

Process for Tenant Inquiries and Complaints Involving Eviction Moratorium and Prohibition on Rent Increases

The City of Santa Ana Community Development Agency (“CDA”) will intake tenant inquiries and complaints and inform both landlords and tenants of the requirements of the eviction moratorium and prohibition on rent increases. CDA will provide information regarding the applicable executive orders and references for legal assistance, then, if necessary, conduct an investigation and, if justified, address the situation appropriately.

Eviction moratorium and rent freeze inquiries and complaints can be filed by sending an e-mail to:

evictionmoratorium@santa-ana.org

Inquiries and complaints will be assigned to a member of our team, who will provide the pertinent information regarding the executive orders to the party submitting the request. If the submitting party requires additional assistance, CDA will investigate the submitting party’s claim and advise the applicable parties of the findings.

The public also can call the City's Housing Division at **(714) 953-HOME (4663)**.

What is the process to file an eviction moratorium inquiry or complaint with the City of Santa Ana?

- A renter sends an e-mail to evictionmoratorium@santa-ana.org.
- A renter should provide a copy of any pertinent documentation, including the “Notice to Pay Rent or Quit”, or similar notice, and documentation that the renter or household have been financially impacted by COVID-19, if possible. Examples of documentation may include, but are not limited to, a letter from your employer citing COVID-19 as a reason for reduced work hours or termination, paycheck stubs, bank statements, doctor’s note, or school notifications.
- Once an inquiry or complaint is filed, it will be assigned to a member of our staff.
- CDA will respond by providing information regarding the applicable executive orders and references for legal assistance.
- If additional assistance is requested, the staff will investigate the claim and advise the applicable parties of the findings, and address the situation appropriately.

What is necessary for the application of the City’s eviction moratorium and rent freeze executive orders?

- Receipt of a “Notice to Pay Rent or Quit” or “Notice of Rent Increase” or similar notices.
- Stated reason for eviction is not paying rent.
- Tenant’s loss of income as a result of:
 1. Being sick with COVID-19, or caring for a household or family member who is sick with COVID-19;
 2. Lay-off, loss of hours, or other income reduction resulting from business closure or other economic or employer impacts of COVID-19;

3. Compliance with a recommendation from a government health authority to stay home, self -quarantine, or avoid congregating with others during the state of emergency;
4. Extraordinary out-of-pocket medical expenses resulting from COVID-19;
5. Childcare needs arising from school closures related to COVID-19; or
6. Partial or complete closure of a tenant's business related to COVID-19 (applicable to commercial tenants).

Tenants must provide their landlord with a Notice of Inability to Pay Rent as a result of COVID-19 within seven (7) days after the rent due date per State executive order and within thirty (30) days after the rent due date per City executive order. A sample notice has been provided by the City.

Determination and Communication to the Parties

If a Notice to Pay Rent or Quit has been issued and supporting documents provided support the claim by the tenant, then the City will send a letter to the parties communicating that if the tenant's inability to pay rent stems from circumstances related to COVID-19, the City's eviction moratorium prohibits a landlord from evicting a tenant, and the tenant will be able to repay any back due rent up to 6 months following the expiration of the local emergency, without late fees.

The City's eviction moratorium will provide a tenant an affirmative defense in an unlawful detainer action.