

The purpose of this program is to provide safe and sanitary housing conditions for the residents of Van Meter by establishing minimum standards and regular inspections for all rental housing units in Van Meter.

The authorization to carry out this program is set out in the City of Van Meter Code of Ordinances - Chapter 161 Rental Housing Code.

This policy outlines the administrative guidelines to implement and organize the program. The Rental Housing Inspection Program is administered by the City of Van Meter, its approved 3rd party contractor and/or Building Inspector.

DEFINITIONS

The following general definitions are used throughout this administrative policy:

1. **DWELLING UNIT:** One or more habitable rooms in a dwelling, apartment house or building which are occupied or which are intended or designed to be occupied by one family with facilities for living, sleeping, cooking or eating. The term encompasses a “dwelling unit” as defined in the Zoning Ordinance. Van Meter Code of Ordinances 161.01.04.
2. **RENTAL PROPERTY:** Any structure that includes a dwelling unit that is being held out or offered for rent or is currently being let for rent and occupied by any person who is not the owner of the premises, except that the following properties shall not be regarded as rental properties under this program:
 - a. Dwellings owned by the local, state, or federal governments.
 - b. Hotels, as defined by Chapter 137 of the Iowa Code.
 - c. Dormitory rooms of higher education institutions.
 - d. Nursing homes, long-term care, and medical care facilities.
 - e. Church parsonages, and other similar facilities owned by religious institutions, that provide housing for their clergy or other similar staff.
3. **RENTAL UNIT:** One dwelling unit within a rental property. If a common area and facilities are provided in a dwelling for the use of the occupants of units therein, such common area and facilities shall constitute a part of each rental unit for the purpose of inspection and compliance with this Rental Housing Inspection Program.
4. **RENT:** Any form of payment, including but not limited to cash, services, or other valuable considerations, provided as a condition of occupying a dwelling not owned by the occupant.
5. **OWNER (Landlord):** Person(s) listed as the deed holder as recorded at the Dallas County Assessor’s Office.
6. **OWNER’S REPRESENTATIVE (Property Manager):** A person who is appointed by a rental property owner to provide access to a City Inspector to the owner’s rental property. The representative

must have keys for all portions of the rental property, must be authorized to act on behalf of the owner concerning compliance with the requirements of the Rental Housing Inspection Program, and must be at least 18 years of age.

7. INSPECTOR: The person(s) designated by the City of Van Meter to conduct the inspections of rental properties and units for this program. The City of Van Meter may contract with an outside entity to conduct these inspection services.
8. MAJOR VIOLATION: A violation of the rental housing code that if left as is would constitute an immediate threat to the life and/or safety of those living in the home (Examples could include: lack of or damaged water heater, boiler, or furnace flue; smoke detectors which are missing, inoperable, or are improperly placed; storage of flammable liquids in a dwelling; electrical cords, wiring, or equipment that has begun to fail due to being overloaded or damaged).
9. TENANT: occupying a dwelling unit who pays, or has payments made on the individual's behalf, a stated payment at fixed intervals for the use of the dwelling unit. The term includes a person occupying a dwelling unit owned by another individual, who in return for housing agrees to occupy and maintain the premises. Payment of utilities is not required under the terms of this chapter for a person to be considered a "tenant" within the meaning of this chapter.
10. NO SHOW: When the owner of the structure or any other responsible adult designated by the owner do not attend the scheduled inspection.

REGISTRATION OF RENTAL PROPERTIES

All rental properties in the City of Van Meter shall be registered as outlined in Van Meter Code of Ordinances Chapter 161.09. Registration is required so that the City has the most current contact and ownership information. Every person that offers for rent a dwelling unit within the City shall submit to the Clerk, on forms provided by the City, an application requesting a rental housing compliance certificate. Additionally, by filing a registration form with the City, the owner is granting consent to an inspection of the rental property by the City for the purpose of determining compliance with this Rental Housing Inspection Program. Registration forms (shall be provided and records maintained by the City Clerk of the City of Van Meter. A receipt of registration will be provided to the property owner or owner's representative at the time of registration.

