



# From Code Enforcement to Code Encouragement

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# 2018 International Code Council Award

**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

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- **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?

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Education and Engagement first...

Followed up with tough Enforcement.



## How have we improved?

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- 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

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- 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?

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- 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?

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- 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?

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- 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?

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- 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.

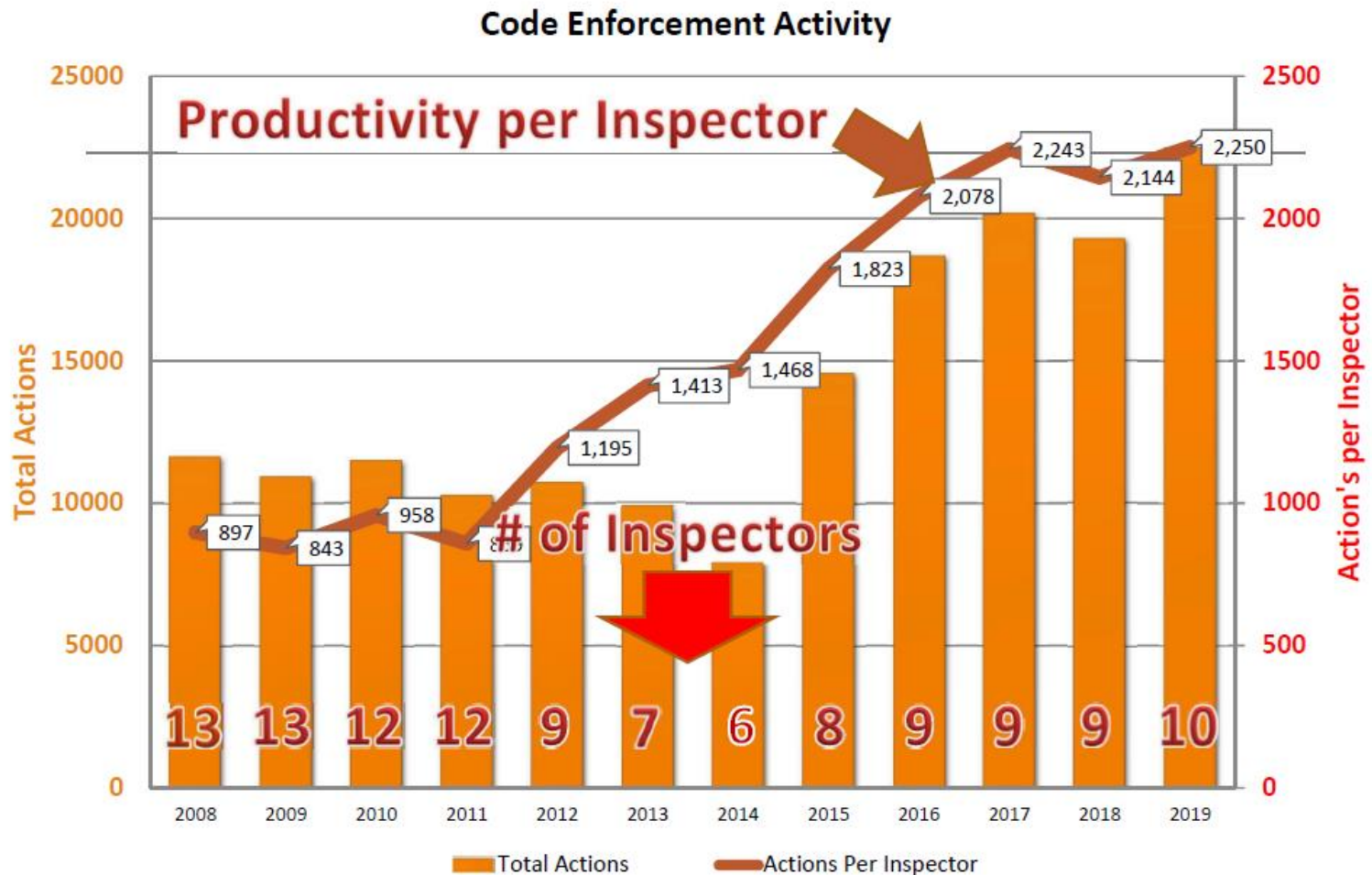
# What makes a great Code Enforcement Division?

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- 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?

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Most Importantly...

