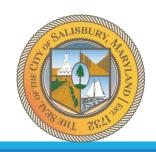
Salisbury OpenGov Deployment

HOW TO NAVIGATE THE NEW SYSTEM AS A LANDLORD





About OpenGov

OpenGov was founded in 2012 by Zac Bookman, Joe Lonsdale, and technologists from Stanford University, who studied government budgeting in the aftermath of the Great Recession. They observed dedicated public servants struggle against outdated technology that prevented them from accessing timely spending information and communicating their priorities to residents and elected officials. Believing there was a better way, they built modern cloud software designed exclusively for governments.

Over 1,900 public agencies nationwide form a growing network leveraging OpenGov to operate more efficiently, adapt to change, and strengthen public trust.





HCDD Team

Muir Boda – Director

Mike Thomason – Assistant Director

Ryan Hardesty – Code Enforcement Chanita Lewis-Watson – Code Enforcement Zach Basham – Code Enforcement

Trish Warrington - Office Administrator Kathleen Bradshaw - Office Administrator **HCDD Contact Information:**

Email: hcdd@salisbury.md

Phone: (410)341-9550

Office:

207 W. Main St Suite 102

Salisbury, MD 21801





What processes are moving to OpenGov?

The City of Salisbury is moving the following processes to OpenGov:

Housing & Community Development Processes

- 1. Landlord Licensing & Rental Registration Program
- 2. Code Enforcement
- 3. Vacant Building & Foreclosed Property Registrations
- 4. Affidavit Forms

Arts, Business, & Culture Department Processes

- 1. Hotel and Motel License Registrations
- 2. Fortune Teller Licensing
- 3. Mobile Vendor & Transient Merchant Licenses





Training Focus

This training will be focused on the following HCDD process.

- Setting up your account
- Rental Owner's License
- Rental Unit Registration





- Current Registration process:
 - Website forms filled out by property owner/manager.
 - Information is manually entered into Comcate.
 - Then the information is manually entered Munis.
 - Payments are manually processed in finance.
 - Invoices, receipts, and licenses are mailed.





- Current Renewal process:
 - Internal manual reviews by HCDD & Finance.
 - Renewal invoices are printed, envelopes stuffed, and mailed.
 - Most payments are manually processed.
 - Overdues require significant staff time to gain compliance.





- New Rental Owner's License & <u>Initial Deployment</u> process:
 - Property owner/manager creates an account.
 - Property owner/manager enters information in the form.
 - Staff reviews application.
 - The property owner/manager receives notification of approval and then either pays through the platform, mails the payment, or makes the payment in person at HCDD.
 - Owner/manager receives notification that the license is ready for download in their OpenGov account.





- New Rental Unit Registration & <u>Initial Deployment</u> process:
 - Property owner/manager enters information on the form for each rental unit.
 - Administrative review, inspection scheduled (new unit).
 - Alert in OpenGov & email about the scheduled inspection. Once passed, alert that you are ready to pay.
 - The property owner/manager receives notification of approval and then either pays through the platform, mails the payment, or makes the payment in person at HCDD. Receipt available in account.





- Rental License & Registration Renewal process:
 - Property owners/managers will receive an alert and an email in their OpenGov account about the renewal bills on January 15, with payment due March 1. Four (4) reminders are sent within that time period.
 - Once paid, you will receive an alert and an email that your license and receipt are ready for download from your account.





Privacy and Public Information Requests

Protecting your privacy and sensitive information about yourself and your business is important to us. When it comes to public display or information we share in Public Information Act Requests, we will act as follows:

What we will and are required to share:

- Business/Owner(s) Name
- Address of property owned
- Public government records collected during this process (ex. MDE Lead Certification)
- Code enforcement records
- Municipal citations issued

What we will not share:

- Business/Owner(s) email or phone number
- Sensitive ownership information (such as any information about the percentage of business owned)
- If we know the property is for sale or will be for sale.
- We will not share any future development plans.





What you'll need for a Rental Owner's License

Business information:

- If there is more than one owner, the information for each owner and their percentage of the business.
- If you have a property manager, please provide their information and the services they provide.
- If you have a resident agent, please provide their information.





What you'll need for a Rental Unit Registration

A <u>Rental Owner's License</u> is required before registering a rental unit. You will use your license number in the search field to populate the business and property manager information.

