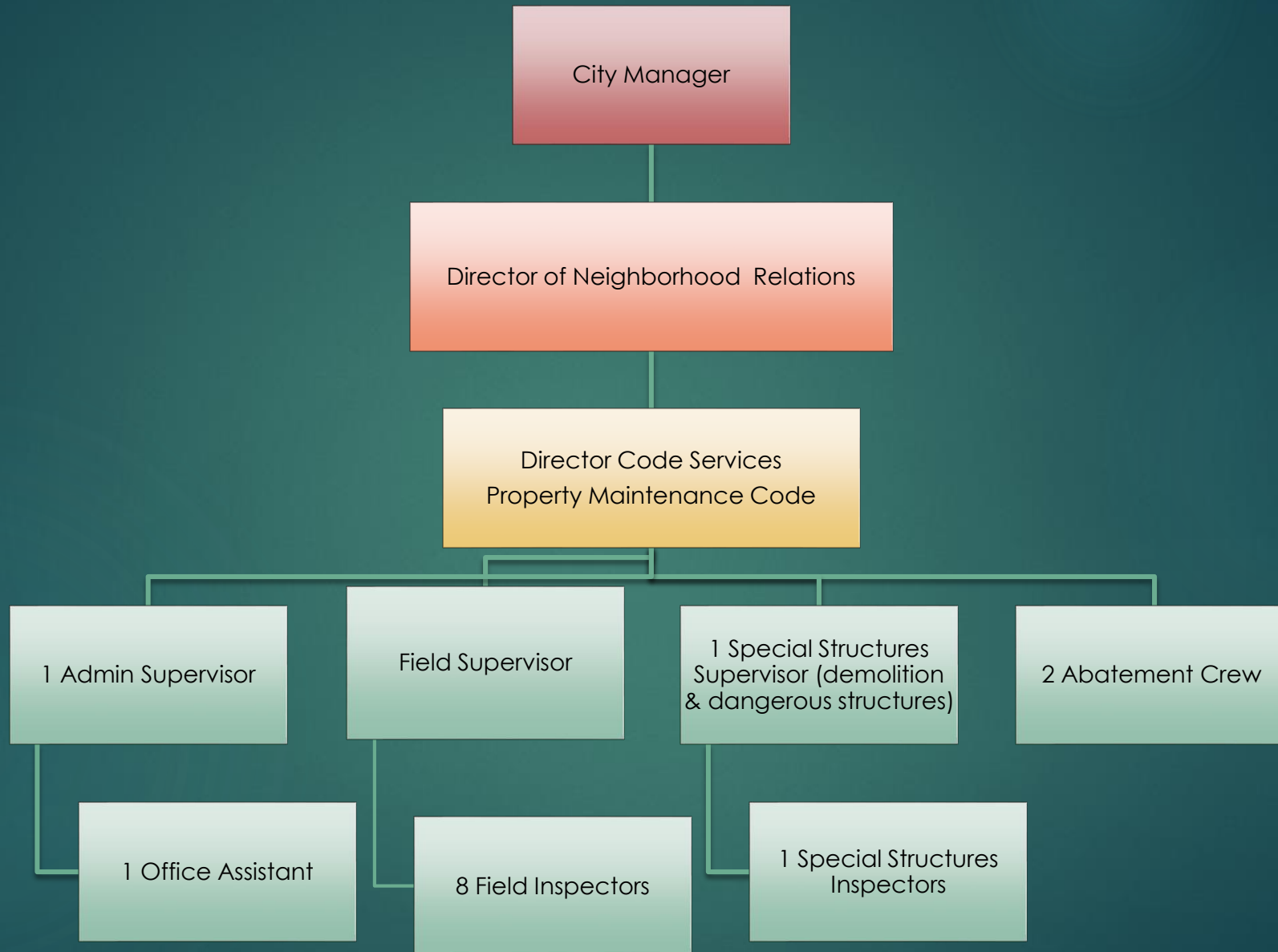


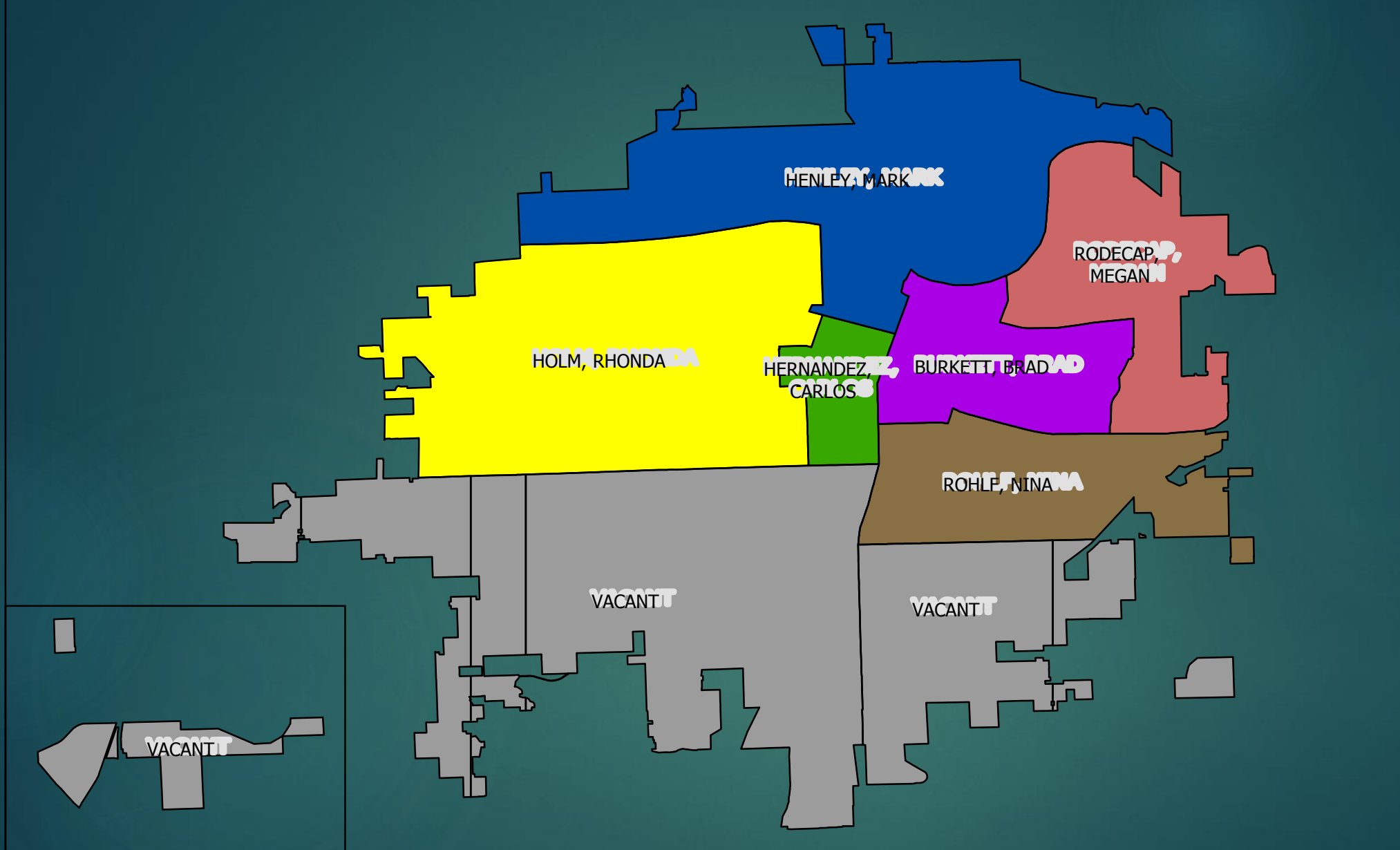
City of Topeka

1



PROPERTY MAINTENANCE





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3
 Map Author: dfish
 Current Time: 8/12/2019 11:15 AM
 Date Printed: 8/12/2019 10:20 AM
 Date Exported: 8/12/2019 11:15 AM



