



Eviction Protection Program

PROGRAM STATISTICS, CASE STUDIES,
TESTIMONIALS & BUDGET REVIEW

2025

Agenda



Local Housing Trends

EPP & Homelessness Prevention

EPP Program Statistics

Case Studies & Testimonials

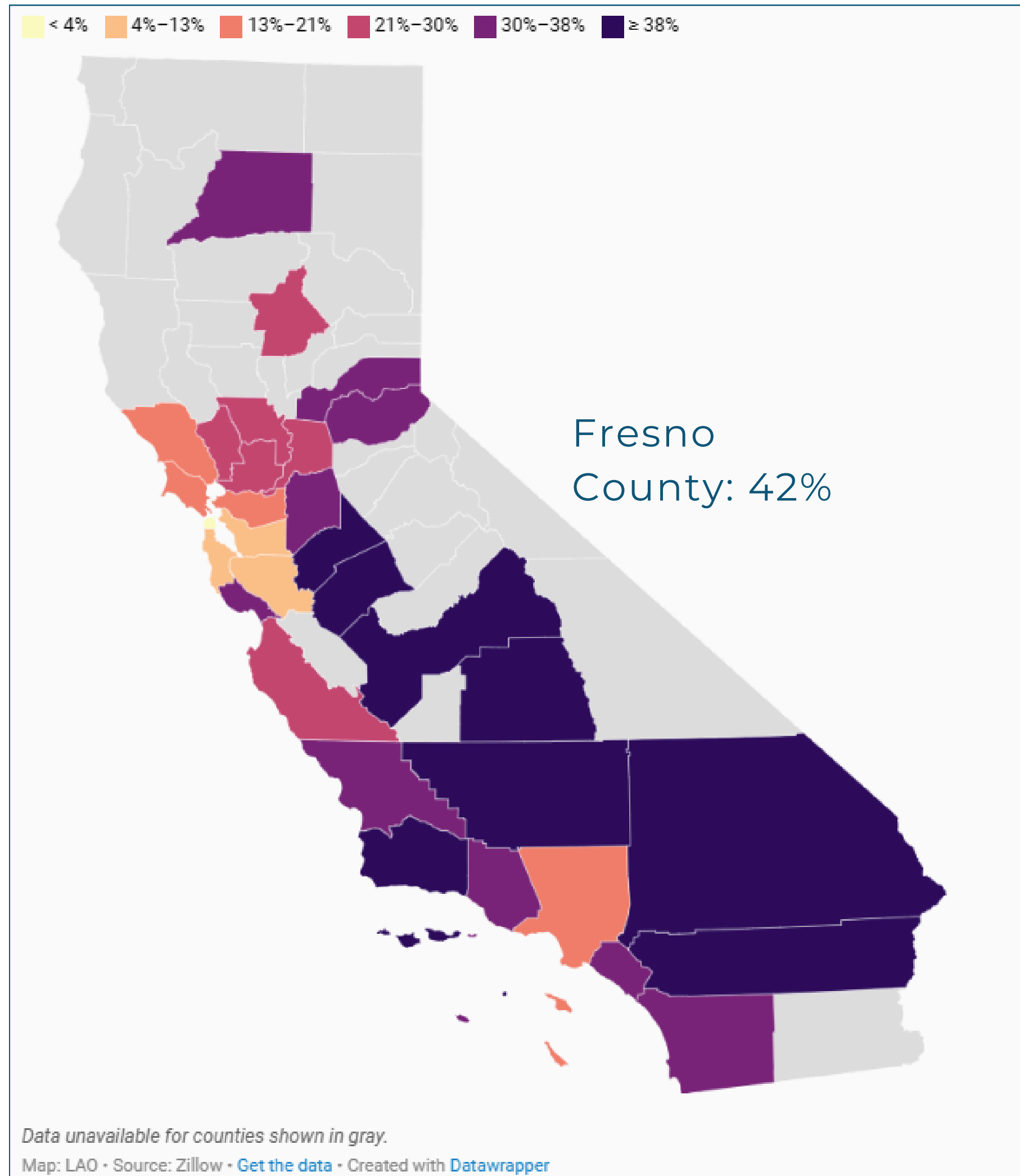
Budget Projections & Needs



Local Housing Trends & Affordability

