



City of San Jose Code Enforcement

Neighborhoods Commission

June 8, 2022

Presenter: Rachel Roberts, Deputy Director



*Planning, Building and
Code Enforcement*

Our Mission

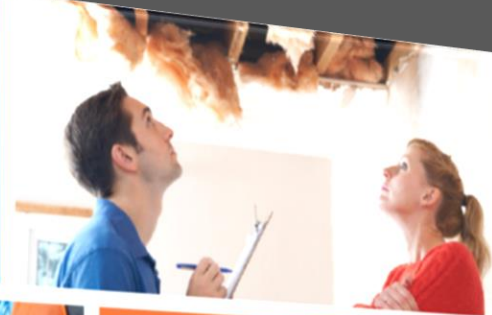
An aerial photograph of a city skyline, likely Los Angeles, with mountains in the background. The image is used as a background for the text. The top of the image has a decorative bar with blue, orange, and grey segments.

Use education and enforcement to facilitate compliance with municipal codes that are designed to maintain safe, healthy buildings and communities

Division Priorities

Safety

La seguridad
An Toàn



Working together

Trabajando juntos
Cộng tác



Quality of life

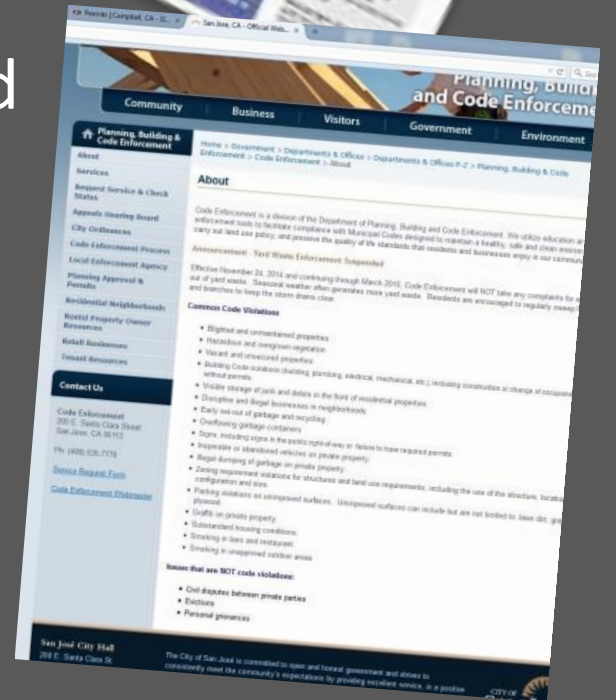
