

Single-Family Rental Inspection Program

**Housing & Homelessness
Solutions Committee
February 4, 2020**

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Presentation Overview

- Background
- Purpose
- Current single-family inspection model
- Community outreach and public education
- Proposed amendments to Chapter 27
- Self-Certification Program
- Next Steps

Purpose

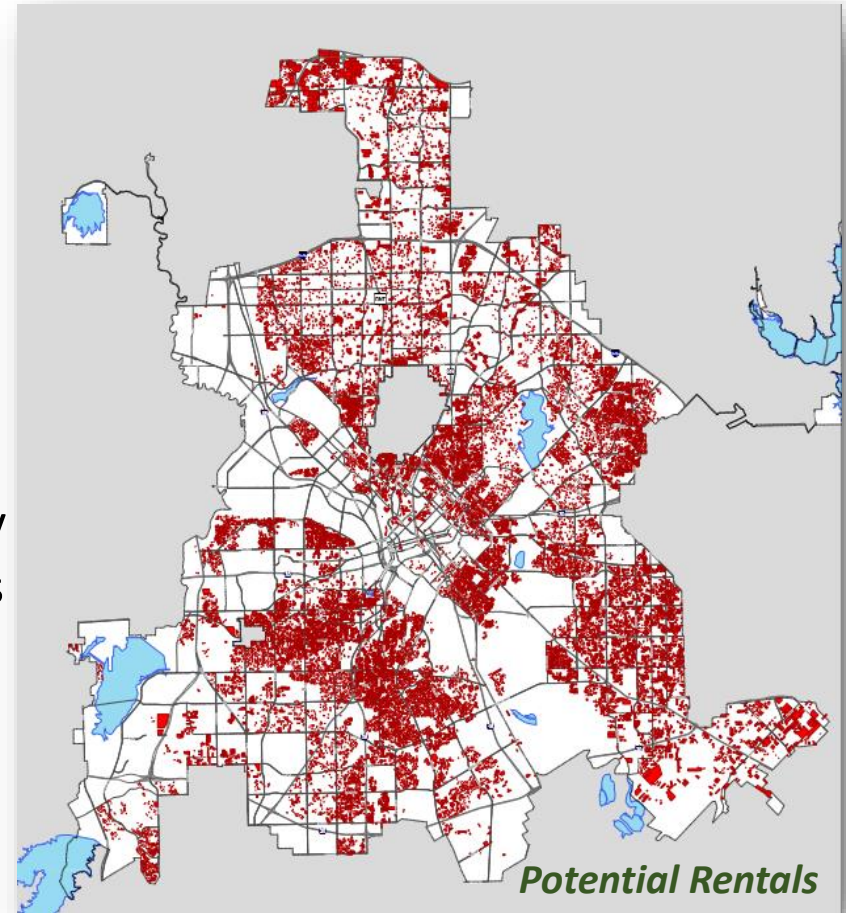
- Increase overall housing stock quality while emphasizing health and safety
- Utilize staff in the most efficient manner
- Facilitate neighborhood stabilization, foster clean and safe rental properties without diminishing the availability and affordability.
- Enhance partnerships and communication with property owners and tenants.

Single-Family Rental Inspection Program

History & Facts

- Dallas City Code Chapter 27 establishes Minimum Property Standards for health and safe living conditions
- Single-Family Rental Inspection Program approved by Dallas City Council on September 28, 2016
- Program commenced January 1, 2017
- Single-Family properties are single-family homes, duplexes and condominium units
- Approximately 20% of Dallas residents rent a single-family property

** 2010 Census Data*



Current Single-Family Rental Inspection Program

Step 1

Property owners are required to register their rental properties with the Single-Family Rental Inspection Program