For properties that are occupied by someone other than the owner for more than 30 days per year, suspected of being a rental property, and claimed not to be rental properties by the landlord, the property owner shall file with the city a notarized affidavit describing the circumstances under which the occupants are allowed to live in the property without paying rent and attesting that the property is not a rental property.

Registration of new and/or converted property or properties which changes ownership shall be completed within thirty (30) days of such activity, at which time the registration fee is due. Properties not registered in accordance with this Policy shall be considered non-complaint with this Rental Housing Inspection Program, shall be subject to late-fees described below, and may be subject to penalties described in the Violations section below. Properties shall also be registered at the time of inspection.

An annual per-rental-unit fee shall be paid by the owner or owner's representative at the time of registration. The fee shall be established according to the City-adopted fee schedule. Failure to pay the rental registration fee by the due date shall result in a late-fee of \$50 per day up to a maximum of \$500 per rental property. The Rental Compliance Certificate will not be issued without payment of the registration fees.

Properties that remain unregistered more than 30 days past the change of ownership or becoming a rental property will be considered non-compliant properties. A non-compliant property may have its Certificate of Occupancy revoked, have its Rental Compliance Certificate revoked, and/or have its occupancy discontinued.

In addition, City of Van Meter staff will monitor utility billing signups for rental units or properties and compare their known rental units and/or properties with those registered rental properties to ensure that accurate records are maintained in both areas. The owners of rental units and/or properties that are determined to be unregistered shall be contacted by certified letter, which will provide them with a registration form. Property owners will have thirty (30) calendar days to register their rental property, failure to do so shall be considered non-complaint with this Rental Housing Inspection Program and may be subject to penalties described in the Violations section below.

TRANSFER OF OWNERSHIP

Rental property that is transferred from one owner to a different owner shall have thirty (30) calendar days in which to re-register the rental units or property(s) under the new owner's name. No refunds shall be given to property owners for a partial year's registration. Additionally, provided that the new owner registers the rental property in their name within thirty (30) calendar days of the transfer of ownership they shall not be required to pay a second registration fee.

RENTAL UNITS OUT OF SERVICE

Should an owner desire to take his/her rental unit or property out of service for a minimum of sixty (60) days they may file with the City a written notice of the rental unit or property being taken out of service. While the unit is taken out of service they shall not rent or allow anyone to live within the rental unit or property until such time as the unit is re-registered with the City of Van Meter.

Once the rental unit or property is re-registered with the City the owner shall pay a new rental registration fee and the property shall be inspected within sixty (60) calendar days of being re-registered.

INSPECTION SCHEDULE

The baseline schedule for the inspection of all rental properties shall be once every three (3) years. As a benefit to compliant landlords, properties that pass the first inspection, with no noted concerns from the inspector, will not need to be inspected for another four years. Rental properties that require two or more inspections (three or more during the first three-year cycle) to pass and that receive multiple noted concerns from the inspector will need to be inspected every year until they pass on their first inspection. Those rental properties will then move to the standard inspection cycle.

Beginning in July 1, 2024, newly registered rental properties shall be inspected within six (6) months of the property being registered with the City. Subsequent inspection shall be in accordance with the standard scheduling process outlined previously.

City of Van Meter staff will be responsible for notifying property owners of the timeframe in which they have to schedule an inspection. Staff shall send written (or electronic, if selected by the owner/owner's representative) notice that it is time to schedule an inspection for their rental properties. The owner/owner's representative will be given thirty (30) days from the time the notice is sent to schedule the inspection. The inspection must take place within sixty (60) days of the inspection notice. It is the owner/owner's representative's responsibility to contact the Inspector to schedule the inspection(s). Failure to schedule the inspection shall be considered a violation of this program.

Owners (or their representatives) may elect to schedule an inspection at any time before the City-determined time for inspection. Upon passing this elective inspection, the property will then be placed on the appropriate inspection schedule (typically three years from the inspection). The inspector will not perform an inspection if the tenant has not been notified of the inspection by the owner or owner's representative, if the owner or owner's representative does not show up for the inspection, or if the owner's representative is not at least eighteen (18) years of age.