Calidad de vida
Chất lượng cuộc sống



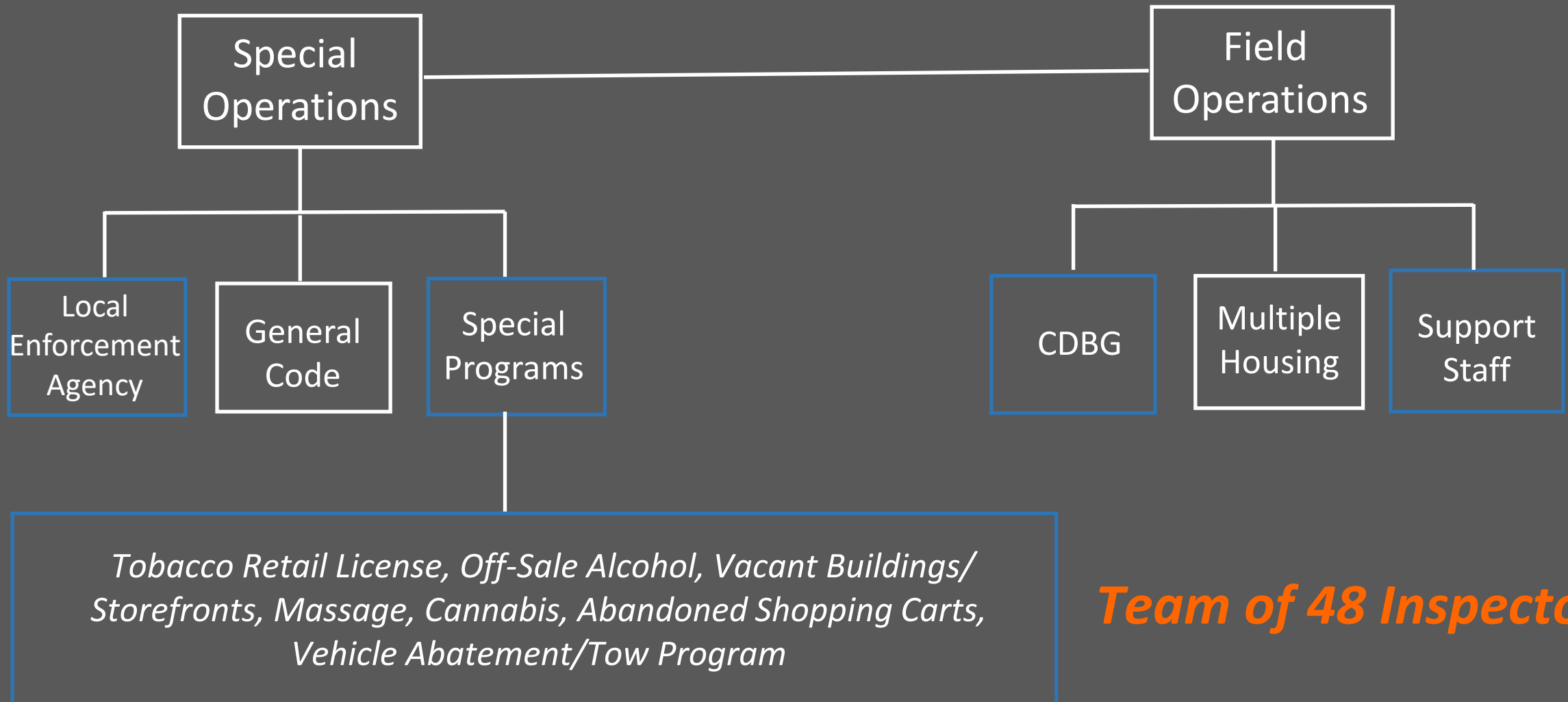
- Safety:
 - Respond to life-safety complaints within 24-72 hours
 - Building, Substandard Housing, Vacant Buildings, etc.
- Quality of Life:
 - Work with property owners and community to address blight issues
 - Graffiti, solid waste, overgrown vegetation, etc.
- Working Together:
 - Collaboration & Problem Solving with internal and external stakeholders
 - Outreach and Education
 - Community Driven

Public Information

- Customer Service Main Line/Email
- Website
- Media, Handouts, and Newsletters
- Community Outreach/Neighborhood Meetings

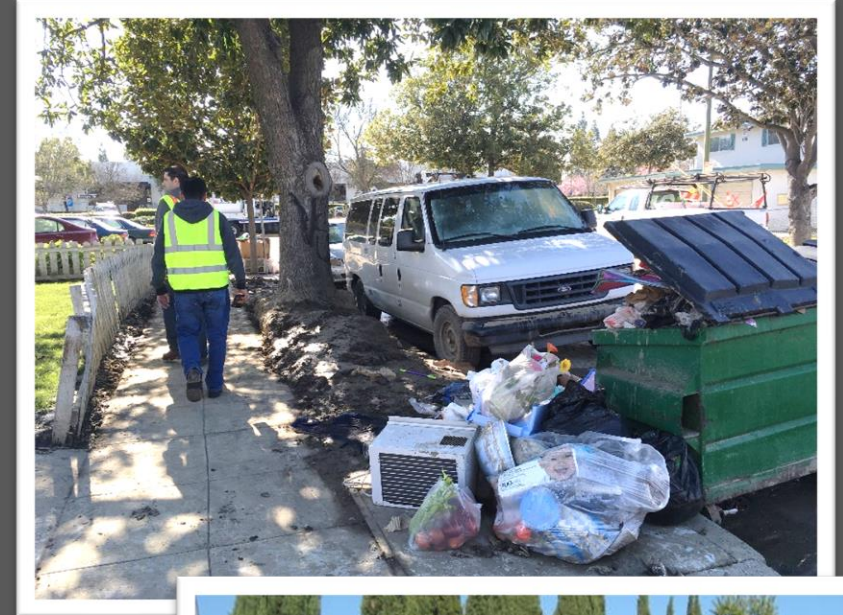
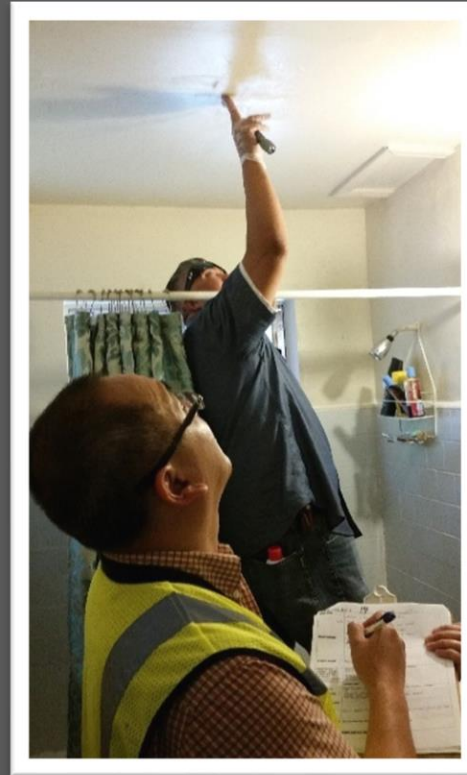