Rental Unit Information – Single Family/Townhome

- Street Address
- Number of Bedrooms
- Number of Bathrooms
- Square Footage
- If built before 1978 upload your Lead Certificate

Rental Unit Information – Duplex

- Street Address
- Unit Number
- Number of Bedrooms
- Number of Bathrooms
- Square Footage
- If built before 1978 upload your Lead Certificate





What you'll need for a Rental Unit Registration

Rental Unit Information – Multi-Family Dwelling

- Street Address
- Type of Unit
- Unit Number
- Number of Bedrooms
- Number of Bathrooms
- Square Footage
- If built before 1978 upload your Lead Certificate

Rental Unit Information – Apartment Building

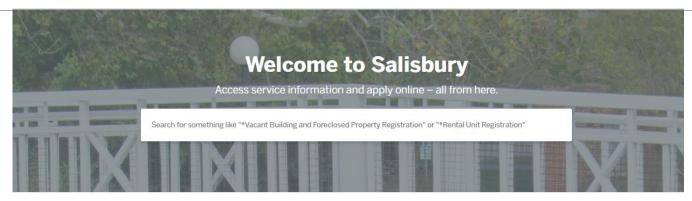
- Street Address
- Building Number
- Unit Number
- Number of Bedrooms
- Number of Bathrooms
- Square Footage
- If built before 1978 upload your Lead Certificate





City of Salisbury, MD

Search Login Sign Up



Discover Online Services

Choose below to browse services by department



Housing & Community Development
*Rental Owners License, *Rental Unit Registration
+1 more

Explore









City of Salisbury, MD

Search Login Sign Up

Create an OpenGov ID

Register once, login to any **OpenGov** community.

For your security, your sign up is performed on our Secure Portal

Sign up using Secure Portal

Already have an OpenGov ID?

Use your OpenGov ID to login to

For your security, your login is performed on our Secure Portal

Login using Secure Portal







Select "My Account" at the top right.

Discover Online Services

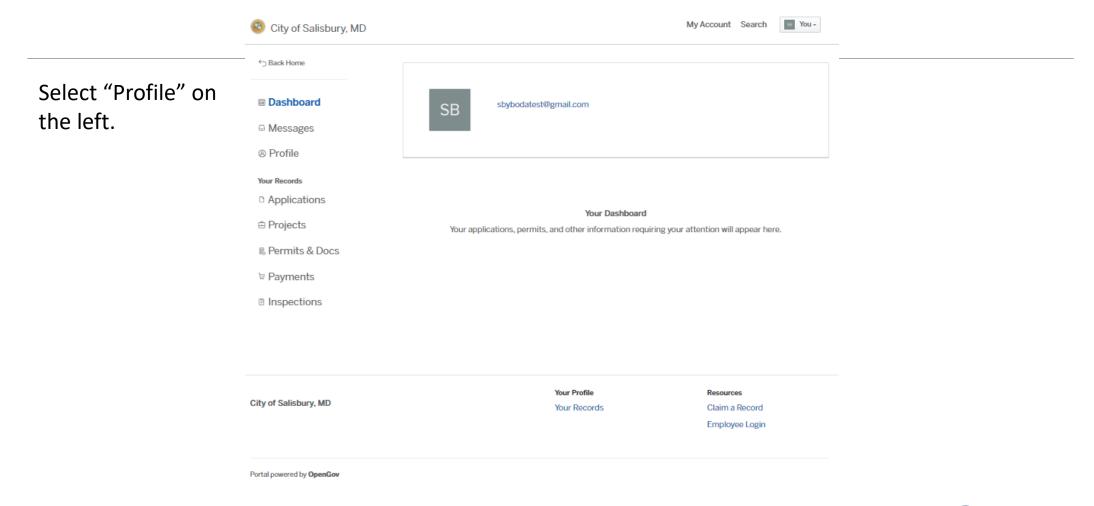
Choose below to browse services by department





