



# Code Enforcement:

## Process and Performance

December 19, 2017



# Presentation Overview

Purpose

Background

Ordinances and Processes

Performance Statistics

Challenges

Strategic Goals

Conclusion





# Purpose

- Respond to questions from Commissioners involving issues like negligent landlords, commercial property maintenance standards, enforcement of liens, post-Hurricane Irma enforcement
- Describe the philosophy, enforcement processes, structure and performance of the Code Enforcement Division
- Discuss scenarios that are a challenge for Code Enforcement
- Explain goals that can enhance performance



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# Background

## Mission Statement

- The Code Enforcement Division protects neighborhoods by seeking voluntary compliance through enforcement and education



# Background

## Philosophy

- Minimum health, safety, aesthetic standards
- Enforcement, outreach directed toward code compliance
- Recognition of hardships, repeat offenders





# Background

## Compliance Equals



### CRIME PREVENTION

Lower % of  
neglected/vacant  
properties means less  
opportunity for crime



### NEIGHBORHOOD PRIDE

Strengthens neighbor  
relationships and  
increases community  
awareness



### REDEVELOPMENT

Higher property  
values and  
affordable housing

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# Background



## **PARTNERSHIPS**

**(Internal and External)**

- Sheriff's Office
- I-Drive Chamber
- Housing Division
- Neighborhoods Division
- Zoning Division
- Division of Building Safety



