

# HAMPTON VA

## Rental Inspection Program Update

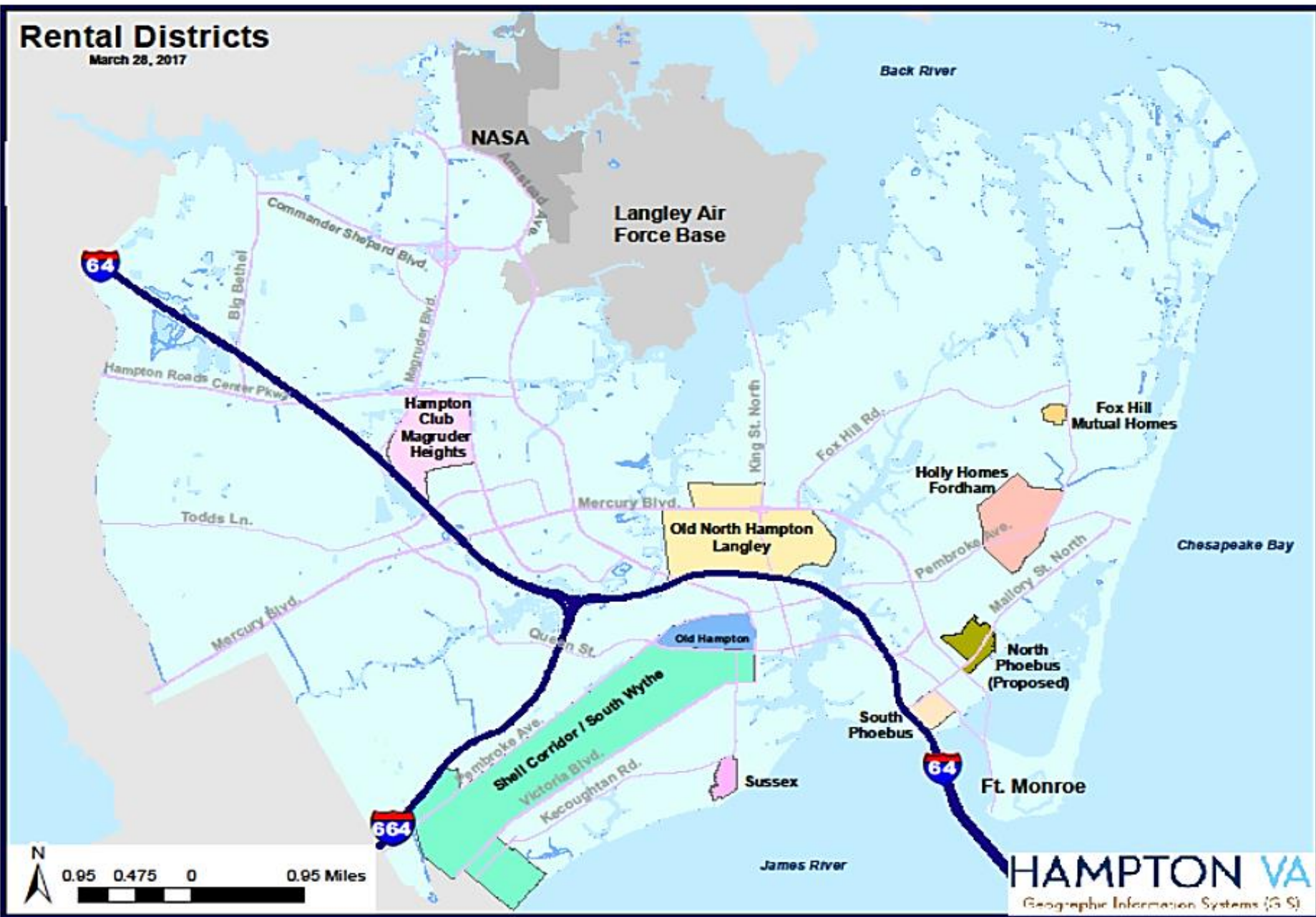


Adopted in October 2013 by City Council, the rental inspection program became effective immediately. The program was phased in with the first four districts upon passage, and the next four in May of 2014. Additional districts were added in late 2014, Fox Hill Mutual Homes, and most recently the North Phoebus district was expanded in 2017.



