



# **The Borough of Hanover Rental Property Registration & Property Inspection Program Study**

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February 2024**

## Research Design

This section of the report addresses how the research was conducted.

## Data Collection Methodology

Primary quantitative research was employed. The specific technique utilized was an online survey. Respondents were also provided the opportunity to acquire a paper survey from the Borough of Hanover office and return the hard copy directly to the Borough office.

### *Sample Size*

A total of 609 surveys were received from Borough of Hanover residents (homeowners and tenants/renters), homeowners who rent out the property they own, and property managers, of which 537 were able to be utilized for this report.

## Research Instrument

Lepson Research Group and the Borough of Hanover's management and Building and Codes teams jointly developed a research survey that addressed the research topics. The Borough of Hanover had final approval of the survey.

## Data Analysis

The data was computer analyzed using the most appropriate analytical and statistical techniques. Frequency and crosstabulation analysis were included as standard analyses. Frequencies reported the findings as percentages; crosstabulations examined possible relationships between variables.

## Verbatim

As an added assistance to those responsible for the Borough of Hanover's strategic planning, verbatim comments are included in the report to enrich the information. The verbatims provide respondents direct insight and responses. To further assist the Borough's management team, where applicable, the verbatims are color coded to highlight common response themes.

## **Banners**

The following banners were developed to provide more in-depth analysis of the findings:

- Owner/Resident Type
- Lifecycles
- Gender
- Age
- Relationship Status
- Children Living At Home
- Number of People Residing In Home
- Annual Household Income

## **Lifecycles**

The following parameters were used to define the breakdown of the lifecycle banner:

- Younger Empty Nest – 18-34 years of age, No children living at home
- Younger Full Nest – 18-34 years of age, Children living at home
- Mid Empty Nest – 35-54 years of age, No children living at home
- Mid Full Nest – 35-54 years of age, Children living at home
- Older Empty Nest – 55-64 years of age, No children living at home
- Older Empty Nest Retired – 65+ years of age, No children living at home

## **Owner/Resident Type**

The following defines the breakdown of owner/resident type:

- Renter/Tenant – Does not own the property in which they live, Resides in the Borough of Hanover,
- Rental Property Owner – Owns property in the Borough of Hanover, which they rent out to another party (does not reside in property); They may or may not reside in the Borough of Hanover
- Homeowner (Occupied) – Lives in the property they own; Resides in the Borough of Hanover
- Property Manager – Manages rental properties within the Borough of Hanover; They may or may no reside in the Borough of Hanover

## Note To The Reader

It is important for the reader to note, when examining responses from the owner/resident type segment **property managers**, some caution should be used in consideration of the small total sample of this respondent type.

# Researcher's Observations

## Key Takeaways - Support of Borough of Hanover Rental Property Registration Program

The findings from the Borough of Hanover Rental Property Registry and Property Inspection Program Study provides a wealth of data, which will assist the Borough of Hanover in strategically guiding the Borough in its efforts to fully develop its rental property registration program.

At the heart of the research was gaining a measurement of support for the Borough of Hanover enhancing its current rental property registration program. Overall, the data suggests there is a level of support for Hanover Borough's rental property registry from homeowners and renters/tenants throughout the Borough when 82.9 percent of all respondents indicate they are supportive, to some degree, of Hanover Borough implementing a rental property registration program.

	Percentage of Total Sample
I am <b>very</b> supportive	71.1%
I am <b>somewhat</b> supportive	11.8%
I am <b>not at all</b> supportive	11.8%
I am <b>unsure</b> at this time	3.1%

Throughout the research, those respondents classified as rental property owners were more likely to cite less support and greater concern regarding Borough of Hanover's rental property registration program when compared to all other homeowners and renters/tenants. Worthy of note, however, over one-third of these respondents (34.8%) indicate a level of overall support for the rental property registration program.

	Rental Property Owners
I am <b>very</b> supportive	17.4%
I am <b>somewhat</b> supportive	17.4%
I am <b>not at all</b> supportive	56.5%
I am <b>unsure</b> at this time	8.7%

## Key Takeaways - Support of Borough of Hanover Rental Property Registration Program (continued)

What makes this finding even compelling is the level of support seen across various segments of homeowners and residents. The following management tables illustrate the depth of support for the following segments: age, children living at home, number of people residing in home, and annual household income.

### Age

The Borough of Hanover's rental property registry saw a level of support among respondents across all age groups.

	18-24	25-34	35-44	45-54	55-64	65-70	Over 70
Very supportive or somewhat supportive	85.7%	89.7%	79.1%	88.5%	88.6%	93.8%	79.7%

### Have Children Living At Home

Respondents who have children living at home, as well as those who do not have children living in the home, cite support for the rental property registry.

	Yes, Have Children Living In Home	No Children Living In Home
Very supportive or somewhat supportive	84.0%	87.5%

## Key Takeaways - Support of Borough of Hanover Rental Property Registration Program (continued)

### Number of People Living In Home

Regardless of the number of people residing in the home, respondents cite support for the rental property registry.

	1	2	3-4	5+
Very supportive or somewhat supportive	91.3%	89.0%	80.0%	88.3%

### Annual Household Income

Homeowners and residents within all household income brackets cite a level of support for the rental property registry.

	Under \$25,000*	\$25,000-\$49,999	\$50,000-\$74,999
Very supportive or somewhat supportive	100.0%	93.6%	87.2%

  

	\$75,000-\$99,999	\$100,000-\$149,999	\$150,000+
Very supportive or somewhat supportive	93.0%	86.7%	83.4%



## Concerns

While overall, homeowners and residents showed a level of support for the Borough of Hanover's rental property registration program, the program was not without some concern.