Step 2

A comprehensive inspection is conducted of the interior, exterior and premise

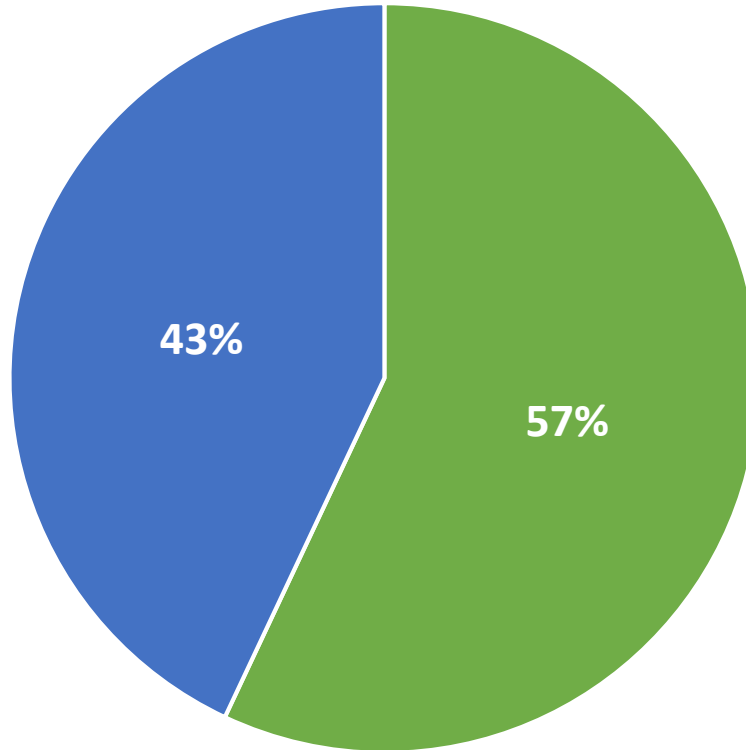


Step 3

Compliant properties are re-inspected every five years after the initial inspection

