Amended by Ord. No. 358-80, effective August 24, 1980; Ord. No. 72-82,  
5 effective March 21, 1982; Ord. No. 438-83, effective October 2, 1983; Ord. No.  
6 278-89, effective September 1, 1989; Ord. No. 162-93, effective June 28, 1993;  
7 Ord. No. 347-99, effective January 29, 2000; Ord. No. 02-03, effective February  
8 21, 2003; Ord. No. 203-13, effective November 2, 2013; Ord. No. 43-14, effective  
9 May 17, 2014; Ord. No. 267-18, effective December 9, 2018]

10 (a) Authority. In accordance with such guidelines as the Board shall establish, the Board  
11 and designated Administrative Law Judges shall have the authority to conduct hearings in order  
12 to certify rental increases to the extent necessary to amortize the cost of capital improvements,  
13 rehabilitation, energy conservation improvements, and renewable energy improvements. Costs  
14 determined to be attributable to such work and improvements shall be amortized over a period  
15 which is fair and reasonable for the type and the extent of the work and improvements, and  
16 which will provide an incentive to landlords to maintain, improve and renovate their properties  
17 while at the same time protecting tenants from excessive rent increases. Costs attributable to  
18 routine repair and maintenance, or costs attributable to legalizing an existing dwelling unit under  
19 Section 207.3 of the Planning Code, shall not be certified.

20 (b) Requirements for Certification. The Board and designated Administrative Law  
21 Judges may only certify the costs of capital improvements, rehabilitation, energy conservation  
22 improvements, and renewable energy improvements, where the following criteria are met:

23 (1) The landlord completed capital improvements or rehabilitation on or after April  
24 15, 1979, or the landlord completed installation of energy conservation measures on or after July  
25 24, 1982 and has filed a proof of compliance with the Bureau of Building Inspection in  
26 accordance with the requirements of Section 1207(d) of the Housing Code;

27 (2) The landlord has not yet increased the rent or rents to reflect the cost of said  
28 work;

(3) The landlord has not been compensated for the work by insurance proceeds;

(4) The building is not subject to a RAP loan in a RAP area designated prior to  
July 1, 1977.

1 (5) The landlord files the certification petition no later than five (5) years after the  
2 work has been completed.

3 (6) The cost is not for work required to correct a code violation for which a notice  
4 of violation has been issued and remained unabated for 90 days unless the landlord made timely  
5 good faith efforts within that 90-day period to commence and complete the work but was not  
6 successful in doing so because of the nature of the work or circumstances beyond the control of  
7 the landlord. The landlord's failure to abate within the original 90-day period raises a rebuttable  
8 presumption that the landlord did not exercise timely good faith efforts. Any costs attributable to  
9 the landlord's compliance with a Fire Life Safety Notice and Order issued by the Building Official  
10 under Sections 107A.16.1 et seq. of the Building Code or the fire code official under Sections  
11 109.3 et seq. of the Fire Code shall not be certified.

12 (c) Amortization and Cost Allocation. The Board shall establish amortization periods and  
13 cost allocation formulas, in accordance with this Section 37.7. Costs shall be allocated to each  
14 unit according to the benefit of the work and improvements attributable to such unit.

15 (1) Applications Filed Before November 14, 2002. The following provisions shall  
16 apply to all applications filed before November 14, 2002.

17 (A) Amortization Periods. Costs shall be amortized on a straight-line  
18 basis over a seven or ten-year period, depending upon which category described below most  
19 closely relates to the type of work or improvement and its estimated useful life.

20 (i) Schedule I - Seven-Year Amortization. The following shall be  
21 amortized over a seven-year period: Appliances, such as new stoves, disposals, washers, dryers  
22 and dishwashers; fixtures, such as garage door openers, locks, light fixtures, water heaters and  
23 blankets, shower heads, time clocks and hot water pumps; and other improvements, such as  
24 carpeting, linoleum, and exterior and interior painting of common areas. If the appliance is a  
25 replacement for which the tenant has already had the benefit, the cost will not be amortized as a  
26 capital improvement, but will be considered part of operating and maintenance expenses.

27 Appliances may be amortized as capital improvements when: (1) part of a remodeled kitchen; (2)  
28 based upon an agreement between the tenant and landlord; and/or (3) it is a new service or



1 appliance the tenant did not previously have.

2 (ii) Schedule II - Ten-Year Amortization. The following shall be  
3 amortized over a ten-year period: New foundation, new floor structure, new ceiling or walls -  
4 new sheetrock, new plumbing (new fixtures, or piping,) weather stripping, ceiling insulation, seals  
5 and caulking, new furnaces and heaters, refrigerators, new electrical wiring, new stairs, new roof  
6 structure, new roof cover, new window, fire escapes, central smoke detection system, new wood  
7 or tile floor cover, new sprinkler system, boiler replacement, air conditioning-central system,  
8 exterior siding or stucco, elevator rebuild, elevator cables, additions such as patios or decks,  
9 central security system, new doors, new mail boxes, new kitchen or bathroom cabinets, and  
10 sinks.

11 (B) Allowable Increase. One hundred percent (100%) of the certified  
12 costs of capital improvements, rehabilitation, and energy conservation improvements may be  
13 passed through to the tenants who benefit from such work and improvements. However no  
14 increase under this Subsection 37.7(c)(1) shall exceed, in a twelve-month period, ten percent  
15 (10%) of the tenant's base rent at the time the petition was filed or \$30.00, whichever is greater.  
16 A landlord may accumulate any certified increase which exceeds this amount and impose the  
17 increase in subsequent years, subject to this 10% or \$30.00 limitation.

18 (2) Applications Filed On or After November 14, 2002 For Qualified Energy  
19 Conservation Improvements and Renewable Energy Improvements. For Applications filed on or  
20 after November 14, 2002, the following provisions shall apply to certification of costs for qualified  
21 energy conservation improvements and renewable energy improvements.

22 (A) Amortization Periods. Costs shall be amortized on a straight-line  
23 basis over the period of time provided in 37.7(c)(2)(B)(i), or as determined pursuant to the  
24 procedure provided in 37.7(c)(2)(B)(ii).

25 (B) For purposes of this Subsection 37.7(c)(2), qualified energy  
26 conservation improvements and renewable energy improvements are:

27 (i) 100% of new EPA Energy-Star-compliant refrigerators where  
28 the refrigerator replaced is more than five years old and where the unit has separate metering,

1 which costs shall be amortized on a straight-line basis over a ten-year period; and,

2 (ii) Other improvements as may be approved by the Board of  
3 Supervisors upon recommendation of the Rent Board, following hearings and recommendations  
4 by the Commission on the Environment in an Energy Conservation Improvements and  
5 Renewable Energy Improvements List (List), as follows:

6 (I) The Commission on the Environment shall hold  
7 hearings to develop a list of recommended energy conservation improvements and renewable  
8 energy improvements that demonstrably benefit tenants in units that have separate electrical  
9 and/or natural gas metering. Such recommendations shall include consideration of cost  
10 effectiveness for tenants, appropriate amortization schedules, and permissible passthrough  
11 amounts that will encourage landlords to make such improvements.

12 (II) The Commission shall also consider whether the  
13 certification for each such improvement should include the entire improvement, or only that  
14 portion of the improvement cost directly attributable to energy conservation or renewable energy.

15 (III) The List shall take into consideration the variety and  
16 conditions of housing in the City.

17 (IV) The Commission on the Environment shall adopt the  
18 List at a public meeting, and shall transmit the List to the Rent Board no later than August 21,  
19 2003.

20 (V) The Commission on the Environment shall periodically  
21 review and amend the List as warranted by changes in technology or conditions in the electricity  
22 and natural gas markets. Any amended List shall be transmitted forthwith to the Rent Board.

23 (VI) The Rent Board shall consider any such List received  
24 from the Commission on the Environment, and recommend appropriate Subsection 37.7(c)(2)  
25 amendments to the Board of Supervisors.

26 (3) Applications Filed On or After November 14, 2002 For Seismic Work and  
27 Improvements Required by Law, and for Work and Improvements Required by Laws Enacted  
28 After November 14, 2002.

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For applications filed on or after November 14, 2002:

(A) This Subsection 37.7(c)(3) shall apply to certification of costs for seismic work and improvements required by law.

(B) This Subsection 37.7(c)(3) shall apply to certification of costs for capital improvement, rehabilitation, energy conservation, and renewable energy work and improvements required by federal, state, or local laws enacted on or after November 14, 2002.

(C) Amortization Periods. Costs shall be amortized on a straight-line basis over a twenty-year period.

(D) Allowable Increase. One hundred percent (100%) of the certified costs of capital improvement, rehabilitation, energy conservation, and renewable energy work and improvements required by law may be passed through to the tenants who benefit from such work and improvements. Any rent increases under this Section 37.7(c)(3) shall not exceed, in a twelve-month period, a total of ten percent (10%) of the tenant's base rent at the time the petition was filed or \$30.00, whichever is greater. A landlord may accumulate any certified increase which exceeds this amount and impose the increase in subsequent years, subject to this 10% or \$30.00 limitation.

(4) Applications Filed On or After November 14, 2002 for Other Work and Improvements On Properties With Five Residential Units or Less. For applications filed on or after November 14, 2002, the following provisions shall apply to certification of all work and improvements for properties containing five residential units or less, with the exception of work and improvements costs certified for passthrough under Subsections 37.7(c)(2) or (3):

(A) Amortization Periods. Costs shall be amortized on a straight-line basis over a ten, fifteen or twenty-year period, depending upon which category described below most closely relates to the type of work or improvement and its estimated useful life.

(i) Schedule I - Ten-Year Amortization. The following shall be amortized over a ten-year period: New roof structure, new roof cover, electrical heaters, central security system, telephone entry systems, new wood frame windows, new mailboxes, weather-stripping, ceiling insulation, seals and caulking, central smoke detection system, new doors and

1 skylights; appliances, such as new stoves, disposals, refrigerators, washers, dryers and  
2 dishwashers; fixtures, such as garage door openers, locks, light fixtures, water heaters and  
3 blankets, shower heads, time clocks and hot water pumps; and other improvements, such as  
4 carpeting, linoleum, and exterior and interior painting of common areas. If the appliance is a  
5 replacement for which the tenant has already had the benefit, the cost will not be amortized as a  
6 capital improvement but will be considered part of operating and maintenance expenses.

7 Appliances may be amortized as capital improvements when: (1) part of a remodeled kitchen; (2)  
8 based upon an agreement between the tenant and landlord; and/or (3) it is a new service or  
9 appliance the tenant did not previously have.

10 (ii) Schedule II - Fifteen-Year Amortization. The following shall be  
11 amortized over a fifteen-year period: New floor structure, new ceiling or walls - new sheetrock,  
12 wood decks, new stairs, new furnaces and gas heaters, new thermal pane windows, new wood  
13 or tile floor cover, new sprinkler systems, air conditioning-central system, exterior siding or  
14 stucco, elevator rebuild, elevator cables, new kitchen or bathroom cabinets, and sinks.

15 (iii) Schedule III - Twenty-Year Amortization. The following shall  
16 be amortized over a twenty-year period: New foundation, new plumbing (new fixtures or piping),  
17 boiler replacement, new electrical wiring, fire escapes, concrete patios, iron gates, sidewalk  
18 replacement and chimneys.

19 (B) Allowable Increase. One hundred percent (100%) of the certified  
20 costs of capital improvement, rehabilitation, and energy conservation work and improvements  
21 may be passed through to the tenants who benefit from such work and improvements. However,  
22 no increase under this Subsection 37.7(c)(4) shall exceed, in a twelve-month period, five percent  
23 (5%) of the tenant's base rent at the time the petition was filed or \$30.00, whichever is greater.  
24 A landlord may accumulate any certified increase which exceeds this amount and impose the  
25 increase in subsequent years subject to this 5% or \$30.00 limitation.

26 (5) For Applications Filed On or After November 14, 2002 for Other Work and  
27 Improvements for Properties with Six or more Residential Units. For applications filed on or after  
28 November 14, 2002, the following provisions shall apply to certification of all work and

1 improvements for properties containing six residential units or more, with the exception of work  
2 and improvements certified under Subsections 37.7(c)(2) or (3):

3 (A) Amortization Periods. Costs shall be amortized on a straight-line  
4 basis over a seven or ten-year period, depending upon which category described below most  
5 closely relates to the type of work or improvement and its estimated useful life.

6 (i) Schedule I - Seven-Year Amortization. The following shall be  
7 amortized over a seven-year period: Appliances, such as new stoves, disposals, washers, dryers  
8 and dishwashers; fixtures, such as garage door openers, locks, light fixtures, water heaters and  
9 blankets, shower heads, time clocks and hot water pumps; and other improvements, such as  
10 carpeting, linoleum, and exterior and interior painting of common areas. If the appliance is a  
11 replacement for which the tenant has already had the benefit, the cost will not be amortized as a  
12 capital improvement, but will be considered part of operating and maintenance expenses.

13 Appliances may be amortized as capital improvements when: (1) part of a remodeled kitchen; (2)  
14 based upon an agreement between the tenant and landlord; and/or (3) it is a new service or  
15 appliance the tenant did not previously have.

16 (ii) Schedule II - Ten-Year Amortization. The following shall be  
17 amortized over a ten year period: New foundation, new floor structure, new ceiling or walls -  
18 new sheetrock, new plumbing (new fixtures, or piping) weather- stripping, ceiling insulation,  
19 seals and caulking, new furnaces and heaters, refrigerators, new electrical wiring, new stairs,  
20 new roof structure, new roof cover, new window, fire escapes, central smoke detection system,  
21 new wood or tile floor cover, new sprinkler system, boiler replacement, air conditioning-central  
22 system, exterior siding or stucco, elevator rebuild, elevator cables, additions such as patios or  
23 decks, central security system, new doors, new mail boxes, new kitchen or bathroom cabinets,  
24 sinks, telephone entry system, skylights, iron gates, sidewalk replacement and chimneys.

25 (B) Allowable Increase.

26 (i) Only fifty percent (50%) of the costs certified under this  
27 Subsection 37.7(c)(5) may be passed through to the tenants who benefit from such work and  
28 improvements. However, no increase under this Subsection 37.7(c)(5) shall exceed, in a twelve-

1 month period, ten percent (10%) of the tenant's base rent at the time the petition was filed or  
2 \$30.00, whichever is greater. A landlord may accumulate any certified increase which exceeds  
3 this amount and impose the increase in subsequent years, subject to this 10% or \$30.00  
4 limitation.

5 (ii) In the alternative, a tenant may elect to have one hundred  
6 percent (100%) of the costs certified under this Subsection 37.7(c)(5) passed through to the  
7 tenant. In that event no increase under this Subsection shall exceed, in a twelve-month period,  
8 five percent (5%) of the tenant's base rent at the time the application was filed, and over the life  
9 of the tenancy the total increase shall never exceed fifteen percent (15%) of the tenant's base  
10 rent at the time the application was filed. A tenant must elect this alternative by filing such an  
11 election with the Board on a form prescribed by the Board. An election may be filed at any time  
12 after the application is filed but no later than fifteen (15) calendar days after the Administrative  
13 Law Judge's decision on the application is mailed to the tenant. In a unit with multiple tenants,  
14 the election form must be signed by a majority (more than 50%) in order for the election to be  
15 accepted. If a timely election is made after a decision has been issued, an addendum to the  
16 decision will be issued reflecting the tenant's election.

17 (6) Development of On-Line Programs. The Board, in conjunction with the  
18 Department of Telecommunications and Information Services, shall design and implement on-  
19 line programs by September 1, 2003 to allow landlords and tenants to perform calculations  
20 concerning allowable increases for capital improvement, rehabilitation, energy conservation, and  
21 renewable energy work, and to compare average costs for work certified in prior decisions.

22 (d) Estimator. The Board or its Executive Director may hire an estimator where an  
23 expert appraisal is required.

24 (e) Filing Fee. The Board shall establish a filing fee based upon the cost of the capital  
25 improvement, rehabilitation, energy conservation improvement, or renewable energy  
26 improvement being reviewed. Such fees will pay for the costs of an estimator. These fees shall  
27 be deposited in the Residential Rent Stabilization and Arbitration Fund pursuant to Section  
28 10.117-88 of this Code.

1 (f) Application Procedures.

2 (1) Pre-Application Notice for Large Projects for Parcels or Buildings Containing  
3 Six or More Residential Units. If at any time prior to filing an application the landlord determines  
4 that the total cost of a project for a parcel or a building containing six or more residential units is  
5 reasonably expected to exceed \$25,000 multiplied by the number of units on the parcel or in the  
6 building, the landlord shall immediately inform each tenant and the Rent Board in writing of the  
7 anticipated costs of the work. The landlord's notice must occur within 30 days after such  
8 determination by the landlord.

9 (2) Filing. Landlords who seek to pass through the costs of capital  
10 improvements, rehabilitation, energy conservation improvements, or renewable energy  
11 improvements, must file an application on a form prescribed by the Board. The application shall  
12 be accompanied by such supporting material as the Board shall prescribe. All applications must  
13 be submitted with the filing fee established by the Board.

14 For each petition totaling more than \$25,000, in addition to the supporting  
15 material prescribed by the Board for all petitions, the applicant must either:

- 16 (A) Provide copies of competitive bids received for work and materials; or,  
17 (B) Provide copies of time and materials billing for work performed by all  
18 contractors and subcontractors; or  
19 (C) The applicant must pay the cost of an estimator hired by the Board.

20 (3) Filing Date. Applications must be filed prior to the mailing or delivery of legal  
21 notice of a rent increase to the tenants of units for which the landlord seeks certification and in  
22 no event more than five (5) years after the work has been completed.

23 (4) Effect of Filing Application. Upon the filing of the application, the requested  
24 increases will be inoperative until such time as the Administrative Law Judge makes findings of  
25 fact at the conclusion of the certification hearing.

26 (5) Notice to Parties. The Board shall calendar the application for hearing before  
27 a designated Administrative Law Judge and shall give written notice of the date to the parties at  
28 least 10 days prior to the hearing.

1 (g) Certification Hearings.

2 (1) Time of Hearing. The hearing shall be held within 45 days of the filing of the  
3 application.

4 (2) Consolidation. To the greatest extent possible, certification hearings with  
5 respect to a given building shall be consolidated. Where a landlord and/or tenant has filed a  
6 petition for hearing based upon the grounds and under the procedure set forth in Section 37.8,  
7 the Board may, in its discretion, consolidate certification hearings with hearings on Section 37.8  
8 petitions.

9 (3) Conduct of Hearing. The hearing shall be conducted by an Administrative  
10 Law Judge designated by the Board. Both parties may offer such documents, testimony, written  
11 declarations or other evidence as may be pertinent to the proceedings. Burden of proof is on the  
12 landlord. A record of the proceedings must be maintained for purposes of appeal.

13 (4) Determination of the Administrative Law Judge. In accordance with the  
14 Board's amortization schedules and cost allocation formulas, the Administrative Law Judge shall  
15 make findings as to whether or not the proposed rent increases are justified based upon the  
16 following considerations:

- 17 (A) The application and its supporting documentation;  
18 (B) Evidence presented at the hearing establishing both the extent and  
19 the cost of the work performed;  
20 (C) Estimator's report, where such report has been prepared; and  
21 (D) Any other such relevant factors as the board shall specify in Rules  
22 and Regulations.

23 (5) Findings of Fact. The Administrative Law Judge shall make written findings of  
24 fact, copies of which shall be mailed within 30 days of the hearing.

25 (6) Payment or Refund of Rents to Implement Certification Decision. If the  
26 Administrative Law Judge finds that all or any portion of the heretofore inoperative rent increase  
27 is justified, the tenant shall be ordered to pay the landlord that amount. If the tenant has paid an  
28 amount to the landlord which the Administrative Law Judge finds unjustified, the Administrative



1 Law Judge shall order the landlord to reimburse the tenant said amount.

2 (7) Finality of Administrative Law Judge's Decision. The decision of the  
3 Administrative Law Judge shall be final unless the Board vacates his or her decision on appeal.

4 (8) Appeals. Either party may file an appeal of the Administrative Law Judge's  
5 decision with the Board. Such appeals are governed by Section 37.8(f) below.

6 (h) Tenant Financial Hardship Applications.

7 (1) A tenant may file a hardship application at any time on grounds of financial  
8 hardship with respect to any rent increase based on certified costs of capital improvements,  
9 rehabilitation work, energy conservation improvements, or renewable energy improvements.  
10 Payment of such rent increase(s) set forth in the hardship application shall be stayed from the  
11 date of filing until a decision is made on the Tenant Financial Hardship Application.

12 (2) Hardship applications shall be available in multiple languages.

13 (3) Multilingual notice of hardship application procedures shall be mailed with  
14 each Administrative Law Judge or Board decision.