## **OUTREACH**

- Community Meetings
- County Web Site
- HOAs
- Communications Division



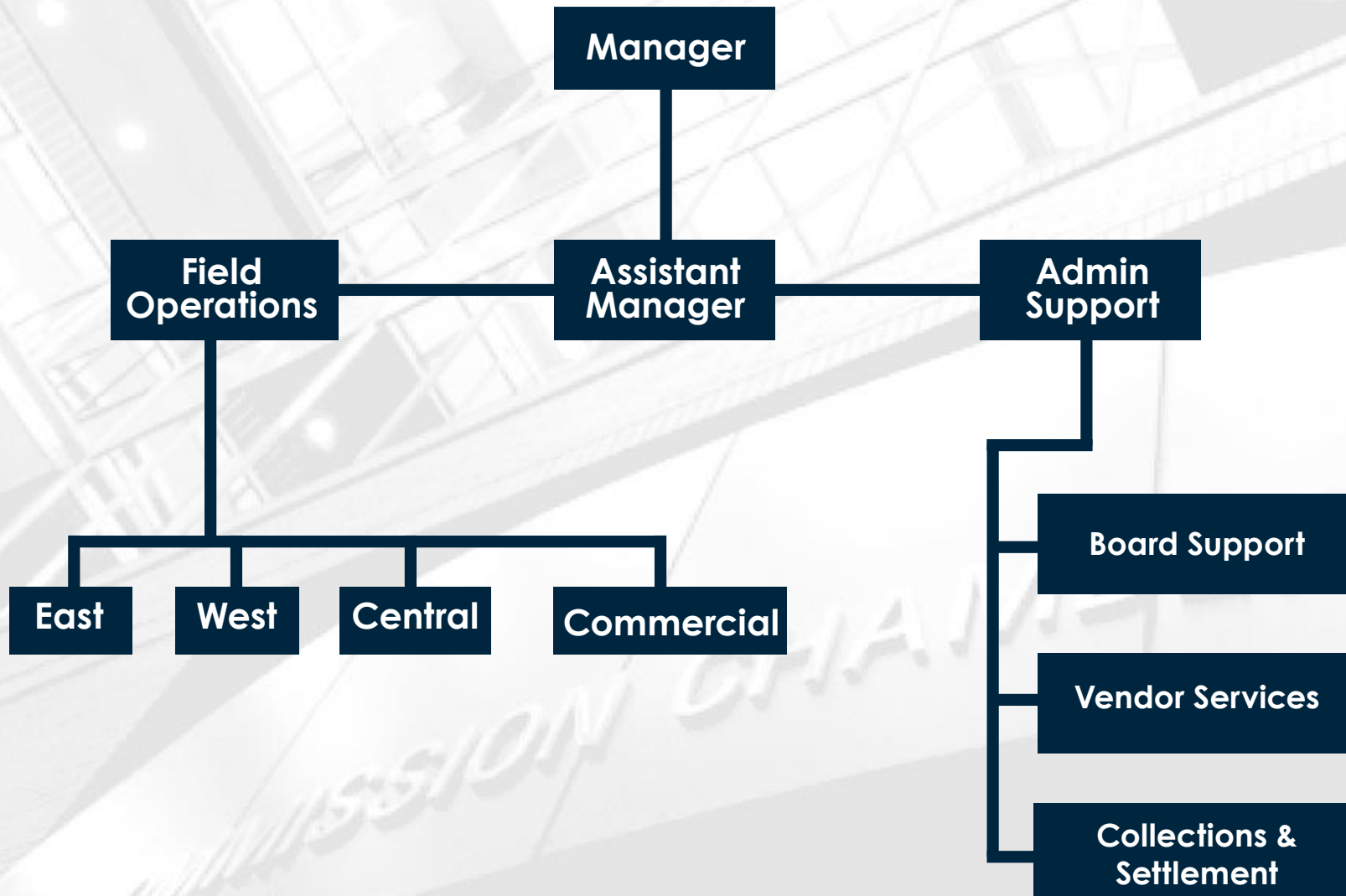
## **ENFORCEMENT**

- Code Enforcement Board
- Special Magistrate





# Background





# Background

## County Demographics

- Population 1.3 Million and 800,000 (unincorporated)
- Approximately 700 square miles (unincorporated)
- FY 17 Budget \$7m
- Staff of 62





# Background

## County Demographics

- Orange County
  - 40 Officers
  - 17.50 square miles/Officer
- City of Orlando
  - 23 Officers
  - 5 square miles/Officer