Statistics 2017 – Present

Initial Inspections

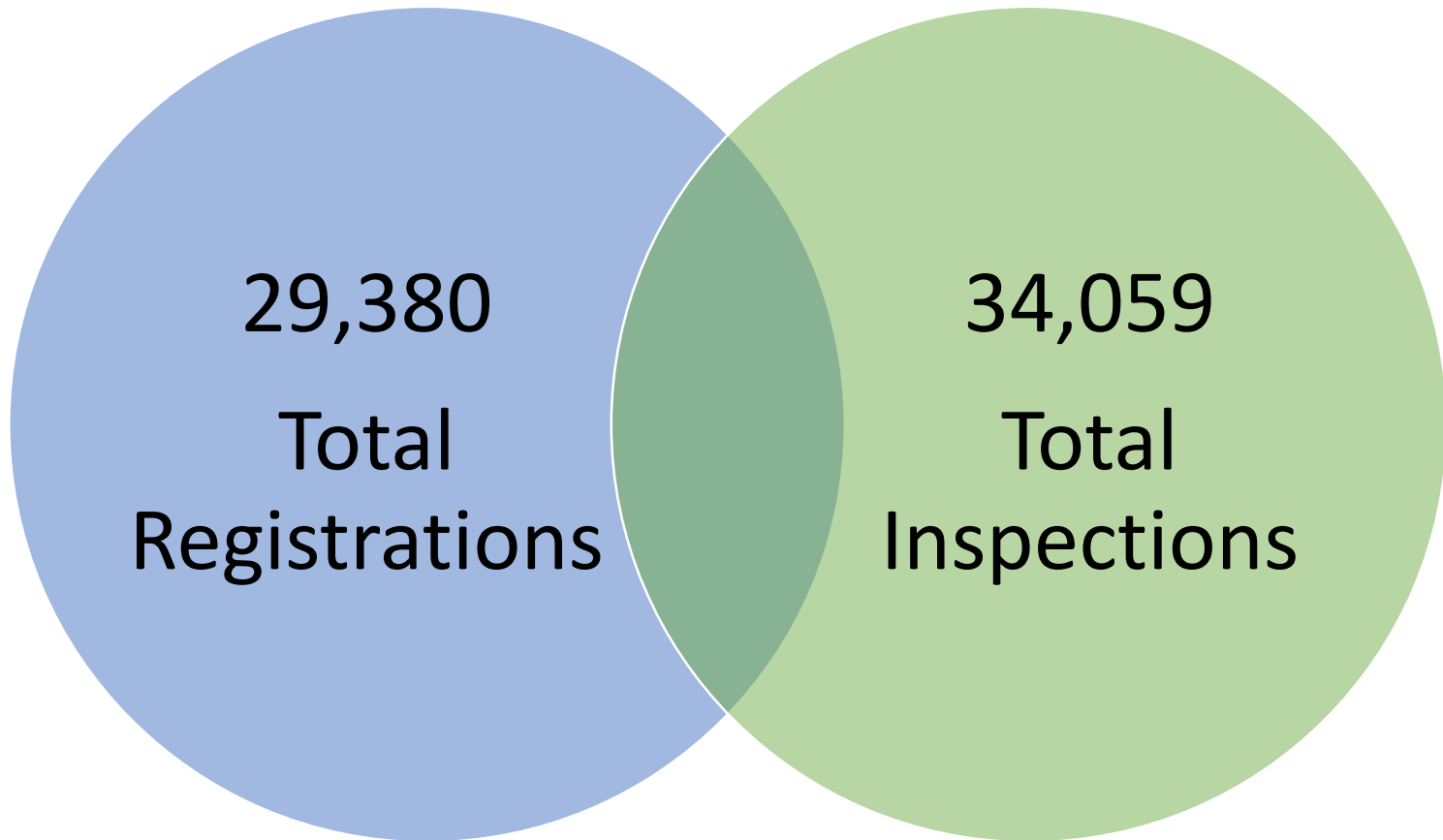


■ Non-Compliant Properties

■ Compliant Properties

- Initial inspections found 57% properties not in compliance with 43% compliant
- Upon first reinspection only 20% of properties remained in violation

Statistics January 2017 – December 2019



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Program Community Outreach & Education

Community Engagement with Property Owners and Tenants		
Date	Location	District
July 17, 2018	Code Compliance - Citizens Code Academy	District 2
August 23, 2018	Nash-Davis Recreation Center	District 6
August 27, 2018	Harry Stone Recreation Center	District 9
August 28, 2018	Pleasant Oaks Recreation Center	District 5
August 30, 2018	Dallas City Hall Room L1FN Auditorium	District 2
October 23, 2018	Dallas City Hall Room L1FN Auditorium	District 2
October 23, 2018	Code Compliance - Citizens Code Academy	District 2
October 25, 2018	Dallas City Hall Room L1FN Auditorium	District 2
October 29, 2018	Lake Highlands North Recreation Center	District 10
October 30, 2018	Umpress Recreation Center	District 5
November 1, 2018	Dallas West Library	District 6
November 5, 2018	Highland Hills Library	District 8
November 12, 2018	Thurgood Marshall Recreation Center	District 3
November 13, 2018	Martin Luther King Jr. Community Center	District 7
November 19, 2018	Janie C. Turner Recreation Center	District 8
February 12, 2019	Citizens Code Academy	District 8
February 19, 2019	Code Compliance - Citizens Code Academy	District 2

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Community Outreach Feedback

Property Owner Concerns

- Process and registration requirements are too cumbersome
- Annual Affidavit required for each property
- Registration for a single property is approximately 15 minutes
- Landlords were supportive of simplifying the registration process

Tenant Feedback

- Many commented that property conditions improved due to the program
- ☐ Landlords are making repairs per the Notice of Violation (Beyond minimum property standards)
- ☐ Landlords respond to tenant's requests much faster than before
- ☐ Tenants are feeling empowered to ask landlords to make repairs without fear of eviction, rent increases or other retaliation

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Proposed Registration Revisions

Current Registration Process	Proposed Registration Process
Upload all documents and provide data during the annual registration and renewal	Complete full registration once. Information will auto populate. Review and renew annually
Annual renewal on the property registration anniversary	Renew all properties annually at the same time* *The annual fee is due on January 1st of every year. If the annual fee is not paid by January 30th, the registration will be automatically voided, and the property will be out of compliance. The owner must then resubmit a complete registration and pay outstanding fees. Failure to bring the property into compliance with registration will result in a violation of this chapter [expires one year after the registration date].

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Proposed Registration Revisions

Current Registration Process	Proposed Registration Process
One application per property	One application with multiple properties
Require uploaded documents and data such as the owner's Driver's License, Affidavit and Owner's Self Inspection Checklist, insurance/lender information, location of business record and property deed information	<p>Replaced with 'Yes/No' Questions</p> <ol style="list-style-type: none">1. Do you have a valid government issued ID, DL, Passport?*2. Do you have insurance?*3. Have you or your representative visually inspected the property within the last six (6) months?*4. Do you affirm the information provided is true?* <p><i>*Must attest and confirm</i></p>

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Proposed Chapter 27 Revisions

Current Chapter 27 Ordinance	Proposed Changes
27.11.1.A (i) provide, and maintain, in operating condition, refrigerated air equipment capable of maintaining a room temperature of at least 15 degrees cooler than outside temperature, but in no event higher than 85° F. in each habitable room	27.11.1.A (i) provide, and maintain, in operating condition, refrigerated air equipment capable of maintaining a room temperature no higher than 85° F in each habitable room**
27.11.2.A (i) provide, and maintain, in operating condition, heating facilities capable of maintaining a room temperature of at least 15 degrees warmer than the outside temperature, but in no event lower than 68° F. in each habitable room	27.11.2.A (i) provide, and maintain, in operating condition, heating facilities capable of maintaining a room temperature no lower than 68° F in each habitable room** **The Center for Disease Control requires operative temperatures range from 68.5 ° F to 75 ° F in the winter; and from 75° F to 80.5 ° F in the summer. Reference: https://www.cdc.gov/niosh/topics/indoorenv/temperature.html