15 (4) Within six months after February 21, 2003 the Rent Board shall implement a  
16 process for direct outreach to landlords and tenants whose primary language is not English,  
17 regarding availability and use of the hardship application procedure. Within three months of  
18 implementation the Board shall provide a report to the Board of Supervisors regarding this  
19 outreach program, describing the implementation process and any known results.

20 (i) Tenant Financial Hardship Application Standards and Process.

21 (1) Standards for Establishing Financial Hardship. A tenant will qualify under  
22 Subsection 37.7(h) for relief from payment of a certified capital improvement passthrough, if the  
23 tenant demonstrates that one of the following financial hardship situations applies:

24 (A) Tenant is a recipient of means-tested public assistance, such as  
25 Social Security Supplemental Security Income (SSI), General Assistance (GA), Temporary  
26 Assistance for Needy Families (TANF), or California Work Opportunity and Responsibility to Kids  
27 (CalWORKS); or,

28 (B) Gross household income is less than 80% of the current Unadjusted

1 Area Median Income (AMI) as published by the U.S. Department of Housing and Urban  
2 Development (HUD) for the “Metro Fair Market Rent Area” that includes San Francisco; and rent  
3 charged is greater than 33% of gross household income; and assets, excluding non-liquid assets  
4 and retirement accounts, do not exceed asset amounts permitted by the Mayor’s Office of  
5 Housing when determining eligibility for below market rate (BMR) home ownership; or,

6 (C) Exceptional circumstances exist, such as excessive medical bills.

7 (2) Procedures for Filing. A Tenant Financial Hardship Application must be filed:

8 (A) By each occupant in the unit who is 18 years of age or older, except  
9 not by any subtenant who pays rent to the master tenant (the gross income of the master tenant  
10 must include the amount of the subtenant’s rent payment);

11 (B) Under penalty of perjury, stating that the tenant qualifies under one of  
12 the standards in Subsection 37.7(i)(1)(A), (B), or (C);

13 (C) With documentation demonstrating the tenant’s qualifications; and,

14 (D) With an acknowledgment that the Rent Board will provide a copy of  
15 the Tenant Financial Hardship Application to the landlord.

16 (3) Stay of Payment. Payment of a certified capital improvement passthrough  
17 that is the subject of a Subsection 37.7(i)(1) Tenant Financial Hardship Application shall be  
18 stayed from the date of filing until a decision is made on the Tenant’s Financial Hardship  
19 Application.

20 (4) Hearing Options, Decision.

21 (A) A decision on the Application will be issued administratively by a Rent  
22 Board Administrative Law Judge unless a hearing is requested by the landlord within fifteen days  
23 of the date the completed Tenant Financial Hardship Application is mailed to the landlord by the  
24 Rent Board, or unless a Rent Board Administrative Law Judge otherwise determines that a  
25 hearing is needed.

26 (B) Landlord Request for Hearing, Procedures.

27 (i) A landlord’s request for a hearing on the Application shall  
28 specify the claim(s) in the Application that the landlord disputes, and attach any relevant

1 documentation.

2 (ii) A Rent Board Administrative Law Judge will review any  
3 landlord request for hearing, to determine whether a hearing is necessary to resolve disputed  
4 facts.

5 (iii) If the landlord's request for a hearing is granted, it will be the  
6 landlord's burden to demonstrate that the tenant's financial hardship eligibility under Subsection  
7 37.7(i)(1) criteria, as stated in the Application, has not been established.

8 (iv) If it is determined that a hearing as requested by the landlord  
9 is not needed to determine the facts, a decision on the Application will be issued administratively  
10 by a Rent Board Administrative Law Judge.

11 (5) Term of Relief. Relief from payment of a certified capital improvement  
12 passthrough may be for an indefinite period, or for a limited period of time, all subject to the  
13 landlord's request to reopen the case if the landlord has information that the tenant is no longer  
14 eligible.

15 (6) Change in Tenant Eligibility Status. If a tenant is granted relief from payment  
16 of a certified capital improvement passthrough under Subsection 37.7(i)(1), and subsequently  
17 the tenant is no longer eligible for such relief:

18 (A) The tenant shall notify the Rent Board of this changed eligibility status  
19 in writing within 60 days, with a copy to the landlord.

20 (B) Whether or not the tenant notifies the Rent Board and landlord as  
21 provided in Subsection 37.7(i)(6)(A), the landlord may notify the Rent Board if the landlord has  
22 information that the tenant is no longer eligible, with a copy to the tenant.

23 (C) Upon receipt of notice under Subsection 37.7(i)(6)(A) or (B), a Rent  
24 Board Administrative Law Judge shall decide whether to grant or deny the previously granted  
25 relief. That decision may be made administratively by a Rent Board Administrative Law Judge  
26 without a hearing unless the Administrative Law Judge determines that a hearing is needed, or  
27 unless the landlord requests a hearing. Any such hearing shall be promptly scheduled.

28 (7) Any decision granting or denying the Tenant Financial Hardship Application,

1 or any subsequent decision on a previously granted Tenant Financial Hardship Application, may  
2 be appealed to the Rent Board. The Rent Board's final decision will be subject to judicial review  
3 by writ of administrative mandamus in the San Francisco Superior Court.

4 (j) Notice to Tenants Regarding Tenant Financial Hardship Applications. The Rent  
5 Board shall provide written notice of the tenant financial hardship application procedures to each  
6 affected unit, with a copy of the landlord's petition for certification of capital improvement costs.

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1 **Sec. 37.8 Arbitration of Rental Increase Adjustments.**

2 [Amended by Ord. No. 295-79, effective June 22, 1979; Ord. No. 358-80, effective  
3 August 24, 1980; Ord. No. 77-82, effective April 1, 1982; Ord. No. 268-82,  
4 effective July 10, 1982; Ord. No. 111-83, effective April 10, 1983; Ord. No. 438-  
5 83, effective October 2, 1983; Ord. No. 435-86, effective December 10, 1986;  
6 Ord. No. 278-89, effective September 1, 1989; Ord. No. 127-91, effective May 2,  
7 1991; Ord. No. 132-92, effective June 20, 1992; Ord. No. 179-92, effective July  
8 22, 1992; Ord. No. 162-93, effective June 28, 1993; Ord. No. 363-93, effective  
9 December 18, 1993; Ord. No. 179-98, effective June 28, 1998; Ord. No. 347-99,  
10 effective January 29, 2000; Ord. No. 107-03, effective June 22, 2003; Ord. No. 5-  
11 04, effective February 15, 2004; Ord. No. 132-18, effective July 15, 2018;  
12 Ord. No. 267-18, effective December 9, 2018]

13 (a) Authority of Board and Administrative Law Judges. In accordance with such  
14 guidelines as the Board shall establish, the Board and designated Administrative Law Judges  
15 shall have the authority to arbitrate rental increase adjustments and to administer the rent  
16 increase protest procedures with respect to RAP rental units as set forth in Chapter 32 of the  
17 San Francisco Administrative Code.

18 (b) Request for Arbitration.

19 (1) Landlords. Landlords who seek to impose rent increases which exceed the  
20 limitations set forth in Section 37.3(a) above must request an arbitration hearing as set forth in  
21 this section. The burden of proof is on the landlord. This Section 37.8(b)(1) applies, but is not  
22 limited, to Operating and Maintenance Expense petitions to increase base rent.

23 (A) Where a landlord Operating and Maintenance Expense petition to  
24 increase base rent is granted, based upon a petition pending or filed on or after October 28,  
25 2003 for a property with six or more residential units, the same landlord shall not impose more  
26 than a total seven percent (7%) base rent increase on any unit in any five (5) year period due to  
27 increases in operating and maintenance costs.

28 (2) Tenants.

(A) Notwithstanding Section 37.3, tenants of non-RAP rental units and  
tenants of RAP rental units in areas designated on or after July 1, 1977 may request arbitration  
hearings where a landlord has substantially decreased services without a corresponding  
reduction in rent and/or has failed to perform ordinary repair and maintenance under state or

1 local law and/or has failed to provide the tenant with a clear explanation of the current charges  
2 for gas and electricity passed through to the tenant and/or imposed a nonconforming rent  
3 increase which is null and void. The burden of proof is on the tenant.

4 (B) Tenants of RAP rental units in areas designated prior to July 1, 1977  
5 may petition for a hearing where the landlord has noticed an increase which exceeds the  
6 limitations set forth in Section 32.73 of the San Francisco Administrative Code. After a vacancy  
7 has occurred in a RAP rental unit in said areas, a new tenant of said unit may petition for a  
8 hearing where the landlord has demanded and/or received a rent for that unit which exceeds the  
9 rent increase limitation set forth in Section 32.73 of the San Francisco Administrative Code. The  
10 burden of proof is on the landlord.

11 (c) Procedure for Landlord Petitioners.

12 (1) Filing. The request for arbitration must be filed on a petition form prescribed  
13 by the Board and shall be accompanied by such supporting material as the Board shall  
14 prescribe, including but not limited to, justification for the proposed rental increase.

15 (2) Filing Date. The petition must be filed prior to the mailing or delivering to the  
16 tenant or tenants legal notice of the rental increase exceeding the limitations as defined in  
17 Section 37.3.

18 (3) Effect of Timely Filing of Petition. Provided a completed petition is timely  
19 filed, that portion of the requested rental increase which exceeds the limitations set forth in  
20 Section 37.3 and has not been certified as a justifiable increase in accordance with Section 37.7  
21 is inoperative until such time as the Administrative Law Judge makes findings of fact at the  
22 conclusion of the arbitration hearing.

23 (4) Notice to Parties. The Board shall calendar the petition for hearing before a  
24 designated Administrative Law Judge and shall give written notice of the date to the parties at  
25 least ten (10) days prior to the hearing.

26 (d) Procedure for Tenant Petitioners.

27 (1) Filing; Limitation. The request for arbitration must be filed on a petition form  
28 prescribed by the Board and must be accompanied by such supporting material as the Board

1 shall prescribe, including but not limited to, a copy of the landlord's notice of rent increase. If the  
2 tenant petitioner has received certification findings regarding his rental unit in accordance with  
3 37.7, such findings must accompany the petition. If the tenant petitioner has received a  
4 notification from the Chief Administrative Officer with respect to base rent and amortization of a  
5 RAP loan, such notification must accompany the petition. A tenant petition regarding a gas and  
6 electricity passthrough must be filed within one year of the effective date of the passthrough or  
7 within one year of the date the passthrough was required to be recalculated pursuant to rules  
8 and regulations promulgated by the Board. A tenant petition regarding a water revenue bond  
9 passthrough under Section 37.3(a)(5)(B) must be filed within one year of the effective date of the  
10 passthrough. A tenant petition regarding a general obligation bond cost passthrough under  
11 Section 37.3(a)(6) must be filed within one year of the effective date of the passthrough.

12 (2) Notice to Parties. The Board shall calendar the petition for hearing before a  
13 designated Administrative Law Judge and shall give written notice of the date to the parties at  
14 least ten (10) days prior to the hearing. Responses to a petition for hearing may be submitted in  
15 writing.

16 (e) Hearings.

17 (1) Time of Hearing. The hearing must be held within forty-five (45) days of the  
18 filing of the petition. The level of housing services provided to tenants' rental units shall not be  
19 decreased during the period between the filing of the petition and the conclusion of the hearing.

20 (2) Consolidation. To the greatest extent possible, hearings with respect to a  
21 given building shall be consolidated.

22 (3) Conduct of Hearing. The hearing shall be conducted by an Administrative  
23 Law Judge designated by the Board. Both parties may offer such documents, testimony, written  
24 declarations or other evidence as may be pertinent to the proceedings. A record of the  
25 proceedings must be maintained for purposes of appeal.

26 (4) Determination of the Administrative Law Judge: Rental Units. Based upon  
27 the evidence presented at the hearing and upon such relevant factors as the Board shall  
28 determine, the Administrative Law Judge shall make findings as to whether the landlord's

1 proposed rental increase exceeding the limitations set forth in Section 37.3 is justified or whether  
2 the landlord has effected a rent increase through a reduction in services or has failed to perform  
3 ordinary repair and maintenance as required by state or local law; and provided further that,  
4 where a landlord has imposed a passthrough pursuant to this Chapter 37, the same costs shall  
5 not be included in the calculation of increased operating and maintenance expenses pursuant to  
6 this subsection (4). In making such findings, the Administrative Law Judge shall take into  
7 consideration the following factors:

8 (A) Increases or decreases in operating and maintenance expenses,  
9 including, but not limited to, water and sewer service charges; janitorial service; refuse removal;  
10 elevator service; security system; insurance for the property; debt service and real estate taxes  
11 as set forth in subsections (i) and (ii); reasonable and necessary management expenses as set  
12 forth in subsection (iii); and routine repairs and maintenance as set forth in subsection (iv).

13 (i) For petitions filed before December 11, 2017, the Rent Board  
14 may consider increased debt service and increased real estate taxes; provided, however, that if  
15 the property has been purchased within two (2) years of the date of the previous purchase,  
16 consideration shall not be given to that portion of increased debt service which has resulted from  
17 a selling price which exceeds the seller's purchase price by more than the percentage increase  
18 in the "Consumer Price Index for All Urban Consumers for the San Francisco-Oakland  
19 Metropolitan Area, U.S. Department of Labor" between the date of previous purchase and the  
20 date of the current sale, plus the cost of capital improvements or rehabilitation work made or  
21 performed by the seller.

22 (ii) For petitions filed on or after December 11, 2017, the Rent  
23 Board shall not consider any portion of increased debt service, or that portion of increased real  
24 estate taxes that has resulted from an increased assessment due to a change in ownership;  
25 provided, however, that the Rent Board may consider that portion of increased real estate taxes  
26 that has resulted from the completion of needed repairs or capital improvements with respect to  
27 any petition filed on or after December 11, 2017; and provided, further, that the Rent Board may  
28 consider increased debt service and increased real estate taxes in a petition filed on or after



1 December 11, 2017 pursuant to Section 37.8(e)(4)(A)(i), if the landlord demonstrates that it had  
2 purchased the property on or before April 3, 2018 and that it had reasonably relied on its ability  
3 to pass through those costs at the time of the purchase.

4 (iii) For petitions filed on or after July 15, 2018, the Rent Board  
5 may consider management expenses only to the extent those expenses are reasonable and  
6 necessary, based on factors such as the need to provide day-to-day management of the  
7 building; the level of management services previously required for the building; the reasonable  
8 cost of the services in an arms-length transaction; whether any tenants have objected that the  
9 cost and quality of the services are not in keeping with the socioeconomic status of the building's  
10 existing tenants; and other extraordinary circumstances.

11 (iv) The term routine repairs and maintenance shall not include  
12 any costs for installation or upgrade of a fire sprinkler system or fire alarm and/or detection  
13 system attributable to the landlord's compliance with a Fire Life Safety Notice and Order issued  
14 by the Building Official under Sections 107A.16.1 et seq. of the Building Code or the fire code  
15 official under Sections 109.3 et seq. of the Fire Code.

16 (B) The past history of increases in the rent for the unit and the  
17 comparison of the rent for the unit with rents for comparable units in the same general area.

18 (C) Any findings which have been made pursuant to Section 37.7 with  
19 respect to the unit.

20 (D) Failure to perform ordinary repair, replacement and maintenance in  
21 compliance with applicable state and local law.

22 (E) Any other such relevant factors as the Board shall specify in rules and  
23 regulations.

24 (5) Determination of the Administrative Law Judge: RAP Rental Units.

25 (A) Rap Rental units in RAP areas designated prior to July 1, 1977. The  
26 Administrative Law Judge shall make findings as to whether or not the noticed or proposed  
27 rental increase exceeds the rent increase limitations set forth in Section 32.73 of the San  
28 Francisco Administrative Code. In making such findings, the Administrative Law Judge shall

1 apply the rent increase limitations set forth in Chapter 32 of the San Francisco Administrative  
2 Code and all rules and regulations promulgated pursuant thereto. The Administrative Law Judge  
3 shall consider the evidence presented at the hearing. The burden of proof shall be on the  
4 landlord.

5 (B) Rap rental units in RAP areas designated on or after July 1, 1977.

6 The Administrative Law Judge shall make findings with respect to rent increases exceeding the  
7 limitations as set forth in Section 37.3 of this chapter. In making such findings, the  
8 Administrative Law Judge shall take into consideration the factors set forth in subsection (4)  
9 above and shall consider evidence presented at the hearing. The burden of proof is on the  
10 landlord.

11 (6) Findings of Fact. The Administrative Law Judge shall make written findings of  
12 fact, copies of which shall be mailed to the parties within 30 days of the hearing.

13 (7) Payment or Refund of Rents to Implement Arbitration Decision. Upon finding  
14 that all or any portion of the rent increase is or is not justified, or that any nonconforming rent  
15 increase is null and void, the Administrative Law Judge may order payment or refund of all or a  
16 portion of that cumulative amount within fifteen (15) days of the mailing of the findings of fact or  
17 may order the amount added to or offset against future rents; provided, however, that any such  
18 order shall be stayed if an appeal is timely filed by the aggrieved party. The Administrative Law  
19 Judge may order refunds of rent overpayments resulting from rent increases which are null and  
20 void for no more than the three-year period preceding the month of the filing of a landlord or  
21 tenant petition, plus the period between the month of filing and the date of the Administrative  
22 Law Judge's decision. In any case, calculation of rent overpayments and re-setting of the lawful  
23 base rent shall be based on a determination of the validity of all rent increases imposed since  
24 April 1, 1982, in accordance with Sections 37.3(b)(5) and 37.3(a)(2) above.

25 (8) Finality of Administrative Law Judge's Decision. The decision of the  
26 Administrative Law Judge shall be final unless the Board vacates his decision on appeal.

27 (f) Appeals.

28 (1) Time and Manner. Any appeal to the Board from the determination of the

1 Administrative Law Judge must be made within fifteen (15) calendar days of the mailing of the  
2 findings of fact unless such time limit is extended by the board upon a showing of good cause. If  
3 the fifteenth day falls on a Saturday, Sunday or legal holiday, the appeal may be filed with the  
4 Board on the next business day. The appeal shall be in writing and must state why appellant  
5 believes there was either error or abuse of discretion on the part of the Administrative Law  
6 Judge. The filing of an appeal will stay only that portion of any Administrative Law Judge's  
7 decision which permits payment, refund, offsetting or adding rent.

8 (2) Record on Appeal. Upon receipt of an appeal, the entire administrative  
9 record of the matter, including the appeal, shall be filed with the Board.

10 (3) Appeals. The Board shall, in its discretion, hear appeals. In deciding whether  
11 or not to hear a given appeal, the board shall consider, among other factors, fairness to the  
12 parties, hardship to either party, and promoting the policies and purposes of this chapter, in  
13 addition to any written comments submitted by the Administrative Law Judge whose decision is  
14 being challenged. The Board may also review other material from the administrative record of  
15 the matter as it deems necessary. A vote of three (3) members shall be required in order for an  
16 appeal to be heard.

17 (4) Remand to Administrative Law Judge Without Appeal Hearing. In those  
18 cases where the Board is able to determine on the basis of the documents before it that the  
19 Administrative Law Judge has erred, the board may remand the case for further hearing in  
20 accordance with its instructions without conducting an appeal hearing. Both parties shall be  
21 notified as to the time of the re-hearing, which shall be conducted within thirty (30) days of  
22 remanding by the board. In those cases where the board is able to determine on the basis of the  
23 documents before it that the Administrative Law Judge's findings contain numerical or clerical  
24 inaccuracies, or require clarification, the board may continue the hearing for purposes of re-  
25 referring the case to said Administrative Law Judge in order to correct the findings.

26 (5) Time of Appeal Hearing; Notice to Parties. Appeals accepted by the board  
27 shall be heard within forty-five (45) days of the filing of an appeal. Within thirty (30) days of the  
28 filing of an appeal, both parties shall be notified in writing as to whether or not the appeal has

1 been accepted. If the appeal has been accepted, the notice shall state the time of the hearing  
2 and the nature of the hearing. Such notice must be mailed at least ten (10) days prior to the  
3 hearing.

4 (6) Appeal Hearing; Decision of the Board. At the appeal hearing, both appellant  
5 and respondent shall have an opportunity to present oral testimony and written documents in  
6 support of their positions. After such hearing and after any further investigation which the board  
7 may deem necessary the board may, upon hearing the appeal, affirm, reverse or modify the  
8 Administrative Law Judge's decision or may remand the case for further hearing in accordance  
9 with its findings. The board's decision must be rendered within forty-five (45) days of the hearing  
10 and the parties must be notified of such decision.

11 (7) Notification of the Parties. In accordance with item (6) above, parties shall  
12 receive written notice of the decision. The notice shall state that this decision is final.