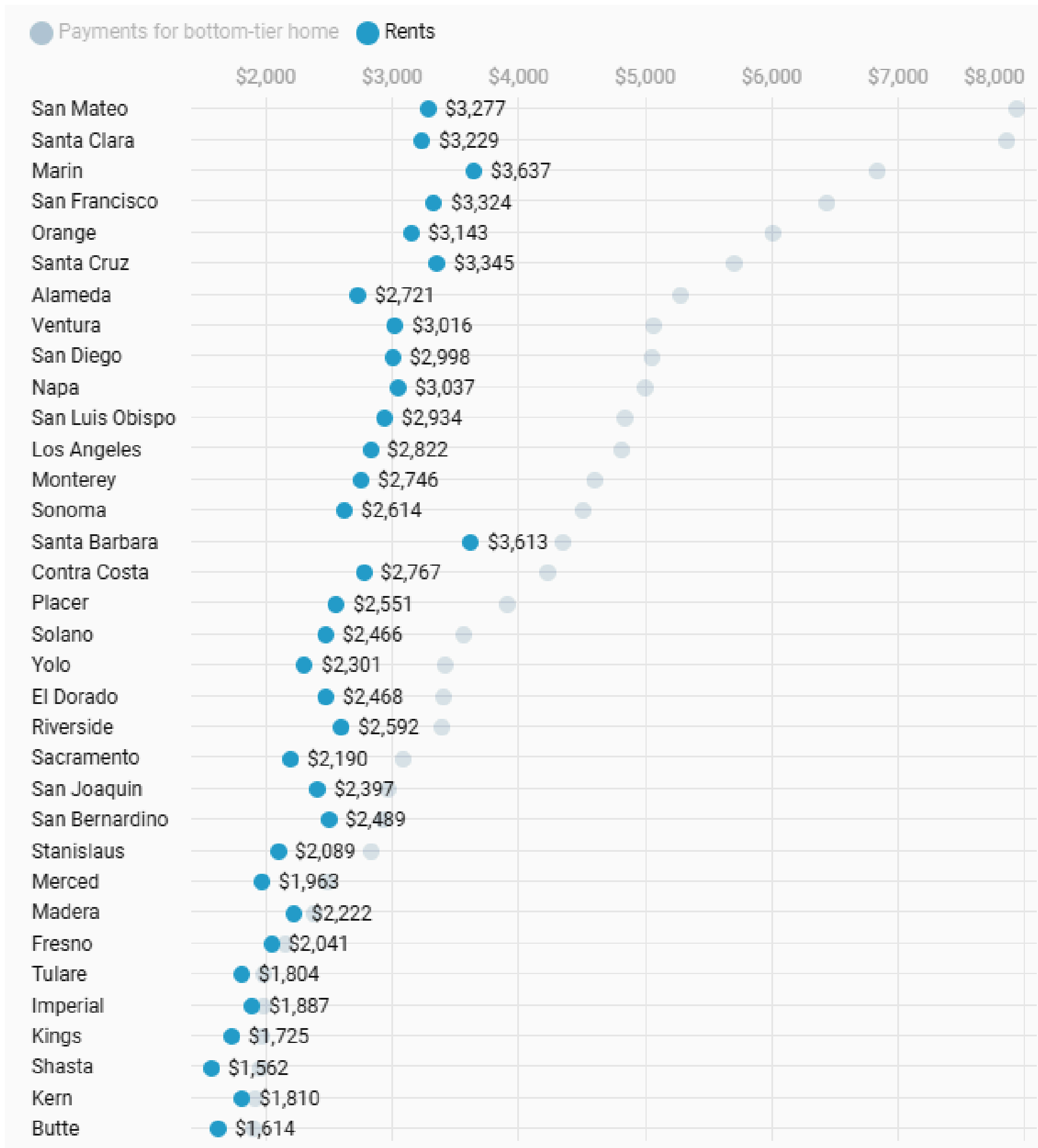
Rent Increase by County since 2020

SOURCE: CA LEGISLATIVE ANALYST'S OFFICE CA HOUSING AFFORDABILITY TRACKER



Housing costs have grown substantially in almost all areas of the state over the last few years. As shown in figure, the monthly costs of rent in Fresno County have grown 42% since 2020.