Properties will **NOT** be inspected as a part of a contingency for a real estate sales transaction. The City shall not be responsible for late or misdirected notifications, either by US Mail or by email.

The "Inspection Notice" shall consist of the following items:

- Letter stating the following minimum items:
 - Date by which the inspection must be scheduled;
 - Address of property to be inspected including number of unit(s) to be inspected; and
 - Contact information for the Rental Inspector.
- Copy of the Rental Inspection Checklist (Appendix A) and the Rental Inspection Form (Appendix B).

Follow up inspections, as required, shall be scheduled at the time of the initial inspection by the inspector. The inspector shall document all inspections and provide records to the City Clerk of the City of Van Meter.

INSPECTIONS

The property owner will pay for the inspection at the time it is conducted. The owner/owner's representative shall pay the inspector directly for the inspection at the time of inspection. The City contracts with Iowa Inspections, LLC for all rental inspections. The inspection fees shall be \$125.00 for the first unit, plus \$50.00 for each additional unit in the rental property. These fees shall also be charged for each required re-inspection.

The inspector shall conduct the inspection in-person and shall visually inspect all exterior and interior spaces of the rental property. The inspector shall inspect all sides of the exterior structure and the grounds of the property. The inspector shall inspect every room in the rental property. The inspection shall be focused on building regulations as summarized in Appendix A: Rental Housing Inspection Checklist. A rental property is considered to have "passed" the inspection once the inspector completes an inspection, finds no violations of Van Meter Code of Ordinances and signs the Rental Housing Inspection Form. The completed and signed Rental Housing Inspection Form will remain on file at the Van Meter City Hall. A copy of the completed form may be provided to the property owner or owner's representative, if requested.

It is the inspector's responsibility to determine if a particular violation constitutes a major violation. If a major violation – summarized, but not limited to, the list below – is found, a mandatory re-inspection is required within forty-eight (48) hours. If a major violation is identified, the inspector may refer the property to the city's Building Official to be pursued as an Unfit Dwelling under Van Meter Code of Ordinances Chapter 161.15. This may result in a determination that the property is uninhabitable until corrections are made and a re-inspection has been completed.

MAJOR VIOLATIONS WHICH REQUIRE A MANDATORY FORTY-EIGHT (48) HOUR REINSPECTION

Some, but not all, of the Major Violations are listed here:

1. Structurally failing portions of the structure.
2. Storage of flammable liquids in a dwelling.
3. Fuel fired equipment with missing or inoperable flues.
4. Electrical cords or wiring that shows signs of failure.
5. Inoperable heating system during winter months, generally considered between November and March.
6. Other life safety issues or items as determined by the designated inspector.

If the above items are not corrected prior to re-inspection, the property shall be considered non-compliant with this Rental Housing Inspection Program, may have their Rental Compliance Certificate revoked, and may be subject to penalties described in the Violations section below.

VIOLATIONS WHICH REQUIRE A SIXTY (60) DAY REINSPECTION

All other violations shall be corrected within sixty (60) calendar days. If the violations are not corrected prior to re-inspection, the property shall be considered non-compliant with this Rental Housing Inspection Program and may be subject to penalties described in the Violations section below. This may include the revocation of the Rental Compliance Certificate and the immediate vacation of the rental property and/or rental units.

Rental properties or units that fail three or more inspections during an inspection cycle will be considered non-compliant with this program and shall have their Rental Compliance Certificates revoked.

RENTAL COMPLIANCE CERTIFICATES

For properties that have undergone an inspection, a current Rental Compliance Certificate is required to continue operating as a rental property. A provisional compliance certificate shall be issued to each property that is properly registered with the city, but has not yet had an initial inspection. Properties without a current (or provisional) Rental Compliance Certificate will be considered non-compliant with the program and may be subject to the Violations section below. These certificates can be revoked by the Rental Housing Inspector or by the Building Official for non-compliance with this policy or with any section of Van Meter Code of Ordinances Chapter 161.