2012

**INTERNATIONAL
PROPERTY
MAINTENANCE
CODE®**

A Member of the International Code Family®

IPMC®



Complaint and Survey driven

5



- Reactionary - Respond to telephone, SeeClickFix or e-mail complaints with a goal of 48 hours by inspecting properties, determining if there are violations which we are able to address. 34% of cases
- Pro-active – Survey and monitor properties for compliance. 66% of cases
- Results - When violations are found, we notify the property owners through a legal written process

Right of entry

6



- ▶ Is limited
- ▶ Permission has to be granted
- ▶ Access can be denied by owner or occupant
- ▶ Searches of private residences are considered unreasonable and violate 4th amendment rights
- ▶ Interests of public health, safety and welfare have to outweigh individual rights to privacy

Basics of the process for a case

7



- ▶ Complaint
- ▶ Inspection and documentation
- ▶ Violation notice to property owner (certified mail and 1st class letter)
- ▶ Reasonable time given to comply
- ▶ Posting may be required
- ▶ Re-inspect for compliance or noncompliance
- ▶ Obtain warrant
- ▶ Abate property
- ▶ Bill property owner

Violation Categories include:

8



- ~ Sanitation
- ~ Weeds
- ~ Inoperable Vehicles
- ~ Graffiti
- ~ Housing
- ~ Unsafe Structures

Sanitation Violations include:

9



- tires
- trash and debris
- brush piles
- upholstered furniture
- appliances
- scrap lumber
- scrap auto parts
- stagnant water
- plumbing fixtures
- cardboard boxes

Rodent Harborage

10



- ▶ Any condition which provides harborage for rats, mice, snakes (or other vermin) and/or insect infestation
- ▶ Any condition which is unsightly and/or not intended, or weather tight, for outdoor conditions
- ▶ Any condition which is a public health/safety factor

Sanitation examples

11



More sanitation

12



Stagnant Water = Mosquito Breeding Ground

13



What we find under harborage

14



Hoarding -- Exterior

15



Weeds, Grass, annual plants and vegetation

16



- Over 12 inches in height
- Does **not** include trees and shrubs or cultivated flower beds and gardens
- Alleys, easements, right-of-ways and fence lines
- One written notice per calendar year

Weeds & Grasses

17



Noxious Weeds Like Thistle

18



Removing vegetation & grass not only eliminates critters (snakes, mice, wild animals) but also stops concealment of criminal element or activity.

Houses which appear to be uncared for (broken window theory) gives the impression that no one cares what happens in that area and boarded or vacant houses attract criminal, gang and drug activity.

Code Enforcement tries to take both a proactive approach as well as reactively responding to complaints to alleviate these issues.