Monthly Rent Costs by County in December 2024



Average rental costs in December 2024 in Fresno County were \$2,041.

This is very close to mortgage costs for the same area, which were approximately \$2,151.

SOURCE: CA LEGISLATIVE ANALYST'S OFFICE CA HOUSING AFFORDABILITY TRACKER

Chart: LAO • Source: Zillow; LAO calculations • [Get the data](#) • Created with [Datavrapper](#)

Rent Affordability within City Limits

Percentage of housing units that are renter occupied

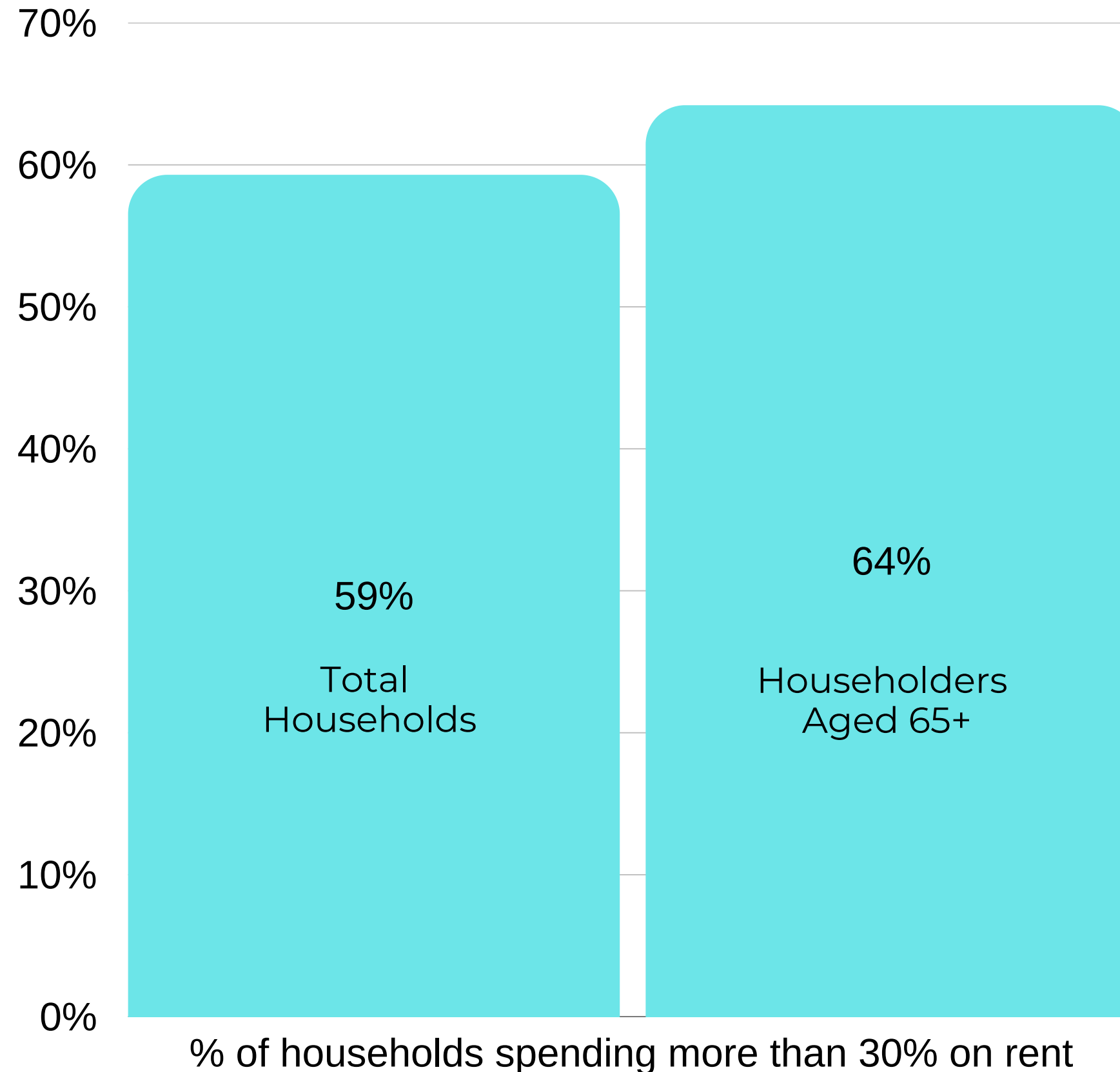
46.9%

Rental Unit Vacancy Rate

3.8%

Lower vacancy rates mean higher competition and fewer options for renters and can lead to increased costs.

Gross Rent as a percentage of household income



Housing is considered affordable for those spending 30% or less of their income on rent.

The majority of households in the City of Fresno are spending more than this on their monthly rent. Data shows seniors are more impacted.

Housing Element



HOMELESSNESS PREVENTION GOALS & POLICIES

In the City of Fresno's housing element goals, Local Goal 7 is to prevent displacement and homelessness.

To achieve this goal, in addition to other programming, for example, homelessness assistance and replacement units, Program 34 is the City of Fresno's Eviction Protection Program.

As part of the housing element, the City is to seek funding for the EPP, conduct marketing and outreach for the program's services as funds are available, with a goal of helping at least 500 tenants annually with eviction defense services.

**How does EPP
prevent people
from becoming
unhoused?**

Education

Sharing information regarding the eviction process for all who call in, including the speed of the eviction process.

Counseling

Regarding defective eviction notices, landlord retaliation for code enforcement actions, and other pre-UD illegal conduct.

Lock Out Prevention

Stopping illegal lockouts and removal of eviction from records for illegal evictions post-move out.

Negotiations

For extended move out dates, return of security deposit, reduction in past due rent, cash for keys - which help tenants stay housed.

Eviction Records

Prevention of eviction records & monitoring during the settlement compliance window ensure evictions stay off tenant records.

