



Anaheim Quality Rental Housing Program Implementation Procedures

The goal of Anaheim's Quality Rental Housing Program is to provide safe and healthy living units in attractive neighborhoods. The following summary is intended to provide property owners with a clear understanding of the code required procedures to implement the program.

Registration Filing

1. Anaheim will send out introductory letters with registration, management questionnaire and declaration of compliance checklist to every property owner who has two or more multi-family rental units. The City will begin with rental units on the West and move to the East, with a goal of reaching every unit every five years.
2. Each property owner will be required to submit the registration, management questionnaire and declaration of compliance checklist within 60 days of notification by the city. The management questionnaire and declaration of compliance are documents to help the City review and determine the safety and security of the property for the residents.

Registration Processing

1. All registrations and supplemental documentation will be reviewed by Code Enforcement staff.
2. During the evaluation, if any of the following situations occur, the City may inspect the entire property, including the interior of ALL rental units:
 - a. Property has an outstanding substandard housing violation;
 - b. Property has had a substandard housing violation within the last 12 months;
 - c. Property owner's response to the management questionnaire was inaccurate; (see attached program evaluation checklist);
 - d. Property owner's declaration of compliance is inaccurate, incomplete, fails to respond affirmatively to 90% of the checklist, or was not submitted.
3. If the property owner fails to correct a substandard housing violation within the required timeframe by code, the City may impose re-inspection fees for the time code enforcement personnel take to enforce city codes until compliance is reached.
4. If the property owner allows or continues to allow any egregious health and safety substandard housing violations, such as no heat, no running water, etc., then the City may impose a penalty of \$500.00 up to \$1,000.00 per violation per day until the health and safety violation is abated.
5. After a property owner has abated the violations, the owner may re-certify the declaration of compliance checklist and update their management questionnaire to receive their Safe Home Certification.



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PROGRAM EVALUATION CHECKLIST

If any of the following occur, then the registration packet is deemed to be out of compliance with this program and the City may conduct an inspection of the entire property, including the interior of ALL rental units:

1. The owner does not employ at least three tenant screening methods.
2. Required supporting documentation not provided.
3. Rental application not provided.
4. "Management Practices" questionnaire not completed or returned.
5. All potential adult tenants are not required to complete and sign a separate rental agreement.
6. The owner has not adopted occupancy regulations.
7. The owner has failed to develop, publish and implement house rules.
8. Tenants are not required to sign for copy of "house rules."
9. The owner does not terminate the tenancy of those who engage in illegal activities.
10. The owner does not perform "walk throughs" before tenancy.
11. Maximum number of occupants not stated on rental agreement.
12. Outdated, invalid rental agreement as established by the apartment associations.
- 13.



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SUBSTANDARD HOUSING VIOLATION INSPECTION CHECKLIST

If an inspection of the entire rental property and units is warranted, then the following substandard housing checklist will be used by the code enforcement officer.

Exterior and Common Areas

<input type="checkbox"/>	Inside house furniture in common areas
<input type="checkbox"/>	Graffiti observed and not removed
<input type="checkbox"/>	Deteriorated, crumbling or loose wall plaster
<input type="checkbox"/>	Deteriorated buckled roof covering, leaking roof
<input type="checkbox"/>	Foundations deteriorated and/or unstable
<input type="checkbox"/>	Broken windows
<input type="checkbox"/>	Stairs broken, loose, deteriorated
<input type="checkbox"/>	Broken/deteriorated Porch/Stairs/Landings/Balcony decking/covering
<input type="checkbox"/>	Handrails/railings, broken, loose, deteriorated
<input type="checkbox"/>	Rotted/deteriorated support members
<input type="checkbox"/>	Dry-rot/termite infested wood (fascia/wood siding, etc)
<input type="checkbox"/>	Water leaks (hose bibs, lines, etc)
<input type="checkbox"/>	Severe cracked/peeling paint (fascia/wood siding, doors, etc)
<input type="checkbox"/>	Properly maintained landscaping
<input type="checkbox"/>	Deteriorated roof supports/eaves
<input type="checkbox"/>	Uneven/deteriorated sidewalks/driveways
<input type="checkbox"/>	Refuse/unsightly trash area/enclosure
<input type="checkbox"/>	Unsightly/deteriorated fences
<input type="checkbox"/>	Inoperable vehicles in public view
<input type="checkbox"/>	Missing premise numbers
<input type="checkbox"/>	Missing fire extinguishers
<input type="checkbox"/>	Inoperable water heater/strapping requirements/pressure relief valve/discharge line to exterior
<input type="checkbox"/>	Unsafe security bars on windows
<input type="checkbox"/>	Polluted pool water
<input type="checkbox"/>	Lack of self-closing, self-latching pool gate
<input type="checkbox"/>	Deteriorated/unsightly carports/garages/storage areas
<input type="checkbox"/>	Hazardous wiring, plumbing, gas lines/connections
<input type="checkbox"/>	Missing/damaged electrical panel cover/exposed wires/double lugging in service panel
<input type="checkbox"/>	Evidence of persons living in the garage



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Interior Units

Living/Dining Room

- | | |
|--------------------------|--|
| <input type="checkbox"/> | Deteriorated front door/lock inoperable |
| <input type="checkbox"/> | Carpet/flooring deteriorated/missing |
| <input type="checkbox"/> | Electrical sockets inoperable/missing covers |
| <input type="checkbox"/> | Heating fixture inoperable |
| <input type="checkbox"/> | Walls and ceilings have holes and/or mold |
| <input type="checkbox"/> | Evidence of infestation of insects, vermin, or rodents |
| <input type="checkbox"/> | Safe and secure electric lighting fixtures |
| <input type="checkbox"/> | Safe and secure window locks |
| <input type="checkbox"/> | Other: |

