

March 23, 2012

Tom Silva
4/3/2012

Proposed Additions and Deletions to the Existing Residential Rental Inspection Program to Delete the Existing Mandatory Inspection Provision and to Implement a Landlord Self Certification Process and Complaint Driven Inspection Program

Please see the attached rough draft that contains all deletions and some but not all of the proposed additions.

Proposed Changes:

- 1) Table of Contents
 - a) 9-5.302 – Delete “Mandatory”
 - b) Add 9-5.302.A – Landlord Self Certification Program
- 2) Section 9.5.102 – Delete last 9 words as shown on draft.
- 3) Section 9.5.302
 - a) Delete all mandatory inspection provisions in heading and first paragraph as shown on draft.
 - b) Replace “bring these units to” with “meet”.
 - c) Replace words “allow for” with the words “be requested to consent to” in next to last sentence of first paragraph.
- 4) Create a new Section 9.5.302.A that will contain the Self Certification Provision that will be a part of the process for payment of the annual inspection fee that is paid separately from the business license process as follows:

On an annual basis as part of the payment of the annual Residential Rental Inspection fee, the owner of residential rental property shall certify that the subject property is in decent, safe and sanitary condition as per Hayward Municipal Codes and Regulations.

The following verbiage will be added to the annual Inspection Fee Invoice:

As the owner or duly authorized representative of the owner of the above referenced property, I certify that the above property is in decent, safe and sanitary condition as per Hayward Municipal codes and regulations.

- 5) Section 9-5.303 – Delete words “mandatory” and “or” twice as shown on the draft.

This is the sum of the proposed changes to the existing Residential Rental Inspection Ordinance.

In addition to the above, the FAQ’s that are sent with the annual fee billing will need to be revised as well to reflect the Self Certification requirements as well as the end of the Mandatory Inspection Program.

SECTION 9

ARTICLE 5

RESIDENTIAL RENTAL INSPECTIONS

Section

Subject Matter

9-5.101

TITLE

DELETE
88 ~~88~~ 82 words
47

9-5.102

PURPOSE

add 81 words

9-5.103

SCOPE

to make
complaint 49

DEFINITIONS

9-5.201

GENERAL

seven

9-5.202

ENFORCEMENT OFFICIAL

one-time.

9-5.203

HEARING OFFICER

9-5.204

HOTEL AND MOTEL

9-5.205

IMMINENT HAZARD

9-5.206

RENTAL HOUSING UNIT

9-5.207

OWNER

GENERAL RESPONSIBILITIES

9-5.301

ADMINISTRATION

9-5.302

MANDATORY INSPECTION PROGRAM

9-5.302 A

SEC CERTIFICATION POWER

9-5.303

CAUSE FOR INSPECTIONS

9-5.304

NOTICE TO TENANTS

9-5.305

RETRALIATION

9-5.306

NOTICE AND ENTRY

9-5.307

CORRECTION NOTICE

9-5.308

ADMINISTRATIVE HEARING

9-5.309

ENFORCEMENT: REPORT TO FRANCHISE TAX BOARD

| Section | Subject Matter |
|----------------|--|
| 9-5.310 | NOTICES |
| | FEEES/PENALTY CHARGES |
| 9-5.401 | FEEES/PENALTY CHARGES |
| | RECOVERY OF FEEES/PENALTY CHARGES |
| 9-5.501 | NOTICE OF LIEN/SPECIAL ASSESSMENT |
| 9-5.502 | LIEN/SPECIAL ASSESSMENT HEARING |
| 9-5.503 | REPORT OF FEEES AND PENALTY CHARGES |
| 9-5.504 | NOTICE OF REPORT |
| 9-5.505 | COLLECTION ON TAX ROLL |
| 9-5.506 | ANNUAL REPORT OF ENFORCEMENT OFFICIAL |

ARTICLE 5

RESIDENTIAL RENTAL INSPECTION

SEC. 9-5.101 TITLE. These regulations shall be known as the Residential Rental Inspection Ordinance of the City of Hayward, may be cited as such, and will be referred to herein as "this code."