# Background

## Government Service Center-311

- Code Enforcement's "front door"
- Complaints received by phone, email, web site, 311 app
- Call takers assign complaints to Code Enforcement Officers
- Citizens can follow up to learn status of complaint





# Background

## TOP 311 COMPLAINTS

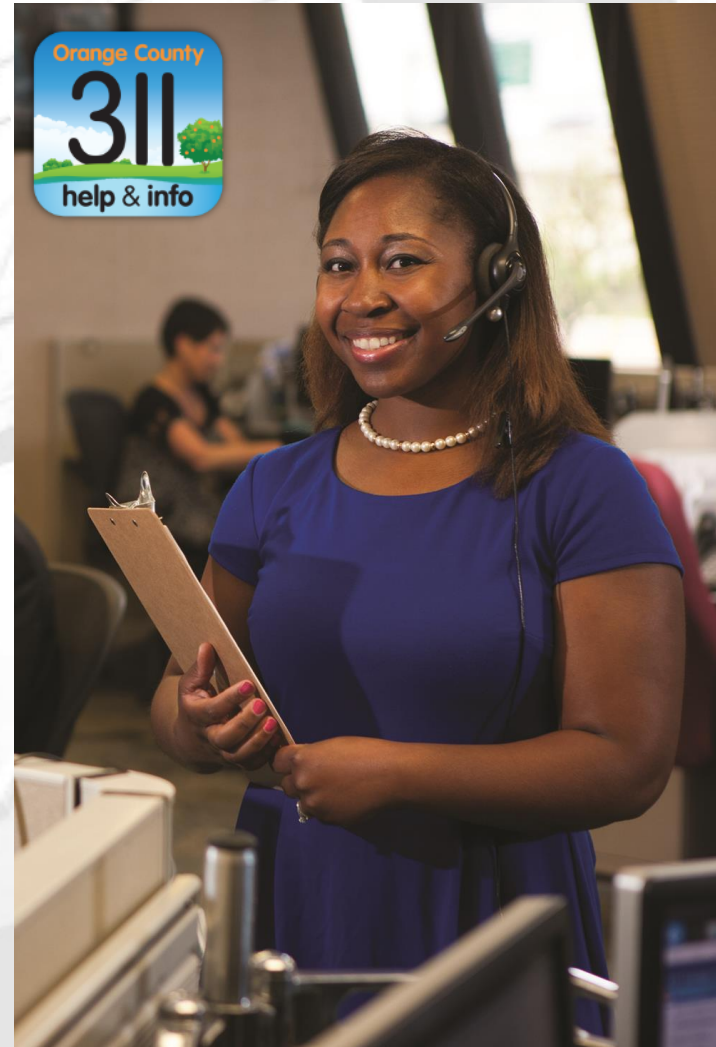
FY 16 – 13,509

**5,297**

Lot Clean Up

**3,048**

Zoning Violation



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# Ordinances and Processes

## What We Enforce

- Ch. 9 Property Maintenance
- Ch. 28 Nuisance (junk vehicle, lot cleaning)
- Ch. 31.5 Signage
- Ch. 38 Zoning