13 (8) Effective Date of Appeal Decisions. Appeal decisions are effective on the  
14 date mailed to the parties; provided, however, that that portion of any decision which orders  
15 payment, refund, offsetting or adding rent shall become effective thirty (30) calendar days after it  
16 is mailed to the parties unless a stay of execution is granted by a court of competent jurisdiction.

17 (9) Limitation of Actions. A landlord or tenant aggrieved by any decision of the  
18 Board must seek judicial review within ninety (90) calendar days of the date of mailing of the  
19 decision.

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1 **Sec. 37.8A Expedited Hearing Procedures.**

2 [Added by Ordinance No. 133-92, effective June 20, 1992; amended by Ord. No.  
3 347-99, effective January 29, 2000]

4 As an alternative to the hearing procedures set forth in Sections 37.7(g) and 37.8(e)  
5 above, a landlord or tenant may, in certain cases, obtain an expedited hearing and final order  
6 with the written consent of all parties. This section contains the exclusive grounds and  
7 procedures for such hearings.

8 (a) Applicability. A tenant or landlord may seek an expedited hearing for the following  
9 petitions only:

10 (1) Any landlord capital improvement petition where the proposed increase for  
11 certified capital improvement costs does not exceed the greater of 10% or \$30.00 of a tenant's  
12 base rent and the parties stipulate to the cost of the capital improvements;

13 (2) Any tenant petition alleging decreased housing services with a past value not  
14 exceeding \$1,000.00 as of the date the petition is filed;

15 (3) Any tenant petition alleging the landlord's failure to repair and maintain the  
16 premises as required by state or local law;

17 (4) Any tenant petition alleging unlawful rent increases where the parties stipulate  
18 to the tenant's rent history and the rent overpayments do not exceed a total of \$1,000.00 as of  
19 the date the petition is filed;

20 (5) Any petition concerning jurisdictional questions where the parties stipulate to  
21 the relevant facts.

22 (b) Hearing Procedures. The petition application procedures of Sections 37.7(f) and  
23 Section 37.8(c) and (d) apply to petitions for expedited hearings. The hearings shall be  
24 conducted according to the following procedures:

25 (1) Time of Hearing. The hearing must be held within twenty-one (21) days of  
26 the filing of the written consent of all the parties. The level of housing services provided to  
27 tenants' rental units shall not be decreased during the period between the filing of the petition  
28 and the conclusion of the hearing.

(2) Consolidation. To the greatest extent possible, and only with the consent of

1 the parties, hearings with respect to a given building shall be consolidated.

2 (3) Conduct of Hearing. The hearing shall be conducted by an Administrative  
3 Law Judge designated by the Board. Both parties may offer such documents, testimony, written  
4 declarations or other evidence as may be pertinent to the proceedings. Stipulations of the  
5 parties as required under Sections 37.8A(b)(1), (b)(4) and (b)(5) shall be required as evidence.  
6 Burden of proof requirements set forth in Section 37.7 and 37.8 are applicable to the hearing  
7 categories in Section 37.8A(b) above. No record of the hearing shall be maintained for any  
8 purpose.

9 (4) Order of the Administrative Law Judge. Based upon all criteria set forth in  
10 Section 37.7(4) and 37.8(e)(4) governing the petition, the Administrative Law Judge shall make a  
11 written order no later than ten (10) days after the hearing. The Administrative Law Judge shall  
12 make no findings of fact. The Administrative Law Judge shall order payment or refund of  
13 amounts owing to a party or parties, if amounts are owed, within a period of time not to exceed  
14 forty-five (45) days.

15 (5) Stay of Order. The Administrative Law Judge's order shall be stayed for  
16 fifteen (15) days from the date of issuance. During this period, either party may lodge a written  
17 objection to the order with the Board. If the Board receives such objection within this period, the  
18 order is automatically dissolved and the petitioning party may refile the petition for hearing under  
19 any other appropriate hearing procedure set forth in this chapter.

20 (6) Finality of Administrative Law Judge's Order. If no objection to the  
21 Administrative Law Judge's order is made pursuant to Subsection (c)(5) above, the order  
22 become final. The order is not subject to appeal to the Board under Section 37.8(f) nor is it  
23 subject to judicial review pursuant to Section 37.8(f)(9).

1 **Sec. 37.8B Expedited Hearing and Appeal Procedures for Capital Improvements**  
2 **Resulting From Seismic Work on Unreinforced Masonry Buildings**  
3 **Pursuant to Building Code Chapters 16B and 16C where Landlords**  
4 **Performed the Work with a UMB Bond Loan.**

[Added by Ord. No. 221-92, effective August 13, 1992; amended by Ord. No. 347-99, effective January 29, 2000; Ord. No. 02-03, effective February 21, 2003]

5 This section contains the exclusive procedures for all hearings concerning certification of  
6 the above-described capital improvements. Landlords who perform such work without a UMB  
7 bond loan are subject to the capital improvement certification procedures set forth in Section  
8 37.7 above.

9 (a) Requirements for Certification. The landlord must have completed the capital  
10 improvements in compliance with the requirements of Building Code Chapters 16B and 16C.  
11 The certification requirements of Section 37.7(b)(2) and (b)(3) are also applicable.

12 (b) Amortization and Cost Allocation; Interest. Costs shall be equally allocated to each  
13 unit and amortized over a 20-year period or the life of any loan acquired for the capital  
14 improvements, whichever is longer. Interest shall be limited to the actual interest rate charged  
15 on the loan and in no event shall exceed 10% per year.

16 (c) Eligible Items, Costs. Only those items required in order to comply with Building  
17 Code Chapters 16B and 16C may be certified. The allowable cost of such items may not exceed  
18 the costs set forth in the Mayor's Office of Economic Planning and Development's publication of  
19 estimated cost ranges for bolts plus retrofitting by building prototype and/or categories of eligible  
20 construction activities.

21 (d) Hearing Procedures. The application procedures of Sections 37.7(f) apply to  
22 petitions for these expedited capital improvement hearings; provided, however, that the landlord  
23 shall pay no filing fee since the Board will not hire an estimator. The hearings shall be  
24 conducted according to the following procedures:

25 (1) Time of Hearing; Consolidation; Conduct of Hearing. The hearing must be  
26 held within twenty-one (21) days of the filing of the application. The consolidation and hearing  
27 conduct procedures of Section 37.7(g)(2) and (g)(3) apply.

28 (2) Determination of Administrative Law Judge. In accordance with the

1 requirements of this section, the Administrative Law Judge shall make findings as to whether or  
2 not the proposed rent increases are justified based upon the following considerations:

3 (A) The application and its supporting documentation;

4 (B) Evidence presented at the hearing establishing both the extent and  
5 the cost of the work performed; and

6 (C) The Mayor's Office of Planning and Economic Development's bolts  
7 plus cost range publication; and

8 (D) Tenant objections that the work has not been completed; and

9 (E) Any other such relevant factors as the Board shall specify in rules and  
10 regulations.

11 (3) Findings of Fact; Effect of Decision. The Administrative Law Judge shall  
12 make written findings of fact, copies of which shall be mailed within twenty-one (21) days of the  
13 hearing. The decision of the Administrative Law Judge is final unless the Board vacates it on  
14 appeal.

15 (e) Appeals. Either party may appeal the Administrative Law Judge's decisions in  
16 accordance with the requirements of Section 37.8(f)(1),(f)(2) and (f)(3). The Board shall decide  
17 whether or not to accept an appeal within twenty-one (21) days.

18 (1) Time of Appeal Hearing; Notice to Parties; Record; Conduct of Hearing. The  
19 appeal procedures of Section 37.8(f)(5),(f)(6),(f)(7),(f)(8) and (f)(9) apply; provided, however, that  
20 the Board's decision shall be rendered within twenty (20) days of the hearing.

21 (2) Rent Increases. A landlord may not impose any rent increases approved by  
22 the Board on appeal without at least sixty (60) days notice to the tenants.

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1 **Sec. 37.8C Temporary Moratorium on Rent Board Processing or Approval of**  
2 **Landlord Petitions for Certification and Passthrough of Non-Seismic**  
3 **Capital Improvement, Rehabilitation and Energy Conservation Costs to**  
4 **Tenants, During Pendency of the Superior Court Preliminary Injunction**  
5 **Staying Implementation of November 2000 Proposition H.**  
6 [Added by Ordinance No. 29-01, effective April 1, 2001]

7 The Board, Administrative Law Judges and other Board staff, are prohibited from  
8 processing or approving landlord petitions for certification and passthrough of capital  
9 improvement, rehabilitation and energy conservation costs to tenants, for a temporary  
10 moratorium period commencing on April 1, 2001 and continuing until the San Francisco Superior  
11 Court dissolves its preliminary injunction staying the implementation of November 2000  
12 Proposition H (entered December 20, 2000, in Quigg v. City and County of San Francisco, et al.,  
13 San Francisco Superior Court Case No. 316928), except that petitions which seek only  
14 certification and passthrough of seismic retrofit work shall not be affected by this moratorium.  
15 This moratorium applies to petitions pending as of the effective date of this ordinance [April 1,  
16 2001] and to any landlord petitions filed during the moratorium, whether based on Section  
17 37.3(a)(3), 37.7 and/or 37.8A.  
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1 **Sec. 37.9 Evictions.**

2 [Amended by Ord. No. 295-79, effective June 22, 1979; Ord. No. 358-80, effective  
3 August 24, 1980; Ord. No. 539-80, effective December 11, 1980; Ord. No. 4-82,  
4 effective February 7, 1982; Ord. No. 268-82, effective July 10, 1982; Ord. No.  
5 498-82, effective November 11, 1982; Ord. No. 438-83, effective October 2, 1983;  
6 Ord. No. 425-84, effective November 17, 1984; Ord. No. 193-86, effective June  
7 29, 1986; Ord. No. 7-87, effective February 14, 1987; Ord. No. 30-91, effective  
8 February 21, 1991; Ord. No. 192-91, effective June 30, 1991; Ord. No. 405-96,  
9 effective November 21, 1996; Ord. No. 109-97-4, effective January 30, 1998; Ord.  
10 No. 239-98, effective August 16, 1998; Ord. No. 250-98, effective August 30,  
11 1998; Ord. No. 293-98, effective November 1, 1998; amended by Proposition G,  
12 December 18, 1998; amended by Ord. No. 237-99, effective September 29, 1999;  
13 Ord. No. 347-99, effective January 29, 2000; Ord. No. 348-99, effective January  
14 29, 2000; Ord. No. 135-01, effective September 4, 2001; Ord. No. 186-01,  
15 effective October 27, 2001; Ord. No. 23-02, effective March 24, 2002; Ord. No.  
16 57-02, effective June 2, 2002; revised by Bullard v. San Francisco Rent Board  
(2003) 106 Cal.App. 4th 488, and Baba v. CCSF (2004) 124 Cal.App. 4th 504;  
amended by Ord. No. 99-04, effective July 5, 2004; Ord. No. 282-04, effective  
January 2, 2005; Ord. No. 21-05, effective February 20, 2005; amended by  
Proposition H, effective December 22, 2006; Ord. No. 92-07, effective May 27,  
2007; Ord. No. 33-08, effective April 16, 2008; Ord. No. 28-09, effective March  
22, 2009; Ord. No. 33-10, effective March 14, 2010; Ord. No. 72-11, effective May  
27, 2011; annotated sections 37.9(a)(11) and 37.9(a)(14) to reference California  
Civil Code Section 1947.9, which went into effect on January 1, 2013; amended  
by Ord. No. 1-14, effective February 14, 2014; Ord. No. 44-14, effective May 18,  
2014; amended by Ord. No. 218-14, operative February 1, 2015; Ord. No.  
171-15, effective November 9, 2015; Ord. No. 17-16, effective March 19, 2016;  
amended by Ord. No. 55-16, effective May 22, 2016<sup>1</sup>; amended by Ord. No. 160-  
17, effective August 27, 2017]

17 Notwithstanding Section 37.3, this Section 37.9 shall apply as of August 24, 1980, to all  
18 landlords and tenants of rental units as defined in Section 37.2(r).

19 (a) A landlord shall not endeavor to recover possession of a rental unit unless:

20 (1) The tenant:

21 (A) Has failed to pay the rent to which the landlord is lawfully entitled  
22 under the oral or written agreement between the tenant and landlord:

23 (i) Except that a tenant's nonpayment of a charge prohibited by  
24 Section 919.1 of the Police Code shall not constitute a failure to pay rent; and

25 (ii) Except that, commencing August 10, 2001, to and including  
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27 <sup>1</sup> Ordinance 55-16 was enjoined by San Francisco Superior Court in San Francisco Apartment Association v. CCSF on  
28 August 31, 2016. On October 11, 2016, the City appealed the ruling and on February 14, 2018, the Court of Appeal  
issued a published decision upholding the legality of the Ordinance. The California Supreme Court denied the plaintiffs'  
petition for review on April 25, 2018.

1 February 10, 2003, a landlord shall not endeavor to recover or recover possession of rental unit  
2 for failure of a tenant to pay that portion of rent attributable to a capital improvement passthrough  
3 certified pursuant to a decision issued after April 10, 2000, where the capital improvement  
4 passthrough petition was filed prior to August 10, 2001, and a landlord shall not impose any late  
5 fee(s) upon the tenant for such non-payment of capital improvement costs; or

6 (B) Habitually pays the rent late; or

7 (C) Gives checks which are frequently returned because there are  
8 insufficient funds in the checking account; or

9 (2) The tenant has violated a lawful obligation or covenant of tenancy other than  
10 the obligation to surrender possession upon proper notice or other than an obligation to pay a  
11 charge prohibited by Police Code Section 919.1, the violation was substantial, and the tenant  
12 fails to cure such violation after having received written notice thereof from the landlord.

13 (A) Provided that notwithstanding any lease provision to the contrary, a  
14 landlord shall not endeavor to recover possession of a rental unit as a result of subletting of the  
15 rental unit by the tenant if the landlord has unreasonably withheld the right to sublet following a  
16 written request by the tenant, so long as the tenant continues to reside in the rental unit and the  
17 sublet constitutes a one-for-one replacement of the departing tenant(s). If the landlord fails to  
18 respond to the tenant in writing with a description of the reasons for the denial of the request  
19 within 14 days of receipt of the tenant's written request, the tenant's request shall be deemed  
20 approved by the landlord.

21 (B) Provided further that where a rental agreement or lease provision  
22 limits the number of occupants or limits or prohibits subletting or assignment, a landlord shall not  
23 endeavor to recover possession of a rental unit as a result of the addition to the unit of a tenant's  
24 child, parent, grandchild, grandparent, brother or sister, or the spouse or domestic partner (as  
25 defined in Administrative Code Sections 62.1 through 62.8) of such relatives, or as a result of the  
26 addition of the spouse or domestic partner of a tenant, so long as the maximum number of  
27 occupants stated in Section 37.9(a)(2)(B)(i) and (ii) is not exceeded, if the landlord has  
28 unreasonably refused a written request by the tenant to add such occupant(s) to the unit. If the

1 landlord fails to respond to the tenant in writing with a description of the reasons for the denial of  
2 the request within 14 days of receipt of the tenant's written request, the tenant's request shall be  
3 deemed approved by the landlord. A landlord's reasonable refusal of the tenant's written request  
4 may not be based on the proposed additional occupant's lack of creditworthiness, if that person  
5 will not be legally obligated to pay some or all of the rent to the landlord. A landlord's reasonable  
6 refusal of the tenant's written request may be based on, but is not limited to, the ground that the  
7 total number of occupants in a unit exceeds (or with the proposed additional occupant(s) would  
8 exceed) the lesser of (i) or (ii):

9 (i) Two persons in a studio unit, three persons in a one-bedroom  
10 unit, four persons in a two-bedroom unit, six persons in a three-bedroom unit, or eight persons in  
11 a four-bedroom unit; or,

12 (ii) The maximum number permitted in the unit under state law  
13 and/or other local codes such as the Building, Fire, Housing and Planning Codes.

14 (C) Provided further that where a rental agreement or lease provision  
15 limits the number of occupants or limits or prohibits subletting or assignment, a landlord shall not  
16 endeavor to recover possession of a rental unit as a result of the addition by the tenant of  
17 additional occupants to the rental unit, so long as the maximum number of occupants does not  
18 exceed the lesser of the amounts allowed by Subsection (i) or Subsection (ii) of this Section  
19 37.9(a)(2)(C), if the landlord has unreasonably refused a written request by the tenant to add  
20 such occupant(s) to the unit. If the landlord fails to respond to the tenant in writing with a  
21 description of the reasons for the denial of the request within 14 days of receipt of the tenant's  
22 written request, the tenant's request shall be deemed approved by the landlord. A landlord's  
23 reasonable refusal of the tenant's written request may not be based on either of the following: (1)  
24 the proposed additional occupant's lack of creditworthiness, if that person will not be legally  
25 obligated to pay some or all of the rent to the landlord, or (2) the number of occupants allowed  
26 by the rental agreement or lease. With the exception of the restrictions stated in the preceding  
27 sentence, a landlord's reasonable refusal of the tenant's written request may be based on, but is  
28 not limited to, the ground that the landlord resides in the same unit as the tenant or the ground

1 that the total number of occupants in a unit exceeds (or with the proposed additional occupant(s)  
2 would exceed) the lesser of (i) or (ii):

3 (i) Two persons in a studio unit, three persons in a one-bedroom  
4 unit, four persons in a two-bedroom unit, six persons in a three-bedroom unit, or eight persons in  
5 a four-bedroom unit; or

6 (ii) The maximum number permitted in the unit under state law  
7 and/or other local codes such as the Building, Fire, Housing, and Planning Codes.

8 (iii) This Subsection 37.9(a)(2)(C) is not intended by itself to  
9 establish a direct landlord-tenant relationship between the additional occupant and the landlord  
10 or to limit a landlord's rights under the Costa-Hawkins Rental Housing Act, California Civil Code  
11 Section 1954.50 et seq. (as it may be amended from time to time).

12 (iv) For the purposes of this Subsection 37.9(a)(2)(C), the term  
13 "additional occupant" shall not include persons who occupy the unit as a Tourist or Transient  
14 Use, as defined in Administrative Code Section 41A.5.

15 (D) Before endeavoring to recover possession based on the violation of a  
16 lawful obligation or covenant of tenancy regarding subletting or limits on the number of  
17 occupants in the rental unit, the landlord shall serve the tenant a written notice of the violation  
18 that provides the tenant with an opportunity to cure the violation in 10 or more days. The tenant  
19 may cure the violation by making a written request to add occupants referenced in Subsection  
20 (A), (B), or (C) of Section 37.9(a)(2) or by using other reasonable means to cure the violation,  
21 including, without limitation, the removal of any additional or unapproved occupant. Nothing in  
22 this Section 37.9(a)(2)(D) is intended to limit any other rights or remedies that the law otherwise  
23 provides to landlords; or

24 (3) The tenant is committing or permitting to exist a nuisance in, or is causing  
25 substantial damage to, the rental unit, or is creating a substantial interference with the comfort,  
26 safety or enjoyment of the landlord or tenants in the building, the activities are severe, continuing  
27 or recurring in nature, and the nature of such nuisance, damage or interference is specifically  
28 stated by the landlord in the writing as required by Section 37.9(c).

1 (3.1) Eviction Protection for Victims of Domestic Violence or Sexual Assault or  
2 Stalking:

3 (A) It shall be a defense to an action for possession of a unit under  
4 Subsection 37.9(a)(3) if the court determines that:

5 (i) The tenant or the tenant's household member is a victim of an  
6 act or acts that constitute domestic violence or sexual assault or stalking; and

7 (ii) The notice to vacate is substantially based upon the act or acts  
8 constituting domestic violence or sexual assault or stalking against the tenant or a tenant's  
9 household member, including but not limited to an action for possession based on complaints of  
10 noise, disturbances, or repeated presence of police.

11 (B) Evidence Required. In making the determination under Section  
12 37.9(a)(3.1)(A) the court shall consider evidence, which may include but is not limited to:

13 (i) A copy of a temporary restraining order or emergency  
14 protective order issued pursuant to Part 3 (commencing with Section 6240) or Part 4  
15 (commencing with Section 6300) or Part 5 (commencing with Section 6400) of the Family Code,  
16 Section 136.2 of the Penal Code, Section 527.6 of the Code of Civil Procedure, or Section 213.5  
17 of the Welfare and Institutions Code, that protects the tenant or tenant's household member from  
18 further domestic violence, sexual assault, or stalking. And/or,

19 (ii) A copy of a written report by a peace officer employed by a  
20 state or local law enforcement agency acting in his or her official capacity, stating that the tenant  
21 or tenant's household member has filed a report alleging that he or she is a victim of domestic  
22 violence, sexual assault, or stalking. And/or

23 (iii) Other written documentation from a qualified third party of the  
24 acts constituting domestic violence or sexual assault or stalking.

