SUPPLEMENTAL NOTICE OF MEETING BY TELEPHONE CONFERENCE

In accordance with an Order of the Office of the Governor issued on March 16, 2020, the *Neighborhood Advisory Board* for the City of Cedar Hill, Texas will conduct a Meeting by telephone conference at *6:00 pm on Monday, May 11th* , in order to advance the public health goal of limiting face-to-face meetings (also called "social distancing") in an effort to slow the spread of the Coronavirus (COVID-19) pandemic. **This is an open meeting conducted by telephone conference. There will be no public access to a physical location.**

To submit public comments, visit cedarhilltx.com. All public comments submitted by 4pm on *May 11th* will be provided to the board members and entered into record for the meeting.

Options for public access to the meeting:

Meeting Numbers for the Public
Via webinar: zoom.us/join
Meeting ID#: 198-459-658
Passcode: 577680

OR

Via phone: Dial 1-346-248-7799 or toll-free 1-877-853-5247
Meeting ID#: 198-459-658
Passcode: 577680

A recording of the telephonic meeting will be made available to the public in accordance with the Open Meetings Act upon written request.

This written notice, the meeting agenda and the agenda packet are posted online at www.cedarhilltx.com

NOTICE OF REGULAR MEETING
NEIGHBORHOOD ADVISORY BOARD
Monday, May 11, 2020
Cedar Hill Government Center
285 Uptown Blvd., Bldg. 100, Conference Room D
6:00 P.M.

AGENDA

MISSION STATEMENT: The mission of the City of Cedar Hill is to deliver the highest quality municipal services to our citizens and customers consistent with our community values.

VISION STATEMENT: We envision Cedar Hill as a premier city that retains its distinctive character; where families and businesses flourish in a safe and clean environment.

I.   Call Meeting to Order.

II.   Citizen's Forum.

III.   Approve the Minutes of the April 13, 2020 Regular Meeting.

IV.   Single Family Rental Registration.

V.   Reports from Neighborhood Services staff.

VI.   Review action items.

VII.   Adjourn.

I certify that copies of the above notice of meeting were posted at Cedar Hill Government Center, 285 Uptown Boulevard, Cedar Hill, Texas, on the 6th of May, 2020, at 5:00 p.m.

Michelle Ebanks

_____
Michelle Ebanks
Neighborhood Services

City of Cedar Hill
Neighborhood Advisory Board
April 13, 2020

MINUTES
Neighborhood Advisory Board
Meeting of April 13, 2020

_____

The Neighborhood Advisory Board of the City of Cedar Hill, Texas met on Monday, April 13th at 6:00 pm. in the Cedar Hill Government Center, Administration Conference Room

The following members were present: Kim Rimmer, Joyce Prettol, Sherman Roberson, Elizabeth Guillen, Yalonda Coates, Freda Nelms, Sabrina Swift, Reggie Williams. The following City staff was present: Michelle Ebanks and Stacey Graves, Neighborhood Services.

I. Call meeting to order.

Kim Rimmer called the meeting to order at 6:10 pm declaring it an open meeting with notice of the meeting duly posted and a quorum present.

II. Citizen's Forum

III. Approve the Minutes of the March 9, 2020

Joyce Prettol made a motion, seconded by Sherman Roberson, to approve the minutes of the March 9, 2020 Regular Meeting. The motion passed unanimously.

IV. Reports from Neighborhood Services staff

Recognize Good Samaritan – Lorenzo Veracruz and Cal Mees at next Council meeting. Kingswood Park- construction should be completed in May. New EDC Director, Kim Buttram and new Fire Chief, Chief Rodney Smith. Census 2020- Cedar Hill has 12th highest response rate out of 31 cities in Dallas County as of April 13th.

V. Review action items.

VI. Adjourn.

A motion to adjourn by Sherman Roberson and was seconded by Elizabeth Guillen. The motion passed unanimously. The meeting was adjourned at 6:32 pm.

ATTEST:

_____   _____

Michelle Ebanks   Kim Rimmer
Neighborhood Services Manager   Chair Neighborhood Advisory Board

Single Family Rental Registration Program

CITY COUNCIL MEETING

MAY 12, 2020

CEDAR HILL

VISION

We envision Cedar Hill as a premier city that retains its distinctive character; where families and businesses flourish in a safe and clean environment.