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# Ordinances and Processes

## Ch. 9 Property Maintenance

- Residential and commercial structures
- Dangerous structures
- Life safety issues
- Landlord/tenant







# Ordinances and Processes

## Ch. 28 Nuisance – Lot Cleaning

- Grass and/or weeds over 18"
- Accumulation of trash, junk or debris
- Emergency and repeat lot cleanings







# Ordinances and Processes

## Ch. 28 Nuisance – Junk Vehicles

- Vehicle must be licensed and operable
- Parked inside an enclosed garage
- Parked under carport and covered with a manufactured auto cover
- Noncompliance results in vehicle being towed by county contractor







# Ordinances and Processes

## Ch. 31.5 Signage

- Illegal right-of-way signage
- Commercial properties
- On-site signage
- Off-site signage







# Ordinances and Processes

## Ch. 38 Zoning

- Land use permits
- Mobile vending
- Dual rear wheeled vehicles
- RVs, boats
- Construction without permits
- Accessory structures

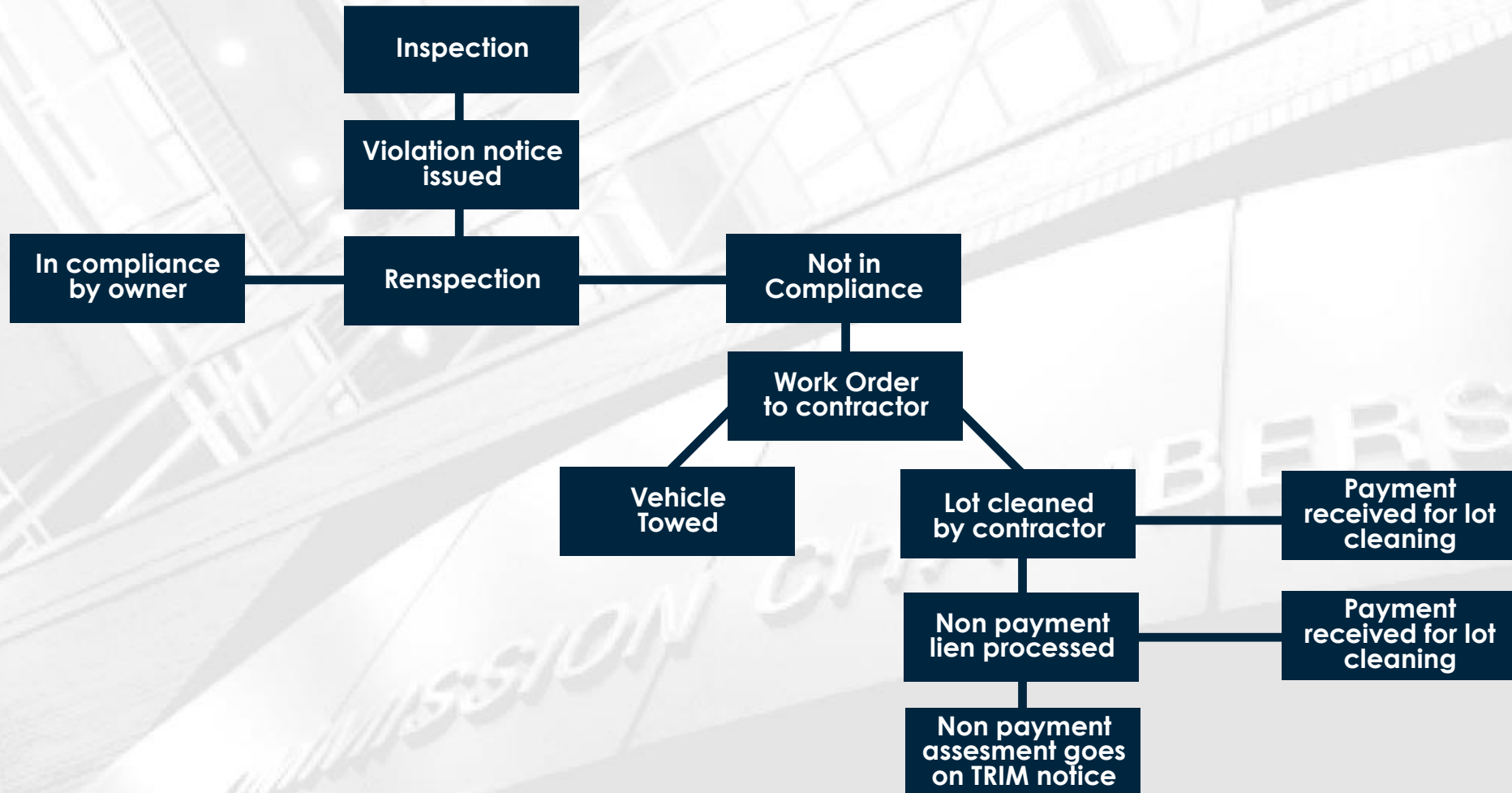






# Ordinances and Processes

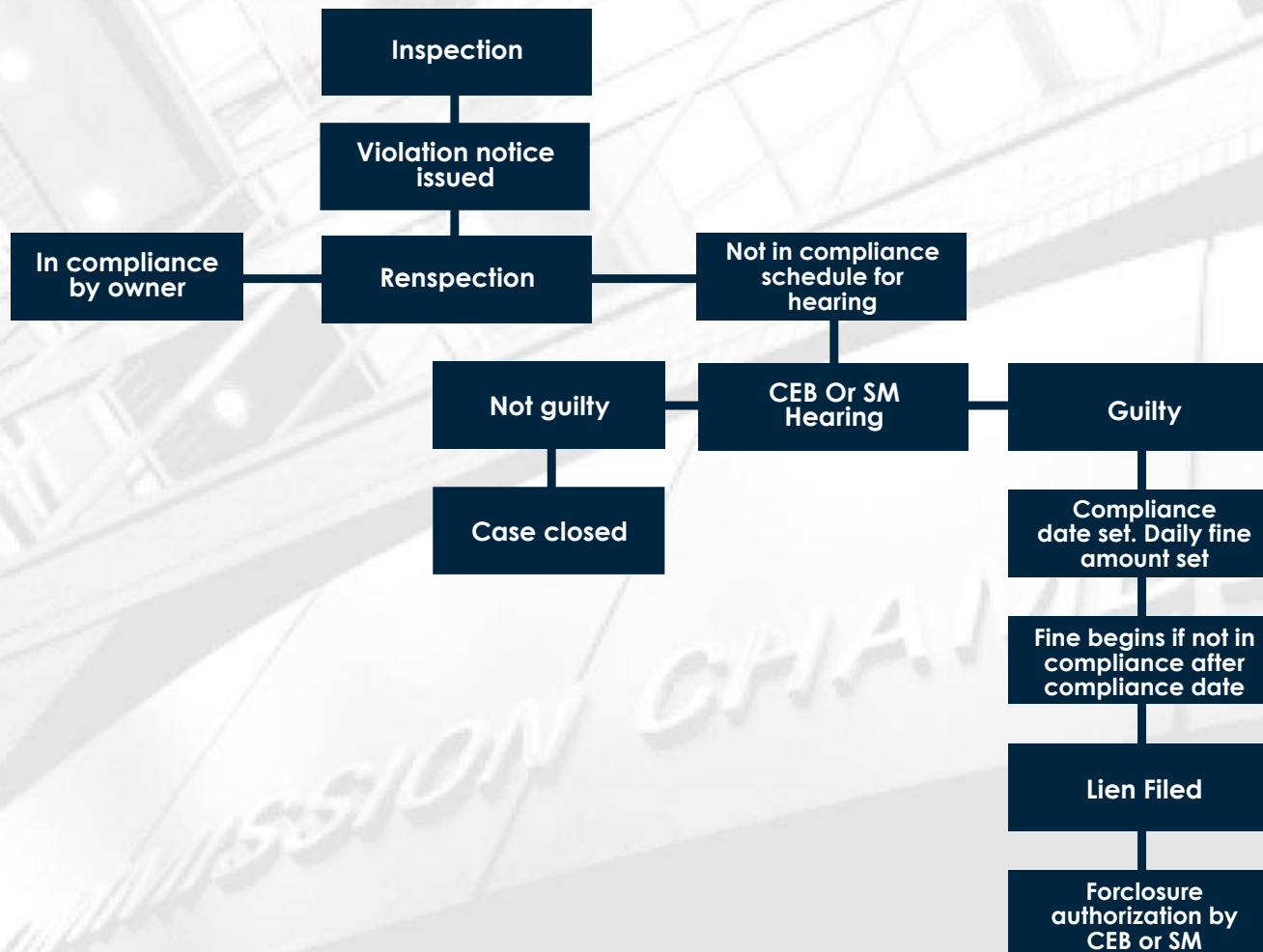
- Lot Cleanings and Inoperative Vehicles