# Rental Districts

March 28, 2017



# The Big Picture: Why?

Housing is a Significant  
Component of the City's Tax  
Base

Relatively Limited  
Opportunities for New  
Housing - Must Take Care of  
What We Have

More Financially Distressed  
Properties

Declining Home Ownership

Aging Housing Stock

# Legal Authority

- Code of Virginia section 36-105.1:1 gives localities the authority to establish rental inspection districts and conduct rental inspections
- Adopted such an ordinance in 2013



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# What Do Rental Inspectors Look For?

- Rental Inspections enforce the Virginia Maintenance Code to insure safe, decent and sanitary housing
- Inspectors inspect rental properties for maintenance violations that include, but are not limited to: interior and exterior paint peeling, holes in walls, broken windows, leaking plumbing and unsafe electrical outlets.
- Keep in mind: If it is not a Virginia Maintenance Code violation, it is not a violation of the rental program
- Inspectors do not enforce aesthetics

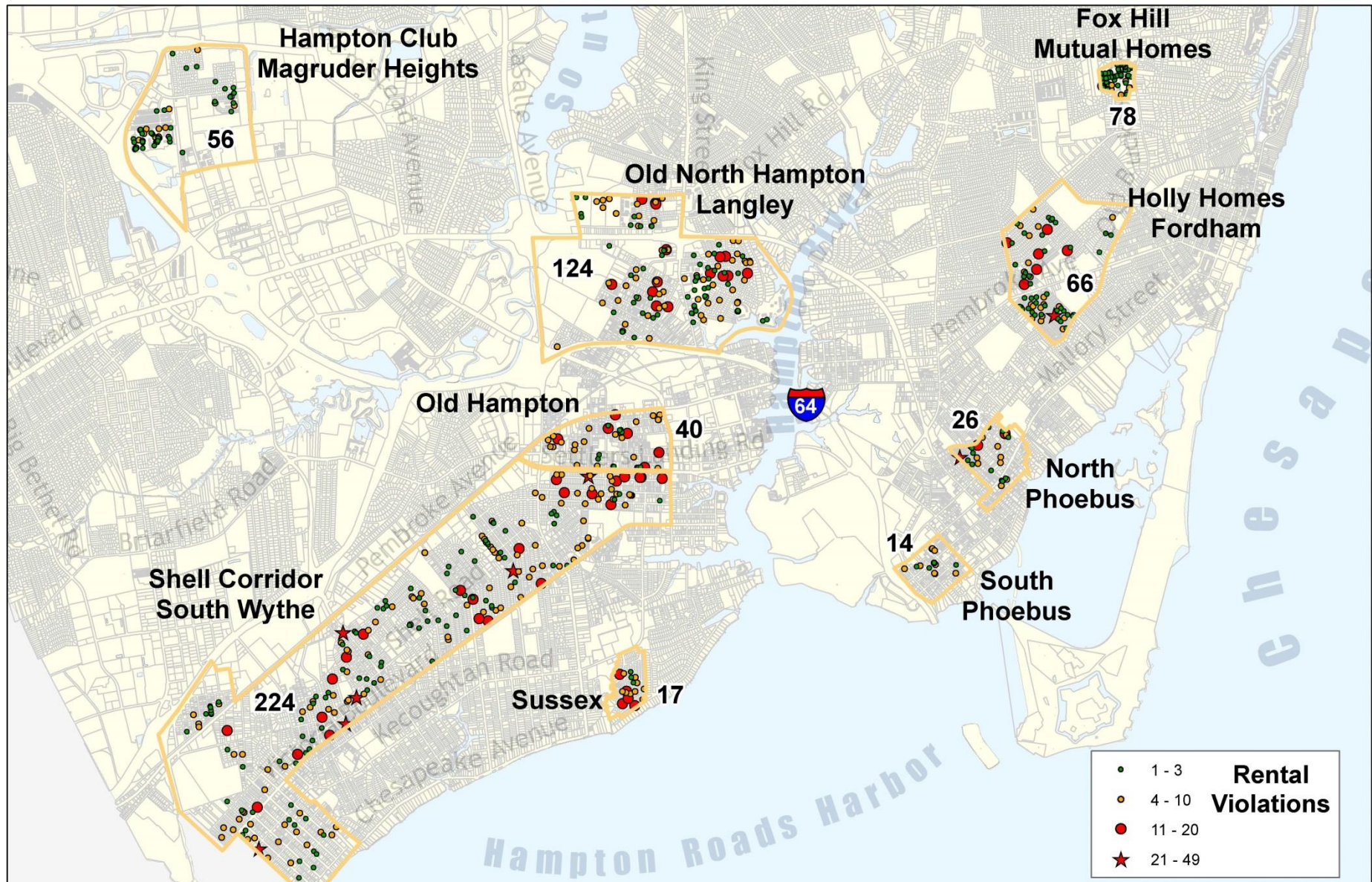
# Results Since Inception

PM & ZE rental inspectors have identified 3,260 property maintenance code infractions which resulted in notices of violation throughout all districts. Once corrections were made, rental permits have been issued to 1,426 properties. Of those issued, the majority were four year permits which totaled 1,308. the remaining 118 were one year permits.





# Rental Districts with Violations





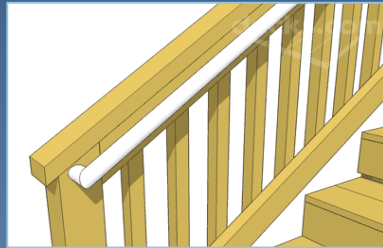
# Top Three Violations

1.



Lack of Smoke Detectors  
or Operational Smoke  
Detectors

2.