25 (C) Mutual Allegations of Abuse Between Parties. If two or more co-  
26 tenants are parties seeking relief under Subsection 37.9(a)(3.1)(A), and each alleges that he or  
27 she was a victim of domestic violence or sexual assault or stalking perpetrated by another co-  
28 tenant who is also a party, the court may determine whether a tenant acted as the dominant

1 aggressor in the acts constituting a domestic violence or sexual assault or stalking offense. In  
2 making the determination, the court shall consider the factors listed in Section 13701(b)(1) of the  
3 Penal Code. A tenant who the court determines was the dominant aggressor in the acts  
4 constituting a domestic violence or sexual assault or stalking offense is not entitled to relief  
5 under Subsection 37.9(a)(3.1)(A).

6 (D) Limitations on Relief. Unless the tenant or the tenant's household  
7 member has obtained a protective order against the alleged abuser to vacate or stay from the  
8 unit as a result of acts constituting domestic violence or sexual assault or stalking against the  
9 tenant or tenant's household member, the tenant may not obtain relief under Subsection  
10 37.9(a)(3.1) if:

11 (i) The tenant was granted relief under Subsection 37.9(a)(3.1) in  
12 an action for possession of the unit within the previous five years; and

13 (ii) A subsequent action for possession of the unit has now been  
14 filed; and

15 (iii) The notice to vacate in this subsequent action for possession  
16 is substantially based upon continuing acts constituting domestic violence or sexual assault or  
17 stalking by the same person alleged to be the abuser in the previous action for possession.

18 (E) Nothing in this Subsection 37.9(a)(3.1) shall be construed to affect the  
19 tenant's liability for delinquent rent or other sums owed to the landlord, or the landlord's  
20 remedies in recovering against the tenant for such sums.

21 (F) The provisions of Subsection 37.9(a)(3.1) are intended for use  
22 consistent with Civil Code Section 1946.7.

23 (3.2) Confidentiality of Information Received from Victims of Domestic Violence  
24 or Sexual Assault or Stalking. A landlord shall retain in strictest confidence all information that is  
25 received in confidence from a tenant or a tenant's household member who is a victim of  
26 domestic violence or sexual assault or stalking, regarding that domestic violence or sexual  
27 assault or stalking, except to the extent that such disclosure (A) is necessary to provide for a  
28 reasonable accommodation for the victim, or (B) is otherwise required pursuant to applicable

1 federal, state or local law. The victim may authorize limited or general release of any information  
2 otherwise deemed confidential under this Subsection 37.9(a)(3.2).

3 Or,

4 (4) The tenant is using or permitting a rental unit to be used for any illegal  
5 purpose, provided however that a landlord shall not endeavor to recover possession of a rental  
6 unit solely:

7 (A) as a result of a first violation of Chapter 41A that has been cured  
8 within 30 days written notice to the tenant; or,

9 (B) because the illegal use is the residential occupancy of a unit not  
10 authorized for residential occupancy by the City. Nothing in this Section 37.9(a)(4)(B) prohibits a  
11 landlord from endeavoring to recover possession of the unit under Section 37.9(a)(8) or (10) of  
12 this Chapter.

13 (5) The tenant, who had an oral or written agreement with the landlord which has  
14 terminated, has refused after written request or demand by the landlord to execute a written  
15 extension or renewal thereof for a further term of like duration and under such terms which are  
16 materially the same as in the previous agreement; provided, that such terms do not conflict with  
17 any of the provisions of this Chapter; or

18 (6) The tenant has, after written notice to cease, refused the landlord access to  
19 the rental unit as required by state or local law; or

20 (7) The tenant holding at the end of the term of the oral or written agreement is a  
21 subtenant not approved by the landlord; or

22 (8) The landlord seeks to recover possession in good faith, without ulterior  
23 reasons and with honest intent;

24 (i) For the landlords use or occupancy as his or her principal residence for  
25 a period of at least 36 continuous months;

26 (ii) For the use or occupancy of the landlords grandparents,  
27 grandchildren, parents, children, brother or sister, or the landlords spouse or the spouses of  
28 such relations, as their principal place of residency for a period of at least 36 months, in the



1 same building in which the landlord resides as his or her principal place of residency, or in a  
2 building in which the landlord is simultaneously seeking possession of a rental unit under  
3 37.9(a)(8)(i). For purposes of this Section 37.9(a)(8)(ii), the term “spouse” shall include  
4 Domestic Partners as defined in Administrative Code Chapter 62.1 through 62.8.

5 (iii) For purposes of this Section 37.9(a)(8) only, as to landlords who  
6 become owners of record of the rental unit on or before February 21, 1991, the term landlord  
7 shall be defined as an owner of record of at least 10 percent interest in the property or, for  
8 Section 37.9(a)(8)(i) only, two individuals registered as Domestic Partners as defined in San  
9 Francisco Administrative Code Chapter 62.1-62.8 whose combined ownership of record is at  
10 least 10 percent. For purposes of this Section 37.9(a)(8) only, as to landlords who become  
11 owners of record of the rental unit after February 21, 1991, the term landlord shall be defined as  
12 an owner of record of at least 25 percent interest in the property or, for Section 37.9(a)(8)(i) only,  
13 two individuals registered as Domestic Partners as defined in San Francisco Administrative  
14 Code Chapter 62.1-62.8 whose combined ownership of record is at least 25 percent.

15 (iv) A landlord may not recover possession under this Section 37.9(a)(8) if  
16 a comparable unit owned by the landlord is already vacant and is available, or if such a unit  
17 becomes vacant and available before the recovery of possession of the unit. If a comparable  
18 unit does become vacant and available before the recovery of possession, the landlord shall  
19 rescind the notice to vacate and dismiss any action filed to recover possession of the premises.  
20 Provided further, if a non-comparable unit becomes available before the recovery of possession,  
21 the landlord shall offer that unit to the tenant. It shall be evidence of a lack of good faith if a  
22 landlord times the service of the notice, or the filing of an action to recover possession, so as to  
23 avoid moving into a comparable unit, or to avoid offering a tenant a replacement unit.

24 (v) Commencing January 1, 2018, the landlord shall attach to the notice  
25 to vacate a form prepared by the Rent Board that the tenant can use to keep the Rent Board  
26 apprised of any future change in address, and shall include in the notice a declaration executed  
27 by the landlord under penalty of perjury stating that the landlord seeks to recover possession of  
28 the unit in good faith, without ulterior reasons and with honest intent, for use or occupancy as the

1 principal residence of the landlord or the landlord's relative (identified by name and relation to  
2 the landlord), for a period of at least 36 continuous months, as set forth in subsections  
3 37.9(a)(8)(i) and (ii). Evidence that the landlord has not acted in good faith may include, but is  
4 not limited to, any of the following: (1) the landlord has failed to file the notice to vacate with the  
5 Rent Board as required by Section 37.9(c), (2) the landlord or relative for whom the tenant was  
6 evicted did not move into the rental unit within three months after the landlord recovered  
7 possession and then occupy said unit as that person's principal residence for a minimum of 36  
8 consecutive months, (3) the landlord or relative for whom the tenant was evicted lacks a  
9 legitimate, bona fide reason for not moving into the unit within three months after the recovery of  
10 possession and/or then occupying said unit as that person's principal residence for a minimum of  
11 36 consecutive months, (4) the landlord did not file a statement of occupancy with the Rent  
12 Board as required by Section 37.9(a)(8)(vii), (5) the landlord violated Section 37.9B by renting  
13 the unit to a new tenant at a rent greater than that which would have been the rent had the  
14 tenant who had been required to vacate remained in continuous occupancy and the rental unit  
15 remained subject to this Chapter 37, and (6) such other factors as a court or the Rent Board may  
16 deem relevant. Nothing in this Section 37.9(a)(8)(v) is intended to alter or diminish any other  
17 right to relief that a tenant may have based on a landlord's failure to comply with this Chapter 37.

18 (vi) Once a landlord has successfully recovered possession of a rental  
19 unit pursuant to Section 37.9(a)(8)(i), then no other current or future landlords may recover  
20 possession of any other rental unit in the building under Section 37.9(a)(8)(i). It is the intention  
21 of this section that only one specific unit per building may be used for such occupancy under  
22 Section 37.9(a)(8)(i) and that once a unit is used for such occupancy, all future occupancies  
23 under Section 37.9(a)(8)(i) must be of that same unit, provided that a landlord may file a petition  
24 with the Rent Board, or at the landlords option, commence eviction proceedings, claiming that  
25 disability or other similar hardship prevents him or her from occupying a unit which was  
26 previously occupied by the landlord.

27 (vii) A landlord who has recovered possession of a unit pursuant to  
28 Section 37.9(a)(8) on or after January 1, 2018 must complete a statement of occupancy under

1 penalty of perjury on a form to be prepared by the Rent Board that discloses whether the  
2 landlord has recovered possession of the unit. The landlord shall file the statement of occupancy  
3 with the Rent Board within 90 days after the date of service, and shall file an updated statement  
4 of occupancy every 90 days thereafter, unless the statement of occupancy discloses that the  
5 landlord is no longer endeavoring to recover possession of the unit, in which case no further  
6 statements of occupancy need be filed. If the statement of occupancy discloses that the landlord  
7 has already recovered possession of the unit, the landlord shall file updated statements of  
8 occupancy once a year for five years, no later than 12 months, 24 months, 36 months, 48  
9 months and 60 months after the recovery of possession of the unit. Each statement of  
10 occupancy filed after the landlord has recovered possession of the unit shall disclose the date of  
11 recovery of possession, whether the landlord or relative for whom the tenant was evicted is  
12 occupying the unit as that person's principal residence with at least two forms of supporting  
13 documentation, the date such occupancy commenced (or alternatively, the reasons why  
14 occupancy has not yet commenced), the rent charged for the unit if any, and such other  
15 information and documentation as the Rent Board may require in order to effectuate the  
16 purposes of this Section 37.9(a)(8). The Rent Board shall make all reasonable efforts to send the  
17 displaced tenant a copy of each statement of occupancy within 30 days of the date of filing, or a  
18 notice that the landlord did not file a statement of occupancy if no statement of occupancy was  
19 filed. In addition, the Rent Board shall impose an administrative penalty on any landlord who fails  
20 to comply with this subsection (a)(8)(vii), in the amount of \$250 for the first violation, \$500 for the  
21 second violation, and \$1,000 for every subsequent violation. The procedure for the imposition,  
22 enforcement, collection, and administrative review of the administrative penalty shall be  
23 governed by Administrative Code Chapter 100, "Procedures Governing the Imposition of  
24 Administrative Fines," which is hereby incorporated in its entirety.

25 (viii) If any provision or clause of this Section 37.9(a)(8) or the application  
26 thereof to any person or circumstance is held to be unconstitutional or to be otherwise invalid by  
27 any court of competent jurisdiction, such invalidity shall not affect other chapter provisions, and  
28 clauses of this chapter are held to be severable; or

1           (9) The landlord seeks to recover possession in good faith in order to sell the unit  
2 in accordance with a condominium conversion approved under the San Francisco subdivision  
3 ordinance and does so without ulterior reasons and with honest intent; or

4           (10) The landlord seeks to recover possession in good faith in order to demolish  
5 or to otherwise permanently remove the rental unit from housing use and has obtained all the  
6 necessary permits on or before the date upon which notice to vacate is given, and does so  
7 without ulterior reasons and with honest intent; provided that a landlord who seeks to recover  
8 possession under this Section 37.9(a)(10) shall pay relocation expenses as provided in Section  
9 37.9C except that a landlord who seeks to demolish an unreinforced masonry building pursuant  
10 to Building Code Chapters 16B and 16C must provide the tenant with the relocation assistance  
11 specified in Section 37.9A(e) below prior to the tenant's vacating the premises; or

12           (11) The landlord seeks in good faith to remove temporarily the unit from housing  
13 use in order to be able to carry out capital improvements or rehabilitation work and has obtained  
14 all the necessary permits on or before the date upon which notice to vacate is given, and does  
15 so without ulterior reasons and with honest intent. Any tenant who vacates the unit under such  
16 circumstances shall have the right to reoccupy the unit at the prior rent adjusted in accordance  
17 with the provisions of this Chapter. The tenant will vacate the unit only for the minimum time  
18 required to do the work. On or before the date upon which notice to vacate is given, the landlord  
19 shall advise the tenant in writing that the rehabilitation or capital improvement plans are on file  
20 with the Central Permit Bureau of the Department of Building Inspection and that arrangements  
21 for reviewing such plans can be made with the Central Permit Bureau. In addition to the above,  
22 no landlord shall endeavor to recover possession of any unit subject to a RAP loan as set forth in  
23 Section 37.2(m) of this Chapter except as provided in Section 32.69 of the San Francisco  
24 Administrative Code. The tenant shall not be required to vacate pursuant to this Section  
25 37.9(a)(11), for a period in excess of three months; provided, however, that such time period  
26 may be extended by the Board or its Administrative Law Judges upon application by the  
27 landlord. The Board shall adopt rules and regulations to implement the application procedure.  
28 Any landlord who seeks to recover possession under this Section 37.9(a)(11) shall pay

1 relocation expenses as provided in Section 37.9C. [However, effective January 1, 2013, the  
2 amount of relocation payments for temporary displacement of a tenant household under Section  
3 37.9(a)(11) for less than 20 days is governed by California Civil Code Section 1947.9 and not by  
4 Section 37.9C.]; or

5 (12) The landlord seeks to recover possession in good faith in order to carry out  
6 substantial rehabilitation, as defined in Section 37.2(s), and has obtained all the necessary  
7 permits on or before the date upon which notice to vacate is given, and does so without ulterior  
8 reasons and with honest intent. Notwithstanding the above, no landlord shall endeavor to  
9 recover possession of any unit subject to a RAP loan as set forth in Section 37.2(m) of this  
10 Chapter except as provided in Section 32.69 of the San Francisco Administrative Code. Any  
11 landlord who seeks to recover possession under this Section 37.9(a)(12) shall pay relocation  
12 expenses as provided by Section 37.9C; or

13 (13) The landlord wishes to withdraw from rent or lease all rental units within any  
14 detached physical structure and, in addition, in the case of any detached physical structure  
15 containing three or fewer rental units, any other rental units on the same lot, and complies in full  
16 with Section 37.9A with respect to each such unit; provided, however, that guestrooms or  
17 efficiency units within a residential hotel, as defined in Section 50519 of the Health and Safety  
18 Code, may not be withdrawn from rent or lease if the residential hotel has a permit of occupancy  
19 issued prior to January 1, 1990, and if the residential hotel did not send a notice of intent to  
20 withdraw the units from rent or lease (Administrative Code Section 37.9A(f), Government Code  
21 Section 7060.4(a)) that was delivered to the Rent Board prior to January 1, 2004; or

22 (14) The landlord seeks in good faith to temporarily recover possession of the  
23 unit solely for the purpose of effecting lead remediation or abatement work, as required by San  
24 Francisco Health Code Articles 11 or 26. The tenant will vacate the unit only for the minimum  
25 time required to do the work. The relocation rights and remedies, established by San Francisco  
26 Administrative Code Chapter 72, including but not limited to, the payment of financial relocation  
27 assistance, shall apply to evictions under this Section 37.9(a)(14). [However, effective January 1,  
28 2013, the amount of relocation payments for temporary displacement of a tenant household

1 under Section 37.9(a)(14) for less than 20 days is governed by California Civil Code Section  
2 1947.9.]

3 (15) The landlord seeks to recover possession in good faith in order to demolish  
4 or to otherwise permanently remove the rental unit from housing use in accordance with the  
5 terms of a development agreement entered into by the City under Chapter 56 of the San  
6 Francisco Administrative Code.

7 (16) The tenant's Good Samaritan Status (Section 37.2(a)(1)(D)) has expired,  
8 and the landlord exercises the right to recover possession by serving a notice of termination of  
9 tenancy under this Section 37.9(a)(16) within 60 days after expiration of the Original and any  
10 Extended Good Samaritan Status Period.

11 (b) A landlord who resides in the same rental unit with his or her tenant may evict said  
12 tenant without just cause as required under Section 37.9(a) above.

13 (c) A landlord shall not endeavor to recover possession of a rental unit unless at least  
14 one of the grounds enumerated in Section 37.9(a) or (b) above is (1) the landlord's dominant  
15 motive for recovering possession and (2) unless the landlord informs the tenant in writing on or  
16 before the date upon which notice to vacate is given of the grounds under which possession is  
17 sought, and for notices to vacate under Sections 37.9(a)(8), (9), (10), (11), and (14), state in the  
18 notice to vacate the lawful rent for the unit at the time the notice is issued before endeavoring to  
19 recover possession. The Board shall prepare a written form that (1) states that a tenant's failure  
20 to timely act in response to a notice to vacate may result in a lawsuit by the landlord to evict the  
21 tenant, and that advice regarding the notice to vacate is available from the Board; and (2)  
22 includes information provided by the Mayor's Office of Housing and Community Development  
23 regarding eligibility for affordable housing programs. The Board shall prepare the form in  
24 English, Chinese, Spanish, Vietnamese, Tagalog, and Russian and make the form available to  
25 the public on its website and in its office. A landlord shall attach a copy of the form that is in the  
26 primary language of the tenant to a notice to vacate before serving the notice, except that if the  
27 tenant's primary language is not English, Chinese, Spanish, Vietnamese, Tagalog or Russian,  
28 the landlord shall attach a copy of the form that is in English to the notice. A copy of all notices

1 to vacate except three-day notices to pay rent or quit and a copy of any additional written  
2 documents informing the tenant of the grounds under which possession is sought shall be filed  
3 with the Board within 10 days following service of the notice to vacate. In any action to recover  
4 possession of the rental unit under Section 37.9, the landlord must plead and prove that at least  
5 one of the grounds enumerated in Section 37.9(a) or (b) and also stated in the notice to vacate is  
6 the dominant motive for recovering possession. Tenants may rebut the allegation that any of the  
7 grounds stated in the notice to vacate is the dominant motive.

8 (d) No landlord may cause a tenant to quit involuntarily or threaten to bring any action to  
9 recover possession, or decrease any services, or increase the rent, or take any other action  
10 where the landlord's dominant motive is retaliation for the tenant's exercise of any rights under  
11 the law. Such retaliation shall be a defense to any action to recover possession. In an action to  
12 recover possession of a rental unit, proof of the exercise by the tenant of rights under the law  
13 within six months prior to the alleged act of retaliation shall create a rebuttable presumption that  
14 the landlord's act was retaliatory.

15 (e) It shall be unlawful for a landlord or any other person who willfully assists the landlord  
16 to endeavor to recover possession or to evict a tenant except as provided in Section 37.9(a) and  
17 (b). Any person endeavoring to recover possession of a rental unit from a tenant or evicting a  
18 tenant in a manner not provided for in Section 37.9(a) or (b) without having a substantial basis in  
19 fact for the eviction as provided for in Section 37.9(a) shall be guilty of a misdemeanor and shall  
20 be subject, upon conviction, to the fines and penalties set forth in Section 37.10A. Any waiver by  
21 a tenant of rights under this Chapter 37 shall be void as contrary to public policy.

22 (f) Whenever a landlord wrongfully endeavors to recover possession or recovers  
23 possession of a rental unit in violation of Sections 37.9 and/or 37.10A as enacted herein, the  
24 tenant or Rent Board may institute a civil proceeding for injunctive relief, money damages of not  
25 less than three times actual damages (including damages for mental or emotional distress as  
26 specified below), and whatever other relief the court deems appropriate. If the landlord has  
27 recovered possession pursuant to Section 37.9(a)(8), such action shall be brought no later than  
28 five years after (1) the date the landlord files the first statement of occupancy with the Rent

1 Board under Section 37.9(a)(8)(vii) or (2) three months after the landlord recovers possession,  
2 whichever is earlier. In the case of an award of damages for mental or emotional distress, said  
3 award shall only be trebled if the trier of fact finds that the landlord acted in knowing violation of  
4 or in reckless disregard of Section 37.9 or 37.10A herein. The prevailing party shall be entitled  
5 to reasonable attorney's fees and costs pursuant to order of the court. The remedy available  
6 under this Section 37.9(f) shall be in addition to any other existing remedies which may be  
7 available to the tenant or the Rent Board.

8 (g) The provisions of this Section 37.9 shall apply to any rental unit as defined in  
9 Sections 37.2(r)(4)(A) and 37.2(r)(4)(B), including where a notice to vacate/quit any such rental  
10 unit has been served as of the effective date of Ordinance No. 250-98, but where any such  
11 rental unit has not yet been vacated or an unlawful detainer judgment has not been issued as of  
12 the effective date of Ordinance No. 250-98.

13 (h) With respect to rental units occupied by recipients of tenant-based rental assistance,  
14 the notice requirements of this Section 37.9 shall be required in addition to any notice required  
15 as part of the tenant-based rental assistance program, including but not limited to the notice  
16 required under 24 CFR 982.311(e)(2)(ii).

