Multi-Family Inspection Program

Presented By:
Cindy Turlington, Senior Building Inspector
Ryan Pursley, Chief Building Official
Program Staff

- Cindy Turlington – Senior Building Inspector
- Antonio Cambero – Building Inspector (Spanish Speaking)
- Angie Garcia – Administrative Clerk II (Spanish Speaking)
- Ryan Pursley – Chief Building Official
Program Summary

• Apartments with 4 units or more.
• About 400 properties and 10,000 units
• Does not include condos, hotels, motels, or single-family homes
• 5 Year exemption for apartments within 5 years of construction or major renovation
Program Summary

PROGRAM TRACKS:

• **Base**
  - 100% of units inspected every two years.
  - Property inspected every year.

• **Self-Cert**
  - 25% of units and property inspected every two years.
    (Owners inspect 100% of units every 2 years prior to application)

• **Skip-Year** *(For workload balancing only. Not an opt-in program)*
  - Units inspected at half the rate of currently assigned program track (50% of units instead of 100%, or 12.5% instead of 25% for self-certified properties)
Program Summary

In addition to regular inspection program process:

• Inspections when we receive complaints of substandard conditions

• Process complaints for bed bugs
What We Look For...

Fire, health and safety hazards

- Windows and doors in good working order, latching and locking properly, no broken glass
- Properly operating water heater, stove and wall heater/furnace
- Properly located and operating smoke alarms (10 yr. sealed unit type) and CO2 alarms
- Properly functioning electrical outlets
- Toilets, sinks, tubs and showers in good working order, free of plumbing leaks
- Balconies, stairways, walkways, other wood members in safe condition, free of dry rot, or other damage or deterioration
- No evidence of cockroach or other vermin infestation

- **See inspection checklist**
Examples...

Severe

Typical

Mold
Examples...

Unsafe

Safe

Electrical Outlets
Examples...
Abatement required  No action required
Examples...

Repair or replace Properly functioning

Smoke alarms
Examples...

Before

After
Examples...

Before  After
Other Issues...

- Rent disputes – Echo Housing
  - Residential Rent Review Program under Housing Division
- Eviction – Bay Area Legal Aid
- Immigration – Monument Impact/Jewish Community Services
Tenant Complaint Process

How to...

- **Contact Owner first** (Give 10 days to repair unless immediate danger)

- If no action by owner, file complaint with city *(Can’t be anonymous)*

- See complaint form

- If complaint is unfounded we will not be charging the owner for inspection.
City Process
(Non-Bed bug)

• City opens a case
• Inspection within 24-48 hours
• If violation is verified, Notice of Violation sent to owner (10 days to repair)
• After repair, Re-inspection
• Close case
City Process
(Bed bug)

• City opens a case

• Notification letter to owner within 24-48 hours (10 days to treat)

• Follow up with owner – require report from pest control or owner self treatment (specify which units are checked/treated)

• No inspections, no fees. Close case
Fees

• **Program Transition fees**
  - Amount paid under previous program is credited towards fees for new program
  - No charges for January 1, 2017 through June 30, 2017 (6 months free!)

• **New Program fees provide additional funding for new services**
  - Two new staff members
  - Increased inspection rates
  - Tenant education about avoiding bed-bugs, mold & working with landlords
  - Informational pamphlet
  - Improved website

• **See informational pamphlet**
Fees

• **Base**
  o Standard admin fee, and unit inspection fee for all units

• **Self-Cert**
  o (Lower admin fee rate, and unit inspection fee for only 25% of units)

• **Skip-Year**
  o (Admin fee per program track, and unit inspection fee for only half the program track units)

• **See example fees**
## Example Fees

**EXAMPLE MULTI-FAMILY RENTAL INSPECTION PROGRAM FEES**

<table>
<thead>
<tr>
<th>Year</th>
<th>Fees</th>
<th>Inspection Track</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Base Program w/ *Re-Inspections</td>
<td>Base Program No Re-Inspection</td>
</tr>
<tr>
<td>1st Year</td>
<td>Administrative Fee</td>
<td>$272</td>
</tr>
<tr>
<td></td>
<td>Self-Cert Application Fee</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Unit Inspection Fee</td>
<td>$478</td>
</tr>
<tr>
<td></td>
<td>Property Inspection</td>
<td>$72</td>
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<tr>
<td></td>
<td>Unit Re-Inspection Fee</td>
<td>$226</td>
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<tr>
<td></td>
<td>Property Re-Inspection Fee</td>
<td>$122</td>
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<tr>
<td>1st Year Sub-total</td>
<td></td>
<td>$1,170</td>
</tr>
<tr>
<td>2nd Year</td>
<td>Administrative Fee</td>
<td>$272</td>
</tr>
<tr>
<td></td>
<td>Property Inspection Fee</td>
<td>$174</td>
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<tr>
<td>2nd Year Sub-total</td>
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<td>$446</td>
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<tr>
<td>2-Year Cycle</td>
<td>2-Year Cycle Total</td>
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<td></td>
<td>Average Annual Cost Per Unit</td>
<td>$101.00</td>
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<tr>
<td></td>
<td>Average Monthly Cost Per Unit</td>
<td>$6.42</td>
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</tbody>
</table>

*Assuming 3 units re-inspected, 1 unit re-inspected a second time, and the property re-inspection minimum of 1 hour