### **Cost of Rental Property Registration Program**

A primary concern cited by both homeowners and renters/tenants focused on the cost of fully implementing the rental property registration program. Specifically, respondents indicate concerns of increased taxes to fund the administrative requirements and increased staffing needed to enforce the program, as well as specific program fees. Further, concern was expressed that any large fees incurred as a result of this program will be passed on to the renters/tenant, thus reducing the affordability of housing in the Hanover Borough. Respondents also cautioned that the program cannot be designed as a means for the Borough to make money.

### **Overstepping Boundaries**

Homeowners and residents also express concern regarding the information needed and features included as part of the rental property registration program. Respondents suggest that if not designed in a manner that focuses upon the primary concern of safety and code enforcement, the program could be viewed as a breach of personal privacy or the Borough overreaching.

## Going Forward

It may be prudent for the Borough of Hanover's management team to consider the scope of the Borough's rental property registration program in order to maintain support of Hanover homeowners and residents. Specifically, the rental property registry should be focused on safety and code compliance, without overstepping personal boundaries or rental property management operations.

The following management tables illustrate respondents' support for a program that focuses on ensuring code and safety violations are addressed appropriately and within timely manner.

### Conditions For Which Properties Should Be Considered For Inclusion In Rental Property Registry - Strongly Or Somewhat Supportive

When queried as to the conditions for which properties should be considered for inclusion in a rental property registry, respondents showed a high level of support for including those properties with repeated history of unsafe or unhealthy living condition, as well as code violation.

	Strongly/ Somewhat Supportive
Repeated history of unsafe or unhealthy living conditions, that go <b>unaddressed</b>	90.6%
Repeated history of code violations that go <b>unaddressed</b>	89.9%
Repeated history of unsafe or unhealthy living conditions, even if <b>addressed</b>	87.1%
Repeated history of code violations, even if <b>addressed</b>	85.4%

## Going Forward (continued)

### Additional Fees

When queried as to additional fees that should be part of the rental property registration program, respondents most frequently support fees for unaddressed and repeated code violations.

	Percentage of Total Sample
Fees for unaddressed code violations	74.4%
Fees for repeated history of code violations	67.9%

### Desired Rental Property Registry Features

When respondents were asked about rental property registry features that would best meet the needs of both renters/tenants and property owners in the Borough of Hanover, respondents most frequently cited features that focus on ensuring and documenting the safety and code compliance of the rental property.

	Percentage of Total Sample
Periodic external property/building inspections	71.7%
Database to track property/building code violations	67.9%
Fire Safety Program, including a walk-thru by Borough Fire and Code professionals to identify potential fire safety hazards	67.4%
Periodic internal building inspections	65.0%

## Communication

The research reveals the need for the Borough of Hanover to incorporate a broad array of communication vehicles when publishing the rental property registration program and any news or updates relating to the program. When queried as to the channels for which they would seek information about or assistance with the Hanover Borough rental property registration program, respondents cite both formal and informal communication channels.

More specifically, in addition to formal communication platforms such as newsletters and the Borough of Hanover's website, it is imperative that Hanover Borough staff members are informed of the program and its features to advise homeowners and residents who call or visit the Borough of Hanover's office.

	Percentage of Total Sample
Borough of Hanover's website	75.8%
Call the Borough of Hanover	56.7%
Borough of Hanover's newsletter	41.0%
Visit the Borough of Hanover's office	40.2%
Rental Property Registry specific newsletter	32.3%

## Communication – A Segmentation Approach

The data strongly supports the need for the Borough's management team to clearly and fully communicate the specifics and benefits of the rental property registration program to all homeowners, renters/tenants, and property managers throughout the Borough of Hanover. Verbatims provided in the report may prove beneficial in performing this strategic task.

Additionally, in developing a communication plan, the Borough of Hanover's management team should consider featuring a segmentation messaging approach rather than singular messaging for all homeowners and residents in order to address appropriate information and concerns.

# Major Findings

## Current Housing Situation Within Hanover Borough (aided)

Initially, to identify those living or owning property within the Borough of Hanover, all respondents were asked, in an aided format, to describe their current housing situation within Hanover Borough. The majority of respondents cite being homeowners who occupy the home they own (57.2%), with approximately one-fifth of respondents being renters/tenants (21.6%). It is important to note, respondents were able to cite multiple housing situations, for example, being a homeowner who occupies the home they own, while also being a homeowner who rents the property they own. Responses include:

	Percentage of Total Sample
Hanover Borough homeowner who occupies the home they own	57.2%
Hanover Borough renter/tenant	21.6%
Hanover Borough homeowner who rents out the property/residence they own	13.4%
Hanover property manager	2.8%
None of the above	12.3%

\*Percentages may exceed 100% due to multiple responses.

	Young Empty Nest	Young Full Nest*	Mid Empty Nest	Mid Full Nest	Older Empty Nest Employed	Older Empty Nest Retired
Hanover Borough homeowner who occupies the home they own	48.0%	30.0%	65.9%	69.4%	79.1%	84.9%
Hanover Borough renter/tenant	48.0%	70.0%	29.5%	28.6%	16.4%	10.4%
Hanover Borough homeowner who rents out the property/residence they own	12.0%	0.0%	9.1%	12.2%	7.5%	11.3%
Hanover property manager	0.0%	10.0%	0.0%	2.0%	6.0%	0.0%
None of the above	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Caution: small numbers.

## **DATA MINING: Current Housing Situation Within Hanover Borough**

Those most likely to be classified as a Hanover Borough rental tenant:

- Have children living at home
- Have 3 or more people living in the home
- Annual household income of \$25,000

\*Data mining includes only those findings that are statistically significant.

