

Rental & Lodging Registration Program First-Year Recap

March 24, 2026

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The logo for Addison, featuring the word "ADDISON" in a bold, blue, sans-serif font centered within a white circle. This circle is set against a blue background that has a white diagonal line running from the top-left to the bottom-right, creating a triangular shape on the right side of the slide.

- On November 12, 2024, City Council adopted Ordinance No. O24-062 creating the Rental & Lodging Registration Program.
- The purpose of this program is to promote healthy and safe conditions for all rental properties including single-family, multi-family and hotel/motel properties throughout the Town of Addison.
- Property inspections were an important component of the program, as most of these properties had not had any type of inspection since their initial construction, issuance of a Certificate of Occupancy, or complaint-based inspections.

Ordinance No. O24-062 - Key Components

- Establish definitions and outline the Town's registration requirements.
- Establish the Town's authority to conduct inspections and issue Notices of Violation.
- Identify minimum acceptable standards for rental and lodging properties.
- Set registration fees.
- Define and establish a violation process and associated fees.

Registration

- All property owners must register their properties with the Town of Addison.
 - Single-Family (*Rentals*) – includes townhomes, duplexes, and condominiums.
 - Multi-Family – Apartments
 - Hotels and Motels
- Property owners are required to submit registration applications annually and pay the required fees.
- The Director of Development & Neighborhood Services has the authority to deny, suspend, or revoke registrations based on various conditions.