NO SHOWS

The inspector shall meet the owner or the owner's representative at the agreed upon date, time, and location. The property owner shall be assessed a \$50 "No Show" fee for each time the owner or owner's representative fails to be at a scheduled inspection.

Consideration will be given to property owners who contact the Inspector minimum of two (2) business days **prior to the date of the inspection** to reschedule a rental inspection due to an inability to get a contractor onsite to correct the violations. **This shall not apply to violations which require a forty-eight (48) hour follow up inspection.** If a rental inspection is rescheduled more than once, a \$50 "No Show" fee will be assessed to the property owner for each rescheduling.

The inspector will not perform an inspection if the tenant has not been notified of the inspection, if the owner or owner's representative does not show up for the inspection, or if the owner's representative is not at least 18 years of age. In each of these cases, a \$50 "No Show" fee will be assessed to the property owner.

NUISANCE COMPLAINTS

The city's Nuisance Enforcement Program may from time-to-time identify nuisance complaints at rental properties. If the Nuisance Enforcement Program can work with the tenants and/or property owner to have the complaint resolved within the initial time frame given by the Nuisance Enforcement official, then no further coordination is needed with the Rental Housing Inspection Program. If, however, the nuisance is not addressed within the initial time frame given by the Nuisance Enforcement official, the property shall be referred to the Rental Housing Inspection Program, where it will be scheduled for a full rental inspection or re-inspection and sent an inspection notice with the next month's inspection notices. The property owner shall be responsible for paying the standard inspection fees to the inspector.

TENANT COMPLAINTS

Only current tenants of a rental property or unit(s) may file complaints of violation regarding a rental housing property. Complaints shall be made in writing using the Rental Housing Complaint Form (Appendix C) and delivered to the City Clerk of the City of Van Meter. Inspections based on a complaint will not be conducted if the Rental Property Complaint Form is not completed.

At the time the complaint is made, city staff will ask the tenant for any other type of documentation s/he may have – for example any pictures or letters they may have sent to the landlord. The tenant shall be required to certify that s/he has registered a complaint with the owner or owner's representative at least fourteen (14) days prior to filing the complaint with the city, unless the complaint is regarding a major violation. The tenant will be advised that the landlord will be notified regarding the complaint and a determination will be made on the validity and severity of the complaint and if an inspection is warranted. City staff will contact the owner or owner's representative by phone within two (2) business days if a complaint falls under the purview of this Rental Housing Inspection Program.

If a complaint is within the purview of this program, the rental inspector will conduct an inspection within ten (10) business days of the complaint. If violations exist at the time of the inspection, the inspector will document utilizing the same procedures as if a non-complaint inspection was performed. The tenant will be contacted by phone regarding the outcome of the inspection. The inspection form shall be made available to the tenant upon request.

Complaints regarding major violations, which would require a mandatory forty-eight (48) hour re-inspection during a normal rental inspection, will require that an inspection be scheduled within forty-eight (48) hours of receipt of the complaint, excluding weekends or holidays.

If the complaint is regarding an item not covered by the Rental Housing Inspection Program, the tenant shall be informed of such and no further action shall be taken.

The City Clerk of the City of Van Meter shall maintain the record of each complaint and the outcome of the complaint as a part of the rental program.

Any complaint that requires an onsite inspection shall have an associated \$75 re-inspection fee. If the complaint is found to have merit and violations are found in the rental property, the property owner will be responsible for paying the fee. If the complaint is found to have no merit and violations are not found in the rental property, the tenant filing the complaint will be responsible for paying the re-inspection fee.

APPEALS

The Housing Appeals Board, as defined in Van Meter Code of Ordinances Chapter 161.29, serves as the appeals board for disputes regarding notices of violations issued during a rental inspection, in accordance with Van Meter Code of Ordinances section 161.29.

