

LEAD-SAFE ORDINANCE UPDATE

By: Monica L. Smith



City of Toledo



PROGRAM OVERVIEW



WHO?

- Pre-1978
- 1–4 Unit Rentals
- Family Child Care Homes



WHAT?

**Lead-Safe
Certificate
Required**



HOW?

- Licensed Lead Inspector
- Visual Assessment
- Dust Wipe Clearance



WHEN?

**Phased
Compliance
Deadlines**

PHASE 1 OVERVIEW



17
CENSUS TRACTS
— IN PHASE 1 —



957
ACTIVE CERTIFICATES
IN PHASE 1



~4,800
RENTAL PROPERTIES &
FAMILY CHILDCARE HOMES
IN PHASE 1 (ESTIMATED)



COMPLIANCE
DEADLINE
DEC. 31, 2025



REMINDER LETTERS
SENT FOR PHASE 1

4,465



NOTICE OF VIOLATION
LETTERS SENT FOR PHASE 1

3,736

PHASE 2 OVERVIEW



12

CENSUS TRACTS
— IN PHASE 2 —



93

ACTIVE CERTIFICATES
IN PHASE 2



2,800

RENTAL PROPERTIES &
FAMILY CHILDCARE HOMES
IN PHASE 2 (ESTIMATED)



COMPLIANCE
DEADLINE

JUNE 30, 2026



REMINDER LETTERS
SENT FOR PHASE 2

2,634



NOTICE OF VIOLATION
LETTERS SENT FOR PHASE 2

0

PHASE 3 OVERVIEW



12
CENSUS TRACTS
— IN PHASE 3 —



133
ACTIVE CERTIFICATES
IN PHASE 3



3,058
RENTAL PROPERTIES &
FAMILY CHILDCARE HOMES
IN PHASE 3 (ESTIMATED)



COMPLIANCE
DEADLINE
—
DEC. 31, 2026



REMINDER LETTERS
SENT FOR PHASE 3

2,958



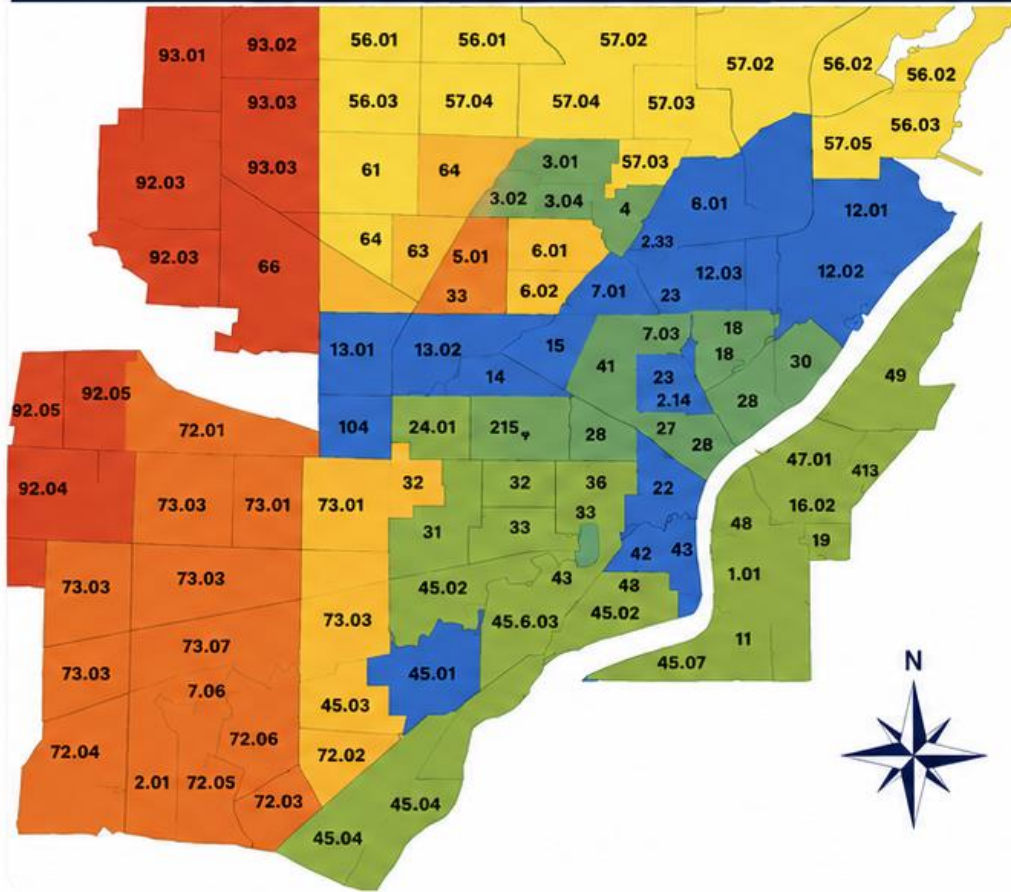
NOTICE OF VIOLATION
LETTERS SENT FOR PHASE 3

0

LEAD-SAFE ORDINANCE IMPLEMENTATION

PROGRAM STATUS OVERVIEW

CURRENT PROGRAM AREA



CENSUS TRACTS INCLUDED

120

Total Census Tracts



COMPLIANCE DEADLINES

8

Total Deadlines



REMINDER LETTERS SENT (TOTAL)

10,057



NOTICE OF VIOLATIONS SENT (TOTAL)

3,736



ACTIVE LOCAL INSPECTORS

69

Inspectors



TOTAL ACTIVE LEAD SAFE CERTIFICATES

4,124

QUALITY CONTROL & INSPECTOR OVERSIGHT

Ensuring Consistency, Accuracy & Program Integrity

QUALITY CONTROL PROCESS

- Technical review of submitted applications
- Verification of required documentation
- Quality assurance reviews conducted as applicable
- Site visits conducted to verify program compliance

INSPECTOR OVERSIGHT MEASURES

- Ongoing communication and guidance
- Corrective actions issued when deficiencies are identified

ENFORCEMENT ACTIVITY

Ensuring Compliance, Protecting Our Community

AT LEAST 6 MONTHS
PRIOR



1

A reminder letter
is sent.

1 MONTH AFTER
DEADLINE DATE



2

A notice of violation
letter is issued.

AFTER 45 DAYS



3

Service is verified.

IF STILL
NON COMPLIANCE



4

A Housing Court referral
is issued.

TECHNOLOGY IMPROVEMENTS

Improving Efficiency, Tracking & Program Management

PROGRAM IMPROVEMENTS IMPLEMENTED

- Interactive Lead-Safe property map
- Website updates and educational resources
- Online application process

TECHNOLOGY IMPROVEMENTS UNDER DEVELOPMENT

- Lead-Safe Portal implementation
- Cityworks integration and workflow automation
- Data management and reporting improvements

OUTREACH & TRAINING

Educating, Engaging & Empowering Our Community

TRAINING CLASSES
IN 2024 & 2025

231

PEOPLE TRAINED

(149 in 2024 + 82 in 2025)

OUTREACH EVENTS

8

with a total of

1,350

PEOPLE IN ATTENDANCE

TPS ELEMENTARY
SCHOOLS VISITED

3

talked to first graders

LAUNCHED A
MARKETING CAMPAIGN

that included:

- ✓ Billboards
- ✓ Radio
- ✓ Print Ads
- ✓ Social Media



MOVING FORWARD

The Toledo Lead Resource Center will now take the lead on outreach and training for the Lead Safe Program.



TOLEDO LEAD
RESOURCE CENTER

CHALLENGES & LESSONS LEARNED

IMPLEMENTING A CITYWIDE COMPLIANCE PROGRAM AT SCALE —●

PUBLIC AWARENESS & UNDERSTANDING

- Many property owners were unfamiliar with the ordinance requirements and compliance timelines.
- Significant outreach and education efforts were needed to explain the process, deadlines, and expectations.
- Ongoing communication became critical to improving participation and reducing confusion.

INSPECTOR CAPACITY & CONSISTENCY

- Building and maintaining a qualified local inspector network required significant coordination.
- Ensuring consistency in inspections, documentation, and reporting standards became a major focus.
- Quality control measures and ongoing oversight were implemented to strengthen program integrity.

DATA & SYSTEM LIMITATIONS

- Existing systems were not originally designed to manage large-scale ordinance tracking and enforcement.
- Manual processes created inefficiencies, duplication, and administrative challenges.
- Technology improvements, workflow automation, and data integration became essential to long-term success.

FUNDING & RESOURCE CONSTRAINTS

- Implementing and sustaining a citywide program required significant financial and staffing resources.
- Funding was needed for outreach, technology improvements, enforcement activities, and program administration.
- Strategic partnerships and grant funding played a key role in supporting implementation efforts.

KEY LESSON LEARNED

Challenges created opportunities to improve systems, strengthen partnerships, and build a more sustainable Lead Safe Program for Toledo residents.

NEXT STEPS

Building on Progress, Strengthening Our Impact

1



CONTINUE STRENGTHENING PROGRAM OPERATIONS

Maintain high standards of quality control and inspector oversight to ensure program integrity and compliance.

2



ENHANCE TECHNOLOGY & SYSTEMS

Advance system improvements and automation to increase efficiency, accuracy, and data-driven decision making.

3



EXPAND OUTREACH & EDUCATION

The Toledo Lead Resource Center will lead outreach and training efforts to educate, engage, and empower our community.

4



MEASURE, EVALUATE & REPORT

Track progress, evaluate outcomes, and share results to ensure accountability and continuous improvement.



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Thank you.

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DIVISION OF CODE COMPLIANCE

VACANT PROPERTY REGISTRATION PROGRAM

PHASE ONE LAUNCH OVERVIEW

*By: Jim Molnar,
Commissioner*

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City of Toledo



PROGRAM OVERVIEW

Building on Progress, Strengthening Our Impact



Strengthened
implementation of Toledo
Municipal Code
Chapter 1767



Program launch focused
on clarity, scalability,
and defensible
enforcement



Designed to support
neighborhood stability
and proactive code
compliance



Original Legislation
dated back to 2008.



Vacant Property Registration
(VPR) Program –
2025 Re-Launch



PURPOSE OF THE LAUNCH

- **Why this work was necessary:**
Vacant properties affected entire neighborhoods
- **A need to improve accountability**
for vacant residential properties
- **Shift from reactive, complaint-driven enforcement**
to a structured program
- **Create consistent processes**
across inspectors, administrative staff,
the call center, and owners
- **Establish a foundation that can scale**
without increasing inspection workload

PHASE ONE PROGRAM MOMENTUM

Targeted, data-driven rollout

Phase One laid a strong foundation through targeted outreach, proactive enforcement, and meaningful results.



600+

COURTESY NOTICES ISSUED

Proactive outreach to inform owners and encourage compliance.

400+

VIOLATION NOTICES ISSUED

Addressing noncompliance and promoting neighborhood standards.

25

CIVIL FINES ISSUED

Holding noncompliant properties accountable.

EXPANDED OWNER COMMUNICATION AND OUTREACH & PARTNERSHIPS

Strengthened relationships and increased awareness across the community.



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BUILDING A BETTER SYSTEM

*More than an ordinance update—
a stronger, smarter approach.*

Clarified registration requirements and timelines

Clearer expectations for a smoother process.

Public-facing webpage with FAQs and guidance

Easy access to information and resources.

Tolemi-Building Blocks integration

Seamless connection across City systems.

Waiver process still available

Flexibility when circumstances warrant.

Case management workflow system (CW) designed and implemented to manage program

Consistent, efficient, and built for accountability.

Online registration and payment options now available

Convenient, secure, and user-friendly.

Data-driven identification of likely vacant properties

Smarter targeting for maximum impact.



HOW WE MADE THIS WORK

Core operational improvement: Why this is possible with limited resources

1

INSPECTORS

- Document occupancy observations:
 - Occupied
 - Appears vacant
 - Unable to determine

2

ADMINISTRATIVE TEAM (SPECIALISTS / CLERKS)

- Using case information and technology tools to make formal vacancy determinations
- Issue notices, waivers, and enforcement actions
- Follow up with owners

3

RESULT

- Improved efficiency
- Increased owner education
- Scalable citywide model
- Clearer compliance process
- Communication with owners

NEIGHBORHOOD IMPACT

Stronger neighborhoods. Safer streets. A better quality of life for all.

Safer, stronger neighborhoods

Proactive enforcement helps reduce blight and improves safety for residents.

Increased property values & investment

Well-maintained neighborhoods attract investment and support property value.

Improved quality of life

Cleaner, maintained properties create pride, stability, and stronger communities.

Responsive city services

A more efficient system means faster response and better customer experience.

Accountability & fairness

Consistent standards ensure equitable treatment across all neighborhoods.



City of Toledo

RENTAL REGISTRATION, LEAD SAFE & VPR PROGRAMS COMPLEMENTING EACH OTHER

Three strong programs. One shared goal: Safe, well-maintained rental housing in every neighborhood.







RENTAL REGISTRATION

Accountable rentals. Stronger neighborhoods.

Rental Registration ensures all rental properties in Toledo are identified, accountable, and up to date in City records.

THE PURPOSE

-  Create a comprehensive, accurate inventory of rental properties and owners.
-  Ensure accountability and compliance with City standards.
-  Strengthen communication between the City, owners, and tenants.
-  Support proactive code enforcement and neighborhood revitalization efforts.

WHAT RENTAL REGISTRATION MAKES POSSIBLE



LEAD SAFE TOLEDO

Protecting families. Building healthier homes.

Lead Safe Toledo protects families—especially children—by reducing lead hazards and ensuring rental homes are safe and code-compliant.

THE PURPOSE

- ✓ Reduce lead exposure and protect children's health.
- ✓ Ensure rental properties meet lead safety and housing standards.
- ✓ Provide education and resources to owners and tenants.
- ✓ Support code compliance and proactive hazard reduction.

IDENTIFY HAZARDS

Inspections find lead-based paint hazards in rental properties.

REQUIRE CORRECTIONS

Owners must fix lead hazards to keep homes safe and compliant.

PROTECT CHILDREN

Reducing lead exposure helps children grow, learn, and thrive.

EDUCATE & SUPPORT

Resources and guidance help owners and tenants understand lead safety.

STRONGER COMMUNITIES

Lead-safe homes contribute to healthier neighborhoods for everyone.

THE FUTURE IS NOW.

Stronger systems. Safer homes. Better neighborhoods.

Toledo is leading the way with smarter tools, stronger partnerships, and a shared commitment to healthy, vibrant communities for all.



STRONGER SYSTEMS

Data-driven solutions for accountability and efficiency.



SAFER HOMES

Protecting families through proactive programs.



BETTER NEIGHBORHOODS

Investing in the places we live to build stronger, healthier communities.



GET STARTED TODAY

Scan the QR code to learn more or visit toledo.oh.gov/rental

SCAN TO LEARN MORE

about Rental Registration, Lead Safe, and VPR programs.



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Thank you.

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