**Assuming 1 unit re-inspected, and the property re-inspection minimum of 1 hour

If Code Enforcement regarding complaints is required it will be billed at $122/hr
**Example Fees**

**EXAMPLE MULTI-FAMILY RENTAL INSPECTION PROGRAM FEES**

<table>
<thead>
<tr>
<th>Year</th>
<th>Fees</th>
<th>Inspection Track</th>
<th>16 Unit Complex</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Base Program w/ *Re-Inspections</td>
<td>Base Program No Re-Inspection</td>
</tr>
<tr>
<td>1st Year</td>
<td>Administrative Fee</td>
<td>$544</td>
<td>$544</td>
</tr>
<tr>
<td></td>
<td>Self-Cert Application Fee</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Unit Inspection Fee</td>
<td>$854</td>
<td>$854</td>
</tr>
<tr>
<td></td>
<td>Property Inspection</td>
<td>$144</td>
<td>$144</td>
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<tr>
<td></td>
<td>Unit Re-inspection Fee</td>
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<tr>
<td></td>
<td>Property Re-inspection Fee</td>
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<tr>
<td></td>
<td>1st Year Sub-total</td>
<td>$1,994</td>
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<tr>
<td>2nd Year</td>
<td>Administrative Fee</td>
<td>$544</td>
<td>$544</td>
</tr>
<tr>
<td></td>
<td>Property Inspection Fee</td>
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<tr>
<td></td>
<td>2nd Year Sub-total</td>
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<td>Average Annual Cost Per Unit</td>
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<tr>
<td></td>
<td>Average Monthly Cost Per Unit</td>
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<td>$6.07</td>
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</tbody>
</table>

*Assuming 6 units re-inspected, 2 unit re-inspected a second time, and the property re-inspection minimum of 1 hour

**Assuming 1 unit re-inspected, and the property re-inspection minimum of 1 hour

If Code Enforcement regarding complaints is required it will be billed at $122/hr
### Example Fees

#### Example Multi-Family Rental Inspection Program Fees

<table>
<thead>
<tr>
<th>Year</th>
<th>Fees</th>
<th>Base Program w/ Re-Inspections</th>
<th>Base Program No Re-Inspection</th>
<th>Self-Cert w/ Re-Inspections</th>
<th>Self-Cert w/ No Re-Inspection</th>
<th>Base Program Skip Year</th>
<th>Self-Cert Skip Year</th>
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<tbody>
<tr>
<td>1st Year</td>
<td>Administrative Fee</td>
<td>$2,176</td>
<td>$2,176</td>
<td>$512</td>
<td>$512</td>
<td>$2,176</td>
<td>$512</td>
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<tr>
<td></td>
<td>Self-Cert Application Fee</td>
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<tr>
<td></td>
<td>Unit Inspection Fee</td>
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<td>$1,606</td>
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<tr>
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<td>Property Inspection</td>
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<td>$576</td>
<td>$576</td>
<td>$576</td>
<td>$576</td>
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<tr>
<td></td>
<td>Unit Re-Inspection Fee</td>
<td>$954</td>
<td>-</td>
<td>$122</td>
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<tr>
<td></td>
<td>Property Re-Inspection Fee</td>
<td>$954</td>
<td>-</td>
<td>$122</td>
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<td>-</td>
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<tr>
<td>1st Year Sub-total</td>
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<td>$7,060</td>
<td>$5,862</td>
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<td>2nd Year</td>
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<td>$512</td>
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<tr>
<td></td>
<td>Property Inspection Fee</td>
<td>$954</td>
<td>$954</td>
<td>-</td>
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<tr>
<td>2nd Year Sub-total</td>
<td></td>
<td>$2,854</td>
<td>$2,854</td>
<td>$512</td>
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<tr>
<td>2-Year Cycle</td>
<td>2-Year Cycle Total</td>
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<td>Average Annual Cost Per Unit</td>
<td>$77.45</td>
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<td>Average Monthly Cost Per Unit</td>
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<td>$5.67</td>
<td>$1.84</td>
<td>$1.65</td>
<td>$5.67</td>
<td>$2.15</td>
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</tbody>
</table>

*Assuming 24 units re-inspected, 8 unit re-inspected a second time, and a property re-inspection of 2 hours
**Assuming 4 unit re-inspected, and the property re-inspection minimum of 1 hour

If Code Enforcement regarding complaints is required it will be billed at $122/hr
Invoicing

- Invoices are sent out monthly.
- One invoice for all fees is sent out the month after all unit and property inspections, corrections and re-inspections are completed.
- Invoices for enforcement cases are sent out the month after the complaint is resolved.
Invoicing

• Self-cert app fee is now invoiced with other program fees (do not submit payment with application)

• Annual Admin fee is invoiced with other program fees as well, except for second year self-cert admin fees, which are invoiced at the beginning of the second fiscal year because there are no inspections or other fees

• See sample invoice
Website

- www.cityofconcord.org/MFIP
Conclusion

• We encourage owners to be proactive with tenants, saving on re-inspection costs

• We encourage owners to enter the Self-Certification program, saving on inspection costs

• We need current owner contact information
Conclusion

• Need help encouraging other owners to be more proactive

• What can we do to educate and facilitate cooperation from tenants?

• Please call with any questions
Questions

Contact Information:

Phone: 925-671-3408
Email: MFIP@cityofconcord.org
www.cityofconcord.org/MFIP