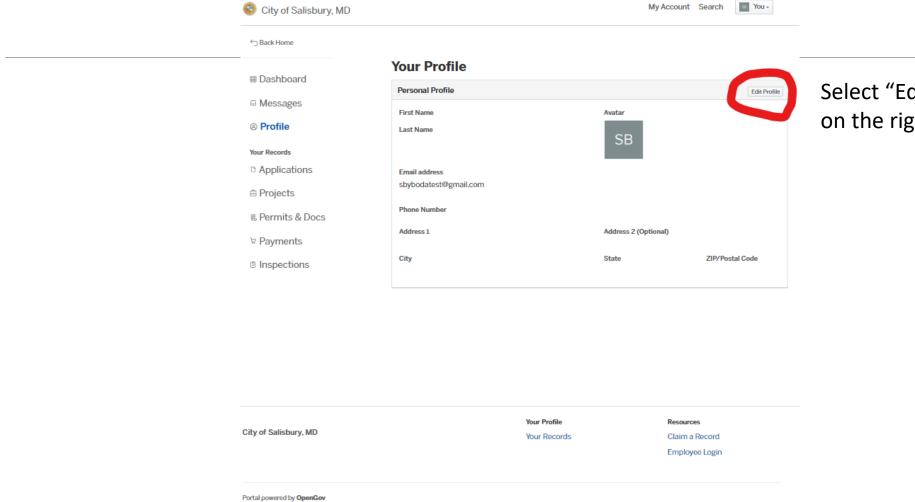








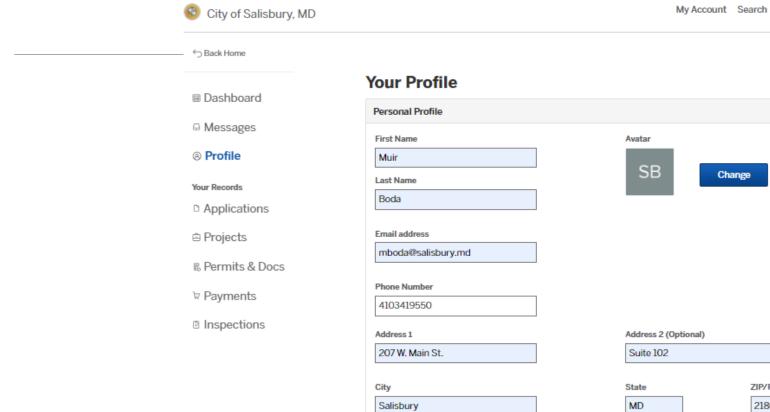




Select "Edit Profile" on the right.







Fill this out with the Primary Business Owner, Property Manager, or primary office contact information.

99 Muir +

ZIP/Postal Code

Reset Password A

Save

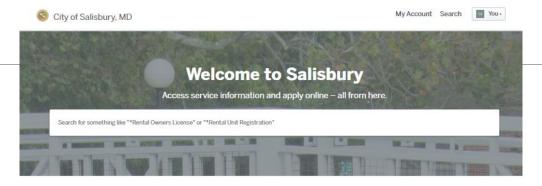
21801

Cancel

This is the "Applicant" on the account.







Returning to the "Home" you would select "Explore" under Housing & Community Development.







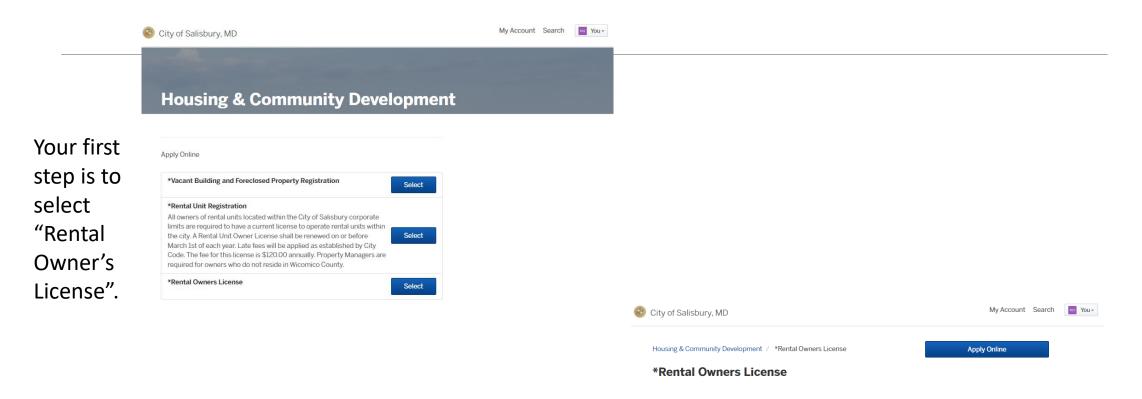




Registering for your Rental Owner's License







Then select "Apply Online".