MISSION

The Mission of the City of Cedar Hill is to deliver the highest quality municipal services to our citizens and customers consistent with our community values.
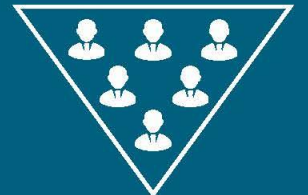
VALUES

PEOPLE & RELATIONSHIPS

STEWARDSHIP

HIGHEST ETHICAL STANDARDS, BEHAVIOR & INTEGRITY

SERVANT LEADERSHIP

Pursuing Premier

CEDAR HILL HAS
DISTINCTIVE CHARACTER
ESTABLISHED 1846

CEDAR HILL IS
SAFE

CEDAR HILL IS
CLEAN

CEDAR HILL HAS
VIBRANT PARKS & NATURAL BEAUTY

CEDAR HILL HAS
EXCELLENT, SAFE & EFFICIENT INFRASTRUCTURE

$ CEDAR HILL HAS
A STRONG & DIVERSE ECONOMY

CEDAR HILL HAS
TEXAS SCHOOLS OF CHOICE

Agenda

- Why are we here?
- Challenges
- Review proposed Single Family Rental Registration program
  - Registration
  - Maintenance
  - Inspections
  - Community Engagement
- Next Steps

Why are we here?

- Code Enforcement often hears of complaints about issues directly relating to rental properties

- Problematic for staff as they are unable to efficiently contact the parties responsible for correcting violations

- Notices of violations may be left with the tenant and never passed on to the property owner

- The process of noticing a violation, contacting the resident, learning that the resident is not the owner, finding the owner, and then verifying that the violation has been corrected proves to be an inefficient use of City time and resources

Why are we here? Cont...
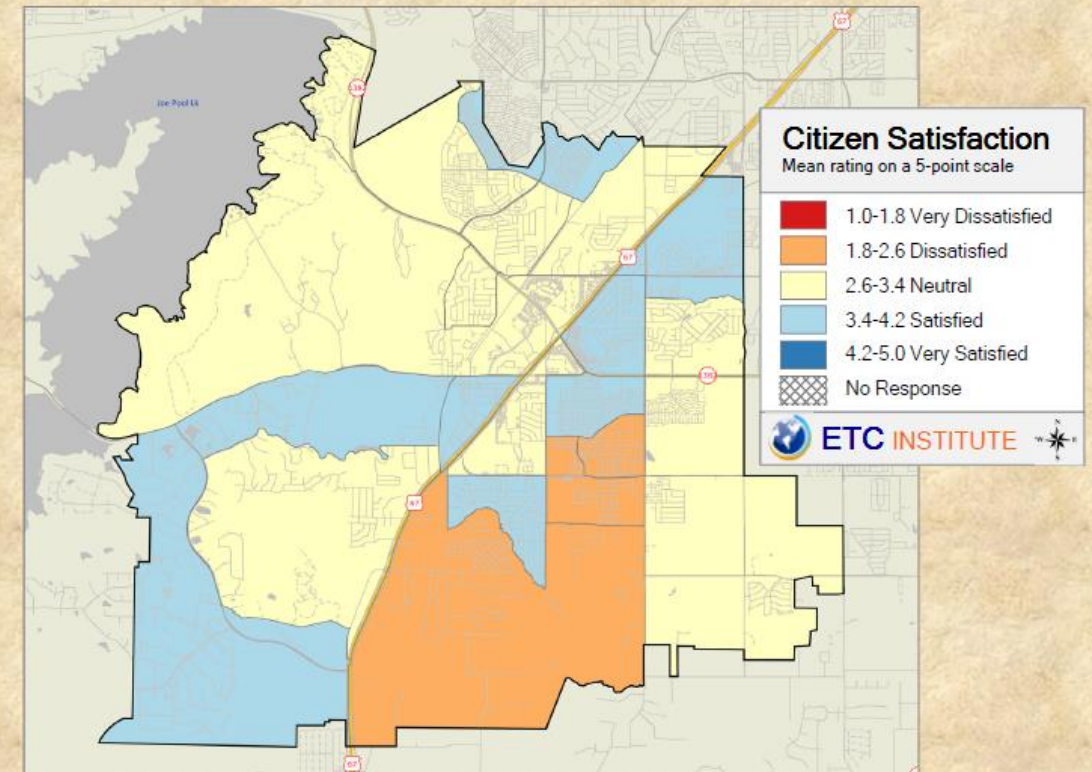
- Many landlords are identified as a business name or an absentee owner and makes it difficult for Code Enforcement to issue citations when not in compliance

