

stream.a2gov.org/EnerGov_Prod/selfservice/annarborniprod#/home

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Good Afternoon, Guest ▾

STREAM

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Welcome to STREAM

ATTENTION: The STREAM URL has been updated. Please ensure your URL/bookmark is set to stream.a2gov.org. If you have bookmarked a URL with additional characters at the end please edit your bookmark accordingly.

The remainder of the system upgrade will be conducted later in November (date to be announced). After this upgrade, all users will be required to re-create your logins using the same email address. Learn more about the [new login process here](#). Until then, your existing login has not yet changed.

Questions? Explore our [Help Guides](#) for assistance navigating STREAM, or check our [Department List](#) to find the correct department to contact for case-specific questions.

Please note that permits or projects applied to via Trakit should be accessed via [etraffic.a2gov.org](#).

Help Guides
Need help using this site? Please visit our STREAM user help guides.

https://stream.a2gov.org/EnerGov_Prod/selfservice/annarborniprod#/home

Search Public Records
This tool can be used to search for existing permits, plans, inspections, code cases, requests and licenses.

Apply
This tool can be used to apply for a permit, plan or license.

Login or Register
Login to an existing or create a new account. You can also find help if you forgot your login information.

To Look up inspection details, select Search Public Records.

License Number: CR23-[REDACTED]

[License Details](#) | [Tab Elements](#) | [Main Menu](#)

License Details

License Holder: [REDACTED]

License Type: Certified Rental - Multi-Family

Applied Date: 08/21/2023

District: Ward 1

Period Start Date: 01/05/2024

Issued By: Lewis, Brandi

Status: Issued

Expiration Date: 07/05/2026

Description: [REDACTED] - 2/Efficiency Units - Max Occ Per Unit: 1 - 2/One Bedroom Units - Max Occ Per Unit: 1

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Contacts

Sort [Type](#)

Type	Company	First Name	Last Name	Title	Confirmation	Billing
Agent					Active	No
Applicant					Active	Yes
Owner					Active	No
Primary Contact					Active	No

For Agent/Owner Information, Select the Contacts Tab.

← → ⌂ ⌂ stream.a2gov.org/EnerGov_Prod/selfservice/annarbormiprod#/search?m=1&fm=1&ps=10&pn=1&em=true&st=311%20E%20Ann%20St

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Public Information

Search for Exact Phrase

Found 10 results

Filter Results

All 10

License Number Company Name

Applied Date 08/21/2023 License Type Certified Rental - Multi-Family

Period Start Date 01/05/2024 Expiration Date 07/05/2026

License Status Issued Industry Classification

Address MI 48104

Company Type DBA

Business Status Closed Date

Description - 2/Efficiency Units - Max Occ Per Unit: 1 - 2/One Bedroom Units - Max Occ Per Unit: 1

Main Parcel 09-09-29-115-021

Opened Date

Last Audit Date

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Permit Number PLUMR23-2318 Applied Date 12/07/2023

Type Plumbing (Residential) - General Issued Date

Enter the Address in the box search.

← → ⌂ ⌂ stream.a2gov.org/EnerGov_Prod/selfservice/annarbormiprod#/profLicense/9cdfb472-9d30-4c93-9e68-8d30cbbfd5ca?tab=inspections

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LICENSE DETAILS | TAB ELEMENTS | TAB MENU

License Details

License Holder:	[REDACTED]	License Type:	Certified Rental - Multi-Family	Applied Date:	08/21/2023
District:	Ward 1	Period Start Date:	01/05/2024		
Issued By:	Lewis, Brandi	Status:	Issued	Expiration Date:	07/05/2026
Description:	[REDACTED] Units - 2/Efficiency Units - Max Occ Per Unit: 1 - 2/One Bedroom Units - Max Occ Per Unit: 1				

Locations Fees **Inspections** Attachments Contacts Holds More Info

Existing Inspections | Request Inspections | Optional Inspections | Next Tab | License Details | Main Menu

Existing Inspections

Sort: Description

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
INSP-026386-2023	1st Re-Inspection: 1 Slot (CR)	Re-inspection Required	09/19/2023	12/01/2023	Scrimger Gregg	
INSP-034935-2023	2nd Re-Inspection: Half Slot (CR)	Record Check Required	12/01/2023	01/05/2024	Scrimger Gregg	
INSP-024369-2023	Initial Inspection: 1 Slot (CR)	Owner/Agent Cancel	08/30/2023	09/07/2023	Brown Karac	

Select the Inspections Tab for the inspection results, date and inspector.