SEC. 9-5.102 PURPOSE. The purpose of this code is to safeguard the stock of decent, safe, and sanitary rental housing units within the City and to protect persons entering or residing in them by providing for inspection of rental housing units and the common areas when certain indicators show that violations of the Hayward Housing and Building Codes may exist in a unit ~~or pursuant to a systematic area-wide inspection program.~~

SEC. 9-5.103 SCOPE. The provisions of this code shall apply to all rental housing units and to all hotel and motel units as herein defined.

DEFINITIONS

SEC. 9-5.201 GENERAL. For the purpose of this code, certain words, phrases, and terms, and their derivatives shall be construed as specified herein. Words, phrases, and terms used in this code, but not specifically defined herein, shall have the meanings stated therefore in the Building Code and the Housing Code of the City of Hayward with the Building Code controlling should there be a conflict. Where not defined in this code or in the Building or Housing Codes of the City of Hayward, such words, phrases, and terms shall have the meaning generally prescribed by dictionary definition.

SEC. 9-5.202 ENFORCEMENT OFFICIAL. Enforcement Official shall mean the City Manager or his/her designee authorized to administer the provisions of this code.

SEC. 9-5.203 HEARING OFFICER. Hearing Officer shall mean the City Manager or his/her designee authorized to conduct hearings pursuant to this code.

SEC. 9-5.204 HOTEL AND MOTEL. A hotel or motel of common Ownership on a single parcel is any structure or group of attached or detached structures containing six or more guest rooms intended or designed to be used, or which are used, rented or leased to be occupied, or which are occupied for sleeping purposes by guests. For the purpose of this definition, common Ownership shall be deemed to exist whenever a single individual or entity has any kind of Ownership interest whether as an individual, partner, joint venturer, stock Owner, or some other capacity.

SEC. 9-5.205 IMMINENT HAZARD. All buildings or portions thereof which are determined after inspection by the Building Official to be unsafe, substandard, or dangerous as defined in Chapter 10 of the 1997 Uniform Housing Code, Substandard Buildings, are hereby declared to be public nuisances and shall be abated by repair, rehabilitation, demolition, or removal as specified in the Building Abatement Ordinance.

SEC. 9-5.206 RENTAL HOUSING UNIT. A rental housing unit is any residential dwelling in a single structure, or in a group of attached or detached structures containing one or more such dwelling units on the same parcel of land under common Ownership that (a) contains one or more rooms with a single kitchen designed for living and sleeping purposes as an independent housekeeping unit, and (b) is occupied or intended to be occupied on a rental basis. For the purposes of this section, the following types of dwelling units or facilities are not considered rental housing units:

- a. Accommodations in any hospital, extended care facility, convalescent home, nonprofit home for the aged, or dormitory that is owned and operated by an educational institution.
- b. Accommodations in a nonprofit cooperative that is owned, occupied, and controlled by a majority of the residents.

For the purpose of this section, common Ownership shall be deemed to exist whenever a single individual or entity has any kind of Ownership interest whether as an individual, partner, joint venturer, stock Owner, or some other capacity.

SEC. 9-5.207 OWNER. Shall mean any person owning rental property as shown on the last equalized assessment roll for City taxes or his/her designee.

GENERAL RESPONSIBILITIES

SEC. 9-5.301 ADMINISTRATION. The City Manager, or his/her designee, hereinafter known as the Enforcement Official, is authorized to administer the provisions of this code.