# Ordinances and Processes

## • Zoning and Property Maintenance Violations








# Ordinances and Processes

## Enforcement Methods



Ordinance	CEB/SM Hearing	Percentage of Caseload
Zoning*	X	35%
Property Maintenance	X	14%
Nuisance --junk vehicle --lot cleaning		50%

\*includes sign code



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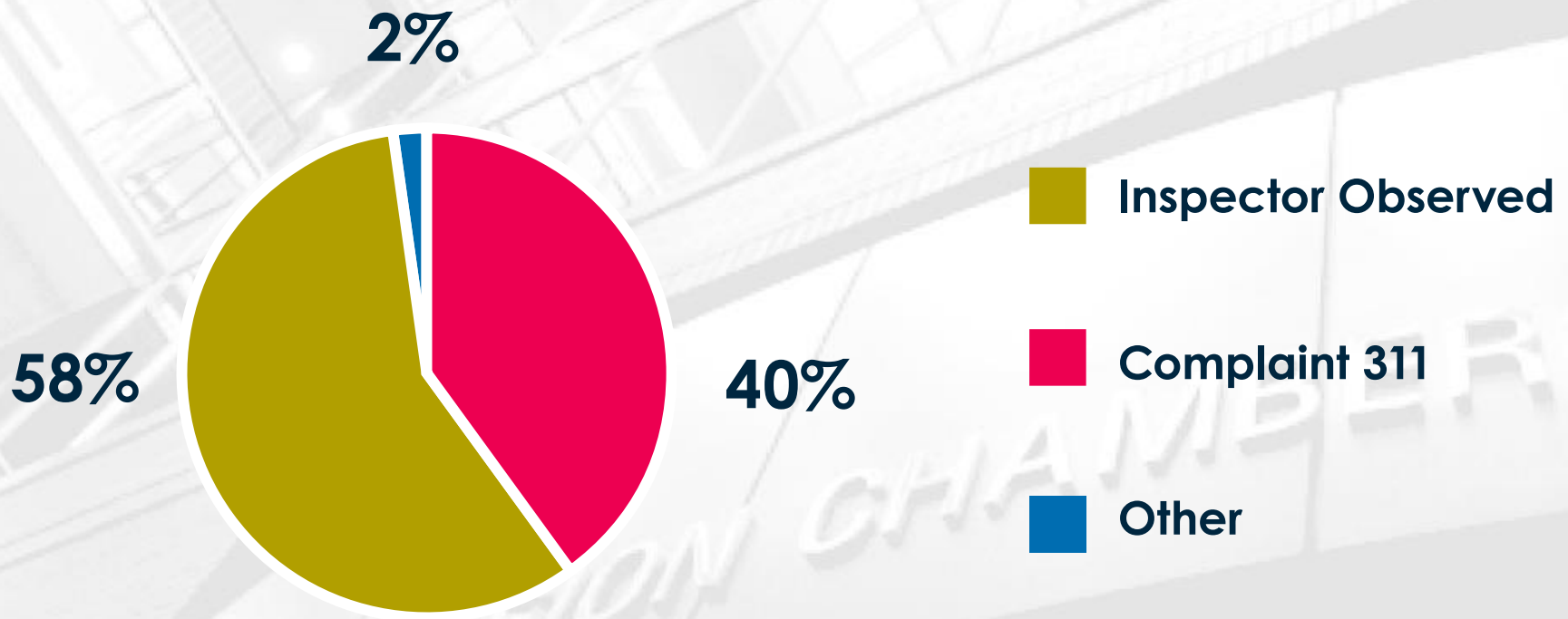
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# Performance Statistics