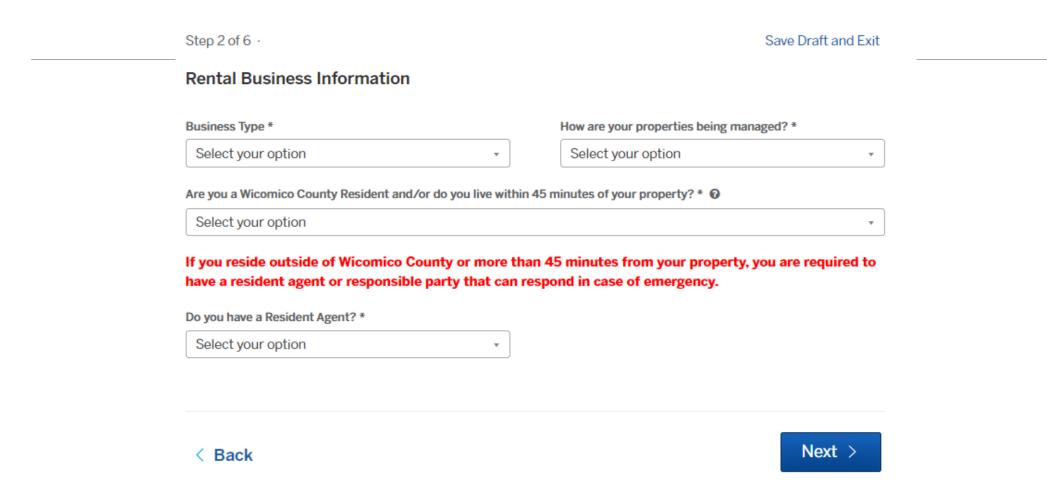




Step 1 of 6 · Save Draft and Exit Confirm your contact information Ensure your contact information is up-to-date so that we can get in touch with you if needed. Step 1 is to confirm your First Name Last Name contact Muir Boda information. Email address Phone Number sbybodatest@gmail.com 410-341-9550 Address 2 (Optional) Address 1 207 W. Main St. Suite 102 City State ZIP/Postal Code Salisbury MD21801







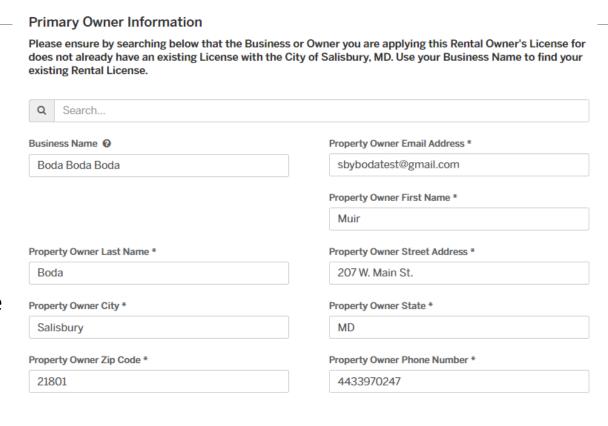




Step 3 of 6 ·

The search feature may not initially populate the information as the system is new.

If you have multiple LLCs or Businesses, this will help to ensure you do not duplicate applications.



The Primary/Principal Owner's information should be used here.





Save Draft and Exit

Step 4 of 7 ·	Save Draft and Exit	
Property Manager		
Property Manager Business Name *	Property Manager Name *	
George PM	George Jetson	
Property Manager Email Address *	Property Manager Street Address *	
sbybodates@gmail.com	207 W. Main St.	
Property Manager City *	Property Manager State *	
Salisbury	MD	
Property Manager Zip Code *	Property Manager Phone Number *	
21801	410-341-9550	
What services does your property manager provide?		
Resident Agent	Emergency Response	
Renting/Leasing of Properties	Collection of Rent/Lease Payments	
•		
Property maintenance & repairs	Legal matters ©	





Resident Agent Information

Resident Agent Business

Resident Agent Email Address *

Resident Agent Business Name *

sbybodatest@gmail.com

Resident Agent City *

Salisbury

Resident Agent Zip Code *

21801

Resident Agent Name *

Jane Jetson

Resident Agent Street Address *

207 W. Main St

Resident Agent State *

MD

Resident Agent Phone Number *

410-341-9550

< Back

Next >





Step 6 of 7 · Save Draft and Exit _____

Affirmation and Digital Signature

I affirm that the information on this application is true and correct to the best of my knowledge and belief. I further understand that all mailings from the City of Salisbury will be mailed to the property owner/agent. Any information on this application found to be false or untrue shall be subject to penalties as established by the City Code.

I affirm the above language *

~

This license authorizes the licensee to register residential properties for rent in the City of Salisbury, Maryland subject to compliance with all federal, state, and local laws and ordinances.