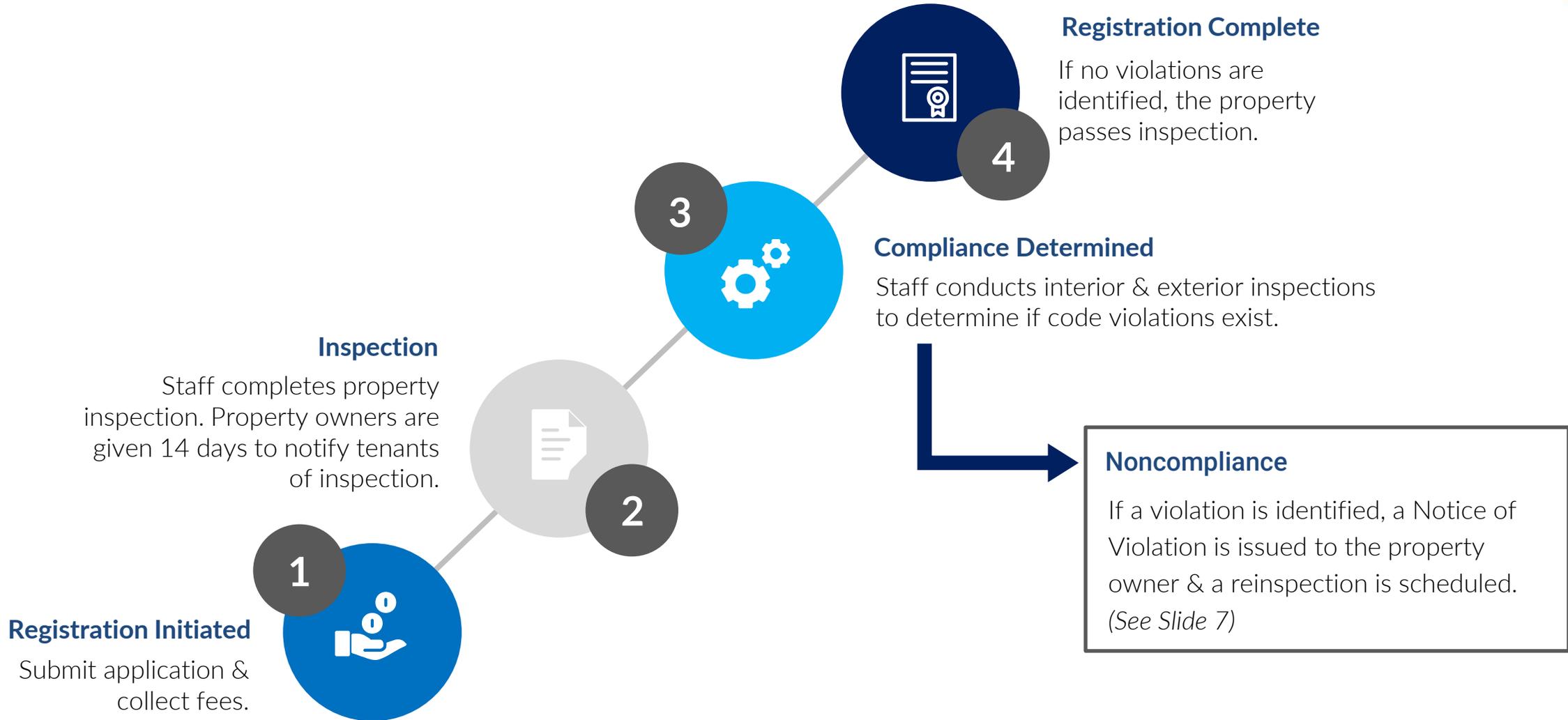
Implementation

- Annual registration opens January 1st of every year.
- The registration deadline is March 1st of every year. All registrations expire annually on December 31st.
- Inspections begin once a registration application has been received and associated fees have been paid.
- **October 28, 2025: City Council adopted Ordinance No. O25-028 approving additional public safety standards related to calls for service for hotel / motel properties to be implemented 2026.*

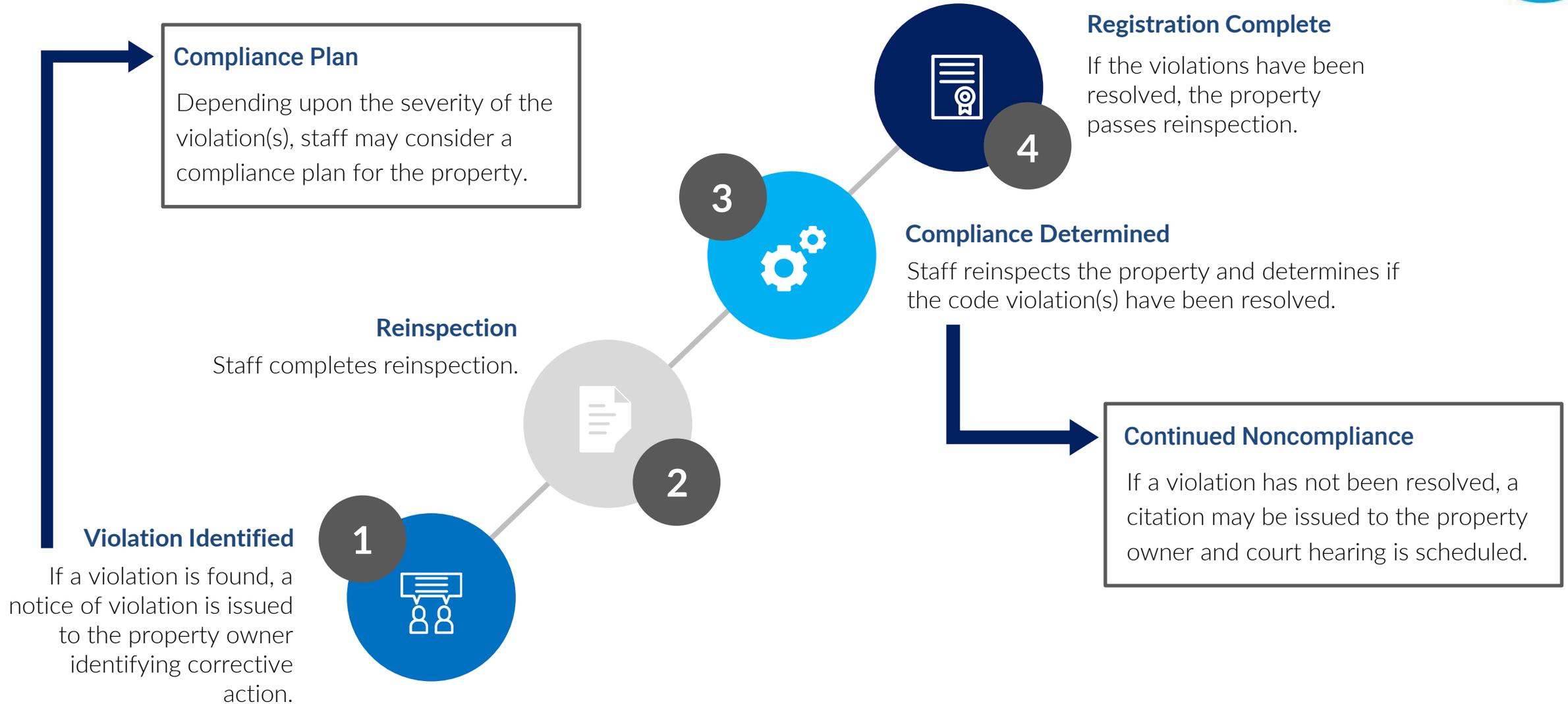
Penalties

- Violations of the provisions of this ordinance may be fined up to \$2,000 per day for each offense and for each day the violation continues to exist.