## Length At Current Rental Residence (aided)

To begin to understand the rental market in the Borough of Hanover, those respondents who indicate they are renters/tenants (21.6 percent of total sample) were then asked, in an aided format, as a renter/tenant, how long they have been renting their current residence. Responses include:

	Percentage of Renters/Tenants
1 year	20.7%
2-4 years	44.1%
5-10 years	21.6%
More than 10 years	11.7%
Not applicable	1.8%

## DATA MINING: Length At Current Rental Residence

Those most likely to be renting current rental residence 2-4 years:

- 25-34 or 55-64 years of age

\*Data mining includes only those findings that are statistically significant.



## Total Number of Properties As A Renter/Tenant In Hanover Borough (aided)

Those respondents who indicate they are renters/tenants (21.6 percent of total sample) were further asked to indicate, in an aided format, how many total properties within the Hanover Borough they have been renters/tenants. Of interest, over one-half of these respondents (56.8%) indicate they have only ever rented one property within Hanover Borough. Responses include:

	Percentage of Renters/Tenants
1	56.8%
2-4	37.8%
5-10	1.8%
More than 10	0.0%
Not applicable	3.6%

## Number of Properties Rented As Property Owner (aided)

To further understand the rental property landscape, those respondents who indicate they are a Hanover Borough homeowner who rents out the property/residence they own (13.4 percent of total sample) were queried, in an aided format, how many properties they rent out as the property owner. One-fifth of these respondents (40.0%) indicate they own one rental property, while slightly over one-third (37.1%) cite owning 2-4 rental properties. Responses include:

	Percentage of Rental Property Owners
1	40.0%
2-4	37.1%
5-10	7.1%
More than 10	12.9%
Not applicable	2.9%

## Number of Properties Managed As A Property Manager (aided)

Those respondents who indicate they are a Hanover Borough property manager (2.8 percent of total sample) were asked, in an aided format, how many properties they manage as a property manager. Responses include:

	Percentage of Property Managers*
1	14.3%
2-4	28.6%
5-10	7.1%
More than 10	50.0%
Not applicable	0.0%

\*Caution: small numbers.

## Introduction To Hanover Borough Rental Property Registry

Respondents were introduced to the endeavor of improving the Borough of Hanover’s current rental property registry by stating, “A rental property registry is a database of rental properties that includes various degrees of information about the property owner and the rental property. A rental registration system is designed to understand housing conditions and serve as oversight to ensure safe living conditions and the enforcement of property/building codes. Additionally, it may benefit a city or state in facilitating community outreach and developing informed housing and community development policies.”

Respondents were then asked a series of questions in order to receive feedback to assist the Borough in developing their enhanced rental property registry.

## Properties That Should Be Included In The Rental Property Registry (aided)

Initially, respondents were queried, using an aided list, to indicate which types of properties should be included in the Hanover Borough rental property registry. Overall, respondents supported a wide variety of properties being included in the rental property registry, with multi-family complexes (apartments) (73.7%), townhouses (66.7%), duplexes (66.3%), and single family homes (64.0%) being cited most frequently. Responses include:

	Percentage of Total Sample
Multi-family complexes	73.7%
Townhouses	66.7%
Duplexes	66.3%
Single family homes	64.0%
Additional dwelling units	54.5%
Other	14.8%
Unsure	11.1%

\*Percentages may exceed 100% due to multiple responses.

	Renters/ Tenants	Rental Property Owners	Homeowners (Occupied)	Property Managers*
Multi-family complexes	70.6%	41.5%	81.3%	46.2%
Townhouses	65.7%	23.1%	75.4%	15.4%
Duplexes	60.8%	29.2%	75.1%	23.1%
Single Family Homes	64.7%	27.7%	70.9%	15.4%
Additional Dwelling Units	52.9%	23.1%	61.9%	7.7%
Other	8.8%	29.2%	8.3%	46.2%
Unsure	14.7%	18.5%	13.5%	7.7%

\*Caution: small numbers.

**Properties That Should Be Included In The Rental Property Registry (unaided) (continued)**

Those respondents who cite “other” properties to be included in the Hanover Borough rental property registry (8.8 percent of total sample) were further asked, in an unaided format, what those other properties would be. Responses include:

	Percentage Citing Other Properties	Percentage of Total Sample
None/No rental property registry	45.3%	5.4%
All rental properties/Any property actively being rented	23.4%	2.8%
Commercial properties/Properties rented for business purposes	4.7%	0.6%
Garages	4.7%	0.6%
All dwellings/properties	4.7%	0.6%
Room rentals	3.1%	0.4%
Other	10.9%	1.3%

## Conditions For Properties To Be Considered For Inclusion In A Rental Property Registry (aided)

To further assist the Borough of Hanover in improving its rental property registry, all respondents were asked, in an aided format, to indicate the degree to which they support a listing of various conditions being a reason for properties being included in Hanover Borough’s rental property registry. Respondents cite strong support for properties with a repeated history of unsafe or unhealthy living conditions that go unaddressed (83.2%) and properties with a repeated history of code violations that go unaddressed (82.7%) most frequently as the condition for which a property should be included in a rental property registry. Of interest, these property conditions received the highest level of support for inclusion in a rental property registry across all living condition types. Responses include:

	Percentage of Total Sample		
	Strongly Supportive	Somewhat Supportive	Not At All Supportive
Repeated history of unsafe or unhealthy living conditions, that go <b>unaddressed</b>	83.2%	7.4%	9.4%
Repeated history of code violations that go <b>unaddressed</b>	82.7%	7.2%	10.1%
Repeated history of unsafe or unhealthy living conditions, even if <b>addressed</b>	71.0%	16.1%	12.9%
All rental units should be registered	70.9%	9.6%	19.5%
Repeated history of code violations, even if <b>addressed</b>	69.8%	15.6%	14.6%
Properties/buildings over a certain age	56.4%	18.5%	25.2%

