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# Memorandum

**TO:** HONORABLE MAYOR AND  
CITY COUNCIL

**FROM:** Joseph Horwedel

**SUBJECT:** CODE ENFORCEMENT SERVICES    **DATE:** October 1, 2010

Approved

Date

10/1/10

## INFORMATION

This memorandum is provided as a reference for Council's use in reviewing the alignment of Code Enforcement Division services to the approved FY 2010/11 budget, which resulted in a net reduction of 8 Code Enforcement Inspector positions.

Code Enforcement remains committed to providing the highest quality of service to our residents and, with the resources available, has focused our core services to maximize our responsiveness and to ensure compliance with our role and responsibility as the City's housing and health officers. The following is a list of commonly requested programs, anticipated performance and program contact information.

**General Code Program:** General code enforcement is the most commonly requested service by our residents. This program provides the base level citywide enforcement service for all reported concerns and violations relating to neighborhood residential properties (single-family and duplex), as well as commercially and industrially zoned properties. Code Enforcement Inspectors assigned to this program report to one of two Code Enforcement Supervisors who manage the two service areas that comprise the City. These managers and their assigned districts are as follows:

Service Area A – Council Districts 1, 3, 6, 9, 10  
Code Enforcement Supervisor Sandy Bouja  
(408) 535-7906

Service Area B – Council Districts 2, 4, 5, 7, 8  
Code Enforcement Supervisor Eusebio Espitia  
(408) 535-7885

**Service Expectations:** Response to emergency and priority complaints which pose an immediate threat to loss of life and/or damage to property has not been affected by cumulative budget reductions. Responses to routine complaints, such as blighted properties, early set out of yard waste, lawn parking, illegal signage and similar quality of life issues, will be prioritized yearly based on available staff levels. These types of complaints have seen a decrease in level of service. Residents requesting service for routine types of violations will experience an initial

response delay of 10 to 15 days. Resolution of these complaints will also take longer, estimated in the 60 to 90 day range.

**Multiple Housing Program:** Code Enforcement will continue to provide proactive and reactive inspection service to all multiple housing apartment units citywide. This program, which remains 100% cost recoverable, is funded through an annual fee paid by the property owners of multiple-family dwellings consisting of three or more units. These inspections ensure that residential rental units are compliant with housing codes and are inspected on an approximately five year cycle. Program contact is as follows:

Multiple Housing Program  
Code Enforcement Supervisor Mollie McLeod  
(408) 535-7785

Service Expectations: As a result of Council approving the Residential Occupancy Permit fee for FY 2010-11, no service reduction is anticipated.

**Neighborhood Clean-up Program:** Code Enforcement has successfully implemented a three-year neighborhood clean up cycle. As a result, all neighborhoods citywide will have access to a clean up event within a three-year cycle. Equity of service access is legally required as the cost of the bin and disposal is paid as a component of utility billing. Code Enforcement will continue to provide five access cards to each Council office for each clean up event to accommodate residents that may have missed their scheduled event. Program contact is as follows:

Neighborhood Clean-up Program  
Code Enforcement Supervisor Margaret Lafferty  
(408) 535-7891

Service Expectations: No impact is expected.

**Proactive Code Enforcement:** A new service delivery model has been developed for low-income neighborhoods. Four teams of two Code Enforcement Inspectors will conduct blight surveys of CDBG eligible census tracts and send informational letters to owners of properties discovered to be in violation of "quality of life" conditions, with a reasonable time period to correct the violation. Staff, working in partnership with neighborhood associations, will be embedded in these neighborhoods for 6-12 months. An exiting blight survey will be performed in hopes of demonstrating that our proactive efforts have improved the overall quality of these neighborhoods. This change is the result of a 38% reduction in Community Development Block Grant (CDBG) funding to Code Enforcement this FY.

Service Expectation: Due to reductions in CDBG funding for Code Enforcement, not all CDBG eligible neighborhoods will receive these proactive services on an ongoing basis as previously existed. Staff will begin this proactive service delivery model in Council Districts 3 and 5.

**Weekend Inspection Program:** As a result of Council providing temporary funding for 2 General Code Enforcement Inspectors for FY2010/11, Code Enforcement will continue to be able to provide inspection services on Saturday and Sunday for this fiscal year. One Code Enforcement Inspector will be assigned to Saturday and one will be assigned to Sunday as a part

of their regular schedules. These Inspectors will be available to respond to emergency tree removal complaints, assist public safety for code enforcement related issues and make inspections of violations that are more likely to occur on weekends, such as an excessive number of yard sales, construction without permits and illegal auto repair at residences. Non-emergency dispatch (311) will continue to coordinate and receive resident complaints and relay them to the weekend inspection staff.

Service Expectations: Code Enforcement staff has been reduced from 2 Code Enforcement Inspectors per weekend day (FY2009/10) to 1 Code Enforcement Inspector per weekend day. Emergency response to in-progress tree removals will remain the priority and should be unaffected unless concurrent tree removal occurs in different locations. Service to address other weekend specific violations will be reduced by 50%.

***SNI Driveway Team / DTC-NBD Programs:*** Staffing for the SNI Driveway Team and the Downtown Core (DTC) – Neighborhood Business District (NBD) programs have been reduced from 7 Code Enforcement Inspectors for FY2009/10, to 3 Code Enforcement Inspectors for FY2010/11. Programs contact is as follows:

SNI Program  
Code Enforcement Supervisor Eusebio Espitia  
(408) 535-7885

Service Expectations: The DTC-NBD Program has been eliminated. Any service requests will be referred to the General Code Inspector assigned to the area, and service response will be consistent with General Code response guidelines. The proactive Driveway Team neighborhood “sweep” model will be reduced. Staff will continue to attend NAC meetings on a semi-annual basis.

/s/  
JOSEPH HORWEDEL, DIRECTOR  
Planning, Building and Code Enforcement

For questions please contact Code Enforcement Official Michael Hannon at (408) 535-7826.