SEC. 9-5.302 ~~MANDATORY~~ INSPECTION PROGRAM. The City of Hayward hereby institutes a systematic code enforcement program that ~~will ensure that residential rental units, hotels, and motels are inspected over time. The program will include mandatory inspection of all units in selected focus areas and random sampling of units in other areas of the City. Focus areas will be selected based on factors including, but not limited to: Age of rental housing stock, condition of rental housing stock, and history of previous code violations. The Mandatory Inspection Program~~ is a part of the City of Hayward overall effort to encourage conservation of existing rental housing units, motels, and hotels. Owners of these types of structures will be required to bring these units to *MEET* Housing and Building Code standards. Owners, managers and tenants shall ~~allow for the inspection of these units. If an Owner, manager or tenant refuses to permit an inspection, the Enforcement Official is authorized to procure an inspection warrant.~~ *be requested to consent to*

SEC. 9-5.303 CAUSE FOR INSPECTIONS. A rental housing unit, motel, or hotel shall be inspected for violations of the Building and Housing Codes of the City of Hayward as part of the City of Hayward ~~mandatory~~ inspection program ~~or~~ whenever information from the following sources indicates that a pertinent code violation may exist therein:

- a. Complaints from the tenant of a rental housing unit, motel unit or hotel unit that a code violation may exist;
- b. Records maintained by the Enforcement Official which were established during previous apartment inspection programs and which reflect the prior existence of code violations and/or the absence of correction of such violations;

- c. Direct referrals for inspection from other City officials with code enforcement responsibility or from officials of a federal, state, or local agency, or from officials with a public or private utility; or
- d. Reports that the exterior condition of a rental housing unit, motel, or hotel reflects the existence of code violations.

SEC. 9-5.304 NOTICE TO TENANTS. Owners of rental units covered under the provisions of this code shall be required to provide notice of the availability of the Residential Rental Inspection Program and its complaint procedures to each tenant upon execution of a lease or rental agreement. Such notice shall be in a form set forth by the City and made available to each Owner of rental housing by the City.

SEC. 9-5.305 RETALIATION. No landlord may retaliate against a tenant for exercising his or her right under Section 9-5.303 of this code to file a complaint with the City that a code violation may exist. In any action by or against the tenant, evidence of the exercise by the tenant of his/her right under Section 1942.5 of the Civil Code occurring within six months of the alleged retaliation shall create a presumption that the landlord's conduct was in retaliation for the tenant's exercise of rights under this code.

SEC. 9-5.306 NOTICE AND ENTRY. The City shall serve written notice of the date and time of any inspection, including initial inspections and any follow-up inspections, to be conducted pursuant to this code, by mailing such notice at least fourteen (14) calendar days prior to the date of the inspection. Notice shall be mailed to the owner or the owner's designated representative at their last known address. In the case of multiple owners of the same property, notice to any one of the Owners is sufficient. The City shall also mail a copy of the inspection notice to the rental housing units on the property.

It shall be the responsibility of the Owner or the Owner's designated representative to make a good faith effort to obtain the consent of the tenants to inspect the subject rental housing units or otherwise obtain legal access to the units. If consent to enter on to any rental housing property or any rental housing unit is refused or otherwise cannot be obtained, the Enforcement Official is authorized to seek an inspection warrant from a court of competent jurisdiction.

The Owner or the Owner's designated representative shall be present at the rental housing property at the time of the inspection. The time of the inspection shall be at the time indicated in the notice issued pursuant to this code, or the time that the inspection was properly rescheduled in accordance with the provisions of this code. Violations of this paragraph may result in a re-scheduling fee.

An inspection may be rescheduled once by the Owner or the Owner's designated representative by giving notice to the Enforcement Officer at least five (5) calendar days prior to the scheduled inspection date. An inspection may only be rescheduled to a date within fourteen (14) calendar days of the previously scheduled inspection date. Violations of this paragraph may result in a re-scheduling fee.

SEC. 9-5.307 CORRECTION NOTICE. Whenever the Enforcement Official determines that a rental property is being maintained in violation of one or more of the provisions of the Housing or Building Code, the Enforcement Official shall give written notice to the Owner of said property stating the section(s) being violated. The notice shall set forth a reasonable time limit

for the Owner to correct the condition, which shall be no less than 10 calendar days from the date of the notice, and which may also set forth suggested methods of correcting the violation(s). The notice shall direct the property Owner either to correct the violation(s) or request an Administrative Hearing to show cause why the condition(s) does not constitute a violation(s).