Inoperable Vehicles

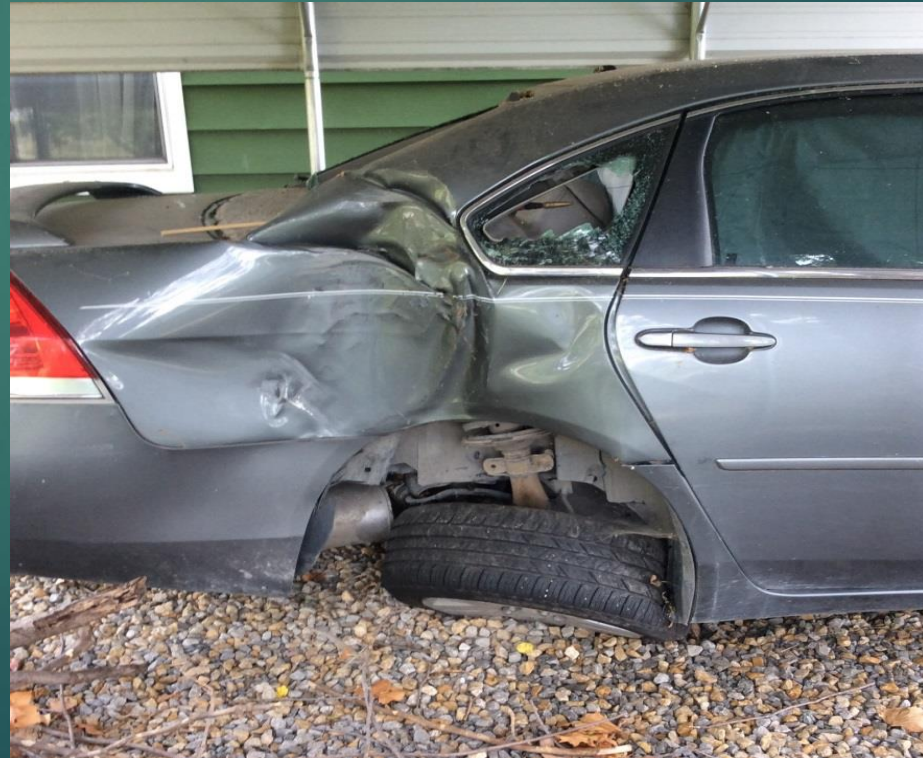
20



Standards of measurement

- Flat tires
- Missing or broken windshields
- Up on jacks or blocks
- Missing front end/engine
- Severe body damage
- Unlicensed vehicles

Just because it has not been seen driven,
does not mean it is inoperable



Vehicle registration

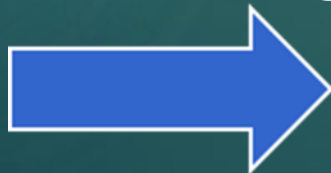
22



No tag



Expired tag



Vehicles

23



Biggest misconception around vehicles & Code Enforcement;

- ▶ Cars parked in the yard and on unimproved surfaces
- ▶ **10.60.120 Parking of vehicles on nonpaved surfaces.**
- ▶ (a) It shall be unlawful for any person to park or allow to be parked any vehicle or machinery on the back yard of a residential lot for more than six months or on any other part of a residential lot for any period of time unless the area used for parking is improved with at least four inches of rock, gravel, paver brick, asphalt, or concrete.
- ▶ (b) Subsection (a) of this section shall not apply to any vehicle or machinery which displays a special license plate or placard issued to a person with a disability
(2) "Vehicle or machinery" shall mean a machine propelled by power other than human power and designed to travel along the ground by use of wheels, treads, runner or slides and which transports persons or property and shall include without limitation an **automobile, truck, trailer, recreational vehicle, motorcycle, boat, camper, or tractor.**
- ▶ (d) **Police officers and property maintenance inspectors** shall have the authority to issue a **uniform complaint** and notice to appear for violations of this section.

Graffiti

24



- Most often in a matter of hours, maximum of 24 hours with consent
- Free to property owner with consent
- Residences, schools, business owners, public property



Housing Violations

25



► Exterior

- House Numbers
- Weather tight against elements
 - Doors, windows, roofs, walls)
- Structurally sound
 - Foundations, roofs, stairs, porches
 - ❖ Fire damaged properties often lead to unsafe structure proceedings and demolition orders