An owner or owner's representative of a property who wish to make an appeal regarding a notice of violation of their rental property or unit(s) shall complete an appeal form provided by the City of Van Meter (Appendix D). This appeal must be filed with the City Clerk of the City of Van Meter within sixty (60) days of the initial inspection. The Housing Appeals Board shall then schedule a hearing within thirty (30) days of receiving the appeal. City staff shall compile information related to the inspection and identified violation. At the Housing Appeals Board hearing, City staff shall present evidence of the violation and the rental property owner will be provided an opportunity to state his/her perspective on the need to reconsider the inspector's decision. The Housing Appeals Board shall provide a ruling within ten (10) after the hearing. If the owner is not satisfied with the ruling, the owner may file a request with the city administrator's office for a public hearing with the Van Meter City Council. This request must be filed within ten (10) days following the Housing Appeals Board ruling. At the next regularly scheduled meeting, the City Council shall schedule a public hearing and provide a ruling.

VIOLATIONS

Rental properties and/or rental units that fail to comply with the rental housing inspection program, shall be referred to the City Building Inspector and Attorney for prosecution as a municipal infraction. Failure to comply with this program, including but not limited to failure to register a property, may result in the revocation of a Certificate of Occupancy and/or a requirement to vacate the property.

INFORMATION AND TRAINING

The City Clerk of the City of Van Meter shall make available to the public detailed information regarding this program including but not limited to: the program policy with appendices; frequently asked questions (FAQs); common violations with corrective measures; and contact information for questions, complaints,

appeals, scheduling, and landlord feedback. Such information shall be available at City Hall and on the City of Van Meter website.

In the event that substantial changes to the rental housing inspection program or code are approved, the City Clerk of the City of Van Meter shall provide a Rental Housing Inspection Program training session, held on a weekday at 5 pm or later, which is open to all landlords and the public.

ANNUAL REPORT

The City of Van Meter City Clerk shall provide an annual report to the Van Meter City Council. The report shall provide data on the number of housing units in the City and the frequency and type of violations that have been found in the previous year. The report shall be prepared in July of each calendar year showing the reporting period beginning July 1 of the previous year and running through June 30 of the current year.

An audit of the program will be conducted by an independent committee within the first 180 days of the program to evaluate program goals and inspection findings.

MINOR ADMINISTRATIVE ADJUSTMENTS

City Council authorizes the City Administrator, or designee, to make minor administrative adjustments to this policy or appendices. Any changes or adjustments that substantially change the program, registration, inspections, violations, or complaint process shall require the approval of City Council.



Rental Housing Inspection Program Administrative Policy Appendix A:

City of Van Meter Rental Inspection Checklist

All rental properties within the City of Van Meter must be registered by August 1, and must be regularly inspected according to the schedule in the Administrative Policy. The checklist below is a simplified summary of items that will be inspected during the inspection process. This document should be understood as general guidance to the Rental Housing Inspection Program and should not be construed as legally binding code. More information and references to the City of Van Meter Code of Ordinances can be found in Appendix B: Inspection Form.

ADMINISTRATIVE COMPLIANCE

1. Property and units registered with the City of Van Meter.
2. Ownership and contact information clearly defined on the registration form.
3. Registration fees paid.
4. Landlord contact information posted visibly on site.

EXTERIOR AREAS/STRUCTURE

1. Property has house numbers clearly visible from the street.
2. Roof and walls are not deteriorated and do not have peeling paint in excess of 50% of the area.
3. Accessory buildings and fences in good repair.
4. Doors are operable and able to be locked.
5. Windows and skylights are operable and in good repair.
6. Chimneys appear to be structurally safe and in good repair.
7. Foundation appears to be adequate and in good repair.
8. Property does not have broken, rotten, split, or buckled walls.
9. Stairways, porches, decks, and balconies have flooring, supports, and handrails in good condition.
10. Site appears to have adequate grading and drainage.
11. Known cisterns, wells, or other hazards are fenced, covered, or filled.
12. Property does not have an accumulation of weeds or brush. Yard is properly mowed.
13. Property does not have an accumulation of garbage, junk, or debris.
14. Property is not providing habitation for rodents, wild animals, or other vermin.
15. Property does not have any illegal vehicles on site.
16. Property does not have unsafe storage of combustible material.

