

## Residential Rental Program Manager Implementation Plan

The city is the only major jurisdiction in northern Virginia that operates a model, proactive, annual rental property inspection program. The city's existing Rental Reinspection program (RRI) inspects multifamily and some single-family rental properties to promote safe, decent, and sanitary housing for tenants.

This funding will support one (1) position that would perform two primary functions: (1) Significantly increase community awareness and multilingual customer outreach about the City's existing program and (2) Optimize available resources to proactively increase by 15% the frequency of non-compliant unit inspections in FY 2024.

The position will be one (1) FTE, Program Administrator/GS22, in the Property Maintenance Division of Code Administration. The position will report to the Assistant Director and coordinate with Property Maintenance Division Chief to assist with the enhancement, coordination, and administration of the Residential Rental Inspection Program. The RRI Program Manager position implementation goals are provided in the table below.

### *Residential Rental Program Manager*

<b>Phase I</b> <b>Complete by: 09/30/2023</b>	<b>Phase II</b> <b>Complete by: 12/31/2023</b>	<b>Phase III</b> <b>Complete by: 04/30/2024</b>
Hire Program Administrator to work in concert with Property Maintenance Division Chief	Re-evaluate and prioritize FY24 RRI schedule based on community feedback	Develop automation of current processes
Evaluate current program for efficiencies and opportunities	Confirm inspector assignments for each census tract based on community needs	Develop and provide online tenant/customer portal to obtain feedback and recommendations for changes
Prepare and generate communications to public. This includes media, community meetings and presentations	Ensure follow-up on re-inspections and violations.	Attend community meetings, provide staff/customer training
Establish and develop relationships with communities and management companies and stakeholders	Create process to assist properties with compliance	Evaluate improvements and performance goals
Emphasize collaboration and clarity of RRI functions	Continue with public outreach; generating communications in coordination with OCPI;	Actively promote improvements