- Code Enforcement has found landlords that have incorrectly made repairs without a permit causing a life safety hazard for the tenant and first responders

- Lack of information for landlords and tenants

- Difficult to engage tenants

Average 50-60 new tenant move-ins monthly
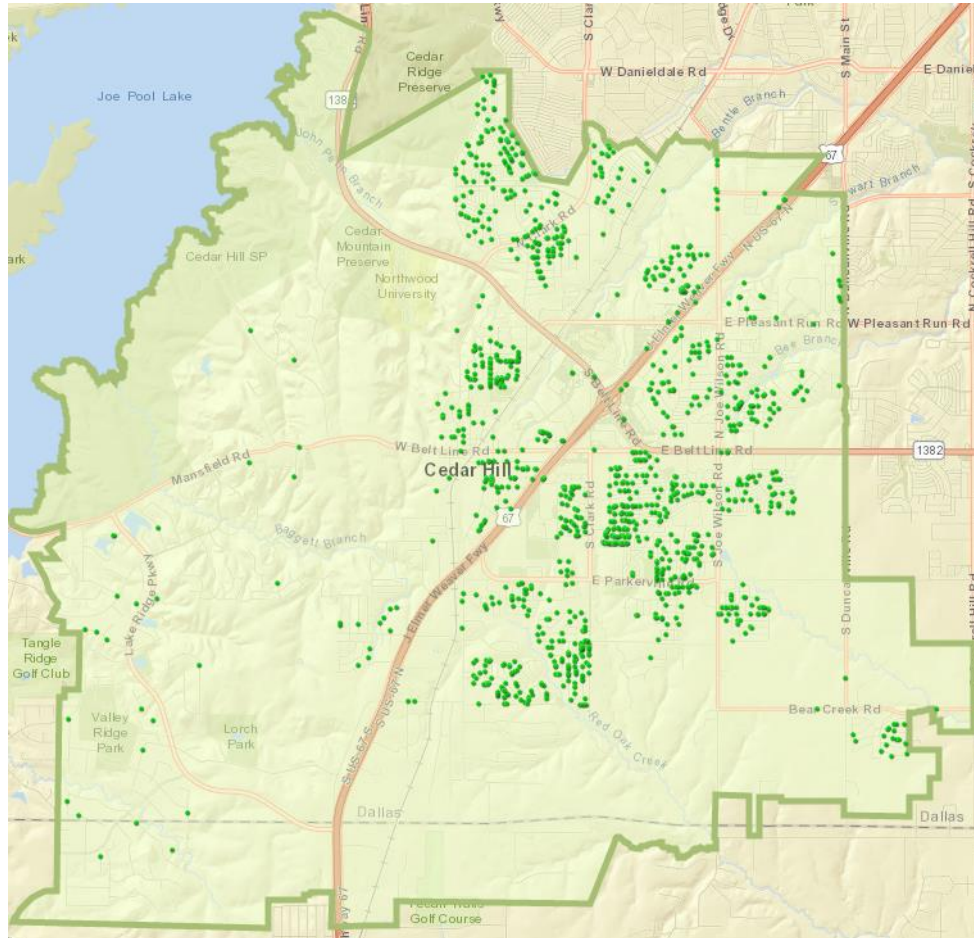
Lower satisfaction levels in enforcement of exterior maintenance

Q9-4. Efforts to enforce exterior maintenance and upkeep of residential property

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

ETC INSTITUTE

2018 City of Cedar Hill Citizen Satisfaction Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Challenges

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Challenges

- Code officers currently rely on complaint-driven inspection process for tenant issues
  - Strategy shows to be ineffective
  - HPV example
    - Tenants avoid reporting code violations for fear of retaliation
- Communication ineffective between city and landlords/management companies
- Community engagement is difficult with tenants