I affirm the above language *

 \checkmark

Digital Signature *

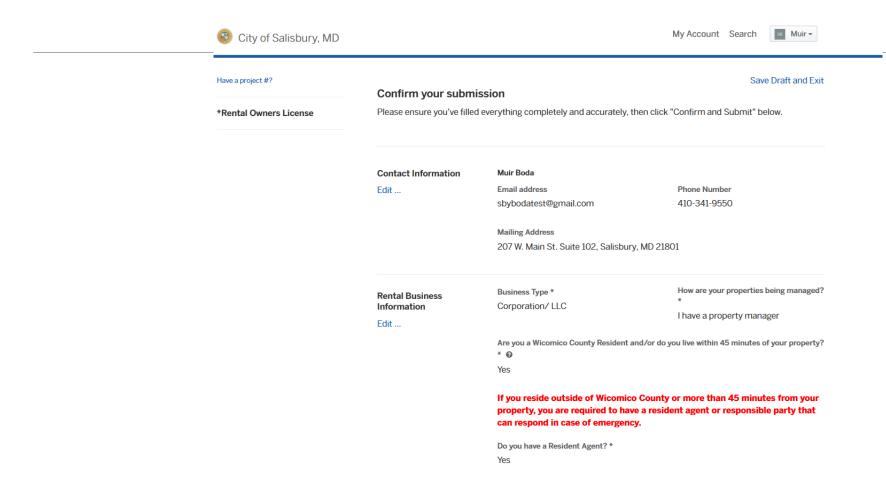
Muir Boda Clear

Date *

09/30/2024

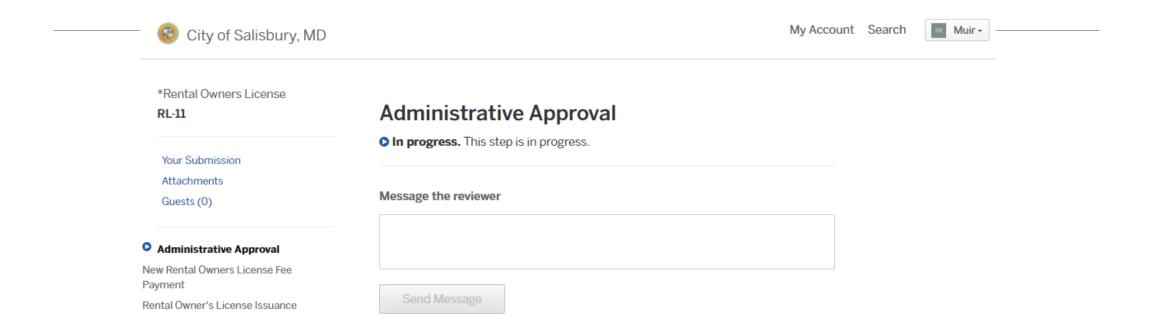












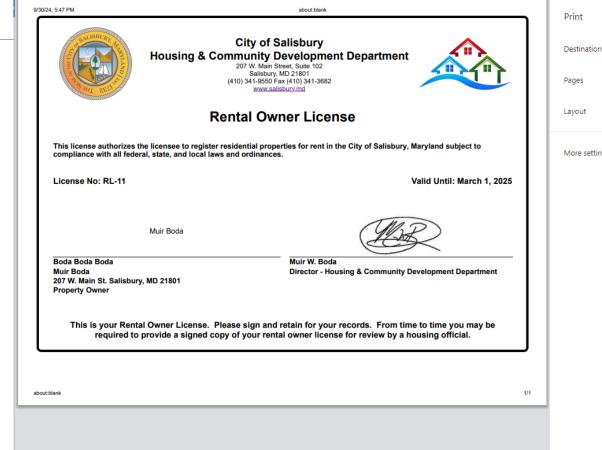




*Rental Owners License Rental Owner's License Issuance **RL-11** Issued. Your document is ready. Your Submission Attachments Issued: Sep 30, 2024 Expires: Mar 1, 2025 Guests (0) Administrative Approval Print your document Rental Owner's License Issuance Print this document and retain for your records. **Print Document** Ask a question about this Send Message









Cancel





Registering Rental Units





Setting Up Your Account – Rental Units

Have a project #?

*Rental Unit Registration

Ensure your contact information is up-to-dat	e so that we can get in touch with yo	u if needed.
First Name	Last Name	
Muir	Boda	
Email address	Phone Number	
sbybodatest@gmail.com	410-341-9550	
Address 1	Address 2 (Optional)	
207 W. Main St.	Suite 102	
City	State	ZIP/Postal Code
Salisbury	MD	21801





Next >

Setting Up Your Account – Rental Units

Step 2 of 6 · Save Draft and Exit

Location for *Rental Unit Registration

Select a primary location for this record. If needed, you can add additional locations later.

Search for Address or Parcel

Search for an address or parcel by name, address, or Parcel ID.

Search for a name, address, or Parcel ID





Location for *Rental Unit Registration

Select a primary location for this record. If needed, you can add additional locations later.

Search for Address or Parcel
Search for an address or parcel by name, address, or Parcel ID.

Search for a name, address, or Parcel ID

Q. 207 West Main Street

< Back

Q. 207 West Main Street

SALISBURY, Maryland 21801
Location (MBL 2305013356)

207 W MAIN ST, Unit ALSO 209 AND 211,
SALISBURY, Maryland 21801
Location (MBL 2309055266)

207 S HAVEN AVE, SALISBURY, Maryland 21801
Location (MBL 2313018383)

207 PRINCETON AVE, SALISBURY, Maryland 21801
Location (MBL 2313028257)

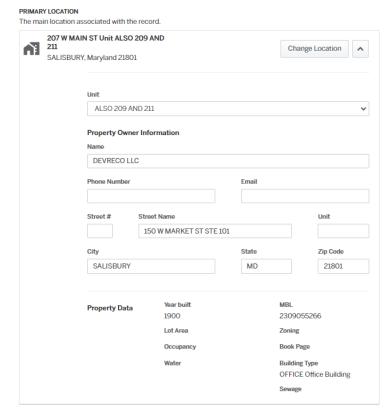
207 LESLIE ST, FRUITLAND, Maryland 21826

Searching for your property by address or Parcel ID is best.