SEC. 9-5.308 ADMINISTRATIVE HEARING. An Owner may file a written request with the Enforcement Official for an Administrative Hearing within 10 days from the date of service of a correction notice. If the notice period is less than 10 days due to health and safety concerns, an Owner may request an administrative hearing at any time prior to the expiration of that notice. The purpose of an Administrative Hearing is to allow the Owner to dispute the factual findings of the violation(s). If a Hearing is requested, at the time fixed for the Administrative Hearing, the Hearing Officer shall hear and consider all relevant evidence, objections, or protests offered on behalf of the Owner which show why the condition should not be corrected. The Hearing Officer may also consider rebuttal evidence offered by the City. If, at the conclusion of the hearing, based upon the record, the Hearing Officer is satisfied that the violation exists and concludes that it should be corrected, he/she shall issue a written decision setting forth his/her finding and shall cause the same to be served upon the Owner and the persons attending the hearing. The right to Judicial Review shall be governed by section 1-7.13 Administrative Citation – Right to Judicial Review.

SEC. 9-5.309 ENFORCEMENT: REPORT TO FRANCHISE TAX BOARD. The Enforcement Official shall take appropriate action to cause the correction, repair, or abatement of violations that are found as a result of any inspection required by this code. In addition to employing the applicable enforcement measures that are or may hereafter be provided by law, including but not limited to the enforcement provisions of the following codes: Building Code, Housing Code, the International Property Maintenance Code as adopted by the City of Hayward; and Article 3, Chapter 9 of the Hayward Municipal Code. The Enforcement Official shall also comply with the provisions of sections 17299(c) and 24436.5(c) of the Revenue and Taxation Code of the State of California.

SEC. 9-5.310 NOTICES. The notice informing a property Owner of a mandatory inspection or any follow-up inspection shall be by first class mail. All other notices, including notices of Administrative and Lien/Special Assessment Hearing, shall be provided in accordance with state law. Delivery will be made to the Owner's address as it appears on the last equalized assessment roll or as known to the Enforcement Official. The failure of any person to receive notice properly given shall not affect the validity of any proceedings hereunder.

FEES/PENALTY CHARGES

SEC. 9-5.401 FEES/PENALTY CHARGES. The annual fee and fees or penalty charges for any inspection or re-inspection performed pursuant to the provisions of this code shall be established from time to time by resolution of the City Council. Payment of such fees shall be made by Owner of the rental housing unit or hotel or motel upon demand by the City.

RECOVERY OF FEES/PENALTY CHARGES

SEC.9-5.501 NOTICE OF LIEN/SPECIAL ASSESSMENT: Pursuant to Government Code Sections 38773.1 and 38773.5, prior to placing any liens or special assessments against a property for unpaid inspection fees, charges or penalties, all Owners shall be properly notified in writing of past due amounts, and of the right to have a Lien/Special Assessment Hearing as described herein.

SEC. 9-5.502 LIEN/SPECIAL ASSESSMENT HEARING. Any owner may request a Lien/Special Assessment Hearing by written request within 10 days of receipt of the notice of lien/special assessment. The purpose of the Lien/Special Assessment Hearing is to provide an opportunity for any objections which may be raised by any person liable to be charged for the work of abating cited code violations and related charges associated with his or her property. The Enforcement Officer shall attend said Lien/Special Assessment Hearings with his or her record thereof, and upon the hearing, the Hearing Officer may make the modifications in the proposed lien/special assessment as deemed necessary. When a Lien/Special Assessment Hearing is requested, the amount of the cost of abating cited code violations that are upheld by the Hearing Officer, including inspection charges and administrative expenses, shall, after being confirmed by the City Council, constitute a lien or special assessment on the property for the amount of the charges until paid. The right to Judicial Review shall be governed pursuant to Section 1ain -7.13 Administrative Citation – Right to Judicial Review.