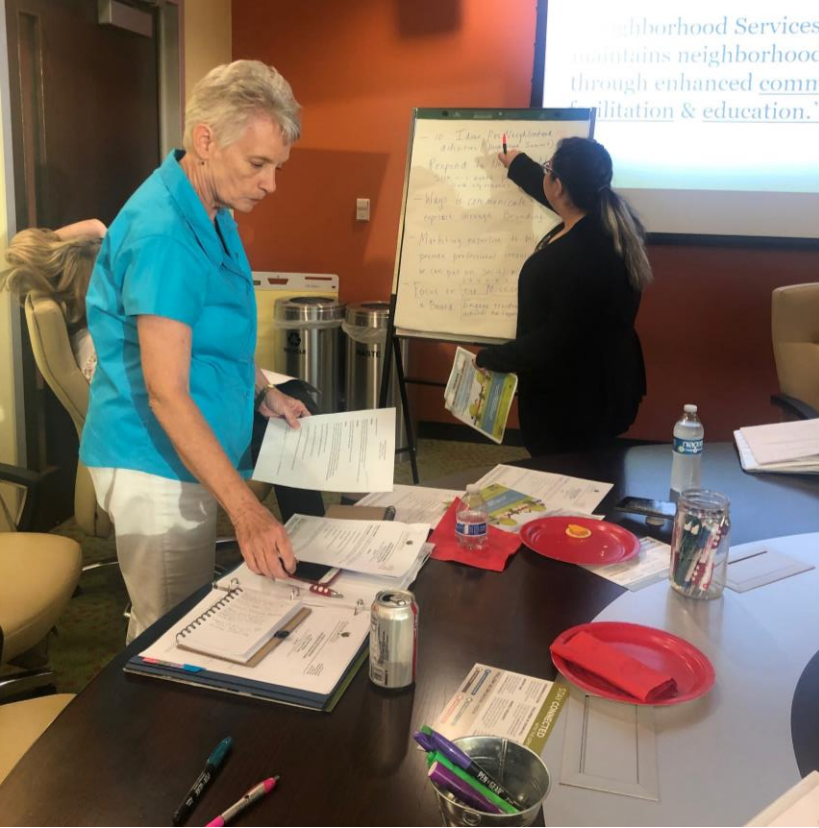# We have heard from…

- Neighborhoods
- Crime Watch groups
- HOA recommendations
- Citizen Satisfaction Survey
- Neighborhood Advisory Board

Neighborhood Advisory Board recommendation

- Neighborhood Advisory Board reviewed and discussed neighborhood concerns and the proposed program many times over the last few years (5/18/17, 11/13/17, 5/14/18, 6/11/18, 11/12/18, 7/18/19, 3/09/20 and 5/11/20)

City Council Approved Budget program in FY 19/20

Single Family Rental Registration Program will meet strategic plan core objectives:

- ✓ Safe and secure community
- ✓ Communications
- ✓ Neighborhood Engagement
- ✓ Neighborhood Revitalization

Single Family Rental Registration

Property Registration-

- Registration is required annually for all tenant occupied properties (duplex, townhomes and single family)
- Property owner will complete registration application and submit a registration fee ($50)
    - Rental registration required every year or when the property owner changes
    - Staff is working to ensure this will be available online

Residential Rental Certificate of Occupancy (RRCO)

- When a registered property is leased, the property owner/landlord will then complete a RRCO application and submit RRCO fee ($25)

- The RRCO application requests tenant information (name, address, phone, email, etc.)

- The RRCO is required only at any tenant change, examples:
  - If tenant changes every three months, the landlord will be required to complete a RRCO application and pay $25 each time
  - If tenant lives in the rental unit for 5 years, the landlord will only pay an annual $50 registration fee until a new tenant occupies the property

Maintenance

- The owner of any property in the City, whether vacant or occupied, is responsible for all maintenance
- No owner shall permit the occupancy of property that is not safe and sanitary condition, or that does not comply with all ordinances and permit requirements
- Tenants shall be responsible for keeping the interior and exterior of the property clean
- In the event of any dispute between owner and tenant, or when the tenant is absent or unwilling or unable to correct the violations, the owner shall be held responsible
- The owner shall notify the City at least 48 hours prior to an eviction notice and provide a plan for the clean-up and removal of personal items from the property within 24 hours after the eviction.