17 (i) The following additional provisions shall apply to a landlord who seeks to recover a  
18 rental unit by utilizing the grounds enumerated in Section 37.9(a)(8):

19 (1) A landlord may not recover possession of a unit from a tenant under Section  
20 37.9(a)(8) if the landlord has or receives notice, any time before recovery of possession, that any  
21 tenant in the rental unit:

22 (A) Is 60 years of age or older and has been residing in the unit for 10  
23 years or more; or

24 (B) Is disabled within the meaning of Section 37.9(i)(1)(B)(i) and has been  
25 residing in the unit for 10 years or more, or is catastrophically ill within the meaning of Section  
26 37.9(i)(1)(B)(ii) and has been residing in the unit for five years or more:

27 (i) A disabled tenant is defined for purposes of this Section  
28 37.9(i)(1)(B) as a person who is disabled or blind within the meaning of the federal Supplemental



1 Security Income/California State Supplemental Program (SSI/SSP), and who is determined by  
2 SSI/SSP to qualify for that program or who satisfies such requirements through any other  
3 method of determination as approved by the Rent Board;

4 (ii) A catastrophically ill tenant is defined for purposes of this  
5 Section 37.9(i)(1)(B) as a person who is disabled as defined by Section 37.9(i)(1)(B)(i), and who  
6 is suffering from a life threatening illness as certified by his or her primary care physician.

7 (2) The foregoing provisions of Sections 37.9(i)(1)(A) and (B) shall not apply  
8 where there is only one rental unit owned by the landlord in the building, or where each of the  
9 rental units owned by the landlord in the same building where the landlord resides (except the  
10 unit actually occupied by the landlord) is occupied by a tenant otherwise protected from eviction  
11 by Sections 37.9(i)(1)(A) or (B) and where the landlord's qualified relative who will move into the  
12 unit pursuant to Section 37.9(a)(8) is 60 years of age or older.

13 (3) The provisions established by this Section 37.9(i) include but are not limited  
14 to, any rental unit where a notice to vacate/quit has been served as of the date this amendment  
15 takes effect but where the rental unit has not yet been vacated or an unlawful detainer judgment  
16 has not been issued.

17 (4) Within 30 days of personal service by the landlord of a written request, or, at  
18 the landlords option, a notice of termination of tenancy under 37.9(a)(8), the tenant must submit  
19 a statement, with supporting evidence, to the landlord if the tenant claims to be a member of one  
20 of the classes protected by Section 37.9(i). The written request or notice shall contain a warning  
21 that a tenant's failure to submit a statement within the 30 day period shall be deemed an  
22 admission that the tenant is not protected by Section 37.9(i). The landlord shall file a copy of the  
23 request or notice with the Rent Board within ten days of service on the tenant. A tenant's failure  
24 to submit a statement within the 30 day period shall be deemed an admission that the tenant is  
25 not protected by Section 37.9(i). A landlord may challenge a tenant's claim of protected status  
26 either by requesting a hearing with the Rent Board or, at the landlord's option, through  
27 commencement of eviction proceedings, including service of a notice of termination of tenancy.  
28 In the Rent Board hearing or the eviction action, the tenant shall have the burden of proof to

1 show protected status. No civil or criminal liability under 37.9(e) or (f) shall be imposed upon a  
2 landlord for either requesting or challenging a tenant's claim of protected status.

3 (5) This Section 37.9(i) is severable from all other sections and shall be of no  
4 force or effect if any temporary moratorium on owner/relative evictions adopted by the Board of  
5 Supervisors after June 1, 1998 and before October 31, 1998 has been invalidated by the courts  
6 in a final decision.

7 (j) The following additional provision shall apply to a landlord who seeks to recover a  
8 rental unit by utilizing the grounds enumerated in Sections 37.9(a)(8), (a)(9), (a)(10), (a)(11), or  
9 (a)(12).

10 (1) It shall be a defense to an eviction under Sections 37.9(a)(8), (a)(9), (a)(10),  
11 (a)(11), or (a)(12) if a child under the age of 18 or any educator resides in the unit, the child or  
12 educator is a tenant in the unit or has a custodial or family relationship with a tenant in the unit,  
13 the tenant has resided in the unit for 12 months or more, and the effective date of the notice of  
14 termination of tenancy falls during the school year.

15 (2) Section 37.9(j)(1) shall not apply where the landlord is seeking to temporarily  
16 evict or temporarily sever housing services in order to perform seismic work required by Building  
17 Code Chapter 34B and has provided notice and compensation as required by Administrative  
18 Code Chapter 65A.

19 (3) Within 30 days of personal service by the landlord of a written request, or, at  
20 the landlord's option, a notice of termination of tenancy under Sections 37.9(a)(8), (a)(9), (a)(10),  
21 (a)(11), or (a)(12), the tenant must submit a statement with supporting evidence to the landlord,  
22 if the tenant claims to be a member of the class protected from eviction by Section 37.9(j). The  
23 landlord's written request or notice shall contain a warning that a tenant's failure to submit a  
24 statement within the 30 day period shall be deemed an admission that the tenant is not protected  
25 from eviction by Section 37.9(j). The landlord shall file a copy of the landlord's request or notice  
26 with the Rent Board within 10 days of service on the tenant. A tenant's failure to submit a  
27 statement within the 30 day period shall be deemed an admission that the tenant is not protected  
28 from eviction by Section 37.9(j). A landlord may challenge a tenant's claim of protected status

1 either by requesting a hearing with the Rent Board or, at the landlord's option, through  
2 commencement of eviction proceedings, including service of a notice of termination of tenancy.  
3 In the Rent Board hearing or the eviction action, the tenant shall have the burden of proof to  
4 show protected status. No civil or criminal liability under Section 37.9(e) or (f) shall be imposed  
5 upon a landlord for either requesting or challenging a tenant's claim of protected status.

6 (4) For purposes of this Section 37.9(j), the following terms have the following  
7 meanings:

8 "Custodial relationship" means, with respect to a child and a tenant, that the tenant is a  
9 legal guardian of the child, or has a court-recognized caregiver authorization affidavit for the  
10 child, or has provided full-time custodial care of the child pursuant to an agreement with the  
11 child's legal guardian or court-recognized caregiver and has been providing that care for at least  
12 one year or half of the child's lifetime, whichever is less.

13 "Educator" means any person who works at a school in San Francisco as an employee or  
14 independent contractor of the school or of the governing body that has jurisdiction over the  
15 school, including, without limitation, all teachers, classroom aides, administrators, administrative  
16 staff, counselors, social workers, psychologists, school nurses, speech pathologists, custodians,  
17 security guards, cafeteria workers, community relations specialists, child welfare and attendance  
18 liaisons, and learning support consultants.

19 "Family relationship" means that the person is the parent, grandparent, brother, sister,  
20 aunt, or uncle of the child or educator, or the spouse or domestic partner of such relations.

21 "School" means any state-licensed child care center, state-licensed family day care,  
22 and/or any public, private, or parochial institution that provides educational instruction for  
23 students in any or all of the grades from kindergarten through twelfth grade.

24 "School year" means the first day of instruction for the Fall Semester through the last day  
25 of instruction for the Spring Semester, as posted on the San Francisco Unified School District  
26 website for each year.

27 (k) Disclosure of Rights to Tenants Before and After Sale of Rental Units Subject to  
28 Section 37.9.

1                   (1) Disclosure to Tenants By Seller of the Property. Before property  
2 containing rental units subject to Section 37.9 may be sold, the owner/seller shall disclose to  
3 tenants of the property the rights of tenants during and after the sale of the property. This  
4 disclosure shall be in writing and shall include:

5                   (A) A statement in bold type of at least 12 points that tenants cannot  
6 be evicted or asked to move solely because a property is being sold or solely because a new  
7 owner has purchased that property.

8                   (B) A statement in bold type of at least 12 points that tenants cannot  
9 have their rent increased above that permitted by Chapter 37 solely because a property is being  
10 sold or solely because a new owner has purchased that property.

11                   (C) A statement in bold type of at least 12 points that the rental  
12 agreements of tenants cannot be materially changed solely because a property is being sold or  
13 solely because a new owner has purchased that property.

14                   (D) A statement that the owner's right to show units to prospective  
15 buyers is governed by California Civil Code section 1954, including a statement that tenants  
16 must receive notice as provided by Section 1954, and a statement that a showing must be  
17 conducted during normal business hours unless the tenant consents to an entry at another time.

18                   (E) A statement that tenants are not required to complete or sign any  
19 estoppel certificates or estoppel agreements, except as required by law or by that tenant's rental  
20 agreement. The statement shall further inform tenants that tenant rights may be affected by an  
21 estoppel certificate or agreement and that the tenants should seek legal advice before  
22 completing or signing an estoppel certificate or agreement.

23                   (F) A statement that information on these and other tenants' rights are  
24 available at the San Francisco Rent Board, 25 Van Ness Ave, San Francisco, California, and at  
25 the counseling telephone number of the Rent Board and at its web site.

26                   (2) Disclosure to Tenants by Purchaser of the Property. Within 30 days of  
27 acquiring title to rental units subject to Section 37.9, the new purchaser/owner shall disclose to  
28 tenants of the property the rights of tenants following this sale of the property. This disclosure

1 shall be in writing and shall include:

2 (A) A statement in bold type of at least 12 points that tenants cannot  
3 be evicted or asked to move solely because a new owner has purchased that property.

4 (B) A statement in bold type of at least 12 points that tenants cannot  
5 have their rent increased above that permitted by Chapter 37 solely because a new owner has  
6 purchased that property.

7 (C) A statement in bold type of at least 12 points that the rental  
8 agreements of tenants cannot be materially changed solely because a new owner has  
9 purchased that property.

10 (D) A statement in bold type of at least 12 points that any tenants, sub-  
11 tenants or roommates who were lawful occupants at the time of the sale remain lawful  
12 occupants.

13 (E) A statement in bold type of at least 12 points: that tenants' housing  
14 services as defined in Section 37.2(r) first paragraph cannot be changed or severed from the  
15 tenancy solely because a new owner has purchased that property; and that tenants' housing  
16 services as defined in Section 37.2(r) second paragraph that were supplied in connection with  
17 the use or occupancy of a unit at the time of sale (such as laundry rooms, decks, or storage  
18 space) cannot be severed from the tenancy by the new purchaser/owner without just cause as  
19 required by Section 37.9(a).

20 (I) Hearings on Alleged Wrongful Endeavor to Recover Possession Through Tenant  
21 Harassment.

22 (1) Upon receipt of a tenant report alleging wrongful endeavor to recover  
23 possession of the tenant's unit through harassment, the Board through its Executive Director  
24 shall send a notice acknowledging receipt of the report and summarizing the rights and  
25 responsibilities of landlords and tenants regarding possession of, and eviction from, residential  
26 rental units. Upon consideration of such report, the Executive Director may schedule an  
27 investigative hearing on the allegations before a Board Administrative Law Judge, where both  
28 the tenant and the landlord may appear and make oral and/or written presentations, including

1 presentation of other witnesses. Following such hearing, the Administrative Law Judge shall  
2 provide the Board with a summary of evidence produced at the hearing.

3 (2) Upon review of the evidence, the Board shall consider whether to undertake  
4 any further proceedings such as, but not limited to, civil litigation pursuant to Section 37.9(f), or  
5 referral to the District Attorney (see Section 37.9(e)).

6 (3) For purposes of this Subsection 37.9(l), harassment includes but is not limited  
7 to the types of harassment defined in Section 37.10B(a)(1) – (6) and (8) – (14).

8 (m) Implementation of California Civil Code Section 1947.9(a)(1)(A). Notwithstanding  
9 any other provision of Administrative Code Chapter 37, and consistent with California Civil Code  
10 Section 1947.9, the daily compensation payment specified in Civil Code Section 1947.9(a)(1)(A)  
11 for a tenant household temporarily displaced for less than 20 days, shall increase annually,  
12 rounded to the nearest dollar, at the rate of increase in the “rent of primary residence”  
13 expenditure category of the Consumer Price Index (CPI) for All Urban Consumers in the San  
14 Francisco-Oakland-San Jose Region for the preceding calendar year, as that data is made  
15 available by the United States Department of Labor and published by the Board. This increase  
16 shall be calculated as of March 1 each year, commencing March 1, 2014.

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1 **Sec. 37.9A Tenant Rights in Certain Displacements Under Section 37.9(a)(13).**

2 [Added by Ord. No. 193-86, effective July 1, 1986; amended by Ord. No. 320-94,  
3 effective October 15, 1994; Ord. No. 348-99, effective January 29, 2000; Ord. No.  
4 5-00, effective February 13, 2000; Ord. No. 91-03, effective June 15, 2003; Ord.  
5 No. 21-05, effective February 20, 2005; revised by Johnson v. CCSF (2006) 137  
6 Cal.App. 4th 7; amended by Ord. No. 54-14, effective June 1, 2014, enjoined by  
7 U.S. District Court in Levin v. CCSF on October 21, 2014 (Case No. 03352-CRB);  
8 amended by Ord. No. 68-15, effective June 14, 2015, enjoined by San Francisco  
9 Superior Court in Coyne v. CCSF on October 8, 2015 (Case No. CPF-15-  
10 514382) and affirmed by California Court of Appeal on March 21, 2017,  
11 9 Cal.App. 5th 1215; amended by Ord. No. 171-15, effective November 9, 2015;  
12 amended by Ord. No. 123-17, effective July 23, 2017]

13 This Section 37.9A applies to certain tenant displacements under Section 37.9(a)(13), as  
14 specified.

15 (a) Rent Allowed.

16 (1) Except as provided in Section 37.9A(a)(2) below, any rental unit which a  
17 tenant vacates after receiving a notice to quit relying on Section 37.9(a)(13), withdrawal of rental  
18 units from rent or lease under the Ellis Act, California Government Code Sections 7060 et seq., if  
19 again offered for rent or lease, must be offered and rented or leased at a rent not greater than  
20 the lawful rent in effect at the time the notice of intent to withdraw rental units is filed with the  
21 Board, plus annual rent increases available under this Chapter 37.

22 (A) The provisions of Section 37.9A(a)(1) apply to all tenancies  
23 commenced during either of the following time periods:

24 (i) The five-year period after a notice of intent to withdraw the  
25 rental units is filed with the Board, whether or not the notice of intent is rescinded or the  
26 withdrawal of the units is completed pursuant to that notice;

27 (ii) The five-year period after the rental units are withdrawn.

28 (B) This Section 37.9(A)(a)(1) shall prevail over any conflicting provision  
of law authorizing the landlord to establish the rental rate upon the initial hiring of the unit.

(C) If it is asserted that the rent could have been increased based on  
capital improvements, rehabilitation or substantial rehabilitation, the owner must petition the Rent  
Board pursuant to the procedures of Section 37.7 of this chapter. No increase shall be allowed  
on account of any expense incurred in connection with withdrawing any unit from rent or lease.

1 (2) If a new tenancy was lawfully created in a unit before January 1, 2003,  
2 following a lawful withdrawal of the unit from rent or lease under Section 37.9(a)(13), any  
3 subsequent new tenancies for that rental unit are not subject to the rent limitations in Section  
4 37.9A(a)(1).

5 (b) Treatment of Replacement Units. If one or more units covered by subsection (a) is  
6 demolished, and one or more new units qualifying as rental units under this chapter but for the  
7 date on which they first receive a certificate of final completion and occupancy are constructed  
8 on the same property, and offered for rent or lease within five years of the date the last of the  
9 original units became vacant, the newly constructed units shall be offered at rents not greater  
10 than those reasonably calculated to produce a fair and reasonable return on the newly  
11 constructed units, notwithstanding Section 37.2(r)(5) or any other provision of this chapter. The  
12 provisions of this chapter shall thereafter apply. The Board shall adopt rules for determining the  
13 rents necessary to provide a fair and reasonable return.

14 (c) Rights to Re-Rent. Any owner who again offers for rent or lease any unit covered by  
15 subsection (a) shall first offer the unit for rent or lease to the tenants or lessees displaced from  
16 the unit as follows:

17 (1) If any tenant or lessee has advised the owner in writing within 30 days of  
18 displacement of his or her desire to consider an offer to renew the tenancy and has furnished the  
19 owner with an address to which that offer is to be directed, the owner must make such an offer  
20 whenever the unit is again offered for rent or lease within two years of withdrawal. That tenant,  
21 lessee, or former tenant or lessee may advise the owner at any time of a change of address to  
22 which an offer is to be directed.

23 (2) Notwithstanding Subsection (c)(1), if the unit is offered for rent or lease within  
24 10 years of withdrawal, the owner shall notify the Rent Board in writing of the intention to re-rent  
25 the unit and make an offer to the tenant or lessee whenever the tenant or lessee requests the  
26 offer in writing within 30 days after the owner has notified the City of an intention to re-rent the  
27 unit. If the unit is offered for rent or lease more than two years after the date the unit was  
28 withdrawn from rent or lease, the owner shall be liable to any tenant or lessee who was



1 displaced for failure to comply with this subsection (c)(2), for punitive damages in an amount  
2 which does not exceed the contract rent for six months.

3 (3) If any former tenant or lessee has requested an offer to renew the tenancy,  
4 either directly to the landlord or after notice from the Rent Board, then the owner shall offer to  
5 reinstitute a rental agreement or lease at rents permitted under Subsection (a). This offer shall  
6 be deposited in the United States mail, by registered or certified mail with postage prepaid,  
7 addressed to the displaced tenant or lessee at the address furnished to the owner as provided  
8 by the tenant and shall describe the terms of the offer. The displaced tenant or lessee shall  
9 have 30 days from the deposit of the offer in the mail to accept the offer by personal delivery of  
10 that acceptance or by deposit of the acceptance in the United States mail by registered or  
11 certified mail with postage prepaid.

12 (4) If more than one tenant or lessee attempts to accept the offer for a given unit,  
13 the landlord shall notify each tenant or lessee so accepting that other acceptances have been  
14 received, and shall further advise each such tenant or lessee of the names and addresses of the  
15 others. If all such tenants or lessees do not within thirty (30) days thereafter agree and notify the  
16 landlord of which tenant(s) or lessee(s) will reoccupy the unit, the tenant(s) or lessee(s) who first  
17 occupied the unit previously shall be entitled to accept the landlord's offer. If more than one  
18 eligible tenant or lessee initially occupied the unit on the same date, then the first such tenant or  
19 lessee to have originally sent notice accepting the landlord's offer shall be entitled to occupy the  
20 unit.

21 (d) Re-Rental Within Two Years. If a unit covered by subsection (a) is offered for rent or  
22 lease within two years of the date of withdrawal:

23 (1) The owner shall be liable to any tenant or lessee who was displaced from the  
24 property for actual and exemplary damages. Any action by a tenant or lessee pursuant to this  
25 paragraph shall be brought within three years of withdrawal of the unit from rent or lease.  
26 However, nothing in this paragraph precludes a tenant from pursuing any alternative remedy  
27 available under the law.

28 (2) The City may institute a civil proceeding against the owner who has again

1 offered the unit for rent or lease, for exemplary damages for displacement of tenants or lessees.  
2 Any action by the City pursuant to this paragraph shall be brought within three years of the  
3 withdrawal of the unit from rent or lease.

4 (e) Relocation Payments to Tenants.

5 (1) Before August 10, 2004, Low Income, Elderly or Disabled. Where a landlord  
6 seeks eviction based upon Section 37.9(a)(13), and the notice of intent to withdraw rental units  
7 was filed with the Board before August 10, 2004, the relocation payments described in this  
8 Subsection 37.9A(e)(1) shall be limited to tenants who are members of lower income  
9 households, who are elderly, or who are disabled, as defined below.

10 (A) Tenants who are members of lower income households, as defined by  
11 Section 50079.5 of the California Health and Safety Code, and who receive a notice to quit  
12 based upon Section 37.9(a)(13), in addition to all rights under any other provision of law, shall be  
13 entitled to receive \$4,500.00, \$2,250.00 of which shall be paid within fifteen (15) calendar days  
14 of the landlord's receipt of written notice from the tenants of their entitlement to the relocation  
15 payment, and \$2,250.00 of which shall be paid when the tenants vacate the unit.

16 (B) With respect to Subsection 37.9A(e)(1)(A) above, the Mayor's Office  
17 of Housing or its successor agency shall annually determine the income limits for lower income  
18 households, adjusted for household size.

19 (C) Notwithstanding Subsection 37.9A(e)(1)(A), and irrespective of the  
20 size of the unit, any tenant who receives a notice to quit under Section 37.9(a)(13) and who, at  
21 the time such notice is served, is 62 years of age or older, or who is disabled within the meaning  
22 of Section 12955.3 of the California Government Code, shall be entitled to receive \$3,000.00,  
23 \$1,500.00 of which shall be paid within fifteen (15) calendar days of the landlord's receipt of  
24 written notice from the tenant of entitlement to the relocation payment, and \$1,500.00 of which  
25 shall be paid when the tenant vacates the unit.