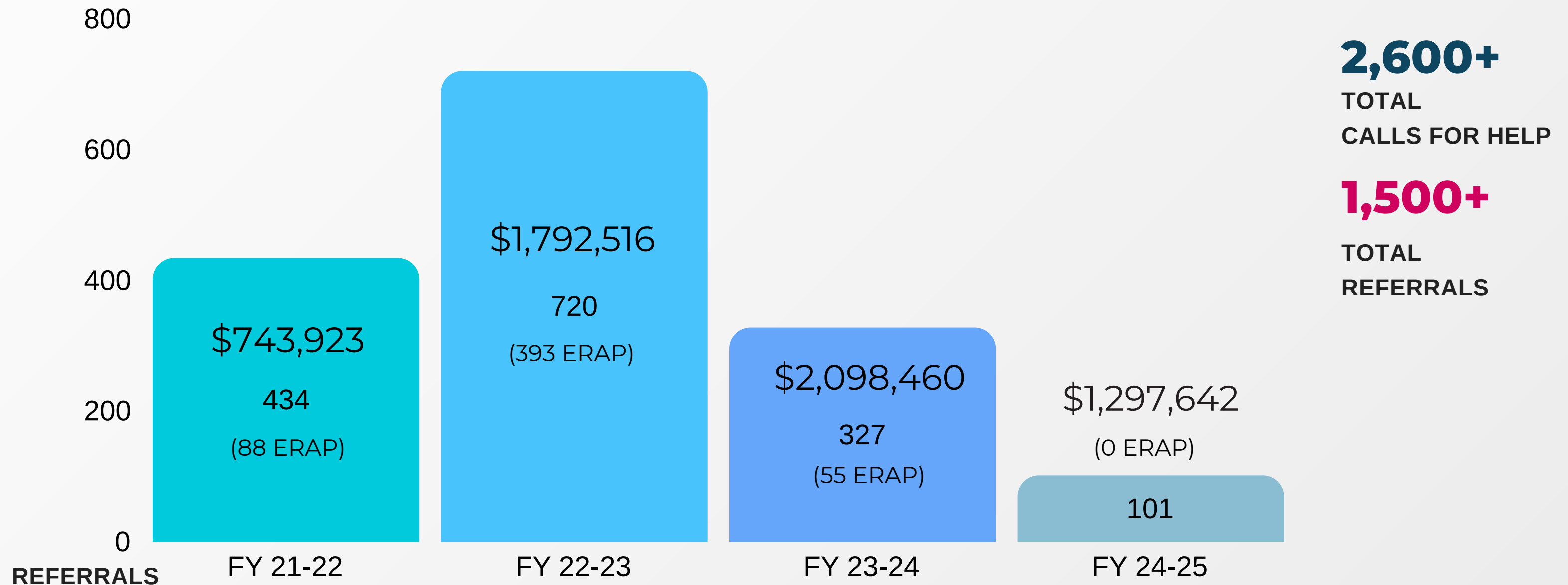
UD Representation

Representation for unlawful detainer actions, including appearing in court.