**Conditions For Properties To Be Considered For Inclusion In A Rental Property Registry**  
(aided)  
(continued)

The following management tables illustrate the conditions by which respondents support properties being included in a rental property registry by those classified as renters/tenants and rental property owners. Responses include:

	Renters/Tenants		
	Strongly Supportive	Somewhat Supportive	Not At All Supportive
Repeated history of unsafe or unhealthy living conditions, that go <b>unaddressed</b>	82.6%	5.4%	12.0%
Repeated history of code violations that go <b>unaddressed</b>	80.4%	5.4%	14.1%
All rental units should be registered	70.7%	12.0%	17.4%
Repeated history of unsafe or unhealthy living conditions, even if <b>addressed</b>	66.3%	20.7%	13.0%
Repeated history of code violations, even if <b>addressed</b>	64.1%	21.7%	14.1%
Properties/buildings over a certain age	62.6%	17.6%	19.8%

  

	Rental Property Owners		
	Strongly Supportive	Somewhat Supportive	Not At All Supportive
Repeated history of unsafe or unhealthy living conditions, that go <b>unaddressed</b>	52.5%	23.7%	23.7%
Repeated history of code violations that go <b>unaddressed</b>	50.8%	25.4%	23.7%
Repeated history of unsafe or unhealthy living conditions, even if <b>addressed</b>	28.8%	32.2%	39.0%
Repeated history of code violations, even if <b>addressed</b>	27.1%	30.5%	42.4%
All rental units should be registered	20.3%	18.6%	61.0%
Properties/buildings over a certain age	6.8%	15.3%	78.0%



**Conditions For Properties To Be Considered For Inclusion In A Rental Property Registry**  
(aided)  
(continued)

The following management table illustrates the conditions by which respondents support properties being included in a rental property registry by those classified as homeowners (occupied). Responses include:

	Home owners (Occupied)		
	Strongly Supportive	Somewhat Supportive	Not At All Supportive
Repeated history of code violations that go <b>unaddressed</b>	89.5%	4.3%	6.2%
Repeated history of unsafe or unhealthy living conditions, that go <b>unaddressed</b>	89.1%	4.7%	6.2%
All rental units should be registered	78.7%	7.6%	13.7%
Repeated history of unsafe or unhealthy living conditions, even if <b>addressed</b>	77.5%	14.1%	8.3%
Repeated history of code violations, even if <b>addressed</b>	76.8%	13.0%	10.1%
Properties/buildings over a certain age	60.6%	20.1%	19.3%

	Property Managers*		
	Strongly Supportive	Somewhat Supportive	Not At All Supportive
Repeated history of code violations that go <b>unaddressed</b>	54.5%	27.3%	18.2%
Repeated history of unsafe or unhealthy living conditions, that go <b>unaddressed</b>	54.5%	36.4%	9.1%
All rental units should be registered	18.2%	18.2%	63.6%
Repeated history of unsafe or unhealthy living conditions, even if <b>addressed</b>	45.5%	18.2%	36.4%
Repeated history of code violations, even if <b>addressed</b>	36.4%	27.3%	36.4%
Properties/buildings over a certain age	9.1%	9.1%	81.8%

\*Caution: small numbers.

## Rental Properties That Should Be Excluded From Rental Property Registry (aided)

To further understand the types of properties the Borough of Hanover should consider for inclusion in the rental property registry, respondents were asked, in an aided format, if any of properties, from a provided list, should be excluded from the Hanover Borough’s rental property registry. Over three-fifths of respondents (62.6%) cite all properties should be included in a rental property registry. Approximately one-fifth of respondents support properties with no history of unsafe or unhealthy living conditions (20.4%) and properties with no history of code violations (19.1%) being excluded from a rental property registry. Responses include:

	Percentage of Total Sample
None, all properties should be included in a rental registry	62.6%
Properties with no history of unsafe or unhealthy living conditions	20.4%
Properties with no history of code violations	19.1%
Properties who voluntarily provide regular inspection reports	17.3%
Properties/buildings with less than a certain number of renters/tenants	11.1%
Properties/building under a certain age	9.5%
Other	7.0%
Unsure	3.8%

\*Percentages may exceed 100% due to multiple responses.

	Renters/ Tenants	Rental Property Owners	Homeowners (Occupied)	Property Managers*
None, all properties should be included in a rental registry is needed	64.8%	22.8%	67.5%	18.2%
Properties with no history of unsafe or unhealthy living conditions	18.7%	59.6%	14.4%	54.5%
Properties with no history of code violations	16.5%	59.6%	13.3%	63.6%
Properties who voluntarily provide regular inspection reports	22.0%	31.6%	14.8%	27.3%
Properties/buildings with less than a certain number of renters/tenants	13.2%	29.8%	6.6%	45.5%
Properties/building under a certain age	12.1%	22.8%	6.3%	9.1%
Other	3.3%	19.3%	7.0%	9.1%
Unsure	4.4%	1.8%	3.7%	0.0%

\*Caution: small numbers.

## Frequency of Rental Property Registration Renew (aided)

In order to understand the frequency with which rental properties should be required to renew their registration, respondents were asked, in an aided format, how often a rental property should be required to renew their rental property registration. Respondents cite every year (annually) (36.5%), every time a rental property changes renters/tenants (36.0%), and every time a rental property changes the party managing the property/building (35.8%) most frequently as the periods within which properties should renew their registration. It should be noted, respondents were able to cite multiple responses. Responses include:

	Percentage of Total Sample
Every year (annually)	36.5%
Every two years	20.3%
Every three years	12.2%
Every time rental property changes renters/tenants	36.0%
Every time a rental property changes the party managing the property/building	35.8%
Other	10.2%
Unsure	7.6%

\*Percentages may exceed 100% due to multiple responses.