SEC. 9-5.503 REPORT ON FEES/PENALTY CHARGES. The Enforcement Official shall keep an itemized account of the fees and penalty charges incurred in administering the provisions of this code. Once a year the Enforcement Official shall prepare and file with the City Clerk a report specifying the date and nature of the inspections performed, the amount of unpaid program and other fees and penalty charges imposed in the prior year, and the names and addresses of the Owner of the rental housing unit or hotel or motel, and any mortgagee or beneficiary under a deed of trust of the property, as such names and addresses appear on the last equalized assessment roll of Alameda County or as known to the Enforcement Official. The City Council shall review and confirm the annual report and lien/special assessment list, amended as necessary, by way of resolution.

SEC. 9-5.504 NOTICE OF REPORT. The City Clerk shall post a copy of the report and lien and special assessment list on the bulletin board designated for the posting of agendas for City Council meetings together with a notice of filing thereof and of the time and place when and where it will be submitted to the City Council for confirmation by way of resolution. A notice shall also be published once in a newspaper of general circulation that is published and circulated within the City. The posting and first publication of the notice shall be made and completed at least 10 days before the time the report is considered by the City Council.

SEC. 9-5.505 COLLECTION ON TAX ROLL. After City Council confirmation of the fees charged, the same shall become a lien or special assessment against the property affected. A copy of the report and lien/special assessment list shall be given to the City Finance Director, who may receive payment thereon until a list of unpaid assessments shall have been sent annually to the County Auditor for effecting collection on the tax roll at the time and in the manner of ordinary municipal taxes. The descriptions of the property reported shall be those used for the same property on the County Assessor's map books for the current year. All laws and ordinances applicable to the levy, collection, and enforcement of City taxes are hereby made applicable to the assessment hereby imposed, and the special assessment shall have priority of the taxes with which it is collected.

SEC. 9-5.506 ANNUAL REPORT OF ENFORCEMENT OFFICIAL. The Enforcement Official shall prepare a report each year concerning the administration of this code. The annual report shall describe the number of units inspected, whether the inspection was mandatory or complaint generated, the nature of violations observed, enforcement measures taken, and the status of all billings for fees that have been made. The Enforcement Official shall submit the annual report to the City Manager each calendar year at such a time that it may be submitted to the City Council with the proposed City budget for the following fiscal year.



CITY OF HAYWARD
BUSINESS TAX RECEIPT
 777 B STREET • HAYWARD, CA 94541-5007



City Validation Necessary

Payment of this tax, its acceptance by the city, and the issuance of this Business Tax Receipt does not entitle the receipt holder to carry on any business unless that business complies with all applicable laws.

Tax ID # 99-A 125500

Type of Business APARTMENTS/MULTI-UNIT DWELLINGS

Valid through 12/31/12

Only At This Business Address

Business Name/Mailing Address 125500

MAYTEN MANOR APTS
 ATTN: THOMAS R SILVA



Pay 163.55

Receipt Must Be Prominently Posted

Do Not Detach

Do Not Detach

CITY OF HAYWARD
BUSINESS TAX AND EXCISE TAX AFFIDAVIT

PHONE NUMBER: (510) 583-4600
 Tax ID# 99-A 125500

Do Not Detach

Business Name/Business Address

MAYTEN MANOR APTS



- A 1
- 0 2
- 3
- 4

Business Phone _____

The business is:

- Individually owned
enter Soc. Security # _____
- Partnership
enter FEIN _____
- Corporation/LLC
enter FEIN _____
(FEIN - Federal Employer's Identification Number)
- SIC Code _____
(SIC - Standard Industrial Classification)

THOMAS R SILVA

Owner/Corp. Pres. Name(s)

Check box if above has changed and enter new name

Contractor's License Number AA 418 5320 *B. Excise Tax Subtotal
 (If licensed under provisions of State Business and Professions Codes, Section 7033)