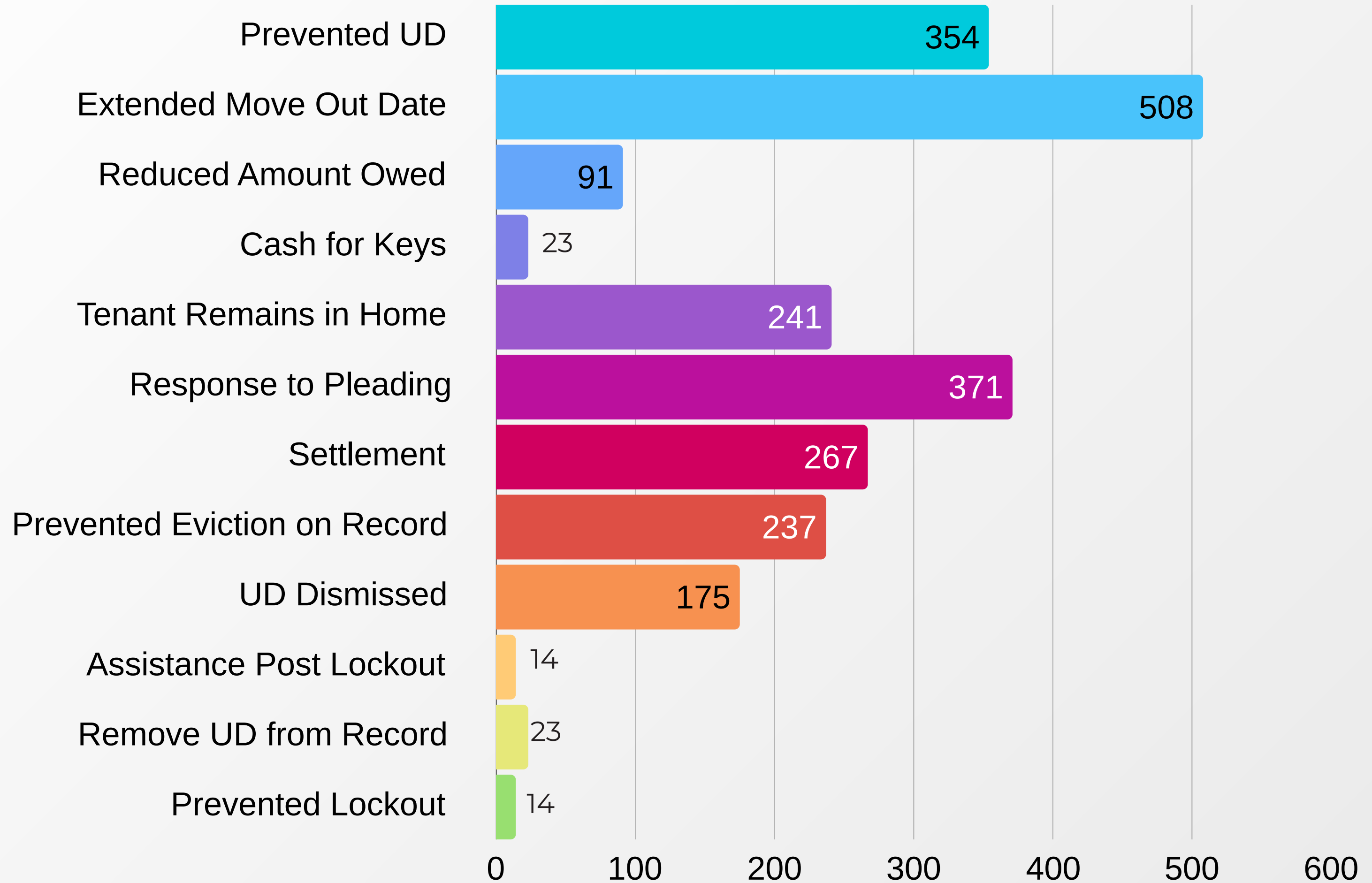
EPP Program Statistics

Annual Referrals & Budget



- Cases during COVID were often simple, related COVID protections, and occurred at a high volume.
- ERAP, a COVID program, provided rental assistance which helped secure quick dismissals from landlords.
- Without ERAP, negotiations take longer.
- Post-COVID, we've seen an increase in cases involve complex legal issues, including severe habitability issues, requiring higher levels of service.
- Budget does not have room for outreach FY 24-25. Figures do not account for possible outreach uptick.

Services





EPP Program Case Studies & Testimonials

CASE STUDY

Tenant Bio - Ms. J & Mr. W

Ms. J and Mr. W are low-income tenants. They were facing extreme habitability issues including mold, cockroach infestations, a leaking ceiling, and no heat. They had not paid rent in two years due to these severe habitability concerns. Code Enforcement issued a notice and order documenting 178 violations.

**Names have been shortened for confidentiality*

Unlawful Eviction

- Ms. J and Mr. W initially received a 3-day notice of eviction for nonpayment of \$8,700.
- Ms. J and Mr. Q received an unlawful detainer (“UD”).
- At trial, the landlord claimed the tenants owed \$20,000.

Potential Impacts

- Ms. J and Mr. W were facing the possibility of being unhoused, with an eviction on their record and judgment against them for approximately \$20,000 plus attorneys fees and costs, damaging their credit and possibility of securing alternate housing.

Outcome

- EPP services included filing an answer in court and negotiating with opposing counsel.
- A settlement agreement allowed the tenants 45 days to move and a reduced payment of \$3,000 back rent.
- No eviction on record.

CASE STUDY

Tenant Bio - Mr. D

Mr. D is a single father with two children who had lived in his home for eight years. He had received two unlawful detainers in violation of the Tenant Protection Act.

Unlawful Eviction

- The landlord violated the Tenant Protection Act (TPA).
- EPP engaged in negotiations with the landlord and Mr. D was able to stay in his home for a year before he received another unlawful notice, again violating the TPA.

Potential Impacts

- Mr. D was facing homelessness with his children.
- Mr. D was certain that landlord would give him a negative rental reference in retaliation for not moving out before the notice period ended—which would have had long-term impacts on Mr. D's ability to secure other housing.

Outcome

- Negotiated settlement agreement.
- Ninety (90) extra days to move out.
- Guaranteed positive rental reference.
- Mr. D stated that he could not have found new housing without this agreement.