	Renters/Tenants	Rental Property Owners	Homeowners (Occupied)	Property Managers*
Every year (annually)	38.5%	5.4%	40.3%	0.0%
Every two years	22.0%	10.7%	21.3%	9.1%
Every three years	4.4%	10.7%	14.6%	36.4%
Every time rental property changes renters/tenants	41.8%	16.1%	37.3%	0.0%
Every time a rental property changes the party managing the property/building	31.9%	19.6%	39.2%	36.4%
Other	6.6%	33.9%	7.8%	45.5%
Unsure	6.6%	17.9%	6.0%	0.0%

\*Caution: small numbers.

## Number Of Years A Rental Property Should Remain On Rental Property Registry (aided)

Participants were then queried, in an aided format, if participation in a rental property registry is only required for rental properties based on specific conditions or code violations (versus mandatory participation for all rental properties), how long the property should remain on the rental property registry. Of interest, the majority of respondents (62.8%) cite properties should remain on the registry for as long as the property is rented by the property owner. Responses include:

	Percentage of Total Sample
1 year	4.1%
2 years	1.8%
3-4 years	2.3%
5 years or more	5.9%
Properties should remain on the registry for as long as the property is rented by the owner	62.8%
Registration should not be based on a set time, but by property performance standards	20.8%
Unsure	7.2%
Other	6.9%

\*Percentages may exceed 100% due to multiple responses.

	Renters/ Tenants	Rental Property Owners	Homeowners (Occupied)	Property Managers*
1 year	6.7%	1.9%	3.4%	9.1%
2 years	4.4%	0.0%	1.1%	0.0%
3-4 years	1.1%	5.6%	2.3%	0.0%
5 years or more	5.6%	3.7%	6.4%	9.1%
Properties should remain on the registry for as long as the property is rented by the owner	62.2%	29.6%	67.7%	9.1%
Registration should not be based on a set time, but by property performance standards	20.0%	27.8%	20.3%	27.3%
Unsure	10.0%	7.4%	5.6%	27.3%
Other	5.6%	27.8%	4.5%	27.3%

\*Caution: small numbers.

## Registration Fee Structure (aided)

Rental property registries generally require a registration fee at the time of registration and renewal. To aid the Borough of Hanover in its efforts to fully develop its rental property registration program, respondents were queried, in an aided format, as to what they perceive to be a fair registration fee structure for the rental property registry. Two-fifths of respondents (40.5%) cite the registration fee should be based on the number of individual rental units, while nearly one-fourth of respondents (24.2%) support a registration fee based on the number of total properties/buildings. Of interest, one-half of rental property owners (52.8%) cite there should be no registration fee and fees should be based on services received as part of the program. Responses include:

	Percentage of Total Sample
Fees should be based on the number of individual rental units (individual apartments vs. entire apartment building)	40.5%
Fees should be based on the number of total properties/buildings	24.2%
There should be no registration fee, fees should be based on services received as part of the program	18.3%
Unsure	6.7%
Owner of rental properties pay a single registration fee, regardless of the number of properties or units	3.9%
Other	6.4%

	Renters/ Tenants	Rental Property Owners	Homeowners (Occupied)	Property Managers*
Fees should be based on the number of individual rental units (individual apartments vs. entire apartment building)	21.1%	15.1%	51.1%	0.0%
Fees should be based on the number of total properties/buildings	28.9%	7.5%	25.0%	9.1%
There should be no registration fee, fees should be based on services received as part of the program	27.8%	52.8%	10.2%	36.4%
Unsure	12.2%	1.9%	5.7%	0.0%
Owner of rental properties pay a single registration fee, regardless of the number of properties or units	6.7%	0.0%	2.7%	18.2%
Other	3.3%	22.6%	5.3%	36.4%

\*Caution: small numbers.

## Additional Fees Considered As Part Of Rental Property Registry (aided)

To further assist the Borough of Hanover’s team in developing their rental property registration program, respondents were asked, in an aided format, in addition to a registration fee, which, if any, additional fees should be considered as part of the rental property registry. Respondents cite fees for unaddressed code violations (74.4%), fees for repeated history of code violations (67.9%), and fees for failure to register (66.3%) most frequently as the additional fees that should be included as part of the Borough of Hanover’s rental property registration program. Responses include:

	Percentage of Total Sample
Fees for <b>unaddressed</b> code violations	74.4%
Fees for <b>repeated history</b> of code violations	67.9%
Fees for failure to register	66.3%
Fees for late registration	45.4%
Fees for additional inspections outside of regularly schedule inspections	40.7%
Fees for any code violations, even if <b>addressed</b>	26.1%
None of the above, registration fees should cover the rental registration program	7.8%
Other	6.8%
Unsure	5.7%

\*Percentages may exceed 100% due to multiple responses.

**Additional Fees  
Considered As Part Of  
Rental Property Registry  
(aided)  
(continued)**

The following management table illustrates respondents support for additional fees by owner/tenant type. Rental property owners are most likely to cite no addition fees, registration should cover the rental property registry program (32.1%). Responses include:

	Renters/ Tenants	Rental Property Owners	Homeowners (Occupied)	Property Managers*
Fees for <b>unaddressed</b> code violations	76.1%	37.7%	79.7%	45.5%
Fees for <b>repeated history</b> of code violations	73.9%	28.3%	72.0%	36.4%
Fees for failure to register	70.5%	18.9%	71.3%	18.2%
Fees for late registration	37.5%	15.1%	52.5%	0.0%
Fees for additional inspections outside of regularly schedule inspections	30.7%	11.3%	48.7%	18.2%
Fees for any code violations, even if <b>addressed</b>	25.0%	7.5%	28.7%	0.0%
None of the above, registration fees should cover the rental registration program	8.0%	32.1%	3.1%	36.4%
Other	3.4%	28.3%	5.7%	9.1%
Unsure	5.7%	1.9%	6.1%	9.1%

\*Caution: small numbers.