Code Enforcement Overview

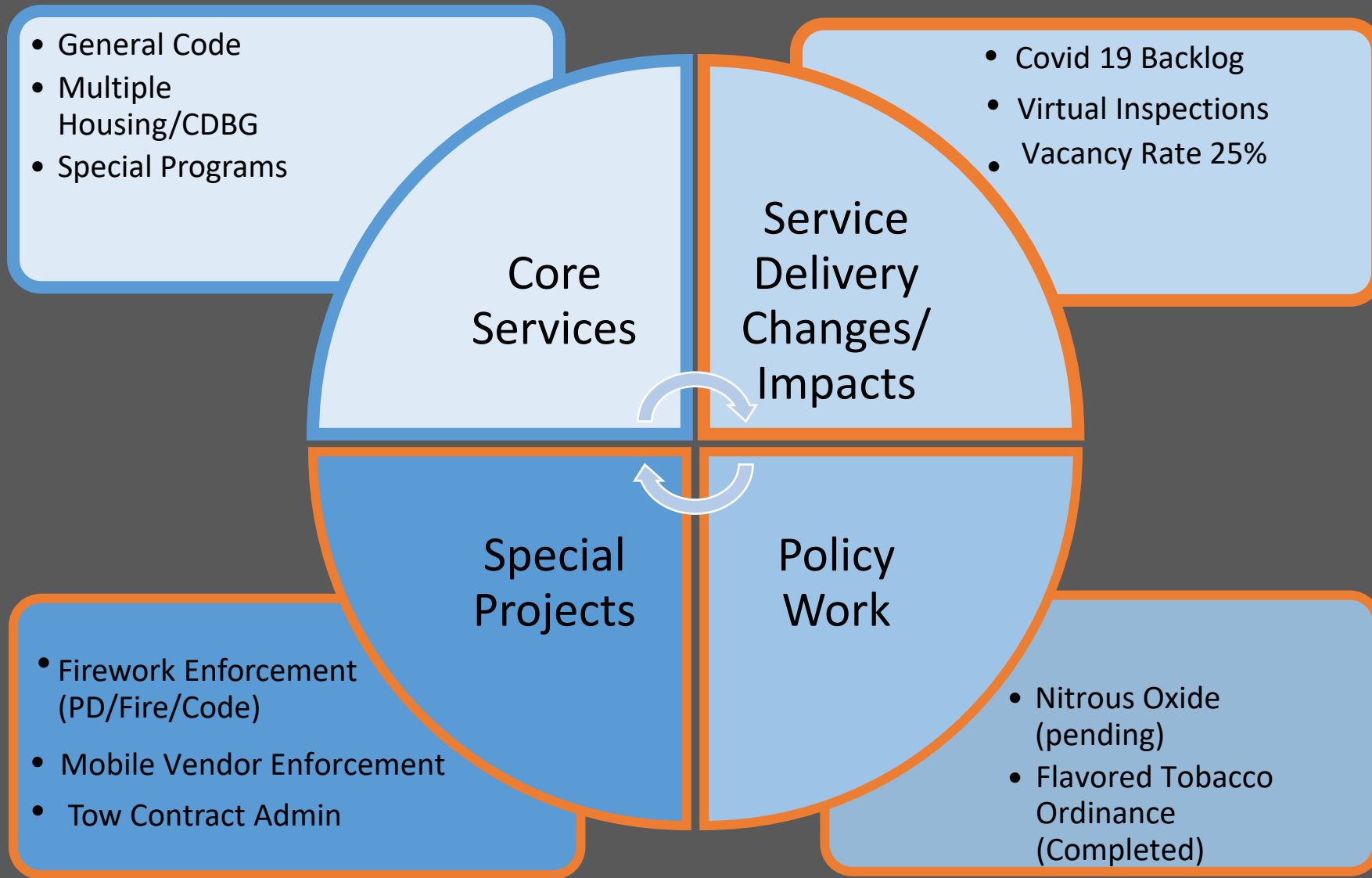


Code Enforcement Overview

- 48 Inspectors (across all programs)
- We work citywide
- We investigate/enforce:
 - Blight, Substandard Housing, Building, Zoning, Health & Safety, and other Quality of Life Matters
- Assist other City departments
- Conduct community outreach
- Emergency Response



Code Enforcement Key Efforts



Code Enforcement Inspection

Complaint Based Inspection

- General Code
 - Residential, Commercial, Industrial, and Vacant Private Property
- Current caseload= 3,700+ cases

Proactive Inspection

- Multiple Housing and CDBG
 - Apartments, SROs, Hotels/Motels
 - Tier based inspections (3, 5, or 6-year cycles)
- 103k units, 6,700+ buildings

Proactive Inspection-Special Programs

- Tobacco Retail License
- Off Sale Alcohol
- Massage
- Cannabis
- Abandoned Shopping carts
- Vehicle Abatement
- Vacant Buildings
- Building Code Compliance

Code Enforcement Case Priority

- **Emergency**
 - Imminently hazardous housing or building conditions
 - Unsecured swimming pools or refrigerators
 - Vacant unsecured buildings