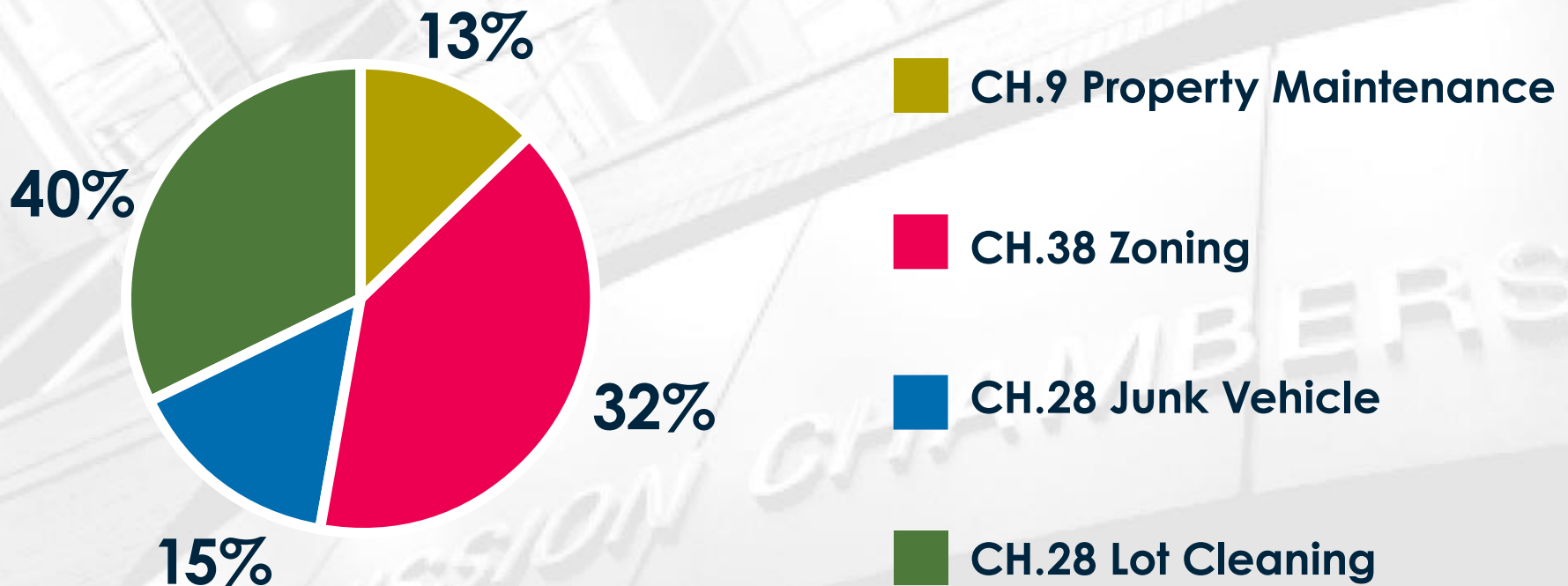
## Source of Incident FY 17





# Performance Statistics

- Percent of Incidents by Type FY 17

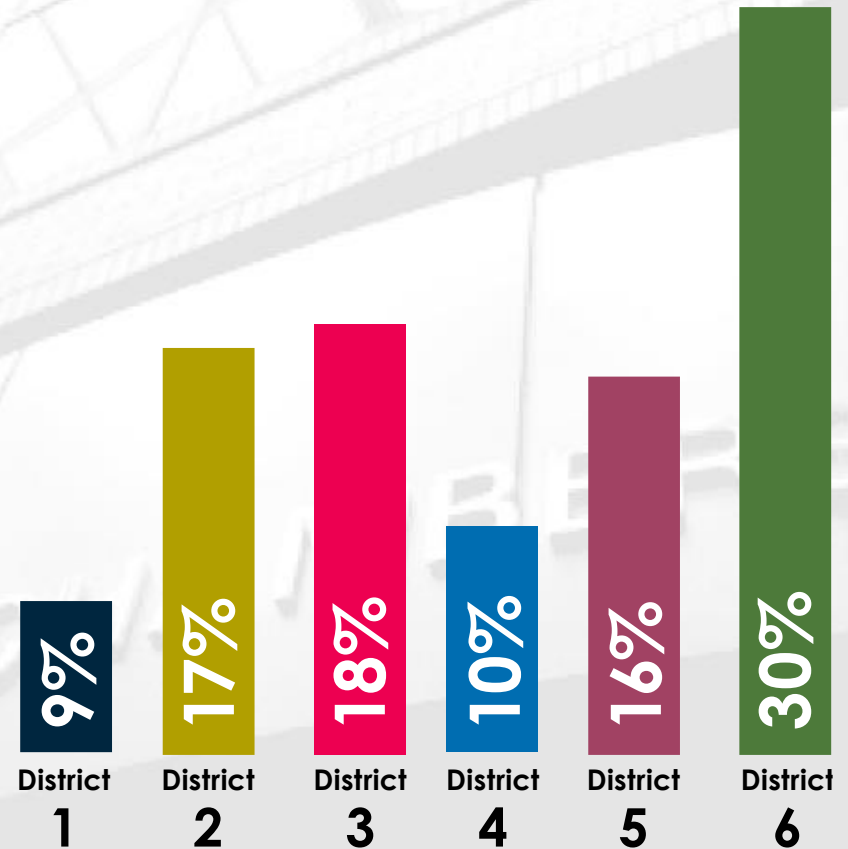
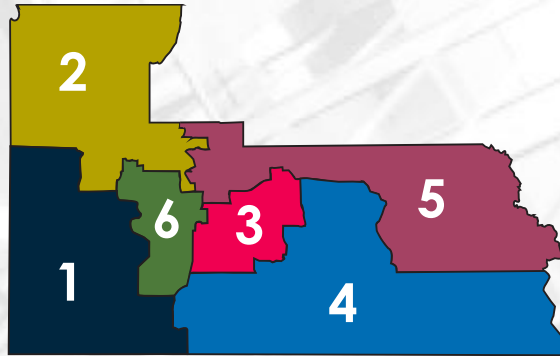