## Information To Include In Rental Property Registry (aided)

To identify the depth of a rental property registry that would be meaningful to both Hanover Borough homeowners and residents, respondents were asked, in an aided format, what information they believe should be included in Hanover Borough's rental property registry. Respondents support for more general information being part of the rental property registry is revealed when they cite property owner information (80.5%), authorized property manager/owner agent contact information (77.4%), and property inspection report (70.5%) most frequently as the information that should be included in the rental property registry. Responses include:

	Percentage of Total Sample
Property owner information	80.5%
Authorized property manager/owner agent contact information	77.4%
Property inspection report	70.5%
Number of units owned by property owner	58.4%
Number of tenants residing in each unit	55.5%
Authorized parties to make repairs/maintenance	43.2%
Notice of eviction treat/filing	38.7%
Tenant registration/Tenant information	32.6%
None of the above	8.2%
Other	4.7%
Unsure	4.2%

\*Percentages may exceed 100% due to multiple responses.



**Information To Include In  
Rental Property Registry  
(aided)  
(continued)**

The following management table illustrates the information respondents believe should be included in the rental property registry by owner/resident type. Responses include:

	<b>Renters/ Tenants</b>	<b>Rental Property Owners</b>	<b>Homeowners (Occupied)</b>	<b>Property Managers*</b>
Property owner information	77.6%	47.2%	86.2%	63.6%
Authorized property manager/owner agent contact information	75.3%	41.5%	83.5%	54.5%
Property inspection report	75.3%	26.4%	75.1%	9.1%
Number of units owned by property owner	49.4%	24.5%	66.7%	9.1%
Number of tenants residing in each unit	48.2%	22.6%	62.8%	18.2%
Authorized parties to make repairs/maintenance	49.4%	5.7%	46.0%	0.0%
Notice of eviction treat/filing	35.3%	13.2%	42.9%	9.1%
Tenant registration/Tenant information	23.5%	18.9%	37.5%	18.2%
None of the above	9.4%	26.4%	4.6%	18.2%
Other	2.4%	15.1%	5.0%	0.0%
Unsure	3.5%	7.5%	4.2%	9.1%

\*Percentages may exceed 100% due to multiple responses.

\*Caution: small numbers.

## Rental Property Registration Features (aided)

To ensure the rental property registration program is designed to achieve optimal effectiveness, respondents were asked, in an aided format, what features would best meet the needs of both renters/tenants and property owners in the Borough of Hanover. Responses include:

	Percentage of Total Sample
Periodic external property/building inspections	71.7%
Database to track property/building code violations	67.9%
Fire Safety Program, including a walk-thru by Borough Fire and Code professionals to identify potential fire safety hazards	67.4%
Periodic internal building inspections	65.0%
Tenant Bill of Rights	53.9%
Certificate for property owners who maintain rental property compliance	49.9%
Landlord Bill of Rights	46.1%
Educational resources for landlords and renters/tenants	42.3%
Newsletter addressing property registration program updates and information for property owners and renters/tenants	41.8%
Eviction filing registry	33.7%
Other	8.4%
Unsure	7.0%

\*Percentages may exceed 100% due to multiple responses.

**Rental Property  
Registration Features  
(aided)  
(continued)**

The following management table illustrates the rental property registration program features respondents feel would best meet the needs of both renters/tenants and property owners by owner/resident type. Responses include:

	Renters/ Tenants	Rental Property Owners	Homeowners (Occupied)	Property Managers*
Periodic external property/building inspections	72.3%	34.0%	77.3%	36.4%
Database to track property/building code violations	71.1%	24.0%	74.1%	27.3%
Fire Safety Program, including a walk-thru by Borough Fire and Code professionals to identify potential fire safety hazards	59.0%	26.0%	74.9%	18.2%
Periodic internal building inspections	60.2%	26.0%	71.8%	18.2%
Tenant Bill of Rights	55.4%	14.0%	58.0%	9.1%
Certificate for property owners who maintain rental property compliance	49.4%	18.0%	54.1%	45.5%
Landlord Bill of Rights	41.0%	16.0%	51.0%	9.1%
Educational resources for landlords and renters/tenants	48.2%	24.0%	43.1%	18.2%
Newsletter addressing property registration program updates and information for property owners and renters/tenants	33.7%	30.0%	45.9%	27.3%
Eviction filing registry	26.5%	22.0%	37.3%	9.1%
Other	4.8%	30.0%	6.7%	18.2%
Unsure	7.2%	12.0%	5.5%	9.1%

\*Percentages may exceed 100% due to multiple responses.

\*Caution: small numbers.

## Schedule of Regular Inspections By Borough's Code Enforcement Division (Time Period) (aided)

Rental property registration programs often include regular, periodic inspections according to an inspection checklist, to identify code and maintenance violations, as well as life-threatening conditions. To understand how regular inspections might be incorporated in the Hanover Borough's rental property registry, respondents were queried, as to how often a regular inspection should be conducted on a rental property, if the inspection schedule is based on time period. Over one-third of respondents (36.8%) support a regular inspection once a year, while nearly one-fourth of respondents (23.4%) cite inspections should be conducted every two years. Responses include:

	Percentage of Total Sample
Once a year	36.8%
Every two year	23.4%
Every three years	13.7%
Two times per year	5.8%
Unsure	6.9%
Other	13.5%

	Renters/ Tenants	Rental Property Owners	Homeowners (Occupied)	Property Managers*
Once a year	46.9%	4.1%	37.3%	0.0%
Every two years	14.8%	16.3%	28.2%	10.0%
Every three years	16.0%	16.3%	13.1%	20.0%
Two times per year	4.9%	0.0%	6.7%	0.0%
Unsure	7.4%	20.4%	4.8%	0.0%
Other	9.9%	42.9%	9.9%	70.0%

\*Caution: small numbers.