Then select your property.







If you have multiple properties, select "+ Additional Locations" at the bottom. You can only select up to 100 locations per record submission.

If you have an apartment complex, select the primary address. Then, you will enter the rest of the information later in the application.

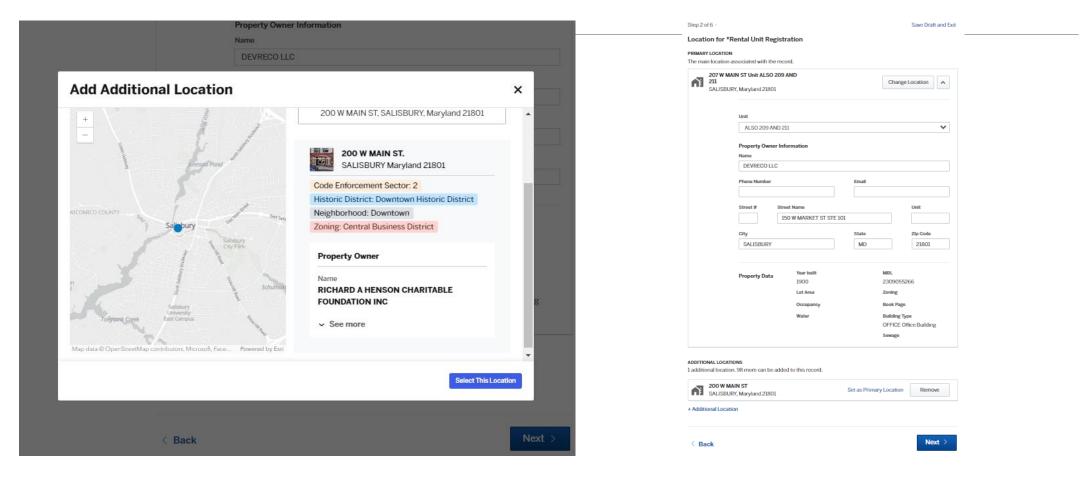


You can add up to 99 additional locations.

+ Additional Location

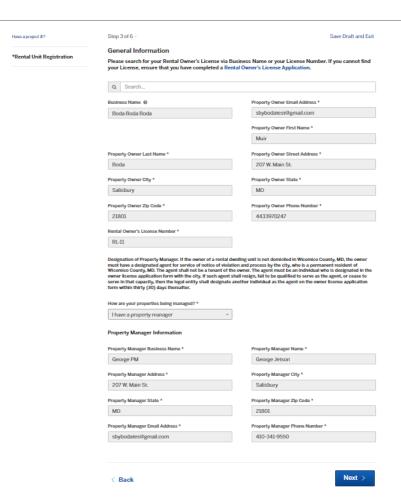










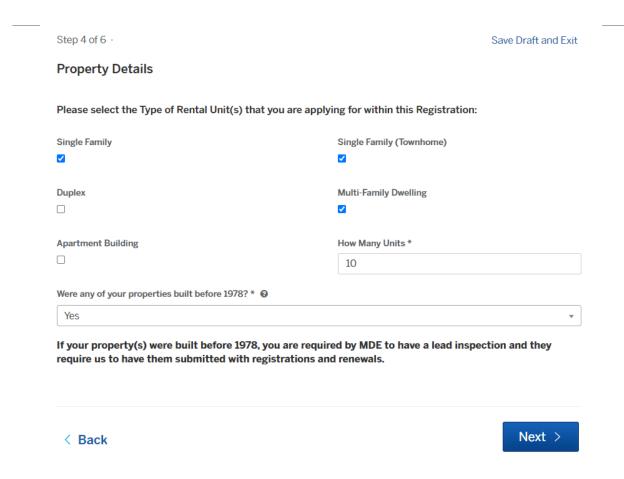


Once you have applied for a rental license, you can search by your business name or your Rental License number—in this case, RL-11.

Your information will auto-populate, and if you entered your property manager information, it will also populate.







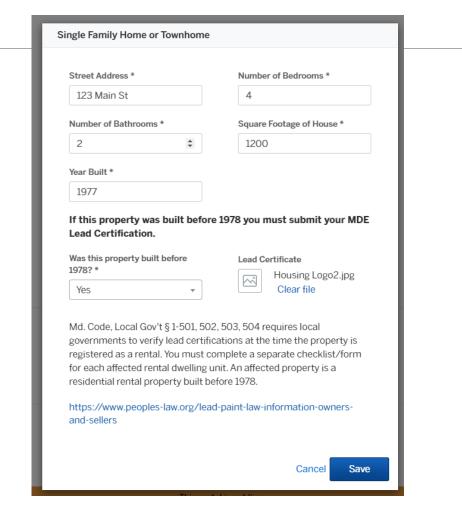
Select each type of property you have for this business.