Inspection Type: Initial Inspection: 1 Slot (CR) **Requested Date:** 09/06/2023

Inspection Status: Re-inspection Required **Scheduled Date:** 09/19/2023 **Scheduled Time:** 11:00 AM

License Number: CR23-[REDACTED] Completed Date: 09/19/2023 Completed Time: 2:01 PM

Inspector Name: Gregg Scrimger

Main Address: [REDACTED] MI 48104

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[Locations](#) | [Next Tab](#) | [Inspection Details](#) | [Main Menu](#)

Locations

Sort Main

Type: Location

US

48104 Arbor, MI

Main Address

Parcel Number

stream.a2gov.org/EnerGov_Prod/selfservice/annarborbmidprod#/profLicense/9cdfb472-9d30-4c93-9e68-8d30cbbfd5ca?tab=inspections

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Existing Inspections

Sort Description

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
INSP-026386-2023	1st Re-Inspection: 1 Slot (CR)	Re-inspection Required	09/19/2023	12/01/2023	Scrimger Gregg	
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INSP-024369-2023	Initial Inspection: 1 Slot (CR)	Owner/Agent Cancel	08/30/2023	09/07/2023	Brown Karac	
INSP-024918-2023	Initial Inspection: 1 Slot (CR)	Re-inspection Required	09/06/2023	09/19/2023	Scrimger Gregg	
INSP-000896-2024	Record Check (CR)	Office Cancel	01/09/2024	01/26/2024	Scrimger Gregg	
INSP-002657-2024	Record Check (CR)	Passed	01/26/2024	01/26/2024	Scrimger Gregg	

Results per page 1 - 6 of 6 << < 1 > >>

Select the Inspection to view the inspection report.

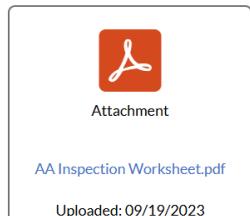
Inspection Type:	Initial Inspection: 1 Slot (CR)	Requested Date:	09/06/2023
Inspection Status:	Re-inspection Required	Scheduled Date:	09/19/2023
License Number:	CR23-[REDACTED]	Completed Date:	09/19/2023
Inspector Name:	Gregg Scrimger		
Main Address:	[REDACTED] 8104		

Locations Contacts Checklist Fees **Attachments** Previous More Info

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Attachments

Sort Needs Action





INSPECTION WORKSHEET (INSP-024918-2023) FOR THE CITY OF ANN ARBOR

Case Number: CR23-[REDACTED]

Case Module: Professional License

Inspection Date: 09/19/2023

Inspection Status: Re-inspection Required

Inspector: Gregg Scrimger

Inspection Type: Initial Inspection: 1 Slot (CR)

Job Address: [REDACTED]
Ann Arbor, MI 48104

Parcel Number: 09-09-29-115-021

Contact Type **Company Name**

Name
[REDACTED]

Checklist Item

Results

Comments

8:514/8:515 Time Limits/Appeals - Notification only:
Unless noted otherwise, all corrections must be completed, re-inspected, and approved within 60 days of the initial inspection. All follow up inspections will be scheduled by the inspector based on the timelines given. Please contact us if you would like to reschedule the inspection for a sooner date. You have the right to appeal any violation or time limit through the Housing Board of Appeals.