26 (D) The payments due pursuant to this Subsection 37.9A(e)(1) for any  
27 unit which is occupied by more than one tenant shall be divided equally among all the occupying  
28 tenants, excluding those tenants who are separately entitled to payments under subsection

1 37.9A(e)(1)(C) above.

2 (2) On August 10, 2004 and until February 19, 2005. Where a landlord seeks  
3 eviction based upon Section 37.9(a)(13) and either (i) the notice of intent to withdraw rental units  
4 is filed with the Board on or after August 10, 2004 through February 19, 2005 or (ii) the notice of  
5 intent to withdraw rental units was filed with the Board prior to August 10, 2004 but the tenant  
6 still resided in the unit as of August 10, 2004, relocation payments shall be paid to the tenants as  
7 follows:

8 (A) Tenants who are members of lower income households, as defined by  
9 Section 50079.5 of the California Health and Safety Code, shall be entitled to receive \$4,500.00,  
10 \$2,250.00 of which shall be paid within fifteen (15) calendar days of the landlord's receipt of  
11 written notice from the tenants of their entitlement to the relocation payment, and \$2,250.00 of  
12 which shall be paid when the tenants vacate the unit.

13 (B) Subject to subsections 37.9A(e)(2)(C) and (D) below, tenants who are  
14 not members of lower income households, as defined by Section 50079.5 of the California  
15 Health and Safety Code, shall each be entitled to receive \$4,500.00, which shall be paid when  
16 the tenant vacates the unit;

17 (C) In the event there are more than three tenants in a unit, the total  
18 relocation payment shall be \$13,500.00, which shall be divided equally by the number of tenants  
19 in the unit;

20 (D) Notwithstanding Subsections 37.9A(e)(2)(A) and (B), any tenant who,  
21 at the time the notice of intent to withdraw rental units is filed with the Board, is 62 years of age  
22 or older, or who is disabled within the meaning of Section 12955.3 of the California Government  
23 Code, shall be entitled to receive an additional payment of \$3,000.00, \$1,500.00 of which shall  
24 be paid within fifteen (15) calendar days of the landlord's receipt of written notice from the tenant  
25 of entitlement to the relocation payment, and \$1,500.00 of which shall be paid when the tenant  
26 vacates the unit.

27 (3) On or After February 20, 2005. Where a landlord seeks eviction based upon  
28 Section 37.9(a)(13), and the notice of intent to withdraw rental units is filed with the Board on or

1 after February 20, 2005, relocation payments shall be paid to the tenants as follows:

2 (A) Subject to subsections 37.9A(e)(3)(B), (C) and (D) below, the landlord  
3 shall be required to pay a relocation benefit on behalf of each authorized occupant of the rental  
4 unit regardless of the occupant's age ("Eligible Tenant"). The amount of the relocation benefit  
5 shall be \$4,500 per Eligible Tenant, one-half of which shall be paid at the time of the service of  
6 the notice of termination of tenancy, and one-half of which shall be paid when the Eligible Tenant  
7 vacates the unit;

8 (B) In the event there are more than three Eligible Tenants in a unit, the  
9 total relocation payment shall be \$13,500, which shall be allocated proportionally among the  
10 Eligible Tenants based on the total number of Eligible Tenants in the unit; and

11 (C) Notwithstanding Subsections 37.9A(e)(3)(A) and (B), any Eligible  
12 Tenant who, at the time the notice of intent to withdraw rental units is filed with the Board, is 62  
13 years of age or older, or who is disabled within the meaning of Section 12955.3 of the California  
14 Government Code, shall be entitled to receive an additional payment of \$3,000, \$1,500 of which  
15 shall be paid within 15 calendar days of the landlord's receipt of written notice from the tenant of  
16 entitlement to the relocation payment, and \$1,500 of which shall be paid when the Eligible  
17 Tenant vacates the unit.

18 (D) Commencing March 1, 2005, the relocation payments specified in  
19 Subsections 37.9A(e)(3)(A) and (B) and (C) shall increase annually at the rate of increase in the  
20 "rent of primary residence" expenditure category of the Consumer Price Index (CPI) for All Urban  
21 Consumers in the San Francisco-Oakland-San Jose Region for the preceding calendar year, as  
22 that data is made available by the United States Department of Labor and published by the  
23 Board.

24 (4) Any notice to quit pursuant to Section 37.9(a)(13) shall notify the tenant or  
25 tenants concerned of the right to receive payment under this subsection 37.9A(e)(1) or (2) or (3).

26 (f) Notice to Rent Board; Recordation of Notice; Effective Date of Withdrawal.

27 (1) Any owner who intends to withdraw from rent or lease any rental unit shall  
28 notify the Rent Board in writing of said intention. Said notice shall contain statements, under

1 penalty of perjury, providing information on the number of residential units, the address or  
2 location of those units, the name or names of the tenants or lessees of the units, and the rent  
3 applicable to each residential rental unit. Said notice shall be signed by all owners of record of  
4 the property under penalty of perjury and shall include a certification that actions have been  
5 initiated as required by law to terminate existing tenancies through service of a notice of  
6 termination of tenancy. The notice must be served by certified mail or any other manner  
7 authorized by law prior to delivery to the Rent Board of the notice of intent to withdraw the rental  
8 units. Information respecting the name or names of the tenants, the rent applicable to any unit,  
9 or the total number of units, is confidential and shall be treated as confidential information by the  
10 City for purposes of the Information Practices Act of 1977, as contained in Chapter I  
11 (commencing with Section 1798) of Title 1.8 of part 4 of Division 3 of the Civil Code. The City  
12 shall, to the extent required by the preceding sentence, be considered an "agency," as defined  
13 by subdivision (b) of Section 1798.3 of the Civil Code.

14 (2) Prior to the effective date of withdrawal of rental units under this Section, the  
15 owner shall cause to be recorded with the County Recorder a memorandum of the notice  
16 required by subsection (f)(1) summarizing its provisions, other than the confidential provisions, in  
17 substantially the following form:

18 **Memorandum of Notice**  
19 **Regarding Withdrawal of Rental Unit From Rent or Lease**

20 **This memorandum evidences that the undersigned, as the owner of the property**  
21 **described in Exhibit A attached, has filed a notice, whose contents are certified under**  
22 **penalty of perjury, stating the intent to withdraw from rent or lease all units at said**  
**property, pursuant to San Francisco Administrative Code Section 37.9A and the Ellis Act**  
**(California Government Code Section 7060 et seq.).**

23 \_\_\_\_\_  
(Signature)

24 (3) For a notice of intent to withdraw rental units filed with the Rent Board on or  
25 before December 31, 1999, the date on which the units are withdrawn from rent or lease for  
26 purposes of this chapter and the Ellis Act is 60 days from the delivery in person or by first-class  
27 mail of the Subsection (f)(1) notice of intent to the Rent Board.

28 (4) For a notice of intent to withdraw rental units filed with the Rent Board on or

1 after January 1, 2000, the date on which the units are withdrawn from rent or lease for purposes  
2 of this Chapter and the Ellis Act is 120 days from the delivery in person or by first-class mail of  
3 the Subsection (f)(1) notice of intent to the Rent Board. Except that, if the tenant or lessee is at  
4 least 62 years of age or disabled as defined in Government Code 12955.3, and has lived in his  
5 or her unit for at least one year prior to the date of delivery to the Rent Board of the Subsection  
6 (f)(1) notice of intent to withdraw, then the date of withdrawal of the unit of that tenant or lessee  
7 shall be extended to one year after the date of delivery of that notice to the Rent Board, provided  
8 that the tenant or lessee gives written notice of his or her entitlement to an extension of the date  
9 of withdrawal to the owner within 60 days of the date of delivery to the Rent Board of the  
10 Subsection (f)(1) notice of intent to withdraw. In that situation, the following provisions shall  
11 apply:

12 (A) The tenancy shall be continued on the same terms and conditions as  
13 existed on the date of delivery to the Rent Board of the notice of intent to withdraw, subject to  
14 any adjustments otherwise available under Administrative Code Chapter 37.

15 (B) No party shall be relieved of the duty to perform any obligation under  
16 the lease or rental agreement.

17 (C) The owner may elect to extend the date of withdrawal on any other  
18 units up to one year after date of delivery to the Rent Board of the Subsection (f)(1) notice of  
19 intent to withdraw, subject to Subsections (f)(4)(A) and (B).

20 (D) Within 30 days of the notification by the tenant or lessee to the owner  
21 of his or her entitlement to an extension of the date of withdrawal, the owner shall give written  
22 notice to the Rent Board of the claim that the tenant or lessee is entitled to stay in their unit for  
23 one year after the date of delivery to the Rent Board of the Subsection (f)(1) notice of intent to  
24 withdraw.

25 (E) Within 90 days of the date of delivery to the Rent Board of the notice  
26 of intent to withdraw, the owner shall give written notice to the Rent Board and the affected  
27 tenant or lessee of the following:

28 (i) Whether or not the owner disputes the tenant's claim of

1 extension;

2 (ii) The new date of withdrawal under Section 37.9A(f)(4)(C), if the  
3 owner does not dispute the tenant's claim of extension; and

4 (iii) Whether or not the owner elects to extend the date of  
5 withdrawal to other units on the property.

6 (5) Within 15 days of delivery of a Subsection (f)(1) notice of intent to the Rent  
7 Board, the owner shall provide notice to any tenant or lessee to be displaced of the following:

8 (A) That the Rent Board has been notified pursuant to Subsection (f)(1),

9 (B) That the notice to the Rent Board specified the name and the amount  
10 of rent paid by the tenant or lessee as an occupant of the rental unit;

11 (C) The amount of rent the owner specified in the notice to the Rent  
12 Board,

13 (D) The tenant's or lessee's rights to reoccupancy under Section 37.9A(c)  
14 if the rental unit is again offered for rent or lease by a current or future owner and to relocation  
15 assistance under Section 37.9A(e); and,

16 (E) The rights of qualified elderly or disabled tenants as described under  
17 Subsection (f)(4), to extend their tenancy to one year after the date of delivery to the Rent Board  
18 of the Subsection (f)(1) notice of intent to withdraw.

19 (6) Within 30 days after the effective date of withdrawal of rental units under this  
20 Section 37.9A, the Rent Board shall record a notice of constraints with the County Recorder  
21 which describes the property and the dates of applicable restrictions on the property under this  
22 Section.

23 (g) Successor Owners. The provisions of this Section 37.9A shall apply to the owner of a  
24 rental unit at the time displacement of a tenant or tenants is initiated and to any successor in  
25 interest of the owner, subject to the provisions of Chapter 12.75 of Division 7 of Title 1 of the  
26 California Government Code (Sections 7060 et seq.).

27 (h) Reports Required.

28 (1) Not later than the last day of the third and sixth calendar months following the

1 month in which notice is given to the Board under Subsection (f)(1), and thereafter not later than  
2 December 31st of each calendar year for a period of five years, beginning with the year in which  
3 the six-month notice is given, the owner of any property which contains or formerly contained  
4 one or more rental units which a tenant or tenants vacated pursuant to Section 37.9(a)(13) shall  
5 notify the Board, in writing, under penalty of perjury, for each such unit:

- 6 (A) Whether the unit has been demolished;
- 7 (B) If the unit has not been demolished, whether it is in use;
- 8 (C) If it is in use, whether it is in residential use;
- 9 (D) If it is in residential use, the date the tenancy began, the name of  
10 the tenant(s), and the amount of rent charged.

11 If the unit has been demolished, and one or more new units constructed on the  
12 lot, the owner shall furnish the information required by items (B), (C) and (D) for each new unit.

13 The Board shall maintain a record of the notices received under Subsection (f) and all notices  
14 received under this Section for each unit subject to this reporting requirement.

15 (2) The Board shall notify each person who is reported as having become a  
16 tenant in a vacated or new unit subject to the reporting requirements of Subsection (h)(1) that it  
17 maintains the records described in Subsection (h)(1), and that the rent of the unit may be  
18 restricted pursuant to Subsection (a).

19 (3) The Board shall maintain a register of all rental units withdrawn from rent or  
20 lease under the Ellis Act and the rent applicable to each unit at the time of withdrawal. The  
21 Board shall inform tenants displaced from units withdrawn from rent or lease at the address  
22 provided by the tenant, when the owner notifies the Board that the unit or replacement unit will  
23 again be offered for rent or lease within ten years of the date of withdrawal.

24 (4) The Board may investigate whether a rental unit that was withdrawn from rent  
25 or lease has been again offered for rent or lease, and whether the owner has complied with the  
26 provisions of this Section.

27 (i) This Section 37.9A is enacted principally to exercise specific authority provided for by  
28 Chapter 12.75 of Division 7 of Title 1 of the California Government Code, originally enacted by



1 Stats. 1985, Ch. 1509, Section 1 (the Ellis Act, California Government Code Sections 7060 et  
2 seq.). In the case of any amendment to Chapter 12.75 or any other provision of State law which  
3 amendment is inconsistent with this Section, this Section shall be deemed to be amended to be  
4 consistent with State law, and to the extent it cannot be so amended shall be interpreted to be  
5 effective as previously adopted to the maximum extent possible.

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1 **Sec. 37.9B Tenant Rights In Evictions Under Section 37.9(a)(8).**

2 [Added by Ord. No. 293-98, effective November 1, 1998; amended by Ord. No.  
3 57-02, effective June 2, 2002; amended by Proposition H, effective December 22,  
4 2006; amended by Ord. No. 160-17, effective August 27, 2017]

5 (a) Any rental unit which a tenant vacates after receiving a notice to quit based on  
6 Section 37.9(a)(8), and which is subsequently no longer occupied as a principal residence by the  
7 landlord or the landlord's grandparent, parent, child, grandchild, brother, sister, or the landlord's  
8 spouse, or the spouses of such relations must, if offered for rent during the five-year period  
9 following service of the notice to quit under Section 37.9(a)(8), be rented in good faith at a rent  
10 not greater than that which would have been the rent had the tenant who had been required to  
11 vacate remained in continuous occupancy and the rental unit remained subject to this Chapter  
12 37. If it is asserted that a rent increase could have taken place during the occupancy of the rental  
13 unit by the landlord if the rental unit had been subjected to this Chapter, the landlord shall bear  
14 the burden of proving that the rent could have been legally increased during that period. If it is  
15 asserted that the increase is based in whole or in part upon any grounds other than that set forth  
16 in Section 37.3(a)(1), the landlord must petition the Rent Board pursuant to the procedures of  
17 this Chapter. Displaced tenants shall be entitled to participate in and present evidence at any  
18 hearing held on such a petition. Tenants displaced pursuant to Section 37.9(a)(8) shall make all  
19 reasonable efforts to keep the Rent Board apprised of their current address. The Rent Board  
20 shall provide notice of any proceedings before the Rent Board to the displaced tenant at the last  
21 address provided by the tenant. No increase shall be allowed on account of any expense  
22 incurred in connection with the displacement of the tenant.

23 (b) (1) For notices to vacate served before January 1, 2018, any landlord who, within  
24 three years of the date of service of the notice to quit, offers for rent or lease any unit in which  
25 the possession was recovered pursuant to Section 37.9(a)(8) shall first offer the unit for rent or  
26 lease to the tenants displaced in the same manner as provided for in Sections 37.9A(c) and (d).

27 (2) For notices to vacate served on or after January 1, 2018, any landlord who,  
28 within five years of the date of service of the notice to quit, offers for rent or lease any unit in  
which the possession was recovered pursuant to Section 37.9(a)(8) shall first offer the unit for

1 rent or lease to the tenants displaced, by mailing a written offer to the address that the tenant  
2 has provided to the landlord. If the tenant has not provided the landlord a mailing address, the  
3 landlord shall mail the offer to the address on file with the Rent Board, and if the Rent Board  
4 does not have an address on file, then to the unit from which the tenant was displaced and to  
5 any other physical or electronic address of the tenant of which the landlord has actual  
6 knowledge. The landlord shall file a copy of the offer with the Rent Board within 15 days of the  
7 offer. The tenant shall have 30 days from receipt of the offer to notify the landlord of acceptance  
8 or rejection of the offer and, if accepted, shall reoccupy the unit within 45 days of receipt of the  
9 offer.

10 (c) In addition to complying with the requirements of Section 37.9(a)(8), an owner who  
11 endeavors to recover possession under Section 37.9(a)(8) shall inform the tenant of the  
12 following information in writing and file a copy with the Rent Board within 10 days after service of  
13 the notice to vacate, together with a copy of the notice to vacate and proof of service upon the  
14 tenant;

15 (1) The identity and percentage of ownership of all persons holding a full or  
16 partial percentage ownership in the property;

17 (2) The dates the percentages of ownership were recorded;

18 (3) The name(s) of the landlord endeavoring to recover possession and, if  
19 applicable, the names(s) and relationship of the relative(s) for whom possession is being sought  
20 and a description of the current residence of the landlord or relative(s);

21 (4) A description of all residential properties owned, in whole or in part, by the  
22 landlord and, if applicable, a description of all residential properties owned, in whole or in part, by  
23 the landlord's grandparent, parent, child, grandchild, brother, or sister for whom possession is  
24 being sought;

25 (5) The current rent for the unit and a statement that the tenant has the right to  
26 re-rent the unit at the same rent, as adjusted by Section 37.9B(a) above;

27 (6) The contents of Section 37.9B, by providing a copy of same; and

28 (7) The right the tenant(s) may have to relocation costs and the amount of those

1 relocation costs.

2 (d) The landlord shall pay relocation expenses as provided in Section 37.9C.

3 (e) Within 30 days after the effective date of a written notice to vacate that is filed with  
4 the Rent Board under Section 37.9B(c) the Rent Board shall record a notice of constraints with  
5 the County Recorder identifying each unit on the property that is the subject of the Section  
6 37.9B(c) notice to vacate, stating the nature and dates of applicable restrictions under Section  
7 37.9(a)(8) and 37.9B. For notices to vacate filed under Section 37.9B(c) on or after January 1,  
8 2018, the Rent Board shall also send a notice to the unit that states the maximum rent for that  
9 unit under Sections 37.9(a)(8) and 37.9B, and shall send an updated notice to the unit 12  
10 months, 24 months, 36 months, 48 months and 60 months thereafter, or within 30 days of such  
11 date. If a notice of constraints is recorded but the tenant does not vacate the unit, the landlord  
12 may apply to the Rent Board for a rescission of the recorded notice of constraints. The Rent  
13 Board shall not be required to send any further notices to the unit pursuant to this subsection (e)  
14 if the constraints on the unit are rescinded.

1 **Sec. 37.9C Tenants Rights To Relocation For No-Fault Evictions.**

2 [Added by Proposition H, effective December 22, 2006; annotated section  
3 37.9C(a)(1) to reference California Civil Code Section 1947.9, which went into  
4 effect on January 1, 2013]

4 (a) Definitions.

5 (1) Covered No-Fault Eviction Notice. For purposes of this section 37.9C, a  
6 Covered No-Fault Eviction Notice shall mean a notice to quit based upon Section 37.9(a)(8),  
7 (10), (11), or (12). [However, effective January 1, 2013, the amount of relocation payments for  
8 temporary displacement of a tenant household under Section 37.9(a)(11) for less than 20 days is  
9 governed by California Civil Code Section 1947.9 and not by this Section.]

10 (2) Eligible Tenant. For purposes of this section 37.9C, an Eligible Tenant shall  
11 mean any authorized occupant of a rental unit, regardless of age, who has resided in the unit for  
12 12 or more months.

13 (b) Each Eligible Tenant who receives a Covered No-Fault Eviction Notice, in addition to  
14 all rights under any other provision of law, shall be entitled to receive relocation expenses from  
15 the landlord, in the amounts specified in section 37.9C(e).

16 (c) On or before the date of service of a Covered No-Fault Eviction Notice, the landlord  
17 shall notify all occupant(s) in the unit in writing of the right to receive payment under this section  
18 37.9C and the amount of that relocation and shall provide a copy of section 37.9C. Such  
19 notification shall include a statement describing the additional relocation expenses available for  
20 Eligible Tenants who are senior or disabled and for households with children. The landlord shall  
21 file a copy of this notification with the Rent Board within 10 days after service of the notice,  
22 together with a copy of the notice to vacate and proof of service upon the tenant.

23 (d) A landlord who pays relocation expenses as required by this section in conjunction  
24 with a notice to quit need not pay relocation expenses with any further notices to quit based  
25 upon the same just cause under Section 37.9(a) for the same unit that are served within 180  
26 days of the notice that included the required relocation payment. The relocation expenses  
27 contained herein are separate from any security or other refundable deposits as defined in  
28 California Code Section 1950.5. Further, payment or acceptance of relocation expenses shall

1 not operate as a waiver of any rights a tenant may have under law.

