From Code Enforcement to Code Encouragement

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The City of Peoria received the 2018 International Code Council Community Service Award. This award is presented when circumstances warrant a need to recognize meritorious service by an individual, organization, jurisdiction, or community group that promotes the public health, safety and welfare by initiating activities or actions which are above and beyond the normal expectations.
Community Development at a Glance

- Community Development Department – Code Enforcement
  - 7 Full Time Code Enforcement Inspectors (Housing and Environmental)
  - 3 Full Time Code Enforcement Aides (Environmental)
  - 1 Neighborhood Enhancement Coordinator
  - 2 Project Coordinators
  - 1 Supervisor
How does the City of Peoria do Code Enforcement?

Education and Engagement first...

Followed up with tough Enforcement.
How have we improved?

• Culture change throughout the entire Department

• Code Enforcement is a tool to improve neighborhoods but shouldn’t define who we are

• Community Engagement

• Community Education

• Push the envelope, be innovative, don’t be afraid to fail
Community Development Department

• New Mission Statement:

Striving to educate, encourage and serve community members to create a healthier and more positive Peoria.
What makes a great Code Enforcement Division?

• **Believe in your mission. Understand your goal.**
  - Life Safety
  - Maintaining Property Values
  - Public Safety
  - Community Beautification
  - Building and Maintaining Neighborhoods

• **Long term pro-active compliance is the key**
  - Don’t confuse this with getting the violation corrected.
What makes a great Code Enforcement Division?

- Define who is Code Enforcement.
  - Community Development Department
    - Inspectors, Administrative staff, Management Staff
  - Internal Departments – Legal, Finance, HR, IS, City Admin
  - External Partners – Residents, Non-Profits, Community Groups, Business
What makes a great Code Enforcement Division?

- Make External Partners want to help you.
  - Make it easy to report code violations
  - Deliver on promises
  - Communicate why things aren’t moving faster
  - Say “Thank you”
  - Sometimes you can’t solve the problem, be honest
What makes a great Code Enforcement Division?

• Be consistent.
  ▫ Define your process
  ▫ Make sure everyone follows that process
  ▫ Understand that being consistent is fair.
    • Being fair can make people angry who feel they shouldn’t be held to the same standards as everyone else.
    • That is ok. You can always defend fairness and consistency.
What makes a great Code Enforcement Division?

• Communicate, Communicate, Communicate
  ▫ Educate people who don’t understand the why.
  ▫ Notify when appropriate. Notification doesn’t mean you don’t punish and enforce.
  ▫ Publish as much information as possible.
    • Violations, court dates, code information, programs available.
What makes a great Code Enforcement Division?

• Measure everything.
What makes a great Code Enforcement Division?

Most Importantly...

Incorporate Code Encouragement into everything!
Code Encouragement

City of Peoria Code Encouragement Efforts and Programs
What is Code Encouragement

Make sure citizens understand...

That you are a team.
That you are listening to them.
That you appreciate them.
That you support their efforts.
Good Job Door Hangers

- Code Enforcement Inspectors hand out when they see a property owner doing a good job
- Occasional “Good Job” Sweeps
Coffee with Code

- Locations based on code enforcement districts
- Casual conversation
“100 Blocks in 100 Days”

- Each Code Enforcement Inspector walks door-to-door to introduce themselves to the residents of the neighborhoods of Peoria.
Educational Postcards

Creating a Cleaner Community Waste Collection

The City of Peoria contracts with PDC (Peoria Disposal Services, Inc.) to handle the disposal of its residential garbage, landscape waste, and recyclables. PDC is a local, family-owned company with over 80 years of experience in the waste collection and recycling business.

WHERE should I place my garbage?
Place your containers within a foot of the curb or alley line. Containers should be at least 3 feet away from your driveway, fence, house, or roadway. City of Peoria ordnance requires that all emptied garbage containers must be removed from the curb or alley within 24 hours after pickup.

WHAT TYPE of CONTAINERS can I use?
Every home in the City of Peoria is provided with a black, 96-gallon roll-out waste container. You can purchase your own containers (96-gallons or less) with bundle and tight fitting lids. Be sure all your containers weigh no more than 50 lbs. you will not be collected.

You can also rent or purchase yard waste containers from PDC by calling 309-674-0706.

WILL LARGE or BULKY items be collected?
Yes, larger items are collected weekly. Be familiar with PDC fees for guidance on acceptable items, but you can follow these general guidelines:
- Pelenium: You can place a furniture item such as a refrigerator on your property where the materials are placed for collection. Materials should not be over 3 feet in height, length, or width, and not weigh more than 50 lbs. You will be collected.

Tenants have specific rights and responsibilities under the law and the purpose of this fact sheet is to give you general information about them. Consult the city for local ordinances regulating landlord and tenant rights.

TENANT’S RIGHTS AND RESPONSIBILITIES
- You must pay the utility bill if so stated in the lease.
- You must give written notice when you intend to move if you don’t want to lose your security deposit. Your lease should specify how much notice is required.
- The Illinois Residential Tenancy Act provides your landlord with certain rights to evict you for complaining to any governmental authority (housing inspector, human rights commission, etc.).
Clean Up Neighborhoods

- Neighborhood Clean Ups
- Social media
- Illegal Dumping Campaign
- Deer Cameras
AppreciatePeoria

The @city_of_peoria's Community Development Dept. uses neighborhood enhancement, code education, and citizen engagement as ways to #AppreciatePeoria!

www.appreciatepeoria.com

Followed by fuller.andrew93, riverfrontmuseum, slimspeare + 35 more
Other Programs related to rental property

Residential Code Compliance Agreements

• Allows qualifying property owners to avoid court process for 90-180 days

• Detailed agreement must be signed

• Work scope provided by inspector

• All violations must be completed in that time frame or owner is fined and property is placed in housing court
Other Programs related to rental property

Partnership with Health Department on Lead ABATEMENT resolution

- Health department tests children in zip codes with older housing stock for lead poisoning
- Elevated levels of lead in blood leads to Health Department’s lead abatement process
  - Where there is peeling paint, there are often other code issues as well.
Other Programs related to rental property

Tenant Education

- Events held throughout the year in partnership with community action agencies and neighborhood associations
- Focus on how to be a good neighbor and connecting renters to neighborhoods
- Partner with Prairie State Legal Services
Other Programs related to rental property

Landlord Training

- Tiered Registration System
  - Owners who do not owe the City money pay $75 per parcel ID, $20 for additional units
  - $250 per parcel ID for owners with outstanding fines, fees, unpaid taxes, or defaults
  - Only owners who owe money are required to attend training to receive a discounted rate of $125
Other Programs related to rental property

Self-Inspection Process for Tenants and Landlords

• Landlords must submit signed self-inspection forms to the City as part of the registration process

• Landlords must disclose to tenant if they have had a housing case in the last 12 months

• Coming Soon: Landlords will be required to provide tenants with a pamphlet on tenant rights and responsibilities
Other Programs related to rental property

Code Violation Notification Software

- Sends text and email notifications for abate notices, work orders, and inoperable vehicles
  - Notification includes address of the violation and inspector name/contact number
- Not receiving a notification is **NOT** a defense for receiving a citation or workorder
Questions?