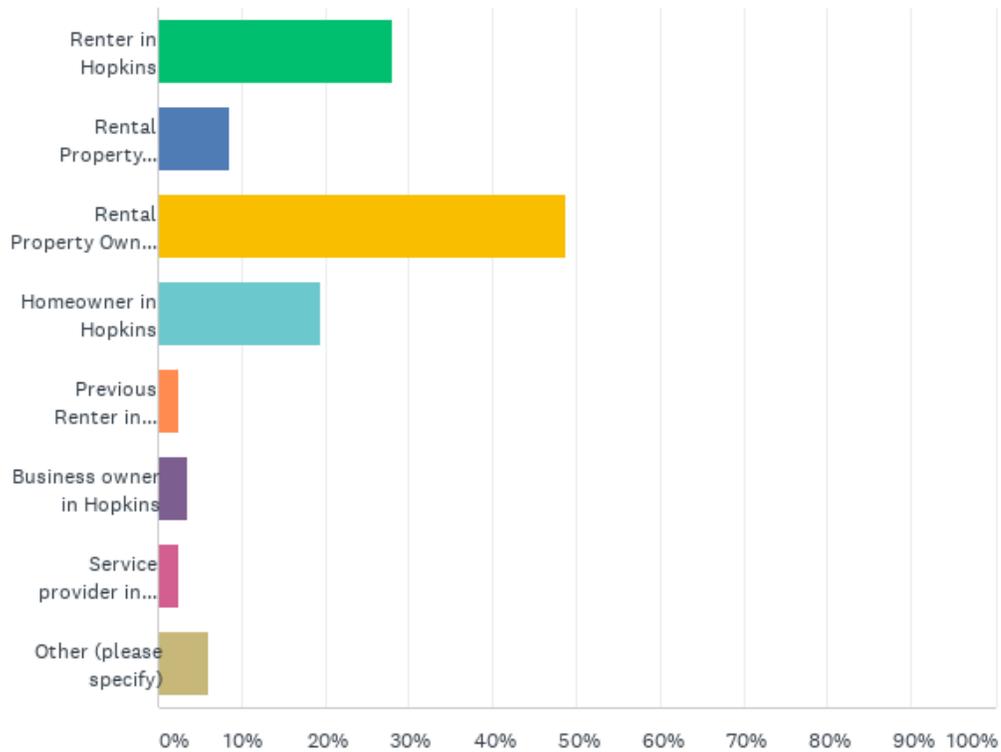


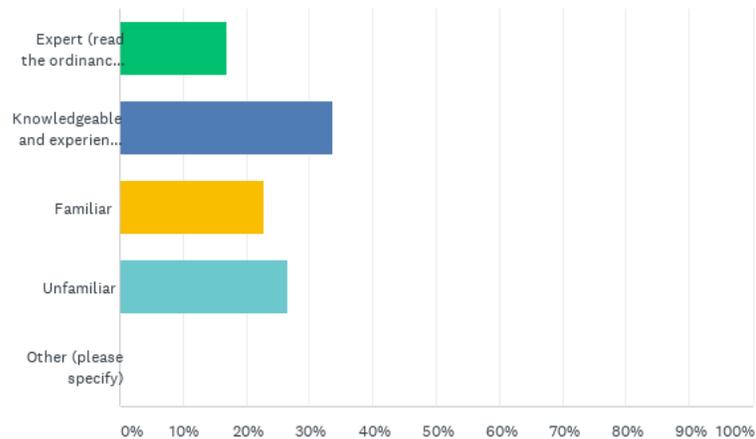
Rental Program Feedback Community Survey

Q1 What best describes you (check all that apply)



ANSWER CHOICES	RESPONSES
▼ Renter in Hopkins	28.05% 23
▼ Rental Property Manager in Hopkins	8.54% 7
▼ Rental Property Owner in Hopkins	48.78% 40
▼ Homeowner in Hopkins	19.51% 16
▼ Previous Renter in Hopkins	2.44% 2
▼ Business owner in Hopkins	3.66% 3
▼ Service provider in Hopkins	2.44% 2
▼ Other (please specify)	Responses 6.10% 5
Total Respondents: 82	

Q2 What best describes your level of knowledge about the existing rental inspection program in Hopkins?