# Performance Statistics

## Incidents by Commission District FY 17

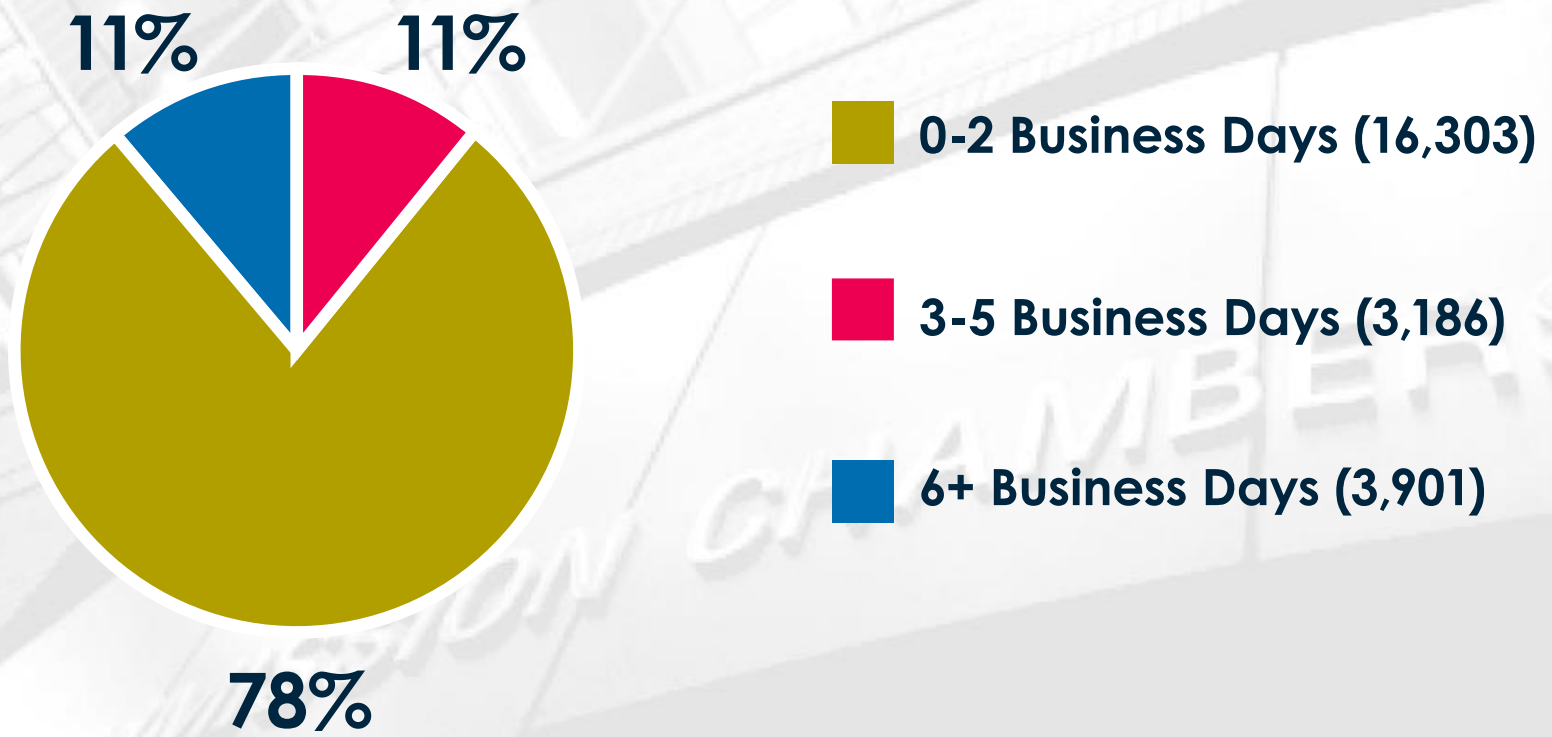


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# Performance Statistics

## Number of Days to First Inspection FY 17







# Performance Statistics

Incident Compliance Rate FY 17

95%



(26,000 incidents)

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# Challenges

## Economics and Demographics

- Income and overall economy
- Crime
- Population growth
- Low homeownership

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# Challenges

## Enforcement Parameters

- Time frames in ordinance
- Property rights and legal requirements
- Cases requiring hearing take longer to process
- No authority to close down businesses or to remove occupants





# Challenges

## Liens

- Imposed by CEB/SM
- Liens are valid for 20 years
- Promote neighborhood redevelopment by reduction of fines and release of liens upon compliance
- Local governments have authority to foreclose on code enforcement liens
- Public safety/negligent landlords





# Challenges

## Lien Foreclosure Considerations

- Homestead property not subject to foreclosure on code enforcement liens
- What will the county do with the property
- Superior liens to the county
- Environmental contamination







# Challenges

## Problem Scenarios

- Party houses
- Negligent landlords
- Minimum commercial building standards







# Challenges

## Post-Hurricane Irma Enforcement

- Code Enforcement Officers assigned to citizen debris sites September 12, limited enforcement
- Complaints were triaged and inspected as necessary
- Released to full enforcement duty November 19
- Violation notices being issued, more time for compliance on roof repair and fences





# Challenges

**Success Stories**  
**1703 Montview St.**



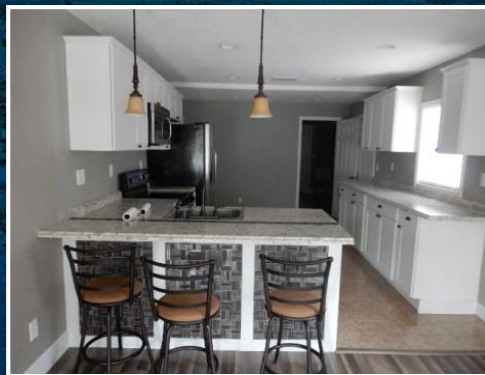
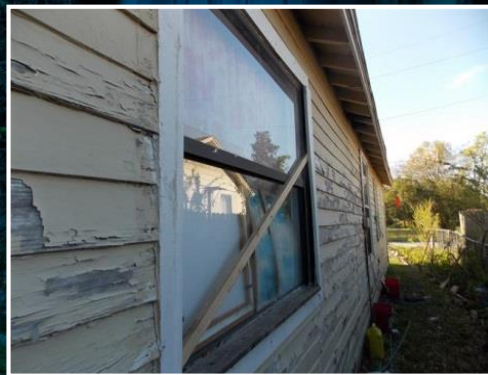
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# Challenges

**Success Stories - Houses Rehabilitated**  
**1339 30th St.**



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# Challenges

## Success Stories

Habitat for Humanity - 4809 W. Pine St.



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# Strategic Goals

- Comprehensive outreach strategy
- Grow the commercial enforcement unit
- Staff training and development
- Continued use of technology
- Weekend work schedule

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# Conclusion

- **Code enforcement processes are effective**
  - High rate of compliance
  - Time frames reasonable given due process requirements and other constraints
- **Exceptional situations are exceptional**
  - Still often able to obtain a positive outcome
    - Foreclosure suits
    - Sheriff's Office and other partners





# Thank You



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