- **Priority**
 - Substandard housing
 - Construction in progress without permits
 - Hazardous conditions
- **Routine**
 - Blight
 - Zoning
 - Non-urgent or transitory violations



Code Enforcement Tools

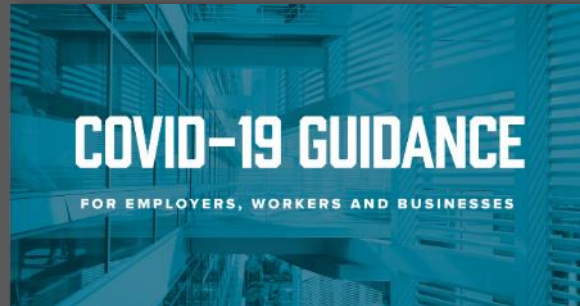
- Warnings
 - Pre-citation warning notice
 - Inspection Notice
- Citations
 - Escalating penalties for repeat violations
 - Right to appeal
- Compliance Orders
 - Appeals Hearing Board
- Abatements
- Legal Remedies (Injunctions, nuisance, warrants, receiverships)



Before and After Example of our Work



Emergency Operations Center (EOC) Redeployments



State of Code Enforcement

- Covid-19 Impacts:
 - 2 -year backlog
 - Virtual Inspections
- Backlog:
 - Limited Services
 - Staffing Challenges
 - Retirements/ Left City Employment
 - EOC Redeployments
 - Continuous Recruitment
- 3788 Open Cases:
 - 222 Blight
 - 255 Health and Safety
 - 1848 Building violations
 - 653 Substandard Housing
- Resources:
 - 15 General Code positions
 - 10 Active full-time Inspectors
 - 4 Recently hired
 - 5 Vacancies
 - 1 Retire rehire
 - 3 Special program inspectors assisting

Questions?