Date Due: 01/01/12

1046 1-31-12

Date Delinquent: 02/28/12

Type of Business

APARTMENTS/MULTI-UNIT DWELLING

Business Tax is based on RENTAL RECEIPTS

1. Enter RENTAL RECEIPTS
 If gross receipts are indicated, they are 554,523
 Actual Annualized (FOR 2ND YEAR OF BUSINESS ONLY)
2. Using the tax table provided, enter tax due 148.55
SEE TABLE A ON BACK
3. Penalties
 (If paid after delinquent date, calculate 10% per month or fraction of a month. Maximum penalty is 50%) 0
- *4. Business Tax Subtotal 148.55
- Excise Tax is based on the average number of persons working in Hayward. (See reverse for instructions.)
5. Enter number of persons 1
6. Using Excise Table - T on reverse side, enter tax due 15 -
7. Penalties
 (If paid after delinquent date, calculate 10% per month or fraction of a month. Maximum penalty is 50%) 0 -

9. Total Due 163.55

Add Subtotals from Lines 4 and 7



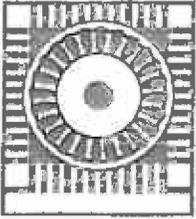
Please complete this affidavit accurately. If information is not complete or if the affidavit is unsigned, the form will be returned unprocessed and penalties may accrue. If you have any questions regarding the completion of this form or if any information is incorrect, please call the Revenue Division at (510) 583-4600. When complete, please forward entire form and check to the Revenue Division.

IF OUT OF BUSINESS, INDICATE DATE CLOSED _____ AND SIGN BELOW.

Validated receipts will be returned to you for posting.

THERE WILL BE A \$25.00 CHARGE FOR EACH RETURNED CHECK.

I certify under penalty of perjury that information provided on this form is true and correct. I understand that payment of these taxes, their acceptance by the City, and the issuance of this Business Tax receipt does not entitle me or the business on behalf of which I have signed this affidavit to carry on any business unless that business complies with all other applicable laws.



CITY OF HAYWARD

MAIL YOUR REMITTANCE TO:
CITY OF HAYWARD
777 B STREET
HAYWARD, CA 94541-5007
ATTN: ACCOUNTS RECEIVABLE

DIRECT ANY QUESTIONS
TO THE ORIGINATING
DEPARTMENT →

A LATE CHARGE OF \$5 AND 1% INT. PER MO
WILL BE ASSESSED ON ALL DELINQUENT ACCTS.

| | |
|--|-----------------------|
| INVOICE NUMBER 233318 | CUSTOMER NUMBER 26098 |
| DEPARTMENT/PHONE NO. BUILDING INSPECTION (510) 583-4107 | |
| DEPARTMENT CONTACT BUILDING INSPECTION DIVISION | |
| DATE 03/02/2012 | |

GONSALVES, EDWARD E & CAROLYN


CHECK# _____

\$ _____
AMOUNT ENCLOSED

PLEASE RETURN TOP PORTION OF
INVOICE WITH YOUR PAYMENT

| DESCRIPTION OF SERVICE | AMOUNT |
|--|--------|
| FOR THE FOLLOWING SERVICES: ANNUAL FEE - RESIDENTIAL RENTAL INSPECTION PROGRAM PROPERTY ADDRESS: 24000 2ND ST APN: 426-0200-014-03, NUMBER OF UNITS: 44 | 440.00 |

| | | | |
|-----------------|--------|---------|----------|
| INVOICE NUMBER | 233318 | TOTAL ▶ | \$440.00 |
| CUSTOMER NUMBER | 26098 | | |

TERMS NET - BILL BECOMES DELINQUENT 30 DAYS
AFTER INVOICE DATE UNLESS OTHERWISE NOTED

CITY OF HAYWARD
777 B STREET
HAYWARD, CA 94541-5007
ATTN: ACCOUNTS RECEIVABLE

THERE WILL BE A \$25.00
CHARGE FOR EACH RETURNED CHECK



City of Hayward
Building Division
Residential Enforcement Program
Frequently Asked Questions

