



CITY OF ONTARIO, CALIFORNIA

## Ontario's Rental Housing Program

*CityView Rental Housing helps Ontario ensure safe and sustainable housing by automating inspections and fee collection while boosting pass rates.*

The housing market in California has long been known for its tightness and unaffordability, particularly affecting middle-class families. With home buying costs skyrocketing, many residents have turned to rental properties as their primary housing solution. Ensuring the safety and quality of these rental properties is paramount, especially with new legislation like AB 548 pushing municipalities to develop robust rental housing programs.

### The Challenge

The City of Ontario in San Bernardino County faced the challenge of managing a growing rental housing market while maintaining high safety and quality standards. With a population of 181,224 and approximately 4,500 rental housing inspections conducted annually, Ontario needed an efficient system to manage inspections, track fees and ensure compliance.

### The Solution

Since 2009, Ontario has been using CityView Rental Housing to streamline its rental housing program. The system has proven to be a powerful tool for managing rental housing inspections and fees, providing a central repository for all rental property information and automating many manual processes.

Administrative Officer for Ontario's Community Improvement Department, Douglas Sorel, appreciates the seamless integration of CityView Rental Housing into the City's existing workflows. Even non-technical users have found the system accessible and easy to use. "If you use CityView for code enforcement or planning, you already know how to use the rental housing module," says Douglas. Recently, he spearheaded an expansion of the program to include hotel and motel inspections, showcasing CityView's adaptability and versatility.

### Ontario by the Numbers

- System in use since: **2009**
- Desktop users: **30**
- Mobile users: **18**
- Population served: **181,224**
- Annual inspections: **4,500**
- Inspection pass rate: **80%**

### CityView Solutions in Use

- CityView Cashiering
- CityView Code Enforcement
- CityView EDMS integration
- CityView GIS Integration
- CityView Mobile
- CityView Microsoft Outlook Add-In
- CityView Microsoft Word Add-In
- CityView Property Information
- CityView Rental Housing

**"Preserving the existing housing stock is vitally important. We don't want to lose units due to disrepair or neglect; we want to maintain existing rental properties to help alleviate housing issues."**

**Douglas Sorel**  
City of Ontario, Calif.



## Ontario Quick Facts

### Population

181,224

### Demographics

- 70.0% Hispanic
- 15.9% Caucasian
- 6.8% Asian
- 5.5% African American
- 0.2% Pacific Islander
- 0.1% Native American
- 21% Other

### Location

35 miles East of Los Angeles

### Avg. Temp

83°F / 24°C

### City Incorporated

December 10, 1891

### Government Type

City Council / City Manager

### County

San Bernardino

### City Motto

Southern California's Next

Urban Center

### Official Song

"Beautiful Ontario" by Paul & Sally Coronel

### Official Flower

Charlotte Armstrong Rose

### Popular Tree

Pepper Tree (along Euclid Avenue)

### Neighboring Cities

Chino, Eastvale, Fontana, Montclair, Rancho Cucamonga and Upland

## Results

CityView Rental Housing has significantly improved transparency within the department, providing visibility into property histories, tracking payments and facilitating efficient communication. This transparency has led to remarkable improvements in inspection pass rates, rising from 20% in 2009 to an impressive 80% in recent years.

Douglas emphasizes the importance of preserving existing housing stock through proactive inspections and maintenance, which the CityView system supports effectively. *"Preserving the existing housing stock is vitally important,"* says Douglas. *"We don't want to lose units due to disrepair or neglect; we want to maintain existing rental properties to help alleviate housing issues."* By maintaining high-quality rental properties, Ontario not only ensures safe and habitable living conditions for tenants but also supports the overall sustainability of the community.

## Key Benefits

- **Ease of Use:** The system integrates seamlessly with existing workflows and is user-friendly for non-technical staff.
- **Transparency:** CityView Rental Housing provides clear records and streamlined processes, enhancing communication and efficiency.
- **Adaptability:** The program has been expanded to include various types of rental inspections, demonstrating its versatility.
- **Efficiency:** Automating processes for inspection scheduling, compliance notifications and fee collection has significantly boosted efficiency.

## Impact

Since implementing CityView Rental Housing, Ontario has seen:

- A 300% increase in inspection pass rates
- Reduced compliance inspections
- Increased fee collection rates

## The CityView Advantage

Ontario's success story demonstrates the value of CityView Rental Housing in safeguarding rental housing quality and promoting community well-being. As municipalities face evolving housing challenges, investing in solutions like CityView Rental Housing that prioritize safety, sustainability and efficiency is crucial.

Douglas endorses CityView Rental Housing for any municipality looking to enhance their rental housing inspections: *"Once the program is up and running, it's a breeze. It just makes sense."*

## Learn More

For municipalities seeking to enhance their rental housing programs, CityView Rental Housing stands as a reliable partner in building stronger, safer communities. Contact us today to learn more about how CityView Rental Housing can benefit your municipality.



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