



Code Enforcement Activity Report

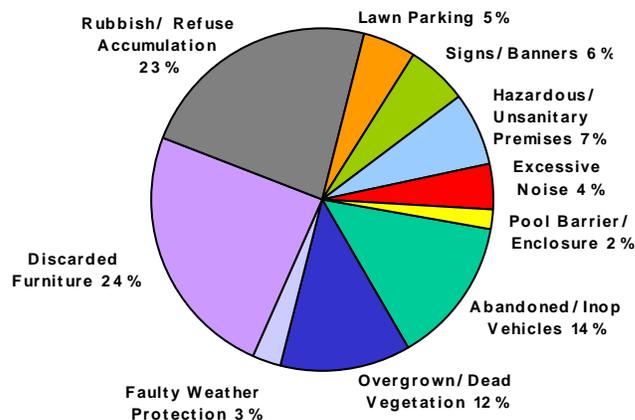
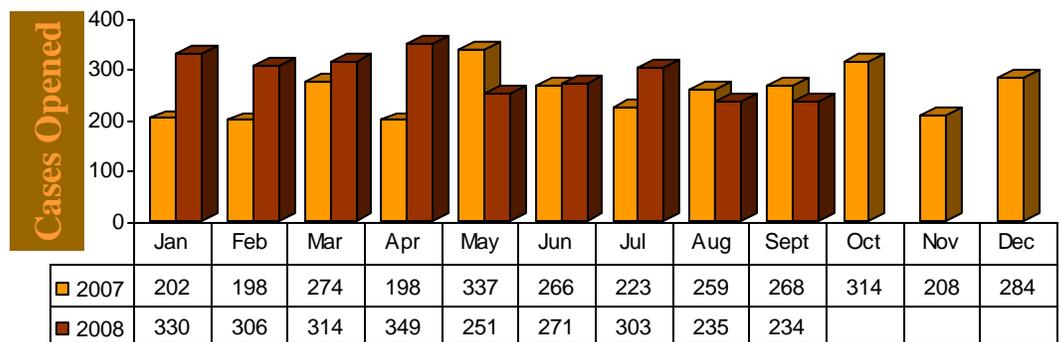
Overview of September Code Enforcement Activity

In September 2008, the Code Enforcement/Neighborhood Preservation Division opened 234 new cases, conducted 575 inspections, and successfully resolved 268 cases.

Other achievements included:

- Received/returned over 1400 phone calls
- Initiated 168 proactive cases
- Responded to 78% of all complaints in 1 day or less
- Inspected 85.5% of all complaints within 48 hours
- Averaged 1.28 days from initial call to first inspection
- Observed 206 violations and abated 241 violations.
- Issued 22 notices of violation and 6 civil citations
- On average, gained compliance within 40 days from the date of the initial complaint
- Completed 19 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 24%
- Rubbish Accumulation 23%
- Abandoned/Inop Vehicles 14%
- Overgrown/Dead Vegetation 12%
- Hazardous/Unsanitary Premises 7%
- Signs/Banners 6%
- Lawn Parking 5%
- Excessive Noise 4%
- Faulty Weather Protection 3%



Code Enforcement

Maintaining Your Homes & Neighborhoods

Neighborhood/Neighbor Conflicts: Part II

Principles of Conflict resolution

Effective implementation of the conflict resolution processes of negotiation, mediation, or consensus decision-making requires an understanding of the following four essential principles:

Separate people from the problem

Every problem involves both substantive issues and relationship issues. By separating these issues, individuals come to see themselves as working side by side, attacking the problem, not each other. Where perceptions are inaccurate, you can look for ways to educate. If emotions run high, you can find ways for each person involved to let off steam. Where misunderstanding exists, you can work to improve communication.

Focus on interests, not positions

Understanding the difference be-

tween positions and interests is crucial to problem solving. Interests, not positions, define the problem. Positions are something that individuals decide they want; interests are the underlying motivations behind the positions they take. Compromising between positions is not likely to produce an agreement, which will effectively take care of the human needs that led individuals to adopt those positions. Where such interests are not identified, temporary agreements may be reached, but typically do not last because the real interests have not been addressed.

Invent options for mutual gain

Disputants focus on identifying options for resolving the conflict without the pressure of reaching a decision. A brainstorming process

is used to invent a wide range of options that advance shared interests and creatively reconcile differing interests. The key ground rule to brainstorming is to postpone criticism and evaluation of the ideas being generated. To broaden their options, those in a dispute think about the problem in different ways and build upon the ideas presented.

Use objective criteria

Using objective criteria ensures that the agreement reflects some fair standard instead of the arbitrary will of either side. Using objective criteria means that neither party needs to give in to the other; rather, they can defer to a fair solution. Objective criteria are determined by disputants based on fair standards and fair procedures.

Based on writings of Roger Fisher and William Ury, Getting To Yes

To report a Code Violation:

- ✓ Call the Code Enforcement reporting line at: **714-375-5155** or email: 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.



Maintaining the interior of your home is a health and safety code requirement. Unsanitary conditions can cause unhealthy and hazardous conditions for occupants. The interiors must be kept clean, free of unreasonable or excessive clutter, and in good repair. Per the Uniform Housing Code, substandard or unsanitary interiors may also cause the removal of occupants for health and safety reasons.