## Schedule of Regular Inspection By Borough's Code Enforcement Division (Non-Time Period) (aided)

Respondents were then queried, in an aided format, how often they feel regular inspections should be conducted if the inspection schedule is based on a non-time period. Respondents cite upon renter/tenant complaint/request (64.3%), any time the Borough is investigating property maintenance code issues (57.4%), and upon change of each renter/tenant (52.5%) most frequently as the non-time period schedule for inspections. Of interest, it is property owners who occupy their home who are most likely to cite inspection should be conducted any time the Borough is investigating property maintenance/code issues (67.9%) and any time deemed necessary by the Borough, with or without owner or renter/tenant permission (42.1%). Responses include:

	Percentage of Total Sample
Upon renter/tenant complaint/request	64.3%
Any time the Borough is investigating property maintenance/code issues	57.4%
Upon change of each renter/tenant	52.5%
Upon request from owner/property manager	44.2%
Any time deemed necessary by the Borough, with or without owner or renter/tenant permission	34.3%
Other	7.7%
Unsure	6.9%

\*Percentages may exceed 100% due to multiple responses.

	Renters/ Tenants	Rental Property Owners	Homeowners (Occupied)	Property Managers*
Upon renter/tenant complaint/request	64.2%	40.8%	68.3%	10.0%
Any time the Borough is investigating property maintenance/code issues	40.7%	22.4%	67.9%	30.0%
Upon change of each renter/tenant	55.6%	20.4%	56.0%	10.0%
Upon request from owner/property manager	38.3%	30.6%	49.2%	20.0%
Any time deemed necessary by the Borough, with or without owner or renter/tenant permission	19.8%	8.2%	42.1%	10.0%
Other	6.2%	26.5%	6.0%	20.0%
Unsure	8.6%	10.2%	5.2%	10.0%

\*Caution: small numbers.

## Circumstances For Additional Inspections (aided)

In addition to regular scheduled inspections, respondents were queried, in an aided format, as to other circumstances under which inspections by the Hanover Borough’s Code Enforcement Division should be considered. Again, respondents support for inspections that ensure safety and code compliance is revealed when the majority of respondents cite upon violation or complaints that have been unaddressed by owner/property manager (79.8%), when the Borough receives a report of fire safety related concerns or violations (78.7%), and when the owner or renter/tenant has repeated violations at the property (76.5%) most frequently. Responses include:

	Percentage of Total Sample
Upon violation or complaints that have been unaddressed by owner/property manager	79.8%
When the Borough receives a report of fire safety related concerns or violations	78.7%
When the owner or renter/tenant has repeated violations at the property	76.5%
None of the above	6.9%
Other	4.2%
Unsure	2.8%

\*Percentages may exceed 100% due to multiple responses.

	Renters/ Tenants	Rental Property Owners	Homeowners (Occupied)	Property Managers*
Upon violation or complaints that have been unaddressed by owner/ property manager	79.0%	41.7%	84.5%	66.7%
When the Borough receives a report of fire safety related concerns or violations	69.1%	35.4%	86.9%	55.6%
When the owner or renter/tenant has repeated violations at the property	70.4%	39.6%	83.7%	66.7%
None of the above	11.1%	25.0%	3.6%	0.0%
Other	2.5%	14.6%	3.6%	0.0%
Unsure	3.7%	6.3%	2.0%	0.0%

\*Caution: small numbers.

## Inspection of Attached Units Upon Code Violation In Building (aided)

To continue to identify the extent to which property inspections should be included in a Hanover Borough rental property registration program, respondents were asked, in an aided format, if a code violation is observed in a rental property where more than one rental unit is attached to another (i.e. apartment or townhouse), whether an inspection should be conducted of the entire property (all units). Responses include:

	Percentage of Total Sample
Yes, an inspection should be conducted regardless of permission from the other renter/tenant or property owner	36.6%
Yes, but only if the code violation is related to a fire safety issue	18.7%
No, only the unit where the violation is found should be inspected	18.4%
Yes, but only with permission from the other renter/tenants or property owner	17.3%
Other	4.7%
Unsure	4.2%

	Renters/ Tenants	Rental Property Owners	Homeowners (Occupied)	Property Managers*
Yes, an inspection should be conducted regardless of permission from the other renter/tenant or property owner	31.6%	4.3%	41.6%	11.1%
Yes, but only if the code violation is related to a fire safety issue	16.5%	19.1%	20.0%	11.1%
No, only the unit where the violation is found should be inspected	19.0%	42.6%	14.8%	44.4%
Yes, but only with permission from the other renter/tenants or property owner	25.3%	8.5%	16.0%	11.1%
Other	3.8%	17.0%	4.0%	22.2%
Unsure	3.8%	8.5%	3.6%	0.0%

\*Caution: small numbers.