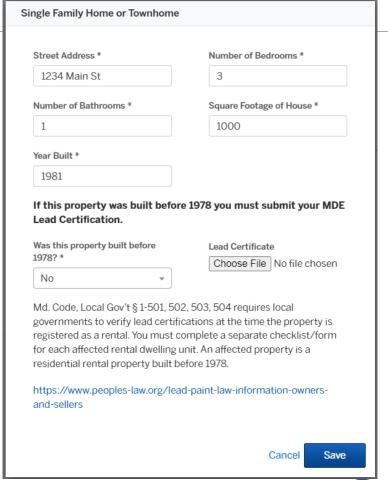
Enter how many units you are submitting for this business.

If any properties were built before 1978, then be prepared to upload your MDE lead certificates.













Single Family Home or Townhome *

Street Address	Number of Bedrooms	Number of Bathrooms	+ 7 Additional Fields
123 Main St	4	2	Edit Remove
1234 Main St	3	1	Edit Remove

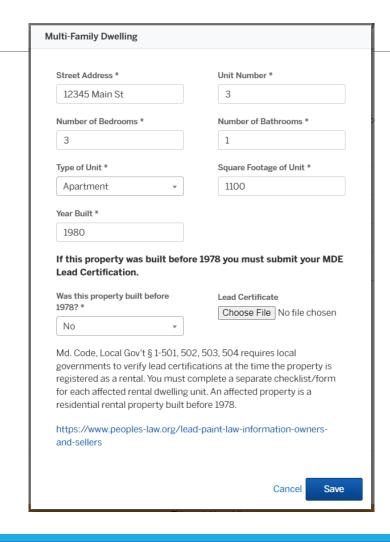
Add Single Family Home or Townhome

< Back









Step 6 of 9 · Save Draft and Exit

Multi-Family Dwelling *

This is used for a property that was constructed as a single-family home and converted into apartments. This would also be used for a property that has an accessory dwelling unit.

Street Address	Unit Number	Number of Bedrooms	+ 9 Additional Fields
12345 Main St	1	2	Edit Remove
12345 Main St	2	3	Edit Remove
12345 Main St	3	3	Edit Remove

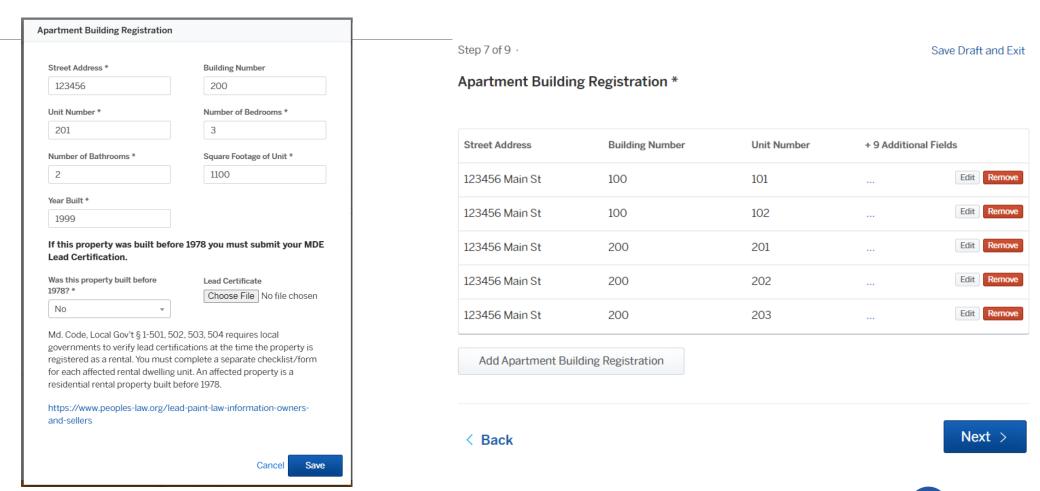
Add Multi-Family Dwelling

< Back

Next >











	of 9					
Ackn	owl	ledg	gem	ent		
						OPERT
wner,	corp	orati	on or	partn	ersh	his ap p, the enaltic
pplica					·	
		0				
) Mui	r Bo	da	Clea	r		
Mui	r Bo	da	Clea	r		
				r		
ate *	30/2	2024		2024		,
09/3	30/2	2024 Septe	mber	2024		
09/3	30/2	2024 Septe	mber Thu	2024 Fri	Sat	
09/3	30/2	2024 Septe Wed	mber Thu	2024	Sat 7	Sun 1
09/3 Mon	30/2 S Tue	2024 Septe Wed	mber Thu 5	2024 Fri	Sat 7 14	Sun 1 8 15
Oate * O9/3 Mon 2 9	30/2 Tue 3 10	2024 Septe Wed 4 11	mber Thu 5 12 19	2024 Fri 6	7 14 21	Sun 1 8 15 22





Save Draft and Exit

Confirm your submission

Please ensure you've filled everything completely and accurately, then click "Confirm and Submit" below.

Contact Information

Edit ...

Muir Boda

Email address sbybodatest@gmail.com

Phone Number 410-341-9550

Mailing Address

207 W. Main St. Suite 102, Salisbury, MD 21801

Locations

2 locations total

Edit ...

PRIMARY LOCATION



SALISBURY, Maryland 21801

ADDITIONAL LOCATIONS



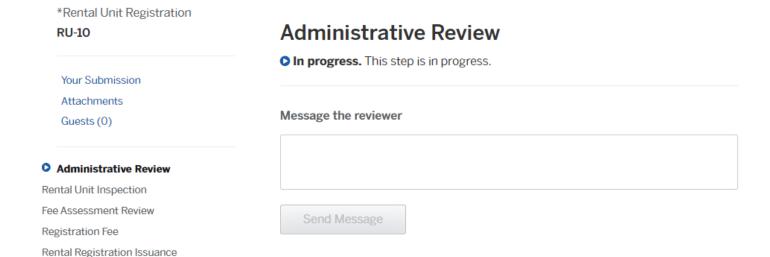
SALISBURY, Maryland 21801

Scroll down to verify everything you have entered.

Hit submit at the bottom of the page.







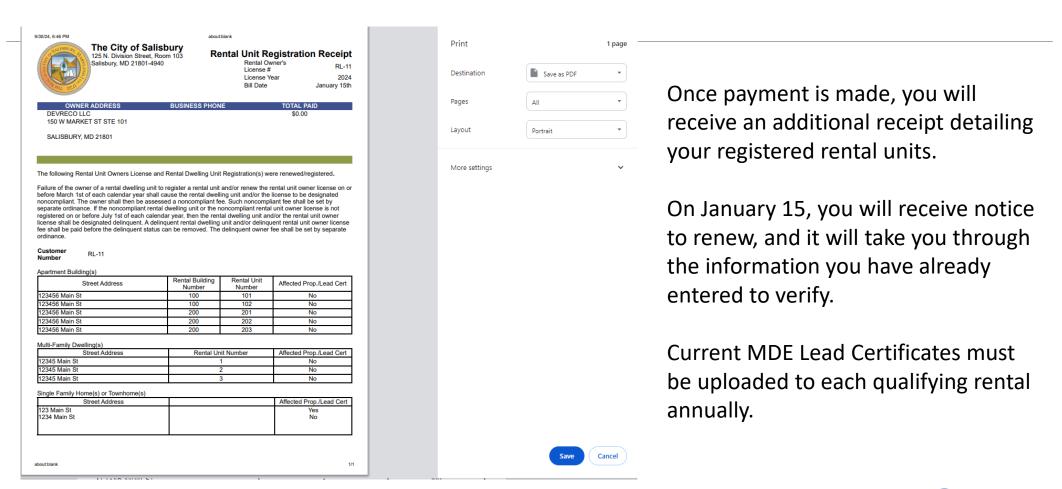
If an inspection is required, you will receive a notification with an inspection.

You will receive communication to schedule an inspection, as well as an alert and email about the scheduled inspection.

Once that is complete, you will receive a notification to pay.











Conclusion

During this initial deployment, we will have an internal process to waive any fees, and a new Rental Owner's License will be issued. However, your current license is still valid until March 1, 2025. Any new rental units will have to go through the standard inspection process, which will be processed in OpenGov. Each business entity must register for its own Rental Owner's License, and any properties that it owns must be registered under that License.

Payments can be made online in OpenGov, or checks can be mailed to our office, 207 W. Main St, Suite 102, Salisbury, MD 21801.





Questions

If you have any questions or need assistance with the new process, please contact our office at:

Phone: (410)341-9550

Email: hcdd@salisbury.md





HCDD Team

Muir Boda – Director

Mike Thomason – Assistant Director

Ryan Hardesty – Code Enforcement Chanita Lewis-Watson – Code Enforcement Zach Basham – Code Enforcement

Trish Warrington - Office Administrator Kathleen Bradshaw - Office Administrator **HCDD Contact Information:**

Email: hcdd@salisbury.md

Phone: (410)341-9550

Office:

207 W. Main St Suite 102

Salisbury, MD 21801