Kitchen/Dining Area

- | | |
|--------------------------|--|
| <input type="checkbox"/> | Flooring deteriorated/missing |
| <input type="checkbox"/> | Inoperable/missing smoke alarm |
| <input type="checkbox"/> | Inoperable/missing carbon dioxide detector |
| <input type="checkbox"/> | Sink deteriorated/leaking |
| <input type="checkbox"/> | Cabinets worn/deteriorated/drawers/doors/inoperable or missing |
| <input type="checkbox"/> | Plumbing connections under sink leaking/deteriorated |
| <input type="checkbox"/> | Drywall under sink deteriorated/missing |
| <input type="checkbox"/> | Faucets leaking |
| <input type="checkbox"/> | Countertop deteriorated/tiles missing/broken |
| <input type="checkbox"/> | Garbage disposal inoperable |
| <input type="checkbox"/> | Ceiling fans/lights inoperable/missing |
| <input type="checkbox"/> | Electrical switches inoperable/cover plates missing |
| <input type="checkbox"/> | Evidence of infestation of insects, vermin, or rodents |
| <input type="checkbox"/> | Cook top/oven inoperable |
| <input type="checkbox"/> | Lack of hot/cold water in kitchen |
| <input type="checkbox"/> | Lack of or improper kitchen sink (leaking) |
| <input type="checkbox"/> | Lack of adequate heating fixtures |
| <input type="checkbox"/> | Lack of required electrical lighting |
| <input type="checkbox"/> | Dampness of habitable rooms (mold) |



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- General dilapidation or improper maintenance
- Lack of connection to required sewer system drain
- Lack of adequate garbage and rubbish storage and removal (trash bins/cans)
- Deteriorated or inadequate foundations
- Deteriorated flooring or floor supports (torn/deteriorated carpeting/floor tiles, etc)
- Broken/split/deteriorated walls/partitions
- Broken/water damaged/deteriorated ceilings/roof supports
- Broken/missing cabinets/drawers/knobs/handles
- Hazardous unpermitted wiring
- Hazardous unpermitted plumbing/connections (missing valve on gas supply line)
- Broken/missing plumbing waste line and/or sewer line (under cabinets/behind toilets)
- Hazardous unpermitted gas lines/connections
- Lack of inoperable water closet, lavatory, bathtub or shower facilities in dwelling unit
- Inoperable or missing proper venting equipment in kitchen
- Broken/missing plumbing fixtures (faucet)
- Improper occupancy (living in closets, etc)
- Deteriorated/unsightly room doors/closet doors
- Deteriorated/unsightly walls/ceilings (holes in walls/ceilings)
- Inoperable or missing door knobs
- Broken/missing light fixtures
- Broken/missing electrical cover plates

Balcony/outside patio

- Refuse stored on patio/balcony
- Deteriorated floor covering
- Deteriorated/hazardous handrails
- Deteriorated walls/ceilings
- Permanent light fixtures operational
- Unpermitted enclosed patio/balcony
- Unpermitted/unsightly tarps over patio area
- Unpermitted occupancy on balcony/patio
- Other:



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Bedrooms

- | | |
|--------------------------|--|
| <input type="checkbox"/> | Deteriorated door/inoperable/missing door knob |
| <input type="checkbox"/> | Deteriorated/missing/worn flooring/carpeting |
| <input type="checkbox"/> | Inoperable electrical missing cover plates |
| <input type="checkbox"/> | Inoperable/missing light switch/cover plate |
| <input type="checkbox"/> | Deteriorated/water damaged ceiling |
| <input type="checkbox"/> | Holes in walls/ceiling |
| <input type="checkbox"/> | Water damaged/deteriorated window sills |
| <input type="checkbox"/> | Missing/torn window screens |
| <input type="checkbox"/> | Inoperable/missing light fixtures |
| <input type="checkbox"/> | Inoperable/missing smoke alarm/Co2 |
| <input type="checkbox"/> | Other: |

Bathrooms

- | | |
|--------------------------|--|
| <input type="checkbox"/> | Deteriorated door/inoperable/missing door knob |
| <input type="checkbox"/> | Deteriorated/missing/worn flooring |
| <input type="checkbox"/> | Deteriorated/vanity/missing drawers |
| <input type="checkbox"/> | Inoperable/leaking sink faucet |
| <input type="checkbox"/> | Missing/torn window screen |
| <input type="checkbox"/> | Lack of hot/cold water to vanity faucet |
| <input type="checkbox"/> | Deteriorated/worn vanity sink |
| <input type="checkbox"/> | Deteriorated/worn vanity top |
| <input type="checkbox"/> | Plumbing connections under sink leaking/deteriorated |
| <input type="checkbox"/> | Drywall under sink water damaged/moldy/missing |
| <input type="checkbox"/> | Bathtub deteriorated/worn |
| <input type="checkbox"/> | Inoperable/missing/leaking shower head |
| <input type="checkbox"/> | Inoperable/missing tub faucet |
| <input type="checkbox"/> | Lack of hot/cold water to shower/tub |
| <input type="checkbox"/> | Evidence of mold |
| <input type="checkbox"/> | Water damaged ceiling/walls |
| <input type="checkbox"/> | Broken/missing shower wall tiles |
| <input type="checkbox"/> | Deteriorated/broken shower enclosure |
| <input type="checkbox"/> | Other: |