



## City of New Albany Rental Unit Registration and Inspection Program

142 East Main Street, Suite 212  
New Albany, IN 47150  
812-948-5333

rentalregistration@cityofnewalbany.com

# City of New Albany Rental Unit Registration and Inspection Program FAQs

### ***What is the Rental Unit Registration and Inspection Program?***

The Rental Unit Registration and Inspection Program facilitates the prevention and correction of violations of laws and ordinances pertaining to rental residential property to protect the public health, safety, and welfare of the people of the City of New Albany.

### ***Do I have to register my property and get a permit too?***

All owners of rental property within the city are required to register their units annually. Once registration and inspection are completed, the City shall issue an Occupancy Permit stating the date of the unit's registration.

### ***Are there any exceptions to the Rental Unit Registration and Inspection Program?***

This program applies to all Rental Units located within the City, but shall not apply to the following:

- Occupancy in a Single Family, Owner occupied dwelling unit
- Occupancy in a "Group Home" or "institutional residential" as those terms are defined by State Statute
- Occupancy in federally subsidized and owned housing complexes which have multiple on-site units and which are owned and maintained by the federal government or local housing authority, or scattered site Section 8 housing units administered by a local housing authority
- Occupancy by the purchaser of a Dwelling Unit under a recorded contract of sale
- Occupancy in a dormitory owned by Indiana University Southeast or other institute of higher learning
- Transient occupancy in a Hotel, Motel, or other similar lodging

A person claiming exemption from this program shall produce documentation and other information to determine if the dwelling unit is exempt.

### ***What's the cost associated to obtain a permit?***

There is an annual registration fee of \$5.00 per parcel. If registering online using SmartGov, there is an additional convenience fee.

### ***Does the permit expire?***

A Rental Permit shall otherwise remain in effect and not expire unless suspended or revoked. *The issuance of a Rental Permit is not evidence that a property meets the requirements of this article or is otherwise fit for human habitation.*

***\*Even though a Rental Permit does not expire, Rental Units must be registered annually\****

### ***What do the fees pay for?***

All fees will be used for all costs associated with the administration of the Rental Unit Registration and Inspection Program.



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### ***What are the inspections looking for?***

The purpose of the inspections are to ensure that the rental property is meeting minimum standards of habitability. Inspections include, but are not limited to: basic equipment and facilities for light, ventilation, space heating and sanitation; safety from fire; for space, use, and location; and for safe and sanitary maintenance of rental Buildings and Rental Units.

### ***A Rental Inspector WILL:***

- Look at all rooms in the property
- Look at exterior areas
- May look under sinks or behind furniture

### ***A Rental Inspector WILL NOT:***

- Go through your personal items
- Look in dressers or other furnishings
- Ask you about immigration status or illegal activities

### ***What if I don't cooperate with the inspection?***

If the owner or tenant refuses to cooperate with the inspection, the City may apply for a warrant to make the inspection. Failure to cooperate with the inspection may also subject the owner to a fine.

### ***How will I know if I passed or failed the inspection?***

If the unit passes inspections, the City will issue an Occupancy Permit to the owner of every registered and inspected rental unit.

If the unit fails inspection, the City will give notice of the alleged violation to the owner on the rental unit in writing and will describe the violation found and when the violation must be fixed.

### ***What about the inspection fee?***

If no violations (including non-registration of a Rental Unit) are discovered during the initial inspection, the Owner shall not be charged a fee for the inspection. If the initial inspection reveals any violation of this article or other applicable City Ordinances the Owner shall be subject to penalties as permitted and charged an inspection fee of **\$50.00**

The re-inspection performed after the expiration of the compliance time frame shall be assessed a fee of **\$75.00** per Rental Unit to be inspected unless exempted by State Code. Failure to pay any re- inspections fees shall be considered a violation with respect to Section 7.16 (l).

### ***Do I need to keep my registration information updated?***

Yes, it is the responsibility of the rental owner to ensure rental registration forms are updated. Owners are required to report any changes in ownership, address or other contact information to the Rental Registration Program at 812-948-5333 or via email to rentalregistration@cityofnewalbany.com.



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### ***What are the responsibilities of the tenant?***

The tenants of any property are responsible for keeping the interior and exterior of the property in a clean, orderly and sanitary condition. All interior and exterior areas of residential rental units should be kept clean and free from any accumulation of rubbish, trash, debris, filth, or garbage.

No tenant or owner should neglect, damage, deface, or destroy any part of the property or allow any conditions detrimental to safety or sanitation or in violation of any ordinance.

### ***If a violation occurs because of tenant living conditions, will the landlord be held responsible?***

No. A violation will be documented and reported to the landlord, but no action taken, or fees will be assessed.

### ***How do I file a complaint?***

The Rental Unit Registration and Inspection Program uses a *Request for Inspection* form for filing complaints. Prior to completing a *Request for Inspection* form, tenants are expected to reach out to the property owner/agent about the issue. The issue must be in violation of the Rental Housing Code, Chapter 7.17 of the Zoning Ordinance.

You may complete a *Request for Inspection* form online, over the phone at (812)-948-5333, or in-person at the Redevelopment office at City Hall in Suite 212.

### ***As a tenant, if I have a complaint will I have to pay a fee?***

No. There are no fees due from the tenant to the City.

### ***If I file a complaint, can my landlord retaliate against me?***

No. This ordinance prohibits retaliation against tenants for filing complaints. If retaliation occurs, landlords will jeopardize the ability to have a permit for the rental unit.

### ***If I am a tenant looking for a new rental place to live, how will I know that a property has a permit and complies with the City's Rental Housing Code?***

The City will keep a list of all properties that have registered and passed inspection so you can call or email the City to check. In addition, all multi-unit properties that have passed inspection must post that information in a conspicuous location. If you discover a rental property is not registered, notify the City by emailing [rentalregistration@cityofnewalbany.com](mailto:rentalregistration@cityofnewalbany.com) or calling (812) 948-5333.

### ***If you have any questions about the Rental Unit Registration and Inspection Program, please contact us at:***

- **E-Mail:** [rentalregistration@cityofnewalbany.com](mailto:rentalregistration@cityofnewalbany.com)
- **Phone:** (812) 948-5333
- **In-Person:** 142 E. Main St, Suite 212, New Albany, IN 47150
  - Monday-Friday: 8:00 am - 4:00 pm