2 (e) Relocation expenses shall be:

3 (1) Each Eligible Tenant receiving a Covered No-Fault Eviction Notice shall  
4 receive \$4,500, \$2,250 of which shall be paid at the time of the service of the notice to quit, and  
5 \$2,250 of which shall be paid when the unit is vacated. In no case, however, shall the landlord  
6 be obligated under this section 37.9C(e)(1) to provide more than \$13,500 in relocation expenses  
7 to all Eligible Tenants in the same unit.

8 (2) In addition, each Eligible Tenant who is 60 years of age or older or who is  
9 disabled within the meaning of Section 12955.3 of the California Government Code, and each  
10 household with at least one Eligible Tenant and at least one child under the age of 18 years,  
11 shall be entitled to receive an additional payment of \$3,000.00, \$1,500.00 of which shall be paid  
12 within fifteen (15) calendar days of the landlord's receipt of written notice from the Eligible Tenant  
13 of entitlement to the relocation payment along with supporting evidence, and \$1,500 of which  
14 shall be paid when the Eligible Tenant vacates the unit. Within 30 days after notification to the  
15 landlord of a claim of entitlement to additional relocation expenses because of disability, age, or  
16 having children in the household, the landlord shall give written notice to the Rent Board of the  
17 claim for additional relocation assistance and whether or not the landlord disputes the claim.

18 (3) Commencing March 1, 2007, these relocation expenses, including the  
19 maximum relocation expenses per unit, shall increase annually, rounded to the nearest dollar, at  
20 the rate of increase in the "rent of primary residence" expenditure category of the Consumer  
21 Price Index (CPI) for All Urban Consumers in the San Francisco-Oakland-San Jose Region for  
22 the preceding calendar year, as that data is made available by the United States Department of  
23 Labor and published by the Board.

24 (f) The provisions of this Ordinance shall apply to all notices to quit served on or after  
25 August 10, 2006.

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1 **Sec. 37.9D Foreclosure Evictions.**

[Added by Ord. No. 60-10, effective April 25, 2010]

2  
3 (a) Foreclosure is defined for purposes of this Section 37.9D as the reversion or  
4 transfer of title to a property to a lender, mortgagee, or beneficiary of a deed of trust, or an agent  
5 thereof, in full or partial satisfaction of a defaulted obligation. This definition of "foreclosure"  
6 includes but is not limited to the definitions in California Civil Code section 2924.

7 (b) Any residential tenant who was in possession of a rental unit at the time of  
8 foreclosure, where that dwelling or unit is otherwise exempted from the eviction control  
9 provisions of Chapter 37 by Sections 37.2(r)(5), (6) or (7), may not be evicted by the person or  
10 entity who took title through foreclosure (see Section 37.9D(a)), except for just cause as  
11 provided in Section 37.9 and related provisions of Chapter 37, or at the end of the tenant's  
12 existing lease, whichever occurs later.

13 (c) To the extent permissible under state and federal law, any residential tenant who  
14 has a valid lease or rental agreement at the time of foreclosure may enforce that rental  
15 agreement after foreclosure.

16 (d) A tenant whose landlord recovers possession or endeavors to recover possession  
17 of the unit in violation of this section may exercise any remedies available under this Chapter or  
18 under other applicable law.

19 (e) Within 15 days after foreclosure of a residential property subject to this Section  
20 37.9D, the person or entity that takes title must provide to the tenant or tenants in the property  
21 (see Subsection 37.9D(b)) notice of their rights under this Section 37.9D.

22 (i) The notice shall be in the following form in bold type of at least 14 points:

23 **NOTICE UNDER SAN FRANCISCO ADMINISTRATIVE CODE SECTION 37.9D.**

24 **To all tenants residing at: \_\_\_\_\_ (property address).**

25 **Date: \_\_\_\_\_.**

26 **The person or entity named below obtained title through foreclosure**  
27 **to the property in which you reside, on: \_\_\_\_\_ (date).**

28 **You are hereby advised that under San Francisco Administrative**

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**Code Section 37.9 you may not be evicted from the rental unit in which you reside unless the landlord has a just cause for eviction under Section 37.9(a) of the San Francisco Administrative Code.**

**Additional information on your tenant rights under this ordinance is available from the San Francisco Residential Rent Stabilization and Arbitration Board, 25 Van Ness Avenue, San Francisco, California, telephone number (415) 252-4602.**

**Name of lender and contact telephone number: \_\_\_\_\_.**

(ii) Notice required by this Section 37.9D shall be provided either: by both posting a copy of the notice in a conspicuous place on the property and by first-class mail to each affected residential unit; or by posting a copy of the notice in a conspicuous place on the property and in a prominent place on each affected residential unit.

(iii) It shall be a defense to an eviction utilizing the just cause provisions of Section 37.9, if a landlord who is required to provide the notice required by this Section 37.9D endeavors to recover possession prior to providing this notice and the notice required by Civil Code section 1962.



1 **Sec. 37.9E Tenant Buyout Agreements.**

2 [Added by Ord. No. 225-14, operative March 7, 2015]

3 (a) Findings and Purpose. San Francisco is in the midst of a housing crisis. As the  
4 disparity between rent-controlled and market rate rents continues to grow, landlords have  
5 greater incentives to induce tenants in rent-controlled units to move out. Similarly, with the real  
6 estate market skyrocketing, many landlords are selling their property with the knowledge that an  
7 unoccupied unit can command a significantly higher sale price than an occupied one.

8 Instead of evicting tenants, some landlords offer cash buyouts to tenants in exchange for  
9 the tenants vacating rental units. These are sometimes called buyout agreements. Even buyouts  
10 worth tens of thousands of dollars can be recouped by a landlord retaining ownership and re-  
11 renting at market rates or selling the unit. Unlike no-fault evictions, these buyouts are  
12 unregulated, and can enable landlords to circumvent many of the restrictions that apply when a  
13 landlord executes a no-fault eviction. For example, a landlord who executes some types of no-  
14 fault evictions must give tenants a certain amount of time to move out, provide funds to tenants  
15 to cover relocation costs, and allow tenants to move back into the unit under specified  
16 circumstances. Two types of these no fault evictions – the Ellis Act and owner move-in evictions  
17 – contain restrictions on how much rent a landlord can charge if the units are re-rented following  
18 eviction. Analogous regulations do not exist for tenant buyouts.

19 Anecdotal evidence indicates that many buyout negotiations are not conducted at arms-  
20 length, and landlords sometimes employ high-pressure tactics and intimidation to induce tenants  
21 to sign the agreements. Some landlords threaten tenants with eviction if they do not accept the  
22 terms of the buyout. The frequency of these buyout offers increased significantly following  
23 passage of a San Francisco law in 1996 which restricted, and in many cases prohibited,  
24 condominium conversions following no fault evictions. By threatening a specific no fault eviction  
25 and then convincing a tenant to vacate rather than receiving the eviction notice, a landlord will  
26 avoid restrictions on condominium conversion as well as restrictions on renovations, mergers, or  
27 demolitions.

28 These tactics sometimes result in tenants entering into buyout agreements without a full

1 understanding of their rights and without consulting a tenants' rights counselor. These buyouts  
2 vary widely in amounts and, in some cases, are even below minimum relocation benefits which  
3 are required to be paid for all no fault evictions. Disabled, senior, and catastrophically ill tenants  
4 can be particularly vulnerable, and can face greater hurdles in securing new housing.

5 The main purpose of this Section 37.9E is to increase the fairness of buyout negotiations  
6 and agreements by requiring landlords to provide tenants with a statement of their rights and  
7 allowing tenants to rescind a buyout agreement for up to 45 days after signing the agreement,  
8 thus reducing the likelihood of landlords pressuring tenants into signing buyout agreements  
9 without allowing the tenants sufficient time to consult with a tenants' rights specialist. Another  
10 goal of this ordinance is to help the City collect data about buyout agreements. The City lacks  
11 comprehensive information about the number, location, and terms of buyout agreements. This  
12 dearth of information precludes the City from understanding the true level of tenant displacement  
13 in San Francisco.

14 (b) Applicability of Section. Notwithstanding Section 37.3 or any other provision in City  
15 law, this Section 37.9E shall apply to all landlords and tenants of rental units as defined in  
16 Section 37.2(r).

17 (c) Definitions. For purposes of this Section 37.9E, the following definitions shall apply:

18 "Buyout Agreement" means an agreement wherein the landlord pays the tenant money or  
19 other consideration to vacate the rental unit. An agreement to settle a pending unlawful detainer  
20 action shall not be a "Buyout Agreement."

21 "Buyout Negotiations" means any discussion or bargaining, whether oral or written,  
22 between a landlord and tenant regarding the possibility of entering into a Buyout Agreement.

23 (d) Disclosure required prior to Buyout Negotiations. Prior to commencing Buyout  
24 Negotiations for a rental unit, the landlord shall provide each tenant in that rental unit a written  
25 disclosure, on a form developed and authorized by the Rent Board, that shall include the  
26 following:

27 (1) A statement that the tenant has a right not to enter into a Buyout Agreement or  
28 Buyout Negotiations;

1 (2) A statement that the tenant may choose to consult with an attorney before  
2 entering into a Buyout Agreement or Buyout Negotiations;

3 (3) A statement that the tenant may rescind the Buyout Agreement for up to 45  
4 days after the Buyout Agreement is fully executed;

5 (4) A statement that the tenant may visit the Rent Board for information about  
6 other Buyout Agreements in the tenant's neighborhood;

7 (5) A list of tenants' rights organizations and their contact information;

8 (6) A statement that information about tenants' rights is available at the Rent  
9 Board's office, through its counseling telephone number, and on its website;

10 (7) A statement explaining the legal implications under Section 1396(e)(4) of the  
11 Subdivision Code for a landlord who enters into one or more Buyout Agreements;

12 (8) If the landlord is an entity, the names of all people within that entity who will be  
13 conducting the Buyout Negotiations, as well as the names of all people within that entity who will  
14 have decision-making authority over the terms of the Buyout Agreement;

15 (9) Any other information required by the Rent Board consistent with the purposes  
16 and provisions of this Section 37.9E; and

17 (10) A space for each tenant to sign and write the date the landlord provided the  
18 tenant with the disclosure.

19 The landlord shall retain a copy of each signed disclosure form for five years, along with  
20 a record of the date the landlord provided the disclosure to each tenant.

21 (e) Notification of the Rent Board. Prior to commencing Buyout Negotiations, the landlord  
22 shall provide the following information to the Rent Board, on a form developed and authorized by  
23 the Rent Board:

24 (1) The landlord's name, business address, business email address, and  
25 business telephone number;

26 (2) The name of each tenant with whom the landlord intends to enter into Buyout  
27 Negotiations;

28 (3) The address of the rental unit that may be the subject of Buyout Negotiations;

1 and

2 (4) A statement signed under penalty of perjury that the landlord provided each  
3 tenant with the disclosure required by subsection (d) prior to commencing Buyout Negotiations.

4 The Rent Board shall make the information included on this form publically available,  
5 except that the Rent Board shall redact all information regarding the identity of the tenants.

6 (f) Requirements for Buyout Agreements. Every Buyout Agreement shall:

7 (1) Be in writing. The landlord shall give each tenant a copy of the Buyout  
8 Agreement at the time the tenant executes the Agreement.

9 (2) Include the following statement in bold letters in a size equal to at least 14-  
10 point type in close proximity to the space reserved for the signature of the tenant(s). "You, the  
11 tenant, may cancel this agreement at any time before the 45<sup>th</sup> day after all parties have signed  
12 this agreement. To cancel this agreement, mail or deliver a signed and dated notice stating that  
13 you, the tenant, are cancelling this agreement, or words of similar effect. The notice shall be sent  
14 to: \_\_\_\_\_ (Name of landlord) at \_\_\_\_\_ (Address of landlord)." Immediately after this  
15 statement, there shall be a line for each tenant to affix his or her initials.

16 (3) Include the following statements in a size equal to at least 14-point type: "You,  
17 the tenant, have a right not to enter into a buyout agreement"; You, the tenant, may choose to  
18 consult with an attorney and/or a tenants' rights organization before signing this agreement. You  
19 can find a list of tenants' rights organizations on the Rent Board's website – [www.sfrb.org](http://www.sfrb.org)"; and  
20 "The Rent Board has created a publically available, searchable database that may include  
21 information about other buyout agreements in your neighborhood. You can search this database  
22 at the Rent Board's office at 25 Van Ness Avenue, Suite 320." Immediately after each statement,  
23 there shall be a line for each tenant to affix his or her initials.

24 (4) Include the following statements in a size equal to at least 14-point type:  
25 "Under Section 1396(e)(4) of San Francisco's Subdivision Code, a property owner may not  
26 convert a building into a condominium where: (A) a senior, disabled, or catastrophically ill tenant  
27 has vacated a unit under a buyout agreement after October 31, 2014, or (B) two or more tenants  
28 who are not senior, disabled, or catastrophically ill have vacated units under buyout agreements,

1 if the agreements were entered after October 31, 2014 and within the ten years prior to the  
2 condominium conversion application. A 'senior' is a person who is 60 years or older and has  
3 been residing in the unit for ten years or more at the time of Buyout Agreement; a 'disabled'  
4 tenant is a person who is disabled under the Americans with Disabilities Act (Title 42 United  
5 States Code Section 12102) and has been residing in the unit for ten years or more at the time  
6 of Buyout Agreement; and a 'catastrophically ill' tenant is a person who is disabled under the  
7 Americans with Disabilities Act (Title 42 United States Code Section 12102) and who is suffering  
8 from a life threatening illness and has been residing in the unit for five years or more at the time  
9 of Buyout Agreement. Do you believe that you are senior, disabled, or catastrophically ill as  
10 those terms are defined above? Yes \_\_\_\_ No \_\_\_\_ I don't know \_\_\_\_ I prefer not to say \_\_\_\_."

11 The question listed in this subsection (f)(4) shall appear in the Buyout Agreement once for each  
12 tenant who is a party to the Buyout Agreement. Next to each question shall be a line for the  
13 tenant to affix his or her initials.

14 A Buyout Agreement that does not satisfy all the requirements of this subsection (f) shall  
15 not be effective and may be rescinded by the tenant at any time. A Buyout Agreement that does  
16 not include the initials of each tenant next to each of the statements described in subsection  
17 (f)(2) and (f)(3) shall not be effective and may be rescinded by the tenant at any time. A Buyout  
18 Agreement that does not contain an answer from each tenant to the question listed in subsection  
19 (f)(4), as well as the initials of each tenant next to his or her answer to the question listed in  
20 subsection (f)(4), shall not be effective and may be rescinded by the tenant at any time.

21 (g) Rescission of Buyout Agreements. A tenant shall have the right to rescind a Buyout  
22 Agreement for up to and including 45 days after its execution by all parties. In order to rescind a  
23 Buyout Agreement, the tenant must, on or before the 45<sup>th</sup> day following the execution of the  
24 Buyout Agreement by all parties, hand deliver, email, or place in the mail a statement to the  
25 landlord indicating that the tenant has rescinded the Buyout Agreement.

26 (h) Filing of Buyout Agreements. The landlord shall file a copy of the Buyout Agreement  
27 with the Rent Board no sooner than the 46<sup>th</sup> day after the Buyout Agreement is executed by all  
28 parties, and no more than 59 days after the agreement is executed by all parties. Buyout

1 agreements rescinded under subsection (g) need not be filed with the Rent Board.

2 (i) Posting of Buyout Agreements. The Rent Board shall create a searchable database  
3 with information received from filings under subsection (h). The database shall be accessible to  
4 the public at the Rent Board's office and shall include a copy of all filings received under  
5 subsection (h). Before posting a copy of any filing received under subsection (h) on its database,  
6 the Rent Board shall redact all information regarding the identity of the tenants.

7 (j) Annual report. The Rent Board shall provide an annual report to the Board of  
8 Supervisors regarding the implementation of this Section 37.9E. The first report shall be  
9 completed by January 31, 2016, and subsequent reports shall be completed by January 31 in  
10 subsequent years. The report shall include, but not be limited to, a list of all units that have been  
11 the subject of Buyout Agreements that have been reported to the Rent Board under subsection  
12 (h). The Rent Board shall post each of these annual reports on its website.

13 (k) Penalties and Enforcement.

14 (1) A tenant who has vacated a unit based on a Buyout Agreement may bring a  
15 civil action against the landlord in San Francisco Superior Court for failure to comply with the  
16 requirements set forth in subsections (d) and (f). The landlord shall be liable for the tenant's  
17 damages. In addition, the penalty for violation of subsection (d) shall be up to \$500. The penalty  
18 for a violation of subsection (f) shall be up to 50% of the tenant's damages. The court shall  
19 award reasonable attorneys' fees to any tenant who is the prevailing party in a civil action  
20 brought under this subsection (k)(1).

21 (2) The City Attorney or any organization with tax exempt status under 26 United  
22 States Code Section 501(c)(3) or 501(c)(4) and with a primary mission of protecting the rights of  
23 tenants in San Francisco may bring a civil action against a landlord in San Francisco Superior  
24 Court for failure to comply with subsection (h). A landlord who has violated subsection (h) shall  
25 pay to the City an administrative penalty of up to \$100 per day for each document the landlord  
26 failed to file, but in no event shall the landlord's total administrative penalty in a single civil action  
27 exceed \$20,000. Any administrative penalties collected under this subsection (k)(2) shall be  
28 deposited in the General Fund of the City and County of San Francisco. The court shall award

1 reasonable attorney's fees and costs to the City Attorney or a nonprofit organization that is the  
2 prevailing party in a civil action brought under this subsection (k)(2).

3 (3) A tenant may not bring a civil action under subsection (k)(1) and the City  
4 Attorney or a nonprofit organization may not bring a civil action under subsection (k)(2) more  
5 than four years after the date of the alleged violation.

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1 **Sec. 37.10A Misdemeanors and Other Enforcement Provisions.**

2 [Added by Ord. No. 20-84, effective February 18, 1984; amended by Ord. No.  
3 293-98, effective November 1, 1998; Ord. No. 347-99, effective January 29, 2000;  
4 Ord. No. 57-02, effective June 2, 2002; revised by Baba v. CCSF (2004) 124  
5 Cal.App. 4th 504; amended by Proposition B, approved on June 6, 2006;  
6 amended by Ord. No. 160-17, effective August 27, 2017; amended by Ord. No.  
7 005-19, effective February 25, 2019]

8 (a) It shall be unlawful for a landlord to increase rent or rents in violation of the decision  
9 of an Administrative Law Judge or the decision of the board on appeal pursuant to the hearing  
10 and appeal procedures set forth in Section 37.8 of this chapter. It shall further be unlawful for a  
11 landlord to charge any rent which exceeds the limitations of this chapter. Any person who  
12 increases rents in violation of such decisions or who charges excessive rents shall be guilty of a  
13 misdemeanor.

14 (b) It shall be unlawful for a landlord to refuse to rent or lease or otherwise deny to or  
15 withhold from any person any rental unit because the age of a prospective tenant would result in  
16 the tenant acquiring rights under this Chapter. Any person who refuses to rent in violation of this  
17 subsection shall, in addition to any other penalties provided by state or federal law, be guilty of a  
18 misdemeanor.

19 (c) It shall be unlawful for a landlord or for any person who willfully assists a landlord to  
20 recover possession of a rental unit unless, prior to recovery of possession of the unit the landlord  
21 satisfies all requirements for recovery of the unit under Section 37.9(a) or (b).

22 (d) In any criminal or civil proceeding based on a violation of Section 37.10A(c), the  
23 landlord's failure to use a recovered unit for the Section 37.9(a) or (b) ground stated verbally or  
24 in writing to the tenant from whom the unit was recovered shall give rise to a presumption that  
25 the landlord did not have a good faith intention to recover the unit for the stated ground.

26 (e) If possession of a rental unit is recovered as the result of any written or verbal  
27 statement to the tenant that the landlord intends to recover the unit under one of the grounds  
28 enumerated in Section 37.9(a) or (b), the unit shall be subject to all restrictions set forth under  
this Chapter on units recovered for such stated purpose regardless of any agreement made  
between the landlord or the landlord's agent and the tenant who vacated the recovered unit.



1 Any unit vacated by a tenant within 120 days after receiving any written or verbal statement from  
2 the landlord stating that the landlord intends to recover the unit under Section 37.9(a) or (b),  
3 shall be rebuttably presumed to have been recovered by the landlord pursuant to the grounds  
4 identified in that written or verbal statement.

5 (f) It shall be unlawful for a landlord to knowingly fail to disclose in writing to the buyer,  
6 prior to entering into a contract for the sale of any property consisting of two or more residential  
7 units, the specific legal ground(s) for the termination of the tenancy of each residential unit to be  
8 delivered vacant at the close of escrow.

