

# Northfield Rental Housing Program Update

Update to HRA

September 22, 2020

# Project Overview

## Current Program Components

- City Code Article III - Rental Housing
- Administration (license, inspections, enforcement)
- Fees







Update

# OUTREACH

Tenants (online/mail, Spanish/English)

Asked about satisfaction with safety, building condition/maintenance, responsiveness of landlord

Owners (online/mail)

Asked about experience with the licensing program/requirements and interest in a tiered program

Non-Profits (phone, email, virtual)

Asked about their concerns with the program and desired outcomes

# Lessons Learned

From tenants - Spanish and English speakers had different answers on safety. English speakers feel safe. Condition is good for most respondents. Many tenants do not know about City role.

From owners – Favorable view of program and some support for tiered licensing

From non-profits – Want proactive inspections  
Clear standards and consistent enforcement  
Stronger teeth to enforcement. Ability to prioritize frequent violators and reward compliance. Make available resources for tenants and landlords, in Spanish and English, even if they are outside resources.

# NEXT STEPS

Draft updates

Options for future

Re-engage stakeholders

Adopt updates

Educate



***And lastly, let's  
remember what's  
important!***





THANK YOU



# Tenant Survey Results (English)

Question	Percent				
	Yes		No		
Do you feel safe in your rental unit?	72.8%		27.1%		
Reasons for answering "no" to above question:	Crime	Personal Relationships	Building Design	Building Maintenance	Building Equipment
	16.1%	18.2%	16.1%	30.0%	19.3%
	Yes		No		
Are you satisfied with the condition and maintenance of the unit or building?	60.0%		40.0%		
Do property managers respond to maintenance requests or complaints?	73.6%		26.3%		
Do you fear retaliation if you request maintenance or complain?	28.2%		71.7%		
Did you know the City inspects properties to ensure they meet basic safety standards?	65.4%		34.5%		

# Tenant Survey Results (Spanish)

Question	Percent				
	Yes		No		
Do you feel safe in your rental unit?	20.0%		80.0%		
Reasons for answering "no" to above question:	Crime	Personal Relationships	Building Design	Building Maintenance	Building Equipment
	45.5%	27.3%	0.0%	9.1%	18.2%
	Yes		No		
Are you satisfied with the condition and maintenance of the unit or building?	60.0%		40.0%		
Do property managers respond to maintenance requests or complaints?	60.0%		40.0%		
Do you fear retaliation if you request maintenance or complain?	33.3%		66.7%		
Did you know the City inspects properties to ensure they meet basic safety standards?	46.7%		53.3%		