INTERIOR AREAS/STRUCTURE

1. Walls, ceilings, and floors structurally sound and in good repair.
2. The building is maintained in a safe and sanitary condition.
3. All stairs are in sound condition and good repair. All stairs must have handrails and balusters or similar feature that prevents a fall hazard from open-sided stairs.
4. Handrails firmly fastened and in good repair for all stairs.
5. All habitable rooms are provided with adequate electrical service for proper illumination.

PLUMBING

1. Rental unit has use of operable kitchen sink, toilet, and bathtub or shower.
2. All applicable plumbing fixtures have hot and cold water and are connected to sanitary sewer system with proper clearance for usage and cleaning.
3. Bathrooms provide adequate privacy and ventilation.
4. Clothes dryer properly vented to the outside with metal vent pipes.

ELECTRICAL/MECHANICAL

1. Electrical service is properly maintained and is sufficient to support the electrical load.
2. Adequate clearance for service is provided on the control side of all HVAC and utility appliances.
3. Each unit has heating facilities capable of maintaining a room temperature of 68 degrees Fahrenheit in all habitable rooms and bathrooms. Cooking appliances and portable heating units shall not be used to provide heating to meet requirement.
4. All electrical equipment, wiring, lighting, and appliances are properly installed and maintained in a safe and approved manner.
5. Electrical panels are accessible, clearly marked, and circuits are properly labeled.
6. Fuel fired equipment has appropriate and operable flues and shutoff valves.
7. Every habitable room and every bathroom contains at least one (1) properly installed electrical outlet.
8. Every laundry room contains at least one (1) grounded-type receptacle or a ground-fault circuit interrupter (GFCI).
9. There are cover plates on all outlets, switches, and junction boxes.
10. GFCI outlets installed for all outlets within six (6) feet of a water source.
11. Water heaters have a properly installed pressure relief valve (PRV) with the discharge pipe reaching to within six inches of the floor.

FIRE SAFETY REQUIREMENTS

1. Place one smoke alarm in each sleeping room. Place one smoke alarm immediately outside of sleep areas (e.g. hallway). Place at least one smoke alarm on each floor, including the basement.
2. All sleeping rooms have safe and appropriate access to an operable window for egress.
3. Each unit has an appropriately-sized, ABC-rated fire extinguisher.
 - a. For single-family properties, one properly maintained fire extinguisher, with a minimum size of 1-A 5-BC, must be present within the home.
 - b. For multi-family properties, there must be a minimum 2-A 10-BC extinguisher – checked and tagged by a qualified service person annually – located within 75 feet of each unit's main entrance with a minimum of one (1) per floor or within each unit.
4. Place one carbon monoxide detector immediately outside of sleeping rooms, such as in the hallway. There must be at least one carbon monoxide detector on each floor, including the basement. (Only applies to properties with a potential carbon monoxide source.)
5. Fire alarm and suppression systems properly installed and operational where required.
6. Two clear and passable egress routes exist for each floor above the first floor.
7. All egress doors and windows are operable without need to for keys, special knowledge or effort.
8. All fire resistance rating of walls, fire stops, floors, and doors, etc. are properly maintained.



Rental Housing Registration Form

This form is to be filled out completely. One form is needed for each property.
Please return to the **City of Van Meter - Rental Inspections at:**
310 Mill Street, PO BOX 160, Van Meter, IA 50261 or permits@vanmeteria.gov.

