



**TOWN OF LOS GATOS
COUNCIL AGENDA REPORT**

MEETING DATE: 06/17/2025

ITEM NO: 18

DATE: June 12, 2025
TO: Mayor and Town Council
FROM: Chris Constantin, Town Manager
SUBJECT: Authorize the Town Manager to Execute a Five-Year Agreement for Consultant Services with Project Sentinel for Tenant/Landlord Rental Dispute Resolution Services in an Amount Not to Exceed \$35,700 Annually for a Total Amount of \$178,500 Over the Five-Year Term of the Agreement.

RECOMMENDATION:

Authorize the Town Manager to execute an Agreement for Consultant Services with Project Sentinel for tenant/landlord rental dispute resolution services in an amount not to exceed \$35,700 annually for a total not to exceed amount of \$178,500 over the five-year term of the agreement.

STRATEGIC PRIORITIES:

This project supports the Core Goal of **Civic Engagement**. Through the provision of rental dispute resolution, Project Sentinel delivers stability and support to renters and landlords.

FISCAL IMPACT:

Sufficient funds are included in the proposed FY2025/26 Operating Budget, program 1201 (Non-Departmental).

BACKGROUND:

The Town first contracted with Project Sentinel to administer its rental dispute resolution program in 2010. Project Sentinel provides services to both tenants and landlords, including information, referral, conciliation, mediation, and arbitration. These services have been

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Reviewed by: Town Manager, Assistant Town Manager, Town Attorney, and Finance Director

provided under a service agreement which expires June 30, 2025. The Town collects a fee on rental developments with two or more units to fund these services based on Rental Dispute Ordinance 2128, adopted on March 1, 2004.

DISCUSSION:

The original 2010 Agreement was for a 3-year term at \$32,600 per year, totaling \$97,800; subsequent amendments increased the rate to the current annual rate of \$34,000. The proposed increase to \$35,700 is a 5% increase from the current contract rate.

Project Sentinel is a sole source provider, as they are the only vendor in the surrounding area that provides the same scope of specialized rental mediation services at their scale and depth for local Santa Clara County jurisdictions. Project Sentinel has provided quality services to the Town's residents and landlords in this capacity for the last 15 years. A draft Project Sentinel Agreement is included with this report as Attachment 1.

CONCLUSION:

Staff recommends that the Council authorize the Town Manager to execute an Agreement for Consultant Services with Project Sentinel for tenant/landlord rental dispute resolution services in an amount not to exceed \$35,700 annually for a total amount of \$178,500 over the five-year term of the agreement.

COORDINATION:

The draft agreement was prepared in coordination with the Town Attorney.

ENVIRONMENTAL ASSESSMENT:

This action is not a project defined under CEQA, and no further action is required.

ATTACHMENT:

1. Draft Project Sentinel Agreement (includes Exhibit A, Budget Summary, and Proposal to Provide Services)