Loose Hand Rails, both  
Interior and Exterior  
Where Required

3.



Plumbing Issues, such as  
leaking toilets, dripping  
faucets, and leaking drain  
lines. If not repaired, may  
result in wood rot, mold  
and mildew.

# Top Program Challenges and Solutions

- Monitoring new rental units within the districts due to change in status from any exempt categories to a rental unit
- Re-inspections upon completion of work due to lack of tenant cooperation
- Out of state owners without local management company representation
- Rental districts were not easily identified on City Web Page by customers, per feedback from Realtors



# Challenge: Monitoring new rental units within the districts due to change in status from any exempt categories to a rental unit

Proactive patrols throughout the rental districts resulting in identifying rentals by signage. Inspector calls number on sign, advising of requirements. Follows up with letters

Online search of rental units, i.e. Craigslist, Zillow, Trulia



Community Engagement, customers notify us of status changes of homes in their neighborhoods

# Challenge: Re-inspecting upon completion of work due to lack of tenant cooperation

- Inspectors and property owners communicate with tenants to arrange re-inspections.
- Tenant advises work is completed and they don't want the inspector back inside, but confirms repairs are made.





# Solution to Re-inspection Challenges

- Inspector closes out violations with notations of repairs made, per tenant and owner, with documentation of repairs, when provided.
- Rental Permit is issued and re-inspection will be completed upon expiration of the permit.