Inspections

Inspection is required upon change in occupancy
- When a new RRCO is issued, an exterior inspection of the property will be made by the Code Enforcement Officer within 10 days
- If violations exist, notice will be sent to the property owner and will be worked in accordance with the **Property Maintenance Code**
  - 7 days to comply, initial notice
- Upon the request of a tenant, code enforcement may inspect a property for structural, electrical, mechanical or plumbing problems, ceiling leaks, and rodent infestation
  - If violations exists, owner or landlord has 30 days to correct or repair

Community Engagement

Tenant information will be compiled into a database

- Ensure accurate tenant information for code enforcement and public safety
- Push out information as it relates to being a good neighbor, code enforcement, trash collection, tenant rights, etc.
- Increase efforts of community engagement to include tenants
- Workshops – How to be a Good Neighbor, Renter's Rights, Crime Watch programs
- Welcome email with Neighborhood Services brochure – making that connection with Neighborhood Services

P. ¿Qué es una violación?

R. Una violación o infracción ocurre cuando una propiedad residencial o comercial no cumple con las normas estipuladas en las ordenanzas de la Ciudad.

P. ¿Qué es un aviso?

R. Un Aviso de Violación se envía por correo al dueño de la casa y al residente cuando se observa o descubre una violación. El propósito de un Aviso de Violación es iniciar las medidas correctivas. No es la intención de la Ciudad emitir citaciones, sino hacer que se cumpla con los códigos de la Ciudad para promover la salud, el bienestar y la armonía en la comunidad.

P. ¿Cuánto tiempo tengo para corregir la situación?

R. Cada tipo de violación tiene plazos diferentes para llevar a cabo las medidas correctivas que se estipulan en las ordenanzas de la Ciudad. El Aviso de Violación indicará el plazo para realizar las medidas correctivas y la fecha en que el oficial de códigos reinspeccionará la propiedad.

P. ¿Qué es una citación?

R. Si después de la fecha de la reinspección la violación no se ha corregido, el oficial de códigos puede emitir una citación a través de las cortes municipales. Las multas por violaciones del código municipal varían, pero pueden emitirse cada día que la violación no se corrija, donde cada día que pase constituye una nueva violación. Además de las posibles multas, es posible poner gravámenes contra la propiedad con repetidas violaciones o que ha sido sometida a proyectos de rehabilitación por parte de la Ciudad.

P. ¿Y si no entiendo el aviso que reciba?

R. Si un residente necesita aclaración lo mejor es comunicarse con el oficial de códigos que emitió el aviso. La información de contacto del oficial de códigos está incluida en cada Aviso de Violación. El residente puede llamar también al número principal de la oficina (972) 291-5100 x. 1111.

P. ¿Y si necesito más tiempo?

R. Para obtener una prórroga, por favor comuníquese con el oficial de códigos que emitió el aviso. Dependiendo de la violación, podrían concederse ciertas prórrogas.

P. ¿Cómo puedo reportar una violación del código?

R. Una violación puede ser reportada llamando (972) 291-5100 x. 1111, o enviando una solicitud

Cedar Hill
WHERE OPPORTUNITIES GROW NATURALLY

♥ YOUR

A Quality Neighborhood Starts With You.

A Residential Guide For Property Maintenance

2018

Q. What is a violation?

A. A violation is an instance where a residential and/or commercial property does not meet the minimum standards as set out in the City's ordinances.

Q. What is a notice?

A. A Notice Of Violation is mailed to the property owner and resident when a violation is observed or discovered. The purpose of a Notice Of Violation is to initiate corrective action. It is not the intent of the City to issue citations, but to gain compliance with City codes for better health, welfare and harmony within the community.

Q. How long do I have to fix the issue?

A. Each violation type has different timelines for corrective action that are dictated by the City ordinances. The Notice Of Violation will contain the timeline for corrective action and when a Code Officer will re-inspect the property.

Q. What is a citation?

A. If the violation has not been brought into compliance after the re-inspection date, the Code Officer may file a citation through the Municipal Courts. The fines for City ordinance violations vary, but can be issued for each day the violation exists, with each day being a new violation. In addition to the possible fine, liens may be placed on the property if it has repeated violations and/or abatement by the city has occurred.

Q. What if I do not understand the notice I receive?

A. If a resident needs clarification, it is best to contact the Code Officer who issued the notice. The contact information for the Code Officer is located on each Notice Of Violation. A resident may also call the main office number at (972) 291-5100 x. 1111.