Fail

Checklist Item	Results	Comments
Individual Unit Notes - Checklist item used to track unit specific notes in larger buildings. NAV = No apparent violations.	Fail	<p>Basement:</p> <ul style="list-style-type: none"> -Provide a copy of the most recent furnace clean & check, showing no deficiencies, from within the last five years - 8:506. -Missing a carbon monoxide detector - 8:527. -PEX water distribution pipe to Unit # 3 kitchen sink. Have a licensed professional obtain a permit & gain final inspection/approval for this installation (02/17/2020)
		<p>Hallways:</p> <ul style="list-style-type: none"> -Outdated smoke detectors - 8:527.
		<p>Unit # 3: (Second Floor/Efficiency)</p> <ul style="list-style-type: none"> -Window next to the kitchen countertop won't stay open - 8:509. -Missing a carbon monoxide detector - 8:527. -Bathroom window won't open - 8:509. -Main room windows won't operate as designed - 8:509. -Entry door won't shut/latch - 8:504. -Deteriorated floor covering throughout the dwelling -8:509. -Outdated hardwire & battery operated smoke detector - 8:527.
		<p>Unit # 4: (Second Floor/Efficiency)</p> <ul style="list-style-type: none"> -Entry door won't shut/latch - 8:504. -Missing a carbon monoxide detector - 8:537. -Missing caulk at the kitchen countertop backsplash - 8:508. -Outdated hardwired & battery operated smoke detector - 8:527.
		<p>Unit # 1: (First Floor/One Bedroom)</p> <ul style="list-style-type: none"> -Missing a carbon monoxide detector - 8:527. -Entry door doesn't shut/latch 8:504. -Some improperly wired three prong outlets throughout the unit - 8:505. -West living room window won't stay open -8:509. -Dining room window won't stay open - 8:509. -Damaged/missing pin locks for the dining room, living room & hallway window.windows -8:503. -Damaged/Unsecure pane of glass in the hallway window - 8:509. - Outdated hardwired & battery operated smoke detectors - 8:527. -Some unsecure/water damaged ceiling tiles in the living room - 8:508.
		Unit # 2: (First Floor/One bedroom)

Topic	Question
Information Accessibility	<p>How can records of previous inspections and complaints be accessed via the STREAM / eTrakit system? Does the City track the instances in which tenants are forced to move out for their unit being deemed uninhabitable?</p> <p>Instructional Attached: Inspection records are in the inspections tab on STREAM the CR Record. Complaints are not made public. Complaint information must be retained through a FOIA that the City Attorney's Office reviews. We track dangerous buildings and orders to vacate, but often, the number of people displaced is not accurately disclosed.</p>
Information Accessibility	<p>8:517. - Registry of owners and premises <i>Registration of agent.</i> If the premises are managed or operated by an agent, the agent's name, date of birth, and both the street address and mailing address of the business shall be placed with the name of the owner in the registry.</p> <p>Where can a tenant find this information? Does this specifically apply to management companies? Would a landlord need to register this information themselves?</p> <p>Agent information can be found on STREAM under the contact tab. See Attachment. This section applies to an "Agent," not just property management companies. The owner or agent can register the property.</p>
Enforcement (Other)	<p>8:529. - Privacy.</p> <p>How should tenants seek help if their privacy requests are being repeatedly violated even after they've provided a written request to their landlord?</p> <p>When the City is contacted regarding a Privacy violation, the only course of action we can take is to contact the landlord. If there is proof of this violation, the tenant can submit information to the rental staff, and we can pursue a ticket. Alternatively, contacting a legal aide would be suggested as a more effective method of enforcement.</p>

Enforcement (Other)	<p>8:509. - General requirements relating to the maintenance of dwellings, parts of dwellings, and facilities.</p> <p>(1) <i>Structural maintenance.</i> Every foundation, floor, wall, ceiling and roof shall be reasonably weathertight, watertight, and rodent proof;</p> <p>(2) <i>Openings.</i> Every window, exterior door, and basement hatchway shall be reasonably weathertight, watertight and rodent proof, and shall be kept in sound working condition and good repair.</p> <p>Can you please clarify what is considered 'reasonable' in this context? For example, would water leakage thru a sliding door during heavy rains violate this code requirement? Would water leakage from a tub/shower resulting in fungal growth violate this code?</p> <p>Weathertight: The expectation is that wind has does not have a point of entry. Cracks or separations of material are also addressed.</p> <p>Watertight: The expectation is there would be no point of entry for water, eliminating damage or growth caused by water settling.</p> <p>Both examples are considered violations.</p> <p>Do general requirements such as this include shared spaces within an apartment complex, like a hallway or stairway?</p> <p>Any area that can be affected applies.</p>
Other	<p>Generally speaking, what sorts of code violations warrant filing a complaint? Is it reasonable for a tenant to file a complaint over code violations that do not pose an immediate health/safety risk? What is a reasonable timeframe a tenant should allow for a landlord to make repairs before potentially filing a complaint?</p>

