

Single Family Rental and Inspection Program Update

**Code Compliance Services
Office of Equity and Human Rights**



Purpose

- Purpose of Single Family Program
- Background
- What Does an Inspector Look at?
- How Does the City Identify Rental Properties?
- Increased Marketing and Public Awareness
- Partnerships with City Departments
- Report a Fair Housing Concern
- Next Steps



Purpose of Program

- The Single Family Rental Program mission is to improve the quality of life for Tenants in Dallas

CODE COMPLIANCE CHAPTER 27 MINIMUM PROPERTY STANDARDS MANUAL

The purpose of this chapter is to protect the health, safety, morals, and welfare of the citizens of the city of Dallas by establishing minimum standards applicable to residential and nonresidential structures. Minimum standards are established with respect to utilities, facilities, and other physical components essential to make structures safe, sanitary, and fit for human use and habitation.



Background on Single Family Rental Program

- Single Family Rental Registration Program commenced on January 1, 2017
 - Approximately 11,700 properties registered in the past 2 years
 - Over 15,000 inspections and re-inspections completed in past 2 years
 - Violations found in 49% of the properties inspected

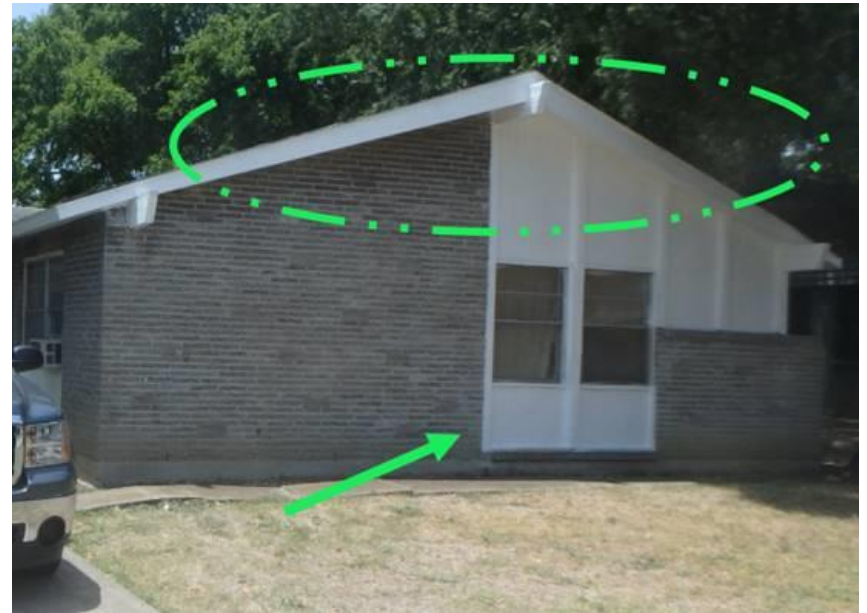


What Does an Inspector Look at?

- Inspect exterior and premise of the structure
 - Foundation, roof, doors, windows, gutters, handrails, fencing, premise, stairs, etc.



Before



After



What Does an Inspector Look at?

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



Before



After



What Does an Inspector Look at?

- Inspect electrical, plumbing, utility and appliances



Before



After

How Does the City Identify Rental Properties?

- Water Account Registration
- Citizen reporting via 311

The screenshot shows the City of Dallas website interface. At the top, there is a blue navigation bar with the City of Dallas logo on the left and links for 'Request', 'Status', 'All Services', 'Knowledge', and a search icon. A 'Sign In' button is also present. Below the navigation bar is a dark grey search bar with the placeholder text 'How can we help?' and a search icon on the left and a close icon on the right. The main content area is divided into two columns. The left column is titled 'Get Help With:' and contains three categories: 'Animal Care and Control', 'City Code Violations' (highlighted in blue), and 'City Parks'. The right column is titled 'City Code Violations:' and contains three categories: 'Signs', 'Single Family Rental Needs Registration' (circled in red), and 'Smoking Violation'. Each category has a brief description and a right-pointing arrow.

