

City of Fresno Rental Housing Improvement Program
Frequently Asked Questions

1. **What is the Rental Housing Improvement Program?** The Rental Housing Improvement Program is intended to safeguard and preserve the housing stock of decent, safe and sanitary residential rental units within Fresno by providing for a regular and comprehensive system of health and safety inspections.
2. **Why was a notice sent regarding this program?** In instances where a property address is different from the owner's mailing address listed on the property deed, or the property is listed as multifamily, an information packet was sent to all potential property owners to provide information on the Rental Housing Improvement Program.
3. **If the notice was received by an individual who does not own a rental property, what should the individual do?** Please call (559) 621-RENT or email Rental.Housing@fresno.gov to advise City staff who will update records accordingly.
4. **What should rental property owners or property managers do first?** Complete the registration process at www.fresno.gov/rentalhousing.
5. **Should owners wait until a notice is received before registering rental properties?** No. While the City has made effort to send program information to all rental property owners, it is ultimately their responsibility to register all rental properties.
6. **Is there a fee to register?** No. There is no registration fee. However, nonresponsive rental properties will be added by the City to the registry as noncompliant and owners will be subject to applicable fines.
7. **How is registration completed?** Online registration is encouraged at www.fresno.gov/rentalhousing. Blank forms are also available on the City's website, and can be requested by mail by calling (559) 621-RENT. Basic information on the owner and/or local contact representative is recorded, as well as information related to rental units associated with the rental property.
8. **What is a local contact representative?** A local contact representative is either the property owner or their designated representative who has full authority to act on behalf of the property owner. The contact person must be a local contact for City notices to be personally served, if necessary.
9. **How does the public learn more about the Rental Housing Improvement Program, or how to register online?** The City's website is a resource for additional information, again that address is www.fresno.gov/rentalhousing. The City is also conducting informational sessions for those wishing to learn more about the program, or attend a technical assistance workshop specific to the registry in a computer lab setting. Please visit the City website, or call (559) 621-RENT to learn more.
10. **Besides registering, what should the property owner do to prepare for the health and safety inspection?** The property owner can prepare for a health and safety inspection by ensuring that all rental units are compliant with applicable codes and standards. Housing units should meet minimum health and safety standards required by the State of California and be safe to occupy.
11. **What is included in the health and safety inspection?** A sample health and safety inspection checklist is available on the City's website. The City's health and safety inspection will insure rental housing units meet minimum health and safety standards required by the State of California, and are safe to occupy.

12. **When should an Application for Exemption be submitted?** After registration is complete, and if the rental property or units within the rental property are less than 10 years old, or undergo routine inspections from another governmental agency, an online Application for Exemption can be submitted.
13. **Does the property owner need to contact the City of Fresno to schedule the health and safety inspection?** No, property owners will be contacted by mail at least two weeks prior to the scheduled inspection.
14. **Does the property owner need to be present for the inspections?** Yes. The property owner, or their listed local contact representative, must be present.
15. **What is the fee for the health and safety inspection?** The fees are outlined in greater detail on the City's website. The fee for a baseline inspection is \$100 per unit inspected, a Courtesy Re-Inspection is \$50 per unit, and a Compliance Re-Inspection is \$100 per unit.
16. **Who is responsible for the payment of inspection fees and penalties?** The fees are the responsibility of the property owner.
17. **Will all units be inspected?** For multi-family and single-family rental properties of more than one unit, a percentage of units shall be randomly selected for the Baseline Inspection. For units that fail two or more consecutive Compliance Re-Inspections, every unit shall be inspected until all units are brought into full code compliance.
18. **Can corrections be made during the inspection?** Yes. During the inspection, immediate repairs to correct any violation noted in the course of the inspection may be made. If all necessary repairs are made during the inspection, and all City fees are paid in full, the unit(s) will pass.
19. **Can the owner provide photographic evidence or other proof that a violation has been corrected without incurring additional inspections and inspection fees?** Yes. For repairs made no later than 30 days after the Baseline Inspection, a Proof of Correction form may be completed online. It will be reviewed by an inspector and evaluated for compliance. There is no charge for this service.
20. **For violations that cannot be proven to be corrected through photographic evidence, how can the owner report those corrections to the City?** For repairs made no later than 30 days after the Baseline Inspection, the owner may request the City provide a Courtesy Re-Inspection. The cost for a Courtesy Re-Inspection is \$50 per unit.
21. **What is the Self-Certification Program?** Following the initial inspection, a property will be classified into tiers that will determine future inspection cycles etc. Properties in Tier 1, that have annual self-performed inspections, are in compliance, and current on City fees are eligible for Self-Certification and will be on a five-year City inspection cycle.
22. **How can the public determine if a rental property has completed the registration process?** Visit www.fresno.gov/rentalhousing for a current listing by street address of rental properties that have completed the registration process.

For additional information on the Rental Housing Improvement Program please visit www.fresno.gov/rentalhousing to view the related ordinances and regulations in full detail.