



City of Peoria Community Development Department – Focus on Code Enforcement and Code Encouragement

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Community Development at a Glance

- **Community Development Department – Code Enforcement**
 - **7 Full Time Code Enforcement Inspectors**
 - **3 Code Enforcement Aides (Only do Envr.)**
 - **1 Neighborhood Enhancement Coordinator**
 - **2 Project Coordinators**
 - **1 Supervisor**



How does the City of Peoria do Code Enforcement?

- Environmental Property Maintenance
 - Tall grass, weeds, litter, limbs, debris, abandoned vehicles, illegal parking on private property
- Exterior Property Maintenance
 - Peeling Paint, gutters, roofs, rotted wood, delapidated driveways, broken fences
- Interior Property Maintenance
 - Life Safety items, electrical issues, plumbing issues, HVAC issues



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

Department Culture Change

- Peak Academy – Brian Elms – Denver, CO
 - You can only change your Department.
 - Focus on the overlap between things that matter and things that you can control.
 - You can't innovate your boss.
 - Employee ownership.



Department Culture Change

- Challenged a group of employees to define the culture that we want in the Department and encouraged them to hold each other accountable.
- Held Department optional meetings. Over 70% of the Department attended by choice.
- Created new mission state of the Department.



Community Development Department

- 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
 - Invest in your staff through training and feedback
 - Property Maintenance Certification
 - Customer Service Training
 - Process Improvement

What makes a great Code Enforcement Division?

- Define who is Code Enforcement. (Cont.)
 - Internal Departments
 - Legal Department - Prosecution
 - Finance Department – Collections
 - HR Department – Assembling the right team
 - IS Department – Giving you the right tools
 - City Manager/Mayor’s Office – Support your decisions

What makes a great Code Enforcement Division?

- Define who is Code Enforcement. (Cont.)
 - External Partners
 - 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

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.

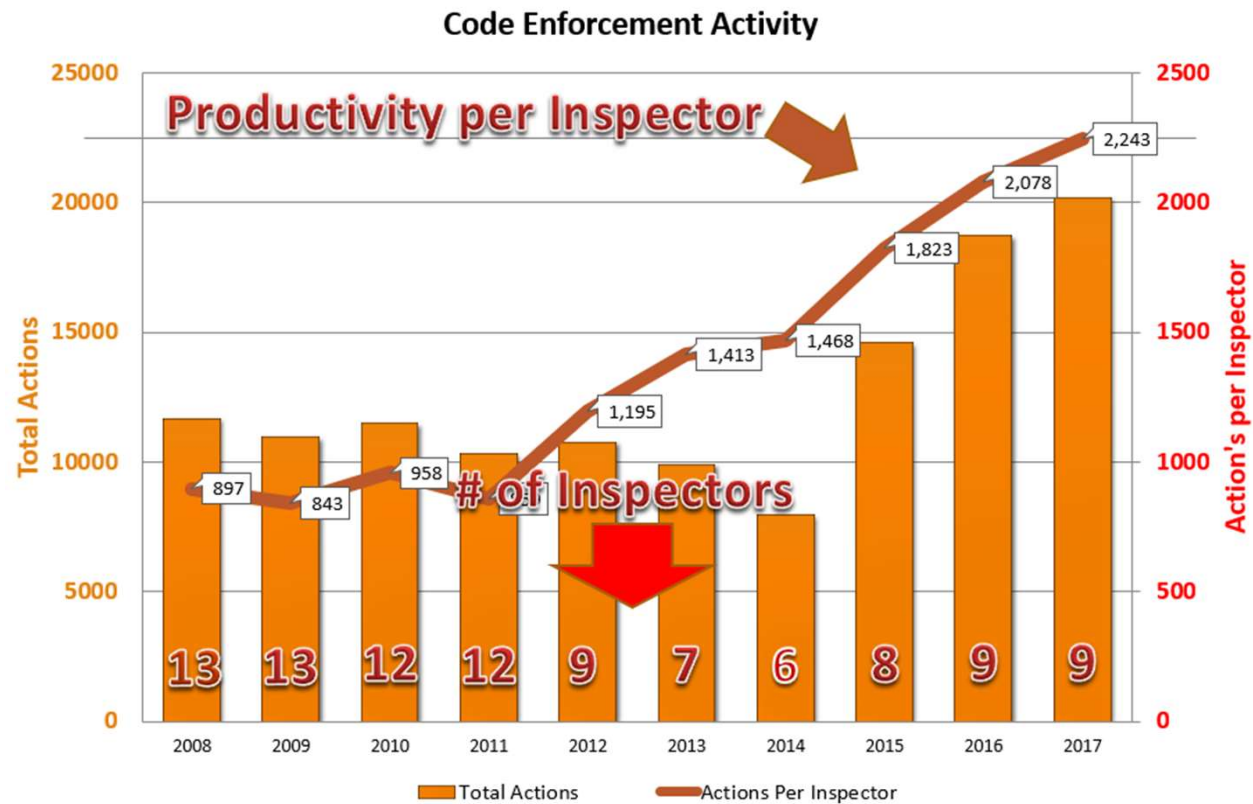
What makes a great Code Enforcement Division?

- 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.

Who is Code Enforcement?





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.

What is Code Encouragement

Interaction is the key.

- Attend their meetings.
- Volunteer at their events.
- Show them that you care.
- Be accessible.

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”

- 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
- Crime/Graffiti
- and more!

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, 45, 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

Great American Cleanup



#PickUpPeoria

- Social media challenge
- Illegal Dumping Campaign



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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, slimspence + 35 more

POSTS

TAGGED



What are we going to do in 2019?

- Pro-Active Vacant Lot Mowing
- Illegal Dumping Campaign
- LEAD Top Ten List
- Residential Property Code Violation Agreement
- Side Lot Program
- More Collaboration with Police Department
- More Collaboration with Health Department on Lead Paint



What are we going to do in 2019?

- Increased Focus on Neighborhood Association Attendance and Engagement
- Tenant Education – Tenant Greeting Card
- Grass Cutting Pledge
- Inspector Area Postcard
- State of Illinois Legislative Changes
- Creativity Meetings
- Neighborhood Reception

Questions?