City of Dallas

Request Status All Services Knowledge Sign In

How can we help?

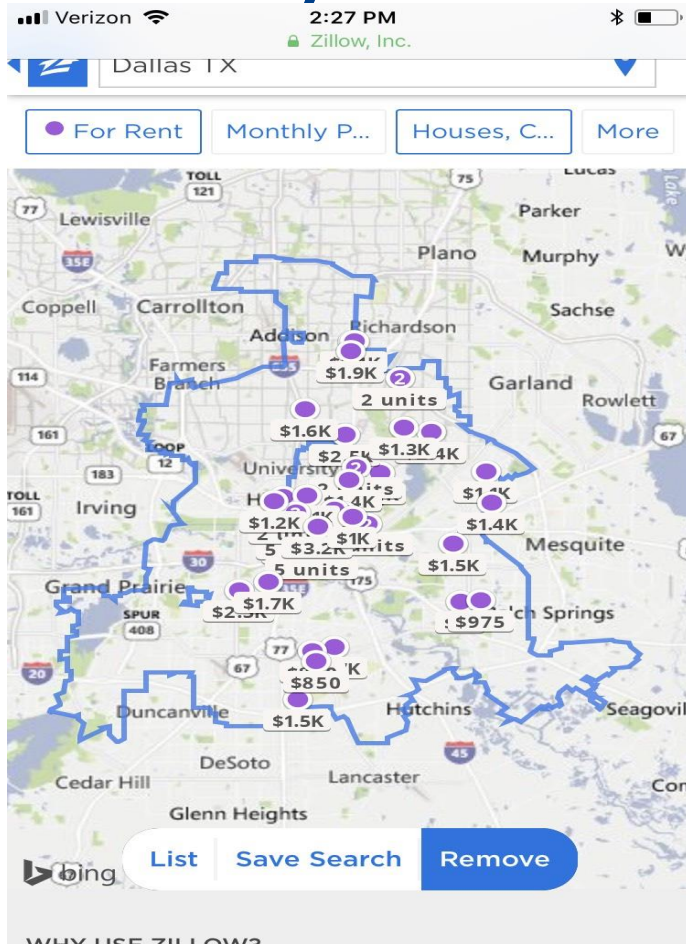
Get Help With:

- Animal Care and Control
This category can be used to submit requests related to animals
- City Code Violations**
This category can be used to submit requests related to Code Complian...
- City Parks
This category can be used to submit requests regarding Dallas City Parks

City Code Violations:

- Signs
Use this service request to report a notice, poster, paper, or device affixed/p...
- Single Family Rental Needs Registration**
Use this service request to report rental property NOT registered with the Cit...
- Smoking Violation
Use this service request to report smoking occurring at FOOD and NON-FO...

How Does the City Identify Rental Properties? (continued)



Proactive Research

- Monthly, research current rental properties being advertised for rent on popular search engines to see if they have registered
 - Zillow
 - Trulia
 - Craigslist

Increased Marketing and Public Awareness

Marketing for Tenants

 **City of Dallas Code Compliance Services**
Sponsored · 

Ensure your rental property meets minimum living standards
#dallascodecares



DALLASCITYHALL.COM
Single Family Rental

[Learn More](#)

 Like  Comment  Share

 **City of Dallas Code Compliance Services**
Sponsored · 

Don't want to live in a place like this? We can help.
#dallascodecares



DALLASCITYHALL.COM
Single Family Rental

[Learn More](#)

 Like  Comment  Share

Increased Marketing and Public Awareness (continued)



The Single Family Rental Program exists to ensure quality of life standards for tenants in Dallas. Mandatory rental registration and inspection provides the reassurance of the owner's willingness to be a good landlord by complying.

Is my property registered?



Property registered



Property not registered

**Report Property Not Registered
Here***

** Will link to 311 to enter Service Request for Single Family Needs Registration*



Increased Marketing and Public Awareness (continued)

Marketing for Landlords



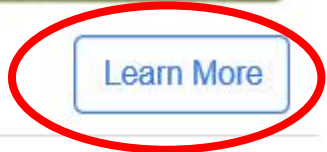
City of Dallas Code Compliance Services

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All rental properties must be registered with the City of Dallas. Don't wait to get a citation.