CASE STUDY

Tenant Bio - Ms. N

Ms. N is a single mother who recently became disabled. She was waiting for her disability payment assistance to begin, but was having financial difficulty in the meantime.

Unlawful Eviction

- Ms. N received a 3-day notice that claimed she owed over \$1,000 for utilities.
- Ms. N was being overcharged by the utility company.
- Ms. N's lease required payment of utilities.

Potential Impacts

- Ms. N had to choose: pay rent or pay utility bill.
- Either option meant she would be in violation of her lease.
- Ms. N was extremely concerned about becoming homeless with her children and unable to work.

Outcome

- EPP corresponded with the property manager and utility provider to correct the overcharge.
- Ms. N received a \$635 credit on her utilities, avoided an unlawful detainer, and remained in home giving her the time she needed for disability payments to arrive.

CASE STUDY

Tenant Bio - Ms. S

Ms. S is an elderly, disabled tenant who receives SSI and housing choice vouchers to pay for her housing and bills. Ms. S's SSI was compromised and she was unable to pay her portion of the rent.

Unlawful Eviction

- Landlord issued a 30-day notice to pay rent or quit.
- Tenant came up with the money, and tried to pay.
- Landlord refused to accept payment.
- Landlord issued an unlawful detainer.

Potential Impacts

- Ms. S was at risk of losing her housing choice voucher.
- Loss of her housing choice voucher would have meant becoming unhoused.

Outcome

- EPP filed an answer to the unlawful eviction.
- A “pay-and-stay” agreement for rent owed.
- Ms. S remained in her unit and avoided loss of her housing choice voucher.
- Payment of landlord's attorney's fees/costs waived.

CASE STUDY

Tenant Bio - Mr. S

Mr. S lived in his home for nine years. He has sole custody of his five children, who were recently removed from their mother's care. New owners took over the complex and claimed that Mr. S failed to pay rent.

Code Enforcement issued a report confirming rodent and insect infestations, broken doors, and electrical safety issues. Photos showed mold, leaks, and lack of maintenance.

**Names have been shortened for confidentiality*

Unlawful Eviction

- Mr. S reported the severe habitability issues to the landlord who failed to address them.
- Mr. S had receipts to prove he had paid his rent.
- Mr. S was served with an unlawful detainer.

Potential Impacts

- Mr. S was very concerned about losing custody of his children due to having an eviction on his record. This would mean possible homelessness and foster care.
- Mr. S wanted to move due to ongoing habitability issues, but needed more time.

Outcome

- EPP settlement got Mr. S the time he needed to find new housing.
- Amount of rent due reduced.
- Mr. S and his children remained together and housed.

CASE STUDY

Tenant Bio - Mr. E

Mr. E is a disabled and receives housing choice vouchers and is on a fixed income.

When he moved into his residence, Mr. E was verbally told that his utilities would only be \$40 a month. Mr. E's housing choice vouchers gave him a \$96 per month reimbursement for utilities. When the tenant received his first utility bills, the amounts ranged from \$250-\$400.

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Unlawful Eviction

- Mr. E wanted to participate in PG&E's payment assistance program, which would have reduced his utility costs to an affordable level, but his landlord did not let him.
- Mr. E was served a UD based on unpaid utility bills.

Potential Impacts

- As a housing choice voucher recipient, being evicted would have meant Mr. E. would lose his voucher.
- Mr. E is disabled without income and was facing homelessness.

Outcome

- EPP negotiated with landlord for approval of Mr. E's participation in PG&E's payment assistance program and monitored compliance.
- Landlord's attorney dismissed the unlawful detainer and Mr. E was able to stay in his unit.

CASE STUDY

Tenant Bio - Mr. H

Mr. H is a disabled Marine Veteran with a service animal. The animal helps Mr. H identify possible PTSD triggers.

Unlawful Eviction

- Mr. H provided the landlord proper documentation for the service animal.
- Mr. H's landlord served him with a notice requiring him to get rid of his service animal.