Dear Property Owner:

In April of 2003, the City of Hayward adopted new regulations and fees for the Code Enforcement Program in the Building Division for the City of Hayward. The fee amount shown on your invoice is the result one of those changes as applicable to your property. The purpose of the fee is to support our Code Enforcement Program that specifically addresses issues such as structural and maintenance deficiencies on residential properties throughout the City of Hayward. A few of the goals for the program is to insure that all properties with an emphasis on rental properties are safe, sanitary, and comply with state and local codes and ordinances. Ultimately, it's our goal to maintain the housing stock, property values, and quality of life in your neighborhood and throughout the City of Hayward.

Following is a brief summary about the fees and some frequently asked questions.

- **How was my property identified as a non-owner occupied property or as a rental property?** The City of Hayward obtains ownership information from the County Assessor's Office that potentially identifies properties in these categories.
- **What if my children or friends live in the home?** If we can verify that your child lives in the home and they don't pay rent for the use of the home, you may qualify for an exemption. However, friends and extended family members may not qualify for an exemption. If an owner requests an exemption based on the above mention circumstances we ask that you complete a City of Hayward Exemption Request Affidavit stating that the expenses related to the home (mortgages, insurance, property taxes etc.) are not being claimed on the your personal income taxes, *and* no form of compensation is being received by the owner for the use of the property. Documentation will be required to substantiate this exemption. **Properties with (2) or more units are not eligible for an exemption unless each unit is occupied by an owner as listed on the property title with the Alameda County Assessor's Office.**
- **How much are the fees?** The fees are assessed based on the number of units on your parcel. Single Family Homes (single family homes, condominiums, and townhouses) are assessed an annual fee of \$41.00. Parcels with 2-4 units are also \$41.00. Parcels with 5 or more units (including parcels where more than one structure exists) are \$10.00 per unit.
- **Are the fees assessed every year?** Yes, typically in January each year.

- **If I receive an annual invoice does that mean that my property is going to receive an inspection?** Not necessarily. With the exception of complaint cases, mandatory inspections are conducted based on our inspection cycle which is currently every 3-7 years..

- **What if I filed a request for an exemption in the past, why am I receiving an invoice again?** The City of Hayward recognizes that changes can occur from one year to the next, and therefore residency can change. Therefore, owners that qualified for an exemption in the past will have to re-apply each year. The City Of Hayward retains its rights to reject an exemption request, or to revoke approved exemptions as deemed necessary.
- **What if I'm being charged for the incorrect number of units?** Please submit documentation with your payment for the correct number of units.
- **What happened to the information we provided to the City of Hayward in previous years?** Unfortunately, due to the volume of correspondence, inquiries and change of status on properties, we're not able to maintain an active case on each property with the information you provided. Therefore, if you're requesting an exemption we will need the most current documentation to support your case.
- **How should I handle my inquiries or questions?** General inquiries can be handled on the phone. However, due to the volume of calls that result from the initial mailing of invoices phone contact may be difficult. Therefore, we suggest you mail a copy of the invoice to us along with a letter outlining your concerns.
- **What if I sold the property, or if it's pending sale?** If you were the owner of the property as of January 1st, 2011, the 2011 fees will apply to your property.

PLEASE NOTE: If you think your property should be exempt from the above mentioned fees and you would like to request an exemption, your request has to be made in writing. Please submit your request for exemption along with a statement stating why you're requesting a waiver. Please send any related documentation to support your request along with a copy of the invoice to the address noted on the front of the invoice.

The City of Hayward is in the process of establishing an email contact list to keep property owners informed of changes that may affect their property. This list will not be used for any other reasons and will not be released to anyone outside of the City of Hayward's Building Department. If you would like your name added to our email notification list, please send us the following information:

1. First and last name
2. Subject property address
3. Your phone number
4. Email address

Please email this information to Stacy Vallejo at: stacy.vallejo@hayward-ca.gov