Over time,
houses that are
not maintained
deteriorate

26



Must be Weather tight

Siding,
windows
and doors



Roofs and Gutters

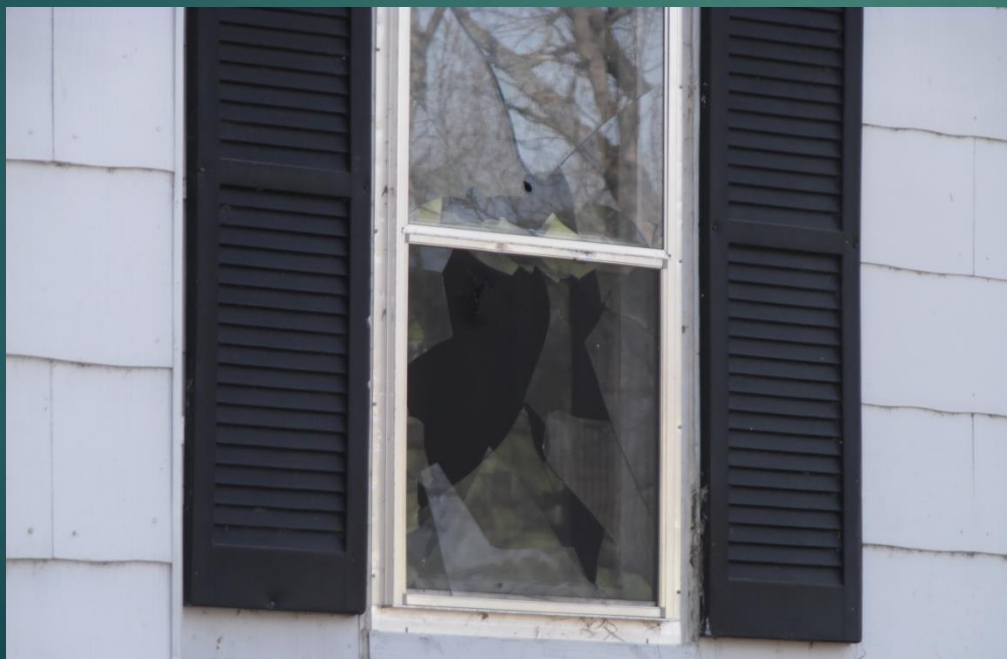
28



Broken



29



Windows

Accessory Structures



Housing Interior

Common Condition Issues

31



- ▶ Hoarders
- ▶ Insufficient plumbing, electricity (hot/cold water)
- ▶ Leaking ceilings, windows, doors
- ▶ Insufficient exits, handrails, door & window locks, ventilation
- ▶ No water or electricity

Unsafe structures

32



- ▶ Structurally unsound
- ▶ Unfit for human occupancy
- ▶ Insufficient plumbing, electricity (hot/cold water)
- ▶ Vermin or rat infested
- ▶ Lacks heat
- ▶ Leaking ceilings, windows, doors
- ▶ No water or electricity

Condemnation Orders

33



City of Topeka, Kansas
PROPERTY MAINTENANCE CODE UNIT
620 SE Madison, Unit 13
Topeka KS 66607-1118

Tel(785) 368-3161
Fax (785) 368-3175
www.topeka.org

CONDEMNED

DANGER – KEEP OUT

**THIS STRUCTURE IS UNSAFE AND ITS
USE OR OCCUPANCY HAS BEEN
PROHIBITED BY THE CODE OFFICIAL.**

**IT IS UNLAWFUL FOR ANY PERSON
TO USE OR OCCUPY THIS BUILDING
AFTER _____.**

Pursuant to TMC section 8.60.150, it is a misdemeanor offense to remove or deface this notice and is punishable by a fine not to exceed \$499 or a term of confinement not to exceed 179 days, or both.

**Any Unauthorized tampering or removal of this Notice
WILL BE PROSECUTED.**

Building Address _____

Code Official _____

Dangerous/Unsafe Structures

Immediate Public Safety Issue

34



- ▶ Unfit for human habitation
- ▶ Structurally unsound
- ▶ Dilapidated, deteriorating, decaying, in disrepair
- ▶ Major defects or life-threatening conditions

DEMOLITION

Demolition Results 2018

- ▶ Demo by City: 15
 - ▶ Demo by Owner: 15
 - ▶ Rehabilitation by owner: 30
-
- ▶ 2019: Demolitions as of 08/10/2019: 18

Simplified-best case scenario

36



- ▶ Sanitation – 21 days
- ▶ Weeds – 14 days
- ▶ Graffiti – 24 hours with signed consent
- ▶ Inoperable/unlicensed vehicles – 21 days
- ▶ Housing – 180 days
- ▶ Demolitions – 6-12 months