Potential Impacts

- The animal was necessary for Mr. H's health to manage PTSD triggers.
- Mr. H did not have the money to move.
- Mr. H had to choose: risk his health or risk an eviction.

Outcome

- EPP corresponded with the landlord to explain the law behind Mr. H's right to own his service animal.
- The landlord approved Mr. H's service animal.
- Mr. H remained in the unit with his service animal.

CASE STUDY

Tenant Bio - Mr. J

Mr. J is an elderly, low-income tenant with a housing choice voucher.

Mr. J paid his outstanding rent, but the property management's new ledger for the tenant included several typos.

Mr. J had trouble keeping track of how much he owed his landlord due to the typos in his ledger.

**Names have been shortened for confidentiality*

Unlawful Eviction

- Mr. J received an illegal 3-day notice to pay May and July rent.
- Mr. J received UD and did not file an answer on time.
- Mr. J received a default judgment against him.

Potential Impacts

- Mr. J received an eviction on his record, and was soon going to lose his housing choice voucher.
- Because of his low income, Mr. J would have faced homelessness without a voucher.

Outcome

- Ledger corrected to reflect rent was paid.
- Mr. J's eviction was removed from his record per agreement with landlord's attorney.
- Mr. J was able to remain in his home.

CASE STUDY

Tenant Bio - Ms. V

Ms. V is an elderly, disabled woman with mobility issues. She never missed a rent payment. Ms. V received an unlawful notice of rent increase (more than 10% of the existing cost).

Property manager continued illegal rent increase over years, compounding the unlawful rent charges.

**Names have been shortened for confidentiality*

Unlawful Eviction

- Ms. V received a 3-day notice for \$2,000.
- Property management company retracted rent increase, then charged it to Ms. V as a parking fee.
- Ms. V does not drive and has no car.

Potential Impacts

- Ms. V could have been evicted with a judgement against her for \$2,000.
- Ms. V's age and mobility issues made looking for and obtaining alternate housing extremely difficult.
- She was at risk of becoming unhoused.

Outcome

- EPP argued the the rent increases were illegal.
- Landlord's attorney dismissed the case instead of risking a loss at trial.
- Ms. V was allowed to remain in her home.
- No eviction on record and no money judgment.

CASE STUDY

Tenant Bio - Ms. T

Ms. T is a low-income, single mother of three who was recently laid off from her job.

Ms. T paid rent on time, but her landlord refused to cash her money orders timely. Ms. T's landlord refused to cash the last two month's worth of money orders Ms. T had paid.

Unlawful Eviction

- Ms. T received a 3-day notice and a UD.
- Ms. T was served with a lock-out notice.

Potential Impacts

- Ms. T's low-income prevented her from being able to find alternate housing in time to comply with the lockout.
- Everything the family had was in the unit they were being locked out of.

Outcome

- EPP defended Ms. T in the UD.
- Ms. T's rent was credited to her account, including an overpayment that was discovered during representation.
- Ms. T and her children were allowed to stay in the unit.

Testimonials

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“Thank you so much for the call. I have been calling for weeks and can't get help because everyone seems to represent landlords and not tenants.”

“I'm so glad that you guys are here to help because otherwise I would've been out in the cold.”

“Without you helping me stop the lockout, my children and I would not have a place to be.”

“Thank you for all the time that you all put into my case. I speak for hundreds of Fresno City families when I say you saved my housing! There are no words that express how grateful and relieved I feel knowing I won't be facing eviction!”

“Thank you for the draft email to management regarding repairs because they are now responding.”

“This offers a little bit of hope and light at the end of the tunnel.”

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Budget

FY 25-26 EPP COST ESTIMATES

**Fully Funded EPP July 2025 - June
2026: \$2.0M - \$2.5M**

Alternatives:

- Cap on tenants served by year or month.
- Partial year funding.
- Limits on types of cases.
- Education without direct representation.

Thank You!

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QUESTIONS?