Incorporate Code  
Encouragement into  
everything!

# Code Encouragement



**City of Peoria Code Encouragement Efforts and Programs**

## What is Code Encouragement

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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





# Great Neighbor Appreciation Week



# Coffee with Code

- Locations based on code enforcement districts
- Casual conversation



# “100 Blocks in 100 Days”

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



# Educational Postcards

## Your Guide to PEST CONTROL



**What you need to know about Mosquitoes**

Mosquitoes spread the West Nile virus, encephalitis and the Zika virus.

**What is Zika?**  
The Zika virus is spread by a mosquito not common to our area. People who contract Zika rarely become ill enough to go to a hospital from the disease and the condition is rarely fatal. However, Zika infection during pregnancy may be linked to birth defects.

**What is West Nile?**  
The West Nile virus can cause encephalitis, a brain inflammation, and has been found in our area. Most people infected with West Nile do not know they have it having experienced only mild symptoms before recovery.

**What are Bed Bugs?**

Bed bugs are small insects that feed on human blood, usually while we sleep. Adult bed bugs have flat, rusty-red-colored oval bodies, about the size of an apple seed.

They hide in cracks in furniture, floors, or walls, and can survive several months without feeding. When they feed, their bodies swell and become a bright red similar to a tick.

**All about Rodents**

Rats are destructive, bite people, and are hosts to ectoparasites including fleas, mites, and ticks that transmit disease.

Signs of rat infestation include small, pellet shaped droppings, evidence of gnawing on containers of food, runways, and burrows.

Creating a More Conscious Community **Peoria Cares**

## Peoria Cares



COMMUNITY DEVELOPMENT

An easy-to-use 311 system which allows you to submit concerns for suspected violations in your neighborhood


- Tall Grass
- Pot Holes
- Housing Violations
- Street Lights and more!
- Crime/Graffiti

**Download the free app today!**



GET IT ON Google play | App Store

## Creating a Cleaner Community Waste Collection



COMMUNITY DEVELOPMENT

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 container(s) within 3 feet of the curb or alley line. Containers should also be 30 feet away from your street mailbox so as not to get in the way of approaching mail delivery vehicles.

City of Peoria ordinance 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 either a 35, 65, or 95 gallon roll-out waste container. You can use your own containers (45 gallons or less) with handles and tight-fitting lids. Do not overfill them; containers weighing more than 50 lbs. will not be collected.

You can also rent or purchase extra roll-out containers from PDC by calling 309-674-5176.

**Will LARGE or BULKY items be collected?**

Yes, bigger items are collected weekly. It is best to call PDC first for guidance on any atypical item, but you can follow these general guidelines.

- Furniture:** You can place a furniture item with your garbage. For numerous furniture items or exceptionally large pieces, contact PDC in advance by calling 309-674-5176.
- Building Materials:** Only small amounts of residential building materials are accepted. These materials must be from the property where the materials are placed for collection. Materials should be cut into 5-foot lengths, bundled with twine or rope, and not weigh more than 50 lbs.

## 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.

*This fact sheet does not pertain to federally subsidized housing, which is governed by federal law.*

### TENANT'S RIGHTS AND RESPONSIBILITIES

- Obtain a written lease to avoid misunderstandings with your landlord.
- Pay your rent on time.
- You may be responsible for any damages to the rental unit beyond normal wear and tear.
- Before you alter the rental unit, ask for your landlord's approval.
- 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 Retaliatory Eviction Act prohibits your landlord from evicting you for complaining to any governmental authority (housing inspector, human rights commission, etc).



**Build A Better PEORIA**

 CITY OF PEORIA | COMMUNITY DEVELOPMENT DEPARTMENT

# Clean Up Neighborhoods

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



# AppreciatePeoria.com

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## CITY OF PEORIA COMMUNITY DEVELOPMENT

### Upcoming Events



### Opportunities



### News



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# @AppreciatePeoria on Instagram



appreciatepeoria Following ▼ ⋮

70 posts    783 followers    43 following

### AppreciatePeoria

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

[www.appreciatepeoria.com](http://www.appreciatepeoria.com)

Followed by fuller.andrew93, riverfrontmuseum, slimspence + 35 more

POSTS

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## Other Programs related to rental property

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### 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

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### 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

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### 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

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### 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

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### 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

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### 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?