A week in the life of a Property Maintenance Inspector

37



- ▶ **Monday:** Warrant Briefing, SeeClickFix Complaints and phone in complaints, follow up inspections, Submit Warrants to judge, follow up phone calls and email to complainants
- ▶ **Tuesday:** Receive warrants from judge, begin process to execute warrants, SeeClickFix, reinspections, complaints, proactive enforcement, follow up phone calls and email to complainants
- ▶ **Wednesday:** Serve warrants, SCF, reinspections, pro active enforcement, Survey and review of all cases going to docket, court docket briefing, administrative hearings, follow up phone calls and email to complainants
- ▶ **Thursday:** All Staff Meeting, Court Docket, Warrants, SCF, reinspections, follow up complaints, proactive enforcement, follow up phone calls and email to complainants
- ▶ **Friday:** Finish off warrants, reinspections, SCF, attempts to close out all due cases, follow up phone calls and email to complainants

Where we can go together

38



- ▶ Create a team with police, fire and code to identify vacant properties, evaluate and properly secure said properties
 - ▶ Make contact with owner and create waiver form
 - ▶ Post properties that are vacant to assist police and fire
- ▶ Consider campaign to place address markings on all properties
 - ▶ Use media
 - ▶ Make this a positive PR campaign
- ▶ Propose Neglected, Vacant and Foreclosed property registration

Rapid Process Improvement (RPI)

The Sanitation Abatement Process



Mission

40



To make the sanitation abatement process as efficient and effective as possible.

Steps Eliminated

41



Through RPI we were able to eliminate 21 steps from the original 157 step process.

This change will create an immediate 13.40% in increased efficiencies.

The elimination of steps in the process results in both time and cost savings.

What we use Abatement⁴² for



Sanitation
Weeds
Vehicles
Graffiti

Steps leading to abatement

43



- ▶ Inspection
- ▶ Notification
- ▶ Opportunity for hearing
- ▶ Reinspection
- ▶ Warrant application
- ▶ Warrant Approval
- ▶ Service of the warrant
- ▶ Abatement Team and Inspector serve warrant
- ▶ Disposal of items abated
- ▶ Documentation and billing

Sanitation

44



- ▶ Owner is given 13 days to clean the violation from the date of the letter.
- ▶ On or near the 14th day inspector reinspects
- ▶ If property is still in violation a warrant is applied for
- ▶ Inspector is willing to work with owners who make a diligent effort to address the issue
- ▶ Warrants are submitted on Monday and approved on Tuesday
- ▶ Abatement Team and Inspector coordinate and serve warrant within 96 hours

Weeds

45



- ▶ Owner is given 10 days to correct the violation
- ▶ On or near the 11th day inspector reinspects
- ▶ If property is still in violation mow crew notified
- ▶ Warrants are only requested on properties with No Trespassing signs
- ▶ Inspector is willing to work with owners who make a diligent effort to address the issue
- ▶ Only 1 notice to owner per calendar year to prevent intentional delay in mowing & per state law

Inoperable Vehicles

46



- ▶ Owner is given 13 days to correct the violation.
- ▶ On or near the 14th day inspector reinspects
- ▶ If property is still in violation a warrant is applied for
- ▶ Inspector is willing to work with owners who make a diligent effort to address the issue
- ▶ Warrants are submitted on Monday and approved on Tuesday
- ▶ Inspectors serve warrant within 96 hours

Graffiti

47



- ▶ We will abate the graffiti for free with consent
- ▶ When a new property has graffiti we notice the property and send a consent form
- ▶ If owner sign consent we can abate within 24 hours
- ▶ Without consent graffiti will run the same process of 13 days and reinspection on the 14th
- ▶ Addressing graffiti on public property and through consent has resulted in minimal graffiti in our city

Efforts to reduce abatements and assist public

48



- ▶ Drafted letter with the Behavioral Insights Team in an effort to increase voluntary compliance.
- ▶ Post card to previous weed violators asking for their help in upcoming year
- ▶ Door hangers as warrant approached
- ▶ Inspectors name and phone number on violation notice
- ▶ Inspectors willing to meet with property owners at property to walk through issue
- ▶ SOPs online as well as IPMC
- ▶ On Line Action Center
- ▶ Over 100 public meetings
- ▶ Educational videos through channel 4 and Facebook live
- ▶ Team Up 2 clean Up: 4 events
- ▶ Walk and Talks in Neighborhoods