Registration & Inspection Process



Compliance Process



Single-Family Units

- Single-family properties registered - 76
- Most common violation for single-family units:
 - Smoke Detectors
 - Protective Treatment
- Citations issued - None
- Citations dismissed - None

Single-Family Units

- 10 single-family properties did not pass the initial inspection and required a re-inspection.
 - All 10 properties corrected the violations, came into compliance, and passed their re-inspection.
- The most common violations observed were missing or inoperable smoke detectors and electrical violations, which consisted mainly of inoperable light fixtures.

Multi-Family Units

- Registration & Inspection Rate – 24/24)
- Number of units inspected – 441
 - Average number of units per property – 18
- Number of pools inspected – 36
- Number of citation issued – 4

Multi-Family Units

- Total violations – 277
 - Interior – 91 violations (33%)
 - Exterior – 186 violations (67%)
 - Most common violations – electrical hazards, interior surfaces, landscaping, handrails, and plumbing.
- There are a total of 12 properties that have not passed inspection. All 12 properties have approved compliance plans in place and are working with staff to bring these properties into compliance.
 - Some violations are related to ongoing landscaping issues that are being monitored by Parks staff; while others have approved plans in place due to the unanticipated cost of some repairs that were needed to come into compliance.
 - Staff worked closely with properties that found coming into compliance challenging due to budgetary constraints associated with payment of registration fees combined with the impact of the cost of some repairs required to achieve compliance.

Hotel / Motel Units

- Registration & Inspection Rate – 100 % (22/22)
- Number of rooms inspected – 189
 - Average number of rooms per property – 18
- Number of pools inspected – 20
- Number of citation issues – 1

Hotel/Motel Units

- Total violations – 143
 - Interior – 56 violations (39%)
 - Exterior – 87 violations (61%)
 - Most common violations – protective treatment, electrical hazards, landscaping, unmarked fires lanes, and encroachments
- There are a total of eight properties that have not passed inspection. These properties have approved compliance plans in place and are working towards compliance.
 - Similar to the multi-family units, some plans are related to ongoing landscaping issues that are being monitored by Parks staff; while others have approved plans in place due to the unanticipated cost of some repairs that were needed in order to come into compliance.
 - Achieving compliance was challenging due to budgetary constraints associated with payment of registration fees, combined with the impact of the cost of some repairs required to achieve compliance.

Annual Program Revenue

Program Revenue Received

To date, staff has received and processed registration applications for the following:

- 76 single family / duplex properties – Fees collected \$8,050
- 22 hotel / motel properties – Fees collected \$140,440
- 24 multi-family properties – Fees collected \$234,045
- **Total fees collected to date: \$ 382,525**
 - This is 85% of the projected cost recovery amount of \$450,120.

- Staff is working on process improvements for Year 2 (2026), including assigning properties to specific inspectors rather than the tag team approach used in the first year.
 - This will create efficiencies by eliminating delays created by having to wait for other inspectors to enter their results in the system and will provide property owners and complex managers with a single point of contact in an effort to build and strengthen communication with staff.
- DNS staff have worked closely with IT to enhance the workflow, allowing inspectors to issue notices in the field at the time of the inspection.
 - Other enhancements will allow staff to categorize rental inspection violations separately from property maintenance violations so that staff can extract information specific to rental registration inspections.
- Staff will continue working on system enhancements to improve tracking of key performance indicators.

- Explore adding a scoring system to the program that rates properties based on the number and severity of violations found during the initial inspection.
- Continue more concentrated outreach effort for single-family properties to ensure staff are capturing all single-family rentals within the Town.
 - Adding utility bill inserts regarding the rental registration requirements.
 - Direct mailers to suspected properties.
 - Engaging Utility Billing to assist in identifying owners and tenants when new requests for service are made.
- Implement a public safety component for multi-family properties.

Questions?