DATE OF APPLICATION: _____

PROPERTY INFORMATION

ADDRESS: _____ Number of Units: _____
DATE LAST INSPECTED: _____ (if not inspected, write "none")

TYPE OF APPLICATION

☐ INITIAL REGISTRATION ☐ RENEWAL REGISTRATION ☐ CHANGE IN OWNERSHIP ☐ SHORT-TERM RENTAL REGISTRATION

PROPERTY OWNER☐ CHECK IF EMERGENCY CONTACT

NAME/BUSINESS _____ CONTACT NAME (IF BUSINESS OR LLC): _____
ADDRESS: _____ CITY: _____ State: _____ Zip: _____
PHONE: _____ CELL: _____ EMAIL: _____

OWNER'S AUTHORIZED AGENT, PROPERTY MANAGER OR LOCAL DESIGNEE ☐ CHECK IF EMERGENCY CONTACT☐ SAME AS OWNER (CHECK THIS BOX AND SKIP THE FOLLOWING PORTION IF OWNER IS MAIN CONTACT)

NAME/BUSINESS _____ CONTACT NAME (IF BUSINESS OR LLC): _____
ADDRESS: _____ CITY: _____ State: _____ Zip: _____
PHONE: _____ CELL: _____ EMAIL: _____

DISCLAIMER AND SIGNATURE (REQUIRED)

As the property owner (or owner's representative), I understand that I am subject to the rental housing regulations of the City of Van Meter, including but not limited to the right of the City to perform inspections on my property as part of the rental housing requirements. I understand that it is my duty to notify my tenants of upcoming inspections and to either be present or have a representative, that is a least 18 years of age, present during the inspection. By my signature below, I am certifying that the rental units identified in this form comply with building regulations identified in Van Meter Municipal Code, Chapter 161.

(Print)_____
(Date)_____
(Signature)_____
(Date)**Please make checks payable to "City of Van Meter"****Registration Fee: (\$20) x (units)****OFFICIAL USE ONLY**

RECEIVED BY: _____

DATE RECEIVED: _____

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**City of Van Meter Rental Housing Complaint Form**

Only current tenants of a rental property or rental unit may file a complaint regarding a rental housing property using this this form.

Tenant Name: Date: Phone #: Phone #: Property Address: Unit #: Owner Name: Owner Phone #: Manager Name: Manager Phone #: Do you currently live at this residence (Y/N)? Registered this complaint with your landlord (Y/N)? Date Filed:

Description of Complaint - Please describe the complaint in full detail including dates and times if appropriate. Continue complaint on back of this form if you need additional room.

Please attach to this complaint form any additional information, such as pictures showing problems, communications with the owner/manager prior to this complaint, or any other supporting information.

I understand that by filing this complaint that the City of Van Meter will make contact with the property owner or owner's representative to investigate the problem. I also understand that the City will only investigate complaints that are from the current tenants of the property and that the the name of reporting tenant is public information and will be released to the owner at the time of notice. The city will make contact with the owner or owner's representative within two (2) business days of the date this complaint is received. I understand that there are some items in which the City may not be able to assist on and that in those cases the City will notify me using the contact information provided above. Finally, I understand that if the complaint is found not to have merit, I will be responsible for paying the inspector the \$75 inspection fee. I certify that all the information on this form is true and correct.

Signature: **Official Use Only**Complaint Received By: Inspection Fee Collected (Y/N): Owner Notified Date: Inspection Conducted (Y/N): Inspection Date: Violations found (Y/N): Inspector Assigned:



City of Van Meter Rental Housing Inspection Appeal Form

This form is for rental property owners or their representatives who want to appeal a building violation noted by the city rental inspector.

Property Address:

Unit #:

Date Appeal Filed:

Property Owner Name:

Owner Phone #:

Representative Name:

Rep. Phone #:

Is the property currently occupied and/or rented (Y/N)?

Date Last Inspected:

Violation Being Appealed - Please describe the violation noted by the inspector and your reasons for appealing the inspector's interpretation of the Van Meter Code of Ordinances. Please attach any additional documents, such as pictures or independent reviews.

I understand that by this appeal will be sent to the Van Meter Housing Appeal Board for a ruling. I understand that I am expected to comply with this ruling. If I am unsatisfied with this ruling, I can request a hearing and ruling by the Van Meter City Council. These hearings and rulings are not intended to debate changes to the code, but rather to provide a ruling on interpretation of existing code.

Signature:

Official Use Only

Appeal Received By:

Housing Appeal Board Hearing Date:

Housing Appeal Board Ruling (Overturned/Upheld):