Single Family Rental Program



City of Dallas Code Compliance Services

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Need help with funding home repairs?
Have you registered your rental property?



Home Improvement Program



Partnerships with City Departments

- Partner with Homeless Solutions on supportive housing sites funded by the City
 - Require that multifamily and single family rental homes are registered with the City
- Partner with Office of Equity and Human Rights on identification of rental properties as it relates to issues of fair housing
 - Train Code inspectors to identify Fair Housing concerns in the field
 - Provide information to landlords during orientation when register on their responsibilities under Fair Housing Act
 - Provide information to tenants on how to file a complaint
 - When necessary investigate complaints if housing discrimination is alleged



Report a Fair Housing Concern

- Fair Housing is addressed in the federal Fair Housing Act and the City's Fair Housing Ordinance, Chapter 20A
- Landlords must comply with the Fair Housing Act and cannot refuse rental of housing based on race, color, national origin, religion, sex, family status or disability
- The city's Fair Housing Ordinance (Chapter 20A) also addresses certain issues related to discrimination based on "Source of Income"
- Complaints of housing discrimination based on race, color, religion, sex, national origin, handicap, and familial status must be reported within one year after an alleged violation
- Discrimination related to sexual orientation and sexual identity as it pertains to housing, employment and public accommodation must be reported within 180 calendar days after an alleged violation



Report a Fair Housing Concern (continued)

Download Fair Housing Complaint form:

https://dallascityhall.com/departments/fairhousing/Pages/fair_housing_complaints.aspx

HOUSING DISCRIMINATION COMPLAINT

Date: _____
Inquiry Number: _____
Case Number: _____

Your Name: _____
Your Address: _____
City: _____ State: _____ Zip Code: _____

Use the TAB key to move forward through the fields, You can also use the SHIFT + TAB key to move backwards. DO NOT use the ENTER key.

Daytime Phone: _____ Evening Phone: _____ Time to Call: _____
(Enter 999-999-9999, Including dashes)

Who else can we call if we cannot reach you? (Enter telephone numbers as 999-999-9999, including dashes, for example, 214-999-1234)

1 Contact's Name: _____	Daytime Phone No: _____
Best time to call: _____	Evening Phone No: _____
2 Contact's Name: _____	Daytime Phone No: _____
Best time to call: _____	Evening Phone No: _____



Report a Fair Housing Concern (continued)

1. What happened to you? How were you discriminated against? For example: were you refused an opportunity to rent or buy housing? Denied a loan? Told that housing was not available when in fact it was? Treated differently from others seeking housing? State briefly what happened.



Why do you believe you are being discriminated against?

It is a violation of the law to deny you your housing rights for any of the following factors:

- race - color - religion - sex - national origin - familial status (families with children under 18) – disability, sexual orientation.

For example: were you denied housing **because of** your race? Were you denied a mortgage loan **because of** your religion? Or turned down for an apartment **because** you have children? Were you harassed because you assisted someone in obtaining their fair housing rights? Briefly explain why you think your housing rights were denied **because of** any the factors listed above.



2. Who do you believe discriminated against you? Was it a landlord, owner, bank, real estate agent, broker, company, or organization?



Report a Fair Housing Concern (continued)

- Email completed form to fairhousing@dallascityhall.com
- Fax the completed form to: (214) 670-0665
- Write or call for assistance with the complaint process:

Office of Equity and Human Rights
1500 Marilla St., Room 1BN
Dallas, TX 75201
Telephone (214) 670-FAIR (3247)
Fax (214) 670-0665
TTY (214) 670-6936



Next Steps

- Gather information from meetings with stakeholders and incorporate changes into briefing
- Brief the Dallas City Council on March 20, 2019
- Recommend proposed revisions to full Council for approval on May 8, 2019