Anything that impacts the functionality of the dwelling or the personal health and safety of the tenant that is addressed by the code can be reported. However, we ask that the complaint be brought to the landlord's attention first. Reasonable timing for violation correction varies based on the severity of the violation.

Are current inspectors experiencing challenges in managing their caseloads, especially given the volume of rental properties?

No, our inspectors are scheduled for 6 inspection slots per day, and we have a 100% fill rate. The growing volume of rentals makes it challenging to inspect every unit over two and a half years with the number of inspectors we have.

With the green rental ordinance in place, how will this affect the current inspection process?

Are there specific areas where additional time or expertise will be required from inspectors due to new sustainability measures?

Currently, the standards in place for Green Rental do not affect the traditional rental housing inspections. Sustainability has a rating system that includes various elements to retain a desired score. However, these improvements are not all incorporated into the current rental housing code. For instance, energy-rated appliances are not a requirement of the rental housing code that affects the unit's health, welfare, and maintenance.

Are there specific areas where additional time or expertise will be required from inspectors due to new sustainability measures?

Will the timeline for inspections need to be adjusted to accommodate these new requirements with current staffing levels?

Yes, Sustainability has trained and certified talent focused on energy and efficiency standards to perform extensive audits. An audit for a single-family home would add an hour and a half to the standard one-hour rental inspection, which is not feasible.

Are inspectors being trained to evaluate compliance with the green rental ordinance, or will this require external experts?

Sustainability is the expert for the subject; rental housing is not currently being trained.

How does the department plan to ensure consistency in enforcing new sustainability standards?

We are not currently enforcing Sustainability standards.

Can you provide an update on what the new short-term rental software has found regarding illegal rentals?

Why was a new software platform chosen instead of using the feature within Legistar or its associated software, which is already integrated with the city's system? Would it have been more efficient to use an existing platform?

The new STR software was fully implemented in June 2024, and initial reports cited over 200 properties advertising without a license. Warning letters were generated and sent out in August and September. Our current vendor was chosen based on the functionality offered through the demo process.

Why are rentals not inspected on a yearly basis? Are there specific logistical or regulatory reasons for the current inspection schedule?

Inspecting all the units in the City annually would take five times the staff we currently have.

How often do rental properties fail inspections, and what are the most common reasons for failure?

We have a 40% first-time pass rate. The units inspected are complex, so narrowing down the most common violations is hard. Our pre-inspection checklist captures some items people should use to guide the pre-inspection.

Under what circumstances are rental certificates revoked, and how often does this happen?

Certificate of compliance certifications can be revoked if a unit becomes uninhabitable after it has been certified. In my sixteen years in the service area, we have only revoked fifteen.

Is there a mechanism in place to prevent serial offenders (property owners or managers with repeated violations) from receiving rental certificates in the future?

How does the department track and manage repeat offenders, and are there any actions beyond fines or penalties to permanently disqualify them?

We don't track or have measurements in place for repeat failures. Over an inspection cycle, buildings encounter all kinds of damages, so we don't track repeat failures to penalize them. However, the history of inspections exists on their record.

What is the average time frame for completing inspections, from initial request to final approval?

We have an average of 121 days for complexes and 75% compliance within 60 days for single-family and duplex.

Are there any current backlogs, and if so, how are they being addressed?

I'm not sure I understand the question. We have six inspectors who have six inspection slots a day, and we have a 100% fulfillment rate.

Beyond the short-term rental software, are there any other technological tools or systems being considered to improve the efficiency and effectiveness of the rental inspection process?

Inspections are currently performed on iPads with Tyler-based software incorporating the checklist developing the inspection report.

What efforts are being made to educate both tenants and landlords about their responsibilities and rights related to inspections, including compliance with the new green ordinance?