9 (g) It shall be unlawful for a landlord/owner, when offering a property for sale in the City  
10 and County of San Francisco that includes two or more residential units, to knowingly fail to  
11 disclose in writing to any prospective purchaser:

12 (1) The specific legal ground(s) for the termination of the tenancy of each  
13 residential unit to be delivered vacant at the close of escrow; and,

14 (2) Whether the unit was occupied by an elderly or disabled tenant at the time the  
15 tenancy was terminated. For purposes of this Section 37.10A(g), "elderly" means a tenant  
16 defined as elderly by Administrative Code Sections 37.9(i)(1)(A), 37.9A(e)(1)(C), 37.9A(e)(2)(D),  
17 or 37.9A(e)(3)(C), or a tenant defined as "senior" by Subdivision Code Section 1359(d). For  
18 purposes of this Section 37.10A(g), "disabled" means a tenant defined as disabled by  
19 Administrative Code Sections 37.9(i)(1)(B)(i), 37.9A(e)(1)(C), 37.9A(e)(2)(D), or 37.9A(e)(3)(C),  
20 or by Subdivision Code Section 1359(d).

21 Any disclosure required by this Subsection (g) that is made on a flier or other  
22 document describing the property which is made available to prospective purchasers at each  
23 open house and at any tour through the property will constitute compliance with the disclosure  
24 requirements of this Subsection (g).

25 (h) It shall be unlawful for any landlord, within five years after service of the notice to quit  
26 under Section 37.9(a)(8), to charge a rent for the unit that exceeds the maximum rent for the unit  
27 as provided in Section 37.9B(a), unless the notice of constraints on the unit has been rescinded.  
28 Each month or portion thereof that the landlord charges an excessive rent in violation of Section

1 37.9B(a) shall constitute a separate violation.

2 (i) It shall be unlawful for a landlord to endeavor to recover possession of a rental unit as  
3 defined in Section 37.2(r)(7) by means of a rent increase that is imposed in bad faith with an  
4 intent to defraud, intimidate, or coerce the tenant into vacating the rental unit in circumvention of  
5 Section 37.9(a), 37.9A, 37.9B, or 37.9C. Evidence of bad faith may include but is not limited to  
6 the following: (1) the rent increase was substantially in excess of market rates for comparable  
7 units; (2) the rent increase was within six months after an attempt to recover possession of the  
8 unit; and (3) such other factors as a court or the Rent Board may deem relevant.

9 (j) Any person who violates Section 37.10A(a),(b),(c), (f), or (h) is guilty of a  
10 misdemeanor and shall be punished by a mandatory fine of \$1,000.00, and in addition to such  
11 fine may be punished by imprisonment in the County Jail for a period of not more than six  
12 months. Each violation shall constitute a separate offense.

13  
14 **[Sec. 37.11: amended by Ord. No. 339-80, effective August 2, 1980; Ord. No. 362-80,  
effective September 6, 1980; repealed by Ord. No. 20-84, effective February 18, 1984]**

1 **Sec. 37.10B Tenant Harassment.**

2 [Added by Proposition M, effective December 19, 2008; revised by Larson v.  
3 CCSF (2011) 192 Cal. App. 4<sup>th</sup> 1263, in which the Court of Appeal struck sections  
4 37.10B(a)(7) and 37.10B(c)(6), and limited Rent Board remedies under section  
5 37.10B(c)(1) to violations of sections 37.10B(a)(1)-(3); amended by Ord. No.  
6 005-19, effective February 25, 2019]

7 (a) No landlord, and no agent, contractor, subcontractor or employee of the landlord  
8 shall do any of the following in bad faith:

9 (1) Interrupt, terminate or fail to provide housing services required by contract or  
10 by State, County or local housing, health or safety laws;

11 (2) Fail to perform repairs and maintenance required by contract or by State,  
12 County or local housing, health or safety laws;

13 (3) Fail to exercise due diligence in completing repairs and maintenance once  
14 undertaken or fail to follow appropriate industry repair, containment or remediation protocols  
15 designed to minimize exposure to noise, dust, lead, paint, mold, asbestos, or other building  
16 materials with potentially harmful health impacts;

17 (4) Abuse the landlord's right of access into a rental housing unit as that right is  
18 provided by law;

19 (5) Influence or attempt to influence a tenant to vacate a rental housing unit  
20 through fraud, intimidation or coercion; for example and without limitation, by endeavoring to  
21 recover possession of a rental unit as defined in Section 37.2(r)(7) by means of a rent increase  
22 that is imposed with an intent to defraud, intimidate, or coerce the tenant into vacating the rental  
23 unit in circumvention of Section 37.9(a), 37.9A, 37.9B, or 37.9C, in which case evidence of bad  
24 faith may include but is not limited to the following: (1) the rent increase was substantially in  
25 excess of market rates for comparable units; (2) the rent increase was within six months after an  
26 attempt to recover possession of the unit; and (3) such other factors as a court or the Rent Board  
27 may deem relevant;

28 (6) Attempt to coerce the tenant to vacate with offer(s) of payments to vacate  
which are accompanied with threats or intimidation;

~~(7) Continue to offer payments to vacate after tenant has notified the landlord in~~

1 ~~writing that they no longer wish to receive further offers of payments to vacate;~~

2 (8) Threaten the tenant, by word or gesture, with physical harm;

3 (9) Violate any law which prohibits discrimination based on actual or perceived  
4 race, gender, sexual preference, sexual orientation, ethnic background, nationality, place of  
5 birth, immigration or citizenship status, religion, age, parenthood, marriage, pregnancy, disability,  
6 AIDS or occupancy by a minor child;

7 (10) Interfere with a tenant's right to quiet use and enjoyment of a rental housing  
8 unit as that right is defined by California law;

9 (11) Refuse to accept or acknowledge receipt of a tenant's lawful rent payment;

10 (12) Refuse to cash a rent check for over 30 days;

11 (13) Interfere with a tenant's right to privacy;

12 (14) Request information that violates a tenant's right to privacy, including but not  
13 limited to residence or citizenship status or social security number;

14 (15) Other repeated acts or omissions of such significance as to substantially  
15 interfere with or disturb the comfort, repose, peace or quiet of any person lawfully entitled to  
16 occupancy of such dwelling unit and that cause, are likely to cause, or are intended to cause any  
17 person lawfully entitled to occupancy of a dwelling unit to vacate such dwelling unit or to  
18 surrender or waive any rights in relation to such occupancy.

19 (b) Nothing in this Section 37.10B shall be construed as to prevent the lawful eviction of  
20 a tenant by appropriate legal means.

21 (c) Enforcement and penalties.

22 (1) Rent Board. Violation of Sections 37.10B(a)(1) – (3) is a substantial and  
23 significant decrease in services as defined in Section 37.2(g) and tenants may file a petition with  
24 the Rent Board for a reduction in rent.

25 (2) Criminal Penalty. Any person who is convicted of violating this Section shall  
26 be guilty of a misdemeanor and upon conviction shall be punished by a fine of not greater than  
27 one thousand dollars or by imprisonment in the County Jail for not more than six months, or by  
28 both such fine and imprisonment.

1 (3) Civil Action. Any person, including the City, may enforce the provisions of this  
2 Section by means of a civil action. The burden of proof in such cases shall be preponderance of  
3 the evidence. A violation of this Chapter may be asserted as an affirmative defense in an  
4 unlawful detainer action.

5 (4) Injunction. Any person who commits an act, proposes to commit an act, or  
6 engages in any pattern and practice which violates this Section 37.10B may be enjoined  
7 therefrom by any court of competent jurisdiction. An action for injunction under this subsection  
8 may be brought by an aggrieved person, by the City Attorney, or by any person or entity who will  
9 fairly and adequately represent the interest of the protected class.

10 (5) Penalties and Other Monetary Awards. Any person who violates or aids or  
11 incites another person to violate the provisions of this Section is liable for each and every such  
12 offense for money damages of not less than three times actual damages suffered by an  
13 aggrieved party (including damages for mental or emotional distress), or for statutory damages  
14 in the sum of one thousand dollars, whichever is greater, and whatever other relief the court  
15 deems appropriate. In the case of an award of damages for mental or emotional distress, said  
16 award shall only be trebled if the trier of fact finds that the landlord acted in knowing violation of  
17 or in reckless disregard of Section 37.9, 37.10A, or 37.10B herein. In addition, a prevailing  
18 plaintiff shall be entitled to reasonable attorney's fees and costs pursuant to order of the court.  
19 The trier of fact may also award punitive damages to any plaintiff, including the City, in a proper  
20 case as defined by Civil Code Section 3294. The remedies available under this Section shall be  
21 in addition to any other existing remedies which may be available to the tenant or the City.

22 ~~(6) Defending Eviction Lawsuits. In any action to recover possession of a rental~~  
23 ~~unit subject to the Chapter, unless the sole basis of the notice to quit is Section 37.9(b), the court~~  
24 ~~shall award the tenant reasonable attorney fees and costs incurred in defending the action upon~~  
25 ~~a finding that the tenant is the prevailing party under Code of Civil Procedure Section 1032(a)(4).~~

26 (d) Severability. If any provision or clause of this Section 37.10B, or Section 37.2(g), or  
27 the application thereof to any person or circumstance is held to be unconstitutional or to be  
28 otherwise invalid by any court of competent jurisdiction, such invalidity shall not affect other

1 provisions of this Section 37.10B or Section 37.2(g) and all clauses of these Sections are  
2 declared to be severable.

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**[Sec. 37.11: amended by Ord. No. 339-80, effective August 2, 1980; Ord. No. 362-80, effective September 6, 1980; repealed by Ord. No. 20-84, effective February 18, 1984]**

1 **Sec. 37.11A Civil Actions.**

2 [Added by Ord. No. 20-84, effective February 18, 1984; amended by Ord. No.  
3 162-93, effective June 28, 1993; Ord. No. 363-93, effective December 18, 1993;  
4 Ord. No. 293-98, effective November 1, 1998; Ord. No. 160-17, effective August  
5 27, 2017]

6 (a) Whenever a landlord charges a tenant a rent which exceeds the limitations set forth  
7 in this Chapter, retaliates against a tenant for the exercise of any rights under this Chapter, or  
8 attempts to prevent a tenant from acquiring any rights under this Chapter 37, the tenant may  
9 institute a civil proceeding for injunctive relief and/or money damages, and in cases where the  
10 landlord has charged an excessive rent in violation of Section 37.9B(a), injunctive relief and/or  
11 money damages of not less than three times the amount of excess rent collected; provided,  
12 however, that any monetary award for rent overpayments resulting from a rent increase which is  
13 null and void pursuant to section 37.3(b)(5) shall be limited to a refund of rent overpayments  
14 made during the three-year period preceding the month of filing of the action, plus the period  
15 between the month of filing and the date of the court's order. In any case, calculation of rent  
16 overpayments and re-setting of the lawful base rent shall be based on a determination of the  
17 validity of all rent increases imposed since April 1, 1982, in accordance with Sections 37.3(b)(5)  
18 and 37.3(a)(2) above.

19 (b) Any organization with tax exempt status under 26 United States Code Section  
20 501(c)(3) or 501(c)(4) that has a primary mission of protecting the rights of tenants in San  
21 Francisco may bring a civil action for injunctive relief and/or damages against a landlord who has  
22 wrongfully endeavored to recover, or has recovered, possession of a rental unit in violation of  
23 Section 37.9(a)(8), or who has collected excess rent in violation of Section 37.9B(a). Such action  
24 shall be filed within three years after an affected tenant knew, or through the exercise of  
25 reasonable diligence should have known, of the facts constituting the violation. However, before  
26 bringing any action under this Section 37.11A(b), the organization shall first provide 30 days'  
27 written notice of its intent to initiate civil proceedings by serving a draft complaint on the City  
28 Attorney's Office and on any known address(es) of the affected tenant(s), and may bring the  
action under this Section 37.11A(b) only if neither the City Attorney's Office nor the tenant(s)  
have initiated civil proceedings by the end of the 30 day period. Any monetary award for rent

1 overpayments shall be for two times any excess amounts of rent charged, as well as any other  
2 sums reasonably expended to investigate and prosecute the claim, and shall be limited to the  
3 three-year period preceding the month of filing of the action, plus the period between the month  
4 of filing and the date of the court's order.

5 (c) The prevailing party in any civil action brought under this section 37.11A shall be  
6 entitled to recover reasonable attorneys' fees and costs. The remedy available under this  
7 Section 37.11A shall be in addition to any other existing remedies which may be available.

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1 **Sec. 37.12 Transitional Provision.**

2 [Added by Proposition I, effective December 22, 1994; Section (c) added by Ord.  
3 No. 88-95, effective May 7, 1995]

4 This section is enacted in order to assure the smooth transition to coverage under this  
5 chapter of owner occupied buildings containing four units or less, as a result of the repeal of the  
6 exemption for owner-occupied units. The provisions of this section apply only to such units. The  
7 units are referred to as "newly covered units" in this section. The term "effective date of  
8 coverage" as used herein means the effective date of the repeal of the owner occupancy  
9 exemption.

10 (a) The initial base rent for all newly covered units shall be the rent that was in effect for  
11 the rental unit on May 1, 1994. If no rent was in effect for the newly covered unit on May 1,  
12 1994, the initial base rent shall be the first rent in effect after that date.

13 (b) All rents paid after May 1, 1994, in excess of the initial base rent under Section  
14 37.12(a), shall be refunded to the tenant no later than December 15, 1994. If the landlord fails  
15 to refund the excess rent by December 15, 1994, the tenant may deduct the amount of the  
16 refund from future rent payments, or bring a civil action under Section 37.11A, or exercise any  
17 other existing remedies. All tenants residing in newly covered units are entitled to this refund,  
18 even if the tenant vacated before the effective date of coverage of the newly covered units.

19 (c) As soon as practical after the effective date of coverage, the Board shall mail to the  
20 landlords of record of newly covered units a notice advising of the repeal of the exemption for  
21 owner-occupied buildings containing four units or less. The notice shall include information  
22 deemed appropriate by the Board to explain the requirements and effects of the change in the  
23 law. It shall be the responsibility of landlords to distribute a copy of said notice to all newly  
24 covered units within fifteen (15) days of the date the Board mails such notice to landlords.  
25 Distribution shall be by mail properly addressed to a tenant of the newly covered unit, or by  
26 personal delivery to a tenant of the newly covered unit, or by placing said notice under the door  
27 of the primary entrance to the newly covered unit.  
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1 **Sec. 37.13** **Keys.**

2 [Added by Ord. No. 34-04, effective April 19, 2004; amended by Ord. No. 66-05,  
3 effective May 15, 2005]

4 (a) A landlord shall provide a minimum of one key or key-set per rental unit for each  
5 adult occupant, without charge.

6 (b) Additional Keys/Key-Sets.

7 A tenant may request keys/key-sets in addition to those provided pursuant to Section  
8 37.13(a) for his or her convenience. Requested additional keys/key sets must be provided within  
9 fourteen (14) days of the tenant's written request stating the reason(s), unless the landlord timely  
10 denies the request in writing as provided in Section 37.13(b)(2). Examples of tenant reasons for  
11 receiving additional keys/key-sets include, but are not limited to: admitting a service provider,  
12 delivery person, houseguest, or relative. All keys are issued for the duration of a tenancy, to be  
13 returned upon vacating the unit.

14 (1) When providing requested additional keys/key-sets to a tenant, the landlord  
15 may charge only for the documented cost of replicating the additional keys/key-sets, which cost  
16 shall be paid by the tenant upon delivery of the requested additional keys/key-sets. Additional  
17 keys/key-sets shall be provided without requiring any other costs, fees, deposits, or terms or  
18 conditions of any kind whatsoever.

19 (2) The landlord may deny the request for additional keys/key-sets only for good  
20 reason, such as unlawful occupancy in the tenant's unit or the tenant's pattern of lease violation.  
21 Any landlord denial must be provided to the tenant in writing, stating specific reasons for the  
22 denial, within fourteen (14) days of the written request.

23 (3) A tenant may file a petition with the Board to decide a disputed request for  
24 additional keys/or key-sets which may constitute a substantial decrease in housing services,  
25 and/or to decide a disagreement concerning landlord charges or deposits (Section 37.13(b)(1)).  
26 A disputed request includes a failure to respond within fourteen days (Section 37.13(b)), a  
27 disagreement concerning landlord terms and conditions (Section 37.13(b)(1)), and a denial  
28 (Section 37.13(b)(2)).

(A) The Board through its Administrative Law Judges shall conduct a

1 hearing in order to decide the petition.

2 (B) The decision of the Administrative Law Judge shall be final unless the  
3 Board vacates the decision on appeal.

4 (C) Either party may file an appeal of the Administrative Law Judge's  
5 decision with the Board. Such appeals are governed by Section 37.8(f).

6 (4) Unreasonable denial of additional keys/key-sets requested under this Section  
7 37.13(b), or failure to respond to the tenant's written request within fourteen days by providing  
8 either the keys/key-sets or a written denial as provided by Section 37.13(b) and (b)(2), or  
9 imposition of terms or conditions prohibited by Section 37.13(b)(1) constitutes a substantial  
10 decrease in housing services, for which the Administrative Law Judge may order a  
11 corresponding reduction in rent.

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1 **Sec. 37.14 Hearings and Remedies for Violation of Residential Hotel Visitor Policy**  
2 **and Mailbox Ordinance.**

3 [Added by Ord. No. 62-02, effective June 2, 2002, numbered as Section 37.13;  
4 re-numbered as Section 37.14 by Ord. No. 34-04, effective April 19, 2004;  
5 amended by Ord. No. 73-06, effective May 20, 2006, by re-numbering Section  
6 37.14 as 37.14A and adding 37.14B]

7 Section 37.14A.

8 (a) Upon receipt of a petition from a current or former occupant of a residential hotel  
9 alleging violation of the provisions of Administrative Code Chapter 41D, including allegation of  
10 violation of the Uniform Visitor Policy or any Supplemental Visitor Policy, the Board through its  
11 Administrative Law Judges shall conduct a hearing in order to decide the petition. This decision  
12 may require a determination as to whether a residential hotel's policies and procedures are  
13 consistent with the Uniform Visitor Policy and any approved Supplemental Policies, and in  
14 compliance with Administrative Code Chapter 41D.

15 (b) Upon an Administrative Law Judge's findings of fact and decision that the operator,  
16 employee or agent of a residential hotel has violated the Uniform Visitor Policy or any approved  
17 Supplemental Visitor Policy or any other provision of Chapter 41D, the Administrative Law Judge  
18 may conclude that the occupant has suffered a diminution in housing services and order a  
19 corresponding reduction in rent.

20 (c) The decision of the Administrative Law Judge shall be final unless the Board vacates  
21 the decision on appeal.

22 (d) Either party may file an appeal of the Administrative Law Judge's decision with the  
23 Board. Such appeals are governed by Section 37.8(f).

24 Section. 37.14B.

25 (a) Upon receipt of a petition from a current or former permanent resident of a residential  
26 hotel alleging violation of the provisions of Administrative Code Chapter 41E, the Board through  
27 its Administrative Law Judges shall conduct a hearing in order to decide the petition. This  
28 decision may require a determination as to whether the petitioner is a permanent resident.

(b) Upon an Administrative Law Judge's findings of fact and decision that the operator of  
a residential hotel has violated the requirement to install a United States Postal Service-

1 approved mail receptacle for receipt of mail delivered by the United States Postal Service, the  
2 Administrative Law Judge may conclude that the resident has suffered a diminution in housing  
3 services and order a corresponding reduction in rent.

4 (c) The decision of the Administrative Law Judge shall be final unless the Board vacates  
5 the decision on appeal.

6 (d) Either party may file an appeal of the Administrative Law Judge's decision with the  
7 Board. Such appeals are governed by Section 37.8(f).

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1     **Sec. 37.15     Severability.**

2             [Amended by Ord. No. 172-80, effective May 2, 1980; Ord. No. 468-80, effective  
3             October 30, 1980; Ord. No. 509-81, effective November 18, 1981; Ord. No. 77-82,  
4             effective April 1, 1982; re-numbered as Section 37.12 by Ord. No. 20-84, effective  
5             February 18, 1984; re-numbered as Section 37.13 by Proposition I, effective  
6             December 22, 1994; re-numbered as Section 37.14 by Ord. No. 62-02, effective  
7             June 2, 2002; re-numbered as Section 37.15 by Ord. No. 34-04, effective April 19,  
8             2004]

9             If any provision of clause of this chapter or the application thereof to any person or  
10            circumstance is held to be unconstitutional or to be otherwise invalid by any court of competent  
11            jurisdiction, such invalidity shall not affect other chapter provisions, and clauses of this chapter  
12            are declared to be severable.  
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