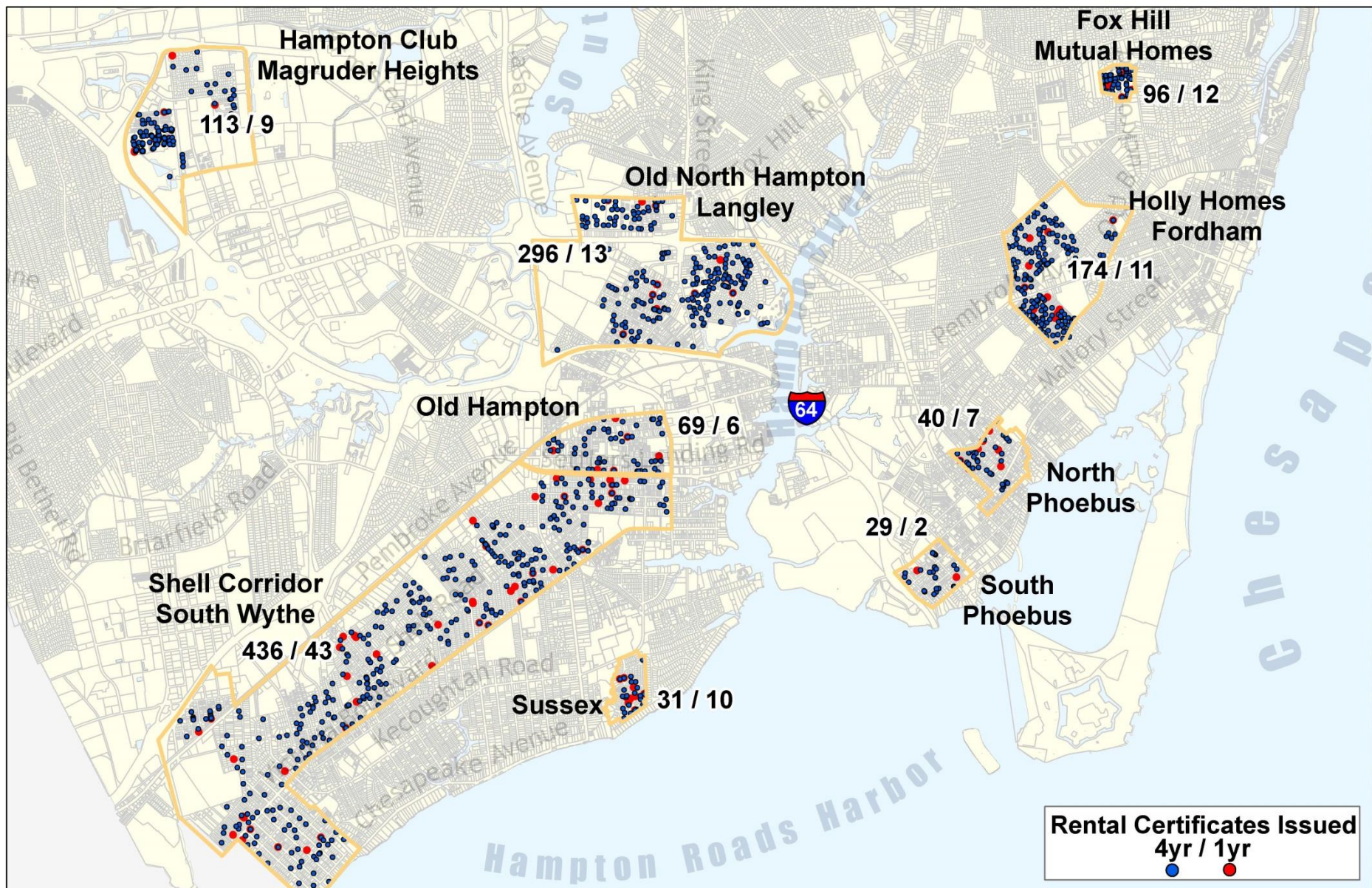
## Challenge: Out of state owners without local management company representation

- Rental Inspector will reach out and encourage local representation to ensure monitoring and upkeep of property to prevent violations.
- Through trust building and equal treatment of everyone, inspectors works to build relationships with both owners and tenants to ensure safe housing and property upkeep to maintain value.

## Challenge: Customer Ability to Identify Individual Rental Properties

- Adding an additional data feature on the “City Resources” page of our existing GIS website proved to be a simple solution to this challenge.
- “Rental District” informs each customer the rental inspection district of a property (“no data” indicates no rental district).

# Rental Districts with Certificates





# What is Next:

- Graduation from the program: At completion of total renovation, it is anticipated that Fox Hill Mutual Homes will be the first graduates of the program.
- Due to shifts in manpower, assigned area inspectors manage normal complaints on rental properties while rental inspector manage new or renewals of rental permits. Working together, inspectors are able to build relationships with customers to meet the overall goals of the program.
- District evaluations will be conducted this summer



# Questions?