ANSWER CHOICES	RESPONSES
▼ Expert (read the ordinance and experienced inspections)	16.87% 14
▼ Knowledgeable and experienced with the process but have not specifically read the ordinance.	33.73% 28
▼ Familiar	22.89% 19
▼ Unfamiliar	26.51% 22
▼ Other (please specify)	Responses 0.00% 0
TOTAL	83

Question 3: What works well about the City's inspections program? (53 comments, 30 skipped)

- Most respondents felt that the program was more effective at ensuring that rental properties were well maintained and kept safe for renters. Commenters also noted that they appreciated that it kept landlords held accountable for properties. (18 comments)
 - *"I appreciate the City's help in keeping my renters safe as well as helping me avoid and/or reduce liability as a Landlord."*
 - *"It guarantees potential renters a safe environment."*
- Many respondents (13 comments) felt that the City and its processes, such as communication, timing of inspections, and inspections themselves were thorough.
 - *"Ease of communication (love that)"*
 - *"Seems fairly transparent with the process"*
 - *"Information about inspection provided in advance. "*
- Other commenters noted that they appreciated the tier system (6 comments) and the professionalism and helpfulness of the inspectors (7 comments)
 - *"I really like the rating system where you reward good landlords"*
 - *"Inspectors are very professional and willing to assist with any questions."*

- *"I have had the same inspector come out both times which has helped out. The inspector was super professional and understands that landlord and inspector have the same goals."*

Question 4: What opportunities are there for improvement of the City's rental inspections program?
(53 comments, 30 skipped)

- Most respondents felt that frequency was the biggest area of opportunity, with many saying that inspections were "too frequent." (16 comments)
 - *"Does not need to be conducted every year. Should be done once every 3+ years or upon changes to inspection law or code."*
 - *"Maybe have them conducted less frequent."*
- Inspection items and the consistency of items (14 comments) were also noted as opportunities. Respondents noted that they felt like inspection results varied between inspectors. Several respondents felt they were being cited for issues that are not regulated by the code of ordinances. Several commenters felt that the requirement to repair or fix issues were too expensive and the City should be more aware of the expense to landlords.
 - *"The city inspector is too rigid and authoritative city needs to let the inspector know they should not focus on small, unnecessary stuff, they should also consider owner's expense"*
 - *"In my experience the program raises issues to rental owners that are more properly taken up with the tenant such as housekeeping of the internal areas of the home."*
 - *"Things should not go up and beyond code. Way too much time wasted on nit picking."*
- Other responses were focused on communication from the City as well as communication between the landlord and renter. Commenters were concerned that renters did not have access to all the information relating to the program, or that they would not feel safe enough to lodge a complaint against a landlord. Others felt that increasing landlord participation would improve the program.
 - *"Is the rental inspections program publicly available and where is it? Do all renters know where to access the program details?"*
 - *"Getting landlords to participate."*

Question 5: The City has established increasing renter engagement as a goal for the program. What advice, tips or feedback would you offer the city to assist with this goal? (52 comments, 31 skipped)

- Many commenters felt that City communications could be improved with more direct to residents who rent communication. Several commenters noted that communication which came from the City rather than the landlord would be most helpful. (11 comments)
 - *"My landlord doesn't share who's coming in or the purpose of it. If you want engagement from the actual renters than you need to mail info directly to us."*
 - *"Continue to reach out. this program is good for renters, but some think it's the city trying to watch the renter.... not the property owner"*
- Resident education, specifically around how they can be best prepared for inspections, was also frequently recommended. (9 comments)
 - *"Recorded webinar or YouTube videos with tips/advice. It's hard to make it to meetings. As a landlord, I honestly want to keep the city, renters, and myself happy :)"*

- *“Maybe a helpful explanation of why this inspection is being done while in progress. Suggestions and hints to help renters prepare for the next inspection.”*
- *“Rental inspections can be a burden on tenants, although they are beneficial in maintaining adequate living conditions. I think being sure tenants are very aware of what is going on and they are not being judged is important.”*
- Several responses focused on renter empowerment, noting that renters need to be more engaged in the city processes broadly. (7 comments)
 - *“Have more communication with the rentals, have someone who actually rents on the council and have more open conversations with the 50% of residents of Hopkins who rent.”*
 - *“Reach out to renters to join in community wide conversations, focus groups, and city boards”*
 - *“Collaborate with renters to identify and address concerns and demonstrate that if they take the time to be involved, it will be meaningful and impactful.”*
- Finally, there seems to be a perception that renters do not have interest in being more involved. Respondents who indicated this seemed to be landlords and felt that generally their tenants did not want to be engaged. (8 comments)
 - *“My renters are happiest when they are left alone.”*
 - *“Renters did not want tip engage with city officials unless there are unresolved maintenance issues with the owner.”*
 - *“I don’t think that this is a good idea unless I am a part of the communication. As a property manager I’d like everything to be communicated to me so that I’d know what’s going on.”*