Q. What if I need more time?

A. For an extension, please contact the Code Officer who issued the notice. Depending on the violation, some extensions may be granted.

Q. How can I report a code violation?

A. A violation can be reported by calling (972) 291-5100 x. 1111 or by submitting a request at cedarhilltx.com

For more information, call Neighborhood Services at (469) 272-2801 or visit cedarhilltx.com/neighborhood

Welcome to Cedar Hill

A Quality Neighborhood Starts With You.

A Residential Guide For Property Maintenance

Un vecindario de calidad empieza con usted.

Guía residencial para el mantenimiento de la propiedad

Property Maintenance Information

1 Grass
Grass must be mowed and no higher than 12 inches tall.

2 Clean Yard
Yards will be well-kept, clean and free of loose trash and debris.

3 Trimmed Trees
Trees and vegetation will be well-maintained. All trees must be trimmed at least 8 feet above the sidewalk, and 13 1/2 feet above the street and alley.

4 Sidewalks
Sidewalks must be free of trip hazards. It is the homeowner's responsibility to maintain the sidewalk in front of their property.

5 Vehicles
Junk and inoperable vehicles are not permitted. Vehicles must be in working condition, fully assembled and have current license and registration information.

6 Parking
All vehicles must be parked on an improved surface. No vehicles are allowed to be parked on the grass or in front of side yard.

7 Fences
All fences must be well-maintained and in vertical position. Incomplete fencing is not permitted.

8 Address Numbers
All homes must have address numbers posted at the front and rear entry of the property. Numbers must be visible from the street.

9 Paint and Siding
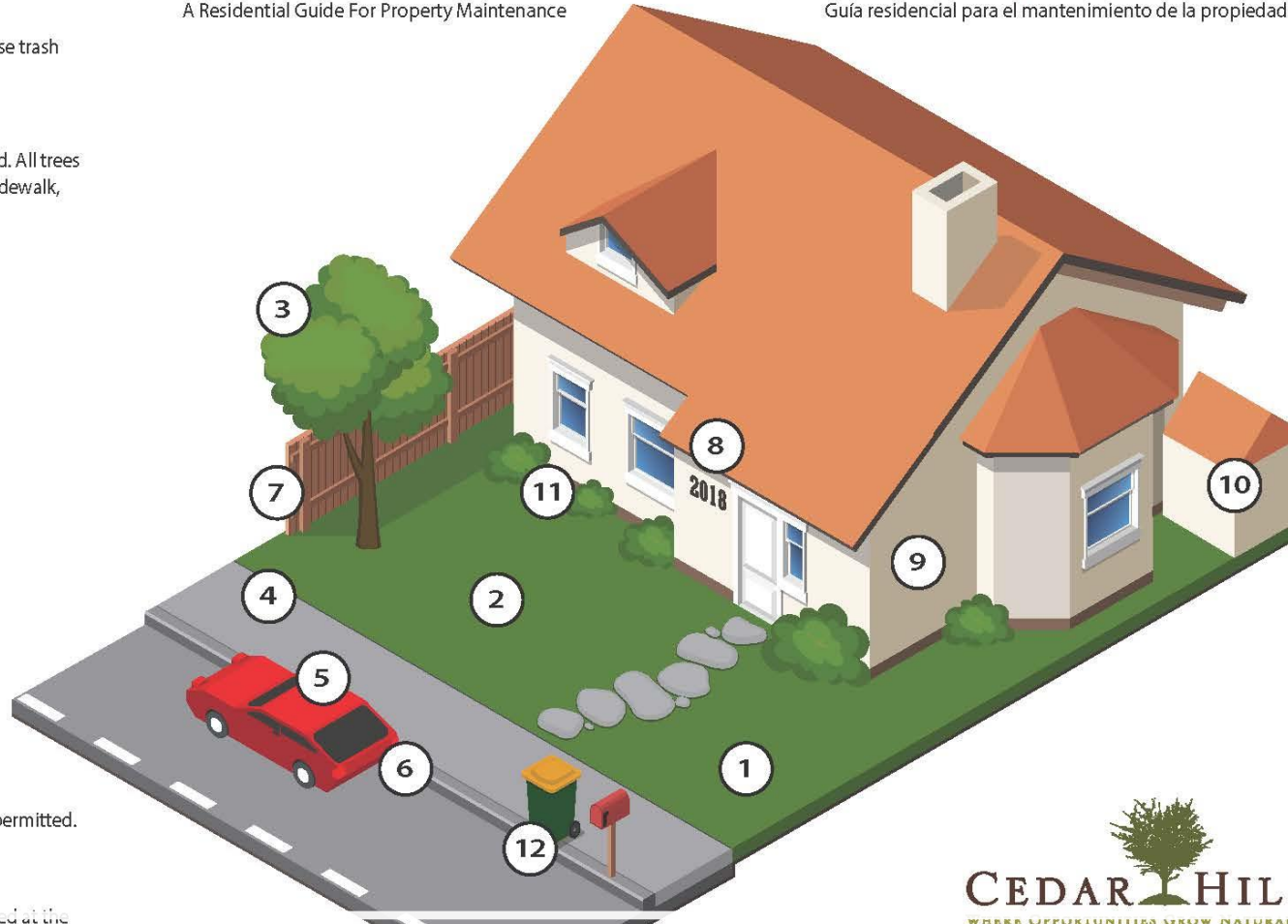Paint must be well-maintained without chipping, and siding must be intact.