## Level of Support For Hanover Borough Rental Property Registration Program (aided)

To measure the overall support for the rental property registration program aimed to provide affordable and safe housing for those who rent within Hanover Borough, as well as make it economically viable for property owners to rent their properties, respondents were asked, in an aided format, how supportive they are of Hanover Borough implementing a rental property registration program. Over four-fifths of respondents (82.9%) cite they are either very supportive (71.1%) or somewhat supportive (11.8%) of Hanover Borough’s rental property registration program. Responses include:

	Percentage of Total Sample
I am <b>very</b> supportive	71.1%
I am <b>somewhat</b> supportive	11.8%
I am <b>not at all</b> supportive	14.0%
I am <b>unsure</b> at this time	3.1%

	Renters/ Tenants	Rental Property Owners	Homeowners (Occupied)	Property Managers*
I am <b>very</b> supportive	67.1%	17.4%	78.8%	33.3%
I am <b>somewhat</b> supportive	16.5%	17.4%	10.8%	11.1%
I am <b>not at all</b> supportive	12.7%	56.5%	8.4%	55.6%
I am <b>unsure</b> at this time	3.8%	8.7%	2.0%	0.0%

\*Caution: small numbers.



## DATA MINING: Level of Support For Hanover Borough Rental Property Registration Program

Those most likely to be **very supportive** of the Hanover Borough rental property registration program:

- Homeowners who occupy the home they own or Renters/Tenants
- Females
- Single/Not married
- Annual household income: Under \$25,000 or \$75,000-\$99,999

Those most likely to be **not at all supportive** of the Hanover Borough rental property registration program:

- Rental property owners
- Males
- Annual household income: \$100,000 and over

\*Data mining includes only those findings that are statistically significant.

## Sources From Which Would Seek Information Regarding Rental Property Registration Program (aided)

In order to assist the Borough of Hanover in its communication strategies regarding the rental property registration program, respondents were asked in an aided format, from what sources they would seek information about or assistance with a Hanover Borough rental property registration program. The importance of both formal and informal channels of communication is revealed when respondents cite Borough of Hanover's website (75.8%) and call the Borough of Hanover (56.7%) most frequently as the source from which they would seek information. Responses include:

	Percentage of Total Sample
Borough of Hanover's website	75.8%
Call the Borough of Hanover	56.7%
Borough of Hanover's newsletter	41.0%
Visit the Borough of Hanover's office	40.2%
Rental Property Registry specific newsletter	32.3%
Internet/Google search	25.6%
Property manager/agent	17.4%
Local library	9.8%
Unsure	7.0%
Family member/Friend	6.5%
Other	3.9%

\*Percentages may exceed 100% due to multiple responses.

**Sources From Which  
Would Seek Information  
Regarding Rental  
Property Registration  
Program  
(aided)  
(continued)**

The following management table illustrates the sources from which respondents would seek information regarding a rental property registration program by owner/resident type. Responses include:

	Renters/ Tenants	Rental Property Owners	Homeowners (Occupied)	Property Managers*
Borough of Hanover's website	73.4%	50.0%	80.7%	77.8%
Call the Borough of Hanover	44.3%	56.5%	61.0%	22.2%
Borough of Hanover's newsletter	32.9%	28.3%	45.4%	11.1%
Visit the Borough of Hanover's office	25.3%	37.0%	46.2%	11.1%
Rental Property Registry specific newsletter	38.0%	28.3%	31.7%	22.2%
Internet/Google search	38.0%	13.0%	23.7%	11.1%
Property manager/agent	24.1%	8.7%	16.5%	0.0%
Local library	5.1%	2.2%	12.4%	0.0%
Unsure	10.1%	15.2%	4.4%	11.1%
Family Member/Friend	11.4%	2.2%	5.2%	11.1%
Other	1.3%	10.9%	4.0%	11.1%

\*Percentages may exceed 100% due to multiple responses.

\*Caution: small numbers.

## **DATA MINING: Sources From Which Would Seek Information Regarding Rental Property Registration Program**

Those most likely to seek information regarding the rental property registration program via the Borough of Hanover's website:

- Homeowners who occupy the home they own or Renters/Tenants
- Have children living at home

Those most likely to seek information regarding the rental property registration program by calling the Borough of Hanover:

- Homeowners who occupy the home they own or Rental property owners
- Females
- No children living at home

\*Data mining includes only those findings that are statistically significant.

## Have Additional Concerns or Comments Regarding Hanover Borough Rental Property Registry (aided)

To provide the Borough of Hanover’s management team with a comprehensive understanding of homeowners’ and residents’ perceptions of the Borough of Hanover rental property registration program, respondents were asked, in an aided format if they have additional concern or comments regarding the Hanover Borough rental property registry. Nearly one-fifth of respondents (18.3%) indicate additional concerns or comments regarding the proposed rental property registry. Of note, two-fifths of rental property owners (43.5%) cite they have additional concerns or comments. Responses include:

	Percentage of Total Sample
Yes	18.3%
No	72.8%
Unsure	9.0%

	Renters/ Tenants	Rental Property Owners	Homeowners (Occupied)	Property Managers*
Yes	12.7%	43.5%	17.7%	44.4%
No	74.7%	37.0%	75.5%	33.3%
Unsure	12.7%	19.6%	6.8%	22.2%

\*Caution: small numbers.

## Concerns/Comments Regarding Hanover Borough Rental Property Registry (unaided)

Those respondents who cite additional concerns or comments regarding the Hanover Borough rental property registry (18.3 percent of total sample) were further asked, in an unaided format, what those concerns/comments might be. To provide more in-depth insight, actual verbatim comments are provided. It should be noted, in order for the Borough of Hanover's management team to observe respondents' true reflections, the verbage is provided as typed without punctuation or grammar modifications.

The comments are color coded to denote common response themes. Common response themes include:

- Cost Concerns Related
- Staffing/Support Related
- Rental Registration Features Related
- Privacy/Borough Overreaching Concerns Related
- Support For Registry/Care For Renters/Slumlord Concerns Related

**NOTE TO READER:** The reader is encouraged to read the narratives for they truly reflect the depth and breadth of perceptions of residents, homeowners, and property managers within the Borough of Hanover.