

# Overview of October Code Enforcement Activity



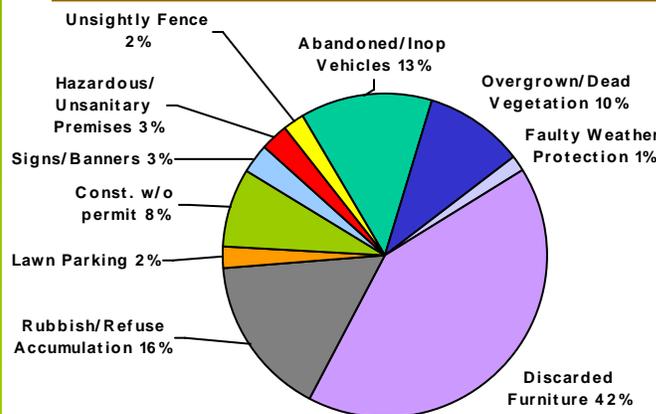
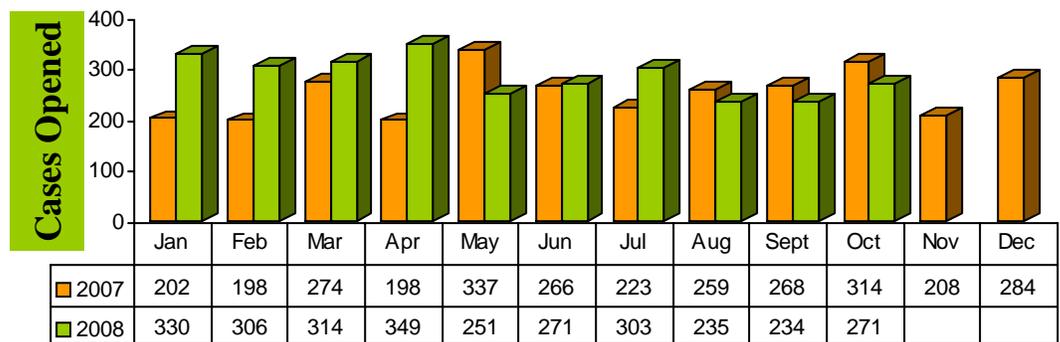
## Code Enforcement Activity Report

In October 2008, the Code Enforcement/Neighborhood Preservation Division opened 271 new cases, conducted 630 inspections, and successfully resolved 245 cases.

Other achievements included:

- Received/returned over 1495 phone calls
- Initiated 196 proactive cases
- Responded to 69% of all complaints in 1 day or less
- Inspected 79.6% of all complaints within 48 hours
- Averaged 2.48 days from initial call to first inspection
- Observed 225 violations and abated 210 violations.
- Issued 24 notices of violation and 5 civil citations
- On average, gained compliance within 35.73 days from the date of the initial complaint
- Completed 22 on-site visits with property owners or responsible parties to educate them on code enforcement violations and resources available to bring their properties into compliance.
- Continued the series of Neighborhood Workshops focusing on neighborhood quality of life and programs and resources available to residents to improve their neighborhoods.

### Twelve Month Code Enforcement Case History



#### Top Ten Violations by Type

- Discarded Furniture 42%
- Rubbish Accumulation 16%
- Abandoned/Inop Vehicles 13%
- Overgrown/Dead Vegetation 10%
- Construction without permit 8%
- Signs/Banners 3%
- Hazardous/Unsanitary Premises 3%
- Lawn Parking 2%
- Unightly Fence 2%
- Faulty Weather Protection 1%



# Code Enforcement

## Maintaining Your Homes & Neighborhoods

### Neighborhood/Neighbor Conflicts: Part III

#### Top 10 Tips for Managing Conflict, Emotional Tension, and Anger

#### To report a Code Violation:

✓ Call the Code Enforcement reporting line at:

**714-375-5155**

or email:

**[jdemers@surfcity-hb.org](mailto:jdemers@surfcity-hb.org)**

✓ State the nature of your complaint.

✓ Provide the address where the violation exists.

✓ Leave your first name and contact information. This is important, as it allows the officer to ask additional questions and provide you with updates if requested.

#### For the status of an existing complaint:

✓ Call the City's Automated Inspection Line at:

**(714) 536-5241**

and press "22"

Or

✓ Contact the Code Enforcement Officer assigned to your case.

To be a safe and predictable person in your neighborhood and at home, it is essential to maintain your composure when you feel like your 'buttons' are being pushed. This strength will help you achieve your goals in business as well as your goals for your personal relationships.

1. Share negative emotions only in person or on the phone. E-mails, answering machine messages, and notes are too impersonal for the delicate nature of negative words. What feels like a bomb on paper may feel like a feather when delivered in person.

2. Pepper your responses with the phrase, "I understand". This will support your goals when the tension is high and you need to find common ground to compromise or reach agreement.

3. Take notice when you feel threatened by what someone is saying. Resist the temptation to defend yourself or "shut down" the other person's communication. It takes discipline to be an open, trusting communicator.

4. Practice making requests of others when you are angry. It is often more useful to make a request than to share your anger. For example, if a neighbor who volunteered to make calls to remind others of meetings didn't because they were "too busy", it

is better to make a request of them than to let your anger leak out in other ways such as by becoming more distant.

5. Try repeating the exact words someone is saying when they are in emotional pain or when you disagree with them. This mirroring technique can keep both the speaker and the listener 'centered' in a difficult conversation, especially when the attitude of the person doing the mirroring is to gain understanding of a different point of view.



6. Take responsibility for your feelings to avoid blaming others. Notice when 'blameshifting' begins to leak into your speech. "I feel angry when you are twenty minutes late and you don't call" is better than, "You make me so mad by being late."

7. Learn to listen to both sides of the conflict as if you were a mediator or counselor. If you can listen and respond in this way, you will reach solutions to conflict more quickly. For example, in response to an employee's raise request, you

might say, "On the one hand I understand that you really need the raise, and on the other hand I represent the company, whose funds are very scarce at this time. Is there a way I can work on your compensation package that does not involve cash?" Here, the mediator's point of view can look for creative compromise taking into account the limits and needs of both parties.

8. Take a playful attitude towards developing the skill of emotional self-control in high conflict situations. View maintaining self-control in a tense, angry conversation as an athletic feat. View developing this skill as similar to working out at the gym with weights - the more you use your self-control muscle the bigger it will grow and the easier it will be to remain calm when tension is great.

9. Wait a few days to cool down emotionally when a situation makes you feel wild with intense feelings. As time passes, you will be able to be more objective about the issues and see the situation more clearly.

10. Make a decision to speak with decorum whenever you are angry or frustrated. If you give yourself permission to blow up, people will not feel safe around you. They will feel that you are not predictable and will carry 'shields' when they are near you. The fear and walls of others will not support your goals for success in your relationships or in your neighborhood.