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Proposed Chapter 27 Revisions

Current Chapter 27 Ordinance	Proposed Changes
Ch. 27-11 (d) (17)(A) maintain all fences, retaining walls, decorative walls, and barriers in operating condition, and in accordance with the Dallas Development Code	<ol style="list-style-type: none">1) Repair or replace missing bricks, stones, rocks, mortar, and similar materials on any masonry wall that encloses a single-family or multi-tenant property;2) Maintain a fence so that it is not out of vertical alignment more than one foot from the vertical, measured at the top of the fence, for a fence over four feet high, or more than six inches from the vertical, measured at the top of the fence, for a fence not more than four feet high
27-42(b) Property inspections The director shall conduct an inspection of each single dwelling unit rental property at least once every five years but not more frequently than once a year	Eliminate the five-year requirement and inspect properties annually that are not in the self-certification voluntary program.

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Purpose of Self-Certification Voluntary Program

Self-Certification Voluntary Program

- Incentivize excellent property owners who maintain their rental properties
- Utilize staff in the most efficient manner
- Reward landlord for consistent maintenance
- Increase registration of properties
- Allow us to concentrate on focus on problem rental properties
- Empower tenants by requiring their signature on self-certification inspections
- Provide tenants with additional tenants' rights information
- Improve the condition of rental properties

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Proposed Self-Certification Voluntary Program

Self-Certification Voluntary Program

Self-Certification Program:

- If no outstanding fees and no pending violations exist on the property from the past 12 months, the property will be placed in the Self-Certification Program.
- The Self-Certification Program requires owners to perform their own inspections of each rental property on an annual (calendar year) basis and upon any change in tenancy.
- Owners will complete the “Self-Certification” checklist at each inspection signed by the owner and tenant.
- The owner will provide the tenant (either by link or handout) with the, “Tenants’ Rights Handbook,” (produced and distributed as a public service by the Texas Young Lawyers Association and the State Bar of Texas) upon the completion of the self-certification inspection. The completed self-certification inspection checklists must be retained by the owner for a period of three years from the date of the inspection(s).

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Proposed Self-Certification Voluntary Program

Self-Certification Voluntary Program

Inspections of Self-Certified Properties:

- The Single-Family Rental Inspection Program will perform quality audits of 10% of the properties that have been self-certified.
- If the property is found in compliance, the property will continue in the Self-Certification Program.
- An inspection will be automatically be triggered when a complaint service request is received.
- If the property does not pass inspection or does not correct the violation within 30 days, it will no longer be eligible for the Self-Certification Program and will be subject to annual inspections until such time as it does pass inspection.

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Proposed Self-Certification Voluntary Program

Self-Certification Voluntary Program

Ineligibility:

- If the Director of the Department of Code Compliance Services or designee determines by review of the minimum property standards and/or self-certification checklist that the exterior and/or interior inspections are not in compliance, or as a result of an investigated complaint, that the property owner has allowed the subject residential rental property to become out of compliance, the property owner will be cited as ineligible to participate in the self-certification program.
- The property owner will not be able to re-apply for the self-certification program until the subject residential rental property successfully passes an exterior and interior inspection.

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Proposed Self-Certification Voluntary Program

Self-Certification Voluntary Program

Reinstatement:

- An owner/management entity that unsuccessfully participated in the prior self-certification program is eligible to immediately reinstate after the owner/management entity completes a City approved residential rental property class, pays all penalties and fees due, and corrects all outstanding violations.
- The approved class will be a four (4) hour course, which will review the self-certification program criteria; self-certification inspection checklist; and minimum property standards.

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Current Single-Family Inspection Model

Single-Family Home Rehabilitated



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Current Single-Family Inspection Model

Building Drain Cleanout



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Examples of Compliance

Accessible Sidewalk



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Examples of Compliance

Code Approved Ground Fault Interrupter (GFI) Receptacle



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Current Single-Family Inspection Model

Inspect interior of the structure- walls, ceilings, floors, bedrooms, kitchen, bathroom, etc.



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Current Single-Family Inspection Model

Inspect electrical, plumbing, utility and appliances



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Next Steps

- Continue with stakeholder engagement
- Revision of Chapter 27 ordinance on May 8, 2020
- Self-Certification implementation on October 1, 2020

Single-Family Rental Inspection Program

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