10 Outdoor Storage
Outdoor items must be stored in a neat and orderly fashion. Indoor furniture, appliances and trash may not be stored outside.

11 Bushes
Bushes may not block entrance or exit to the home.

12 Trash
Trash cans may not be set out at the curb before sunset the day before collection, and must be

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1 Hierba
La hierba debe podarse y mantenerse a una altura máxima de 12 pulgadas.

2 Jardín limpio
Los jardines deberán mantenerse bien cuidados, limpios y sin basura ni escombros sueltos.

3 Árboles podados
Los árboles y la vegetación se deberán mantener bien cuidados. Los árboles deben estar podados a por lo menos 8 pies sobre la acera, y a 13 1/2 pies sobre la calle y el callejón.

4 Aceras
En las aceras no deberá haber peligros de tropiezo. El dueño es responsable del mantenimiento de la acera enfrente de la vivienda.

5 Vehículos
No se permiten la chatarra ni los vehículos inservibles. Los vehículos deberán estar en funcionamiento, completamente ensamblados y con matrícula y licencia al día.

6 Estacionamiento
Todo vehículo debe estar estacionado sobre una superficie pavimentada. Se prohíbe estacionar vehículos sobre el césped en frente de el jardín lateral.

7 Cercas
Las cercas deben mantenerse bien cuidadas y en posición vertical. Se prohíben las cercas que no estén terminadas.

8 Números de direcciones
Todas las casas deberán tener números de direcciones colocados en la entrada principal y entrada posterior de la propiedad. Los números deben estar visibles desde la calle.
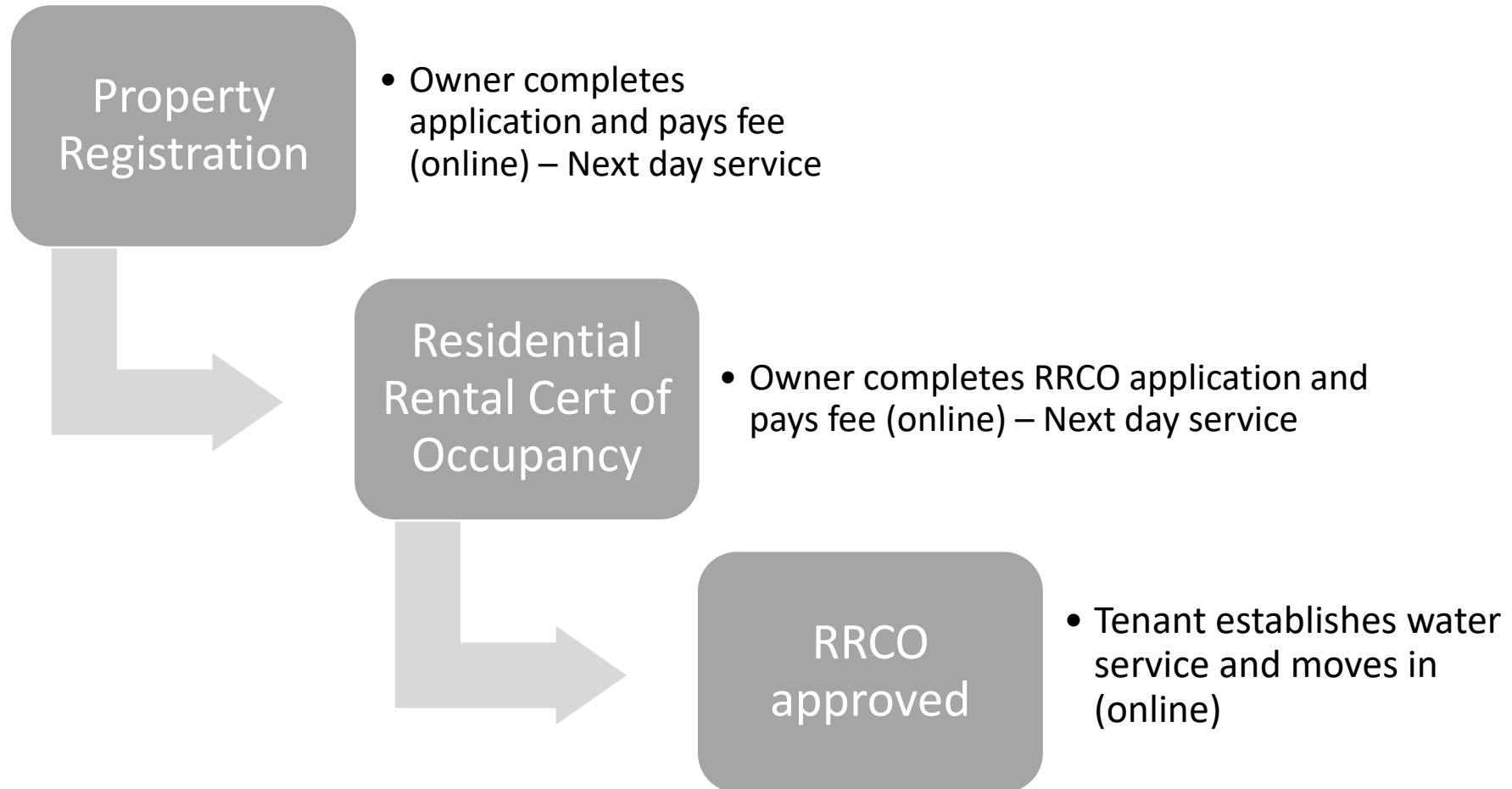
9 Pintura y revestimiento exterior
La pintura debe mantenerse en buen estado sin cascaduras y el revestimiento exterior debe estar intacto.

10 Almacenamiento exterior
Todo artículo exterior debe almacenarse de manera limpia y organizada. No deben almacenarse afuera ni mobiliario de interiores, ni electrodomésticos ni basura.

11 Arbustos
Los arbustos no pueden bloquear la entrada o salida de la casa.

12 Basura
Los contenedores de basura no deben ser colocados en el borde de la acera antes la puesta del sol, el día anterior al

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Process is efficient, secure and simplified

Property Registration

- Owner completes application and pays fee (online) – Next day service

Residential Rental Cert of Occupancy

- Owner completes RRCO application and pays fee (online) – Next day service

RRCO approved

- Tenant establishes water service and moves in (online)

Landlord Notification Process

- When Ordinance is approved with an established effective date, staff will begin notifying landlords of the program
- A database is already developed showing tax statements going to a different address
  - We can assume this is a rental property
- Coordination with the Utility Customer Service Department on new accounts
- Active Code Enforcement cases on rental properties

Reasons for a Rental Registration Program

✓Rental Registration deters code violations and makes properties safer

✓Rental Registration programs provide critical emergency contact information

✓Tenants lack the technical expertise needed to identify and report many types of dangerous code violations

✓Many tenants are afraid to report code violations for fear of retaliation

✓Rental Registration is a low-cost and cost-effective program
- Annual registration fee of $50 ($4.17/month) and a one-time RRCO fee of $25 (rechargeable with tenant changeout)

Next Steps

- May 12 - Send Ordinance to City Council for review

- Comments back by May 15

- Ordinance adoption May 26

- Landlord notification to begin June 1

- Effective Date August 1, 2020

Questions / Comments

CEDAR HILL