

Memorandum

Date: April 16, 2018
To: Chuck McFadden
From: Sandra Tripp-Jones, City Manager
cc: Mayor and Commissioners
Oden Wheeler, Public Works Director

SUBJECT: Draft Code Enforcement Recommendations

In response to your request for the draft Code Enforcement changes, please find the draft recommendations below. Because these are draft, I offer them for comment but as drafts, they are not ready for "posting." I will be taking recommendations to Council on 4/23 when Council will consider and adopt/change/reject them.

DRAFT Recommendations

1. Clarify priorities:

Recommended priorities in order of priority:

- a. Property Repairs
- b. Property Clean-Up
- c. Illegal accessory buildings and Hist. Preservation related codes - on a complaint basis
- d. Abandoned and unlicensed vehicles – on a complaint basis and as part of other periodic area clean-ups

2. Establish standards:

- a. Customer service – 72 hour response to complaints.
- b. Rental inspections – 1/3 inspected each year with priority on high blight areas.
- c. Bringing properties into compliance:
 - 60% of all property repair violations within 6 months (excepting abandoned properties)
 - 90% of property clean up violations within 1 month.
- d. Consistent criteria for granting extensions.
- e. Written policies and procedures.
- f. Annual reports to City Council for accountability.

3. Use Automated Systems for Efficiency

- a. Use Comcate System, including more of its features.
- b. Research/acquire a work order system to assign and track work.

4. Improve customer service:
 - a. Revise written communications for clarity and accuracy.
 - b. Apply standard extensions and reasons for extensions consistently.
 - c. Develop a pamphlet of resources for homeowners.
 - d. Apply to DHCD for Special Targeted Applicant Rehabilitation Program to assist low-income homeowners with loans.
 - e. Offer Façade Improvement Program \$ to homeowners.
 - f. Provide customer service training to staff.
5. Engage MUC staff in identifying potential violations and posting/removing condemnation notices when water meters are pulled.
6. Consult with Court to improve court responses to citations.
7. Consider options for Non-Compliance
 - a. Refer 2nd extension requests and appeals of citations – involving extensions to Housing Board of Review.
 - b. Activate Code Section 4.-12A Enhanced penalties for habitual offenders.
 - c. Use collection agency for unpaid citations.
 - d. With County, expedite tax sales.
 - e. Consider adopting a receivership program.
6. Consider a Rental Housing Code Enforcement Program.
7. Increase code enforcement staff.