

CITY OF KNOXVILLE
PUBLIC WORKS
PUBLIC SERVICE DEPARTMENT

**NEIGHBORHOOD CODES
ENFORCEMENT 101**

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PUBLIC WORKS PUBLIC SERVICE DEPARTMENT

Our Mission

To deliver high-quality public services to all neighborhoods in the City by working in partnership with citizens to build stronger, safer and cleaner neighborhoods... and to enhance and preserve neighborhood quality of life



PUBLIC SERVICE DEPARTMENT

- ▶ The City of Knoxville's Public Service Department has 304 employees and is the "behind the scenes" service provider for our customers.

- ▶ The department has four major divisions:
 - Operations (Service Areas, Construction, Horticulture, Facilities)
 - Solid Waste
 - Neighborhood Codes Enforcement
 - Administration

NEIGHBORHOOD CODES ENFORCEMENT

RESOURCES & VOLUME

PERSONNEL

12

Administrative Staff:

4

Codes Enforcement Inspectors:

8

2010 INSPECTION STATS

Total Inspections:

12,280

Inoperable Vehicles:

765

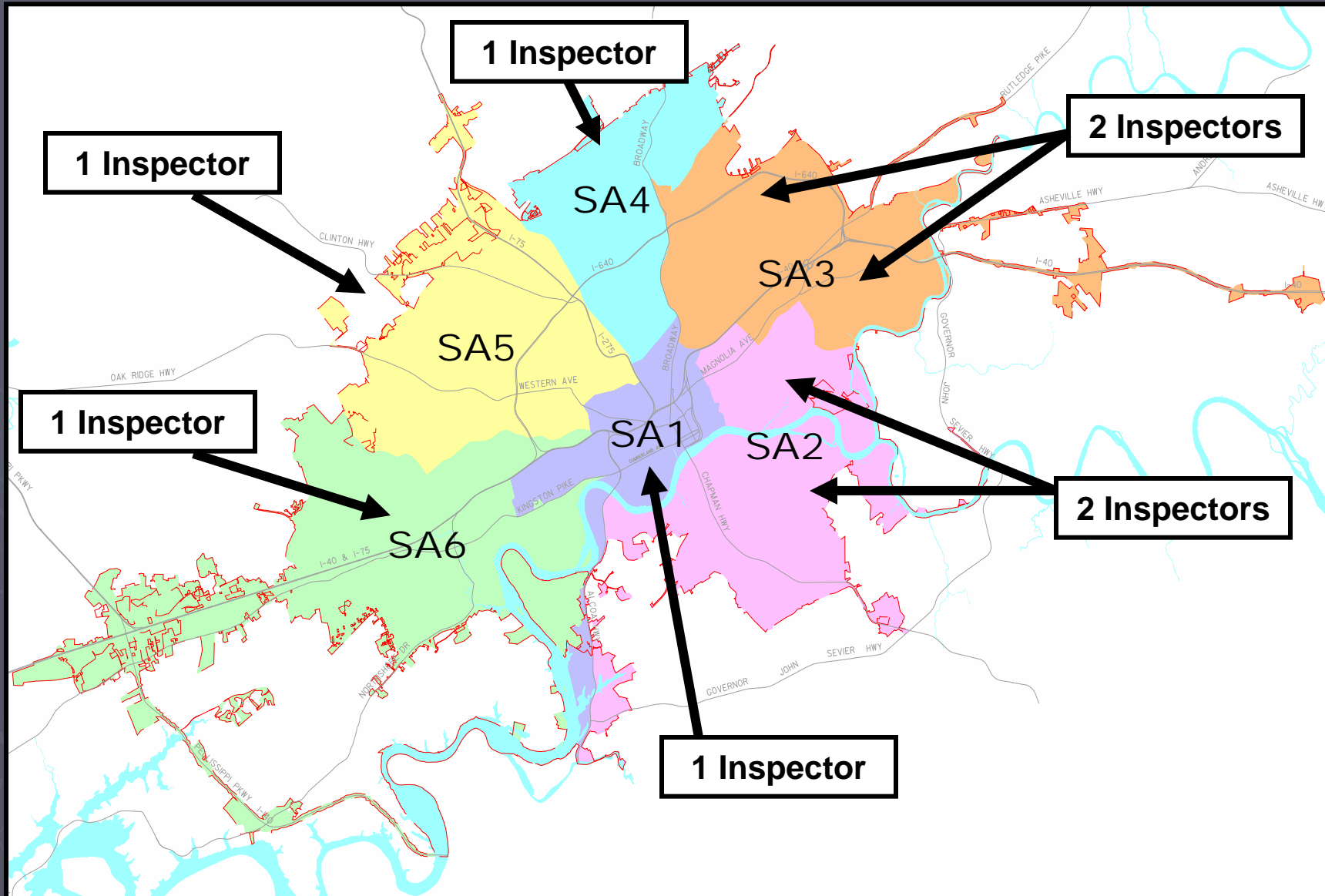
Dirty/Overgrown Lots:

10,368

Building Code Violations:

1,147

INSPECTOR DISTRIBUTION BY SERVICE AREA



NEIGHBORHOOD CODES ENFORCEMENT

WHAT WE DO.....

Neighborhood Codes Enforcement investigates & enforces environmental code violations regarding dilapidated housing, dirty/overgrown lots, solid waste and inoperable/abandoned vehicles.

IDENTIFY & DETER DISINVESTMENT

Create environments supportive of **PRIVATE INVESTMENT**









ABANDONED/INOPERABLE VEHICLE(S)



SOLID WASTE VIOLATION(S)

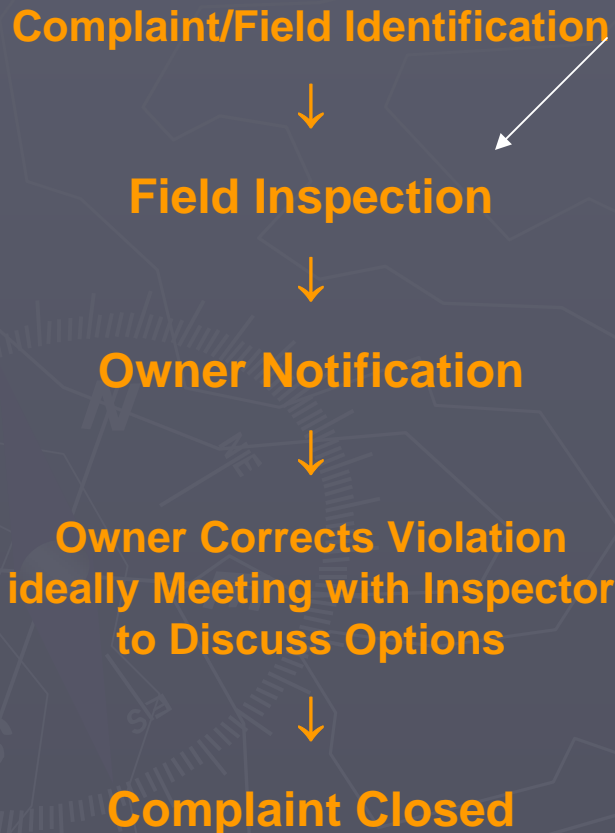