Sustainability has a public engagement method to educate the community.

If a landlord or tenant disputes an inspection outcome, what is the process for appeal or review?

Landlords can appeal a housing inspection first through the Rental Housing Manager or the Housing Board of Appeals.

How often do such disputes occur, and what are the typical outcomes?

We typically have one HBA a year. However, some reports are disputed with management, and the frequency is insufficient to track.

How well does the rental inspection process coordinate with other city services, such as fire safety or building code enforcement, to ensure holistic property safety and maintenance?

Typically, rental housing will call out violations that require a permit, so they coordinate with the building often, and fire occasionally coordinates an inspection with the rental for fraternities. Rental housing will often hold the certificate of compliance until the permitted work is completed and inspected and the fire violations are compliant.

Is there a system for collecting and acting on tenant complaints about inspection results or issues not being addressed by landlords?

Yes, there is a complaint process.

How are these complaints incorporated into future inspections or compliance checks?

Inspectors check a property's history before they start the inspection cycle. If a complaint is received before the inspection, notes are captured to pay special attention to it.

With the ongoing development of new rental units and the anticipated addition of thousands more, how is the department preparing to handle the increased demand for rental inspections? Will additional staffing be necessary to keep up with the volume? How will this growth impact the timing of inspections? Will there be delays in inspection scheduling or completing inspections due to the increased workload?

	<p>We plan to ask for an additional three inspectors for FY26. Before we asked for additional staff, we had to demonstrate that the unit could generate enough funds to cover its cost. Rental housing has been working short-staffed for years and unable to make budgets. FY24 was the first year with a full staff count that demonstrated we could sustain our costs.</p>
Enforcement (Other)	<p>Weatherization has been in the code since the 1980s and there has never been a citation for lack of attic insulation. Understandable it isn't easy for inspectors to get into the attic. But given this history how can the department handle the increase of inspection duties with the new proposed green rental housing standards?</p> <p>At this time, the green rental standards are not inspection items that rental housing is taking on. Green rental standards are being introduced as an evaluation rating that landlords can achieve through various improvements.</p>
Enforcement (Other)	<p>Last year the Renters Commission requested that the Department start tracking the landlords that complied with warnings about providing the required Rights and Duties booklet. We don't want the same landlords to get away with not providing the booklets year after year. Do you now have a system to track violations that just receive a warning and not a ticket?</p> <p>Rental housing has a system of tracking all the complaints received, including the complaint of a landlord not giving the tenant a rights and duties booklet. Enforcement is executed based on the status of the file as complaints are received.</p>
Enforcement (Other)	<p>Last year the Renters Commission asked for information about funds raised by collecting on citations with the aim of trying to find ways to increase funding for the Department. Is that information now available?</p>

	<p>Rental housing fees cover the cost of services. We collect fees for tickets written to cover the time it takes for an inspection to issue the ticket and appear in court, combined with admin expenses to file documentation.</p>
Enforcement (Other)	<p>When an inspector clearly ignores a violation pointed out by the tenant, what recourse does the tenant have? We know many violations are not cited by inspectors. How do we protect tenants and Ann Arbor's housing stock?</p> <p>Occasionally, inspectors may miss a violation based on human error, not out of willful neglect. Inspectors are open to others pointing out a concern; however, what a tenant may interpret as a violation could also be a misinterpretation of the code. In this case, the specialist educates the tenant to eliminate concern.</p>
Enforcement (8:530)	<p>Section 8:528 of the housing code pertains to smoke and fire detection services. The ordinance states that "No person shall let to another for occupancy any dwelling or dwelling units which are not equipped with smoke or fire detectors, or with an automatic fire alarm system." Yet we routinely hear that the smoke alarm in buildings do not work. We are interested in knowing an estimate of noncompliance with this ordinance, and the city's enforcement mechanisms for this.</p> <p>During the inspection cycle, rental housing verifies detectors are in place at the time of inspection; they also ask for alarm service reports to ensure they work. The fire inspection unit also does annual inspections that require proof of functionality. We do not have complaints on file that reflect disabled or missing detectors.</p>