

To: For Public Release
From: Shawn Christ, Development Services Director
CC:
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Subject: Landlord Survey Results

In August 2022, the Development Services Department published an online survey for registered landlords regarding the Rental Housing Inspections program. A summary of results follows.

The city received 59 responses, an 18% response rate. The survey included 24 quantifiable questions which were scored on a range of 1 (completely disagree) to 5 (completely agree). A score of 3 revealed the response was neutral, neither agree nor disagree. 18 of the 24 responses returned a median score of 4 or higher. The remaining 6 responses returned a median score of 3. None of the responses returned a negative median score. These results suggest that most of the landlords in the sample are happy with the program. Looking at average (mean) scores for each question, the following is a summary of the top 5 highest average scores, on a range of 1 to 5, and also the 5 lowest average scores.

1. Highest scores

- Punctuality of contractor: 4.4 score (87%)
- Amount of time to complete contractor's visits: 4.2 (84%)
- Courteousness of contractor: 4.2 (84%)
- Courteousness of city staff: 4.1 (82%)
- Knowledge of contractor: 4.1 (82%)

2. Lowest scores

- Inspection fee amount for contractor: 3.0 score (60%)
- Landlords view the program as a positive: 3.1 (62%)
- Registration fee amount to city staff: 3.1 (63%)
- Tenants view the program as a positive: 3.1 (63%)
- This program has met my expectations: 3.2 (63%)

3. Other takeaways

- High marks were given to both the contractor and staff.
- The largest concerns are paying fees, inconvenience to the tenant or landlord, and disagreement with the purpose of the program.
- 52% of the respondents said they would like the city to hold an evening listening session, so a landlord meeting will be scheduled.
- Some general feedback which was repeated a few times in the open comments include the following:
 1. The program has benefited the community
 2. The program is going well and should continue
 3. The contractor is great to work with
 4. Inspecting a unit for the way a tenant lives (i.e. cleanliness) is a challenge for some landlords



5. Homes which are owned, not rented, aren't inspected and aren't held to the same standard
6. Only the worst rental properties or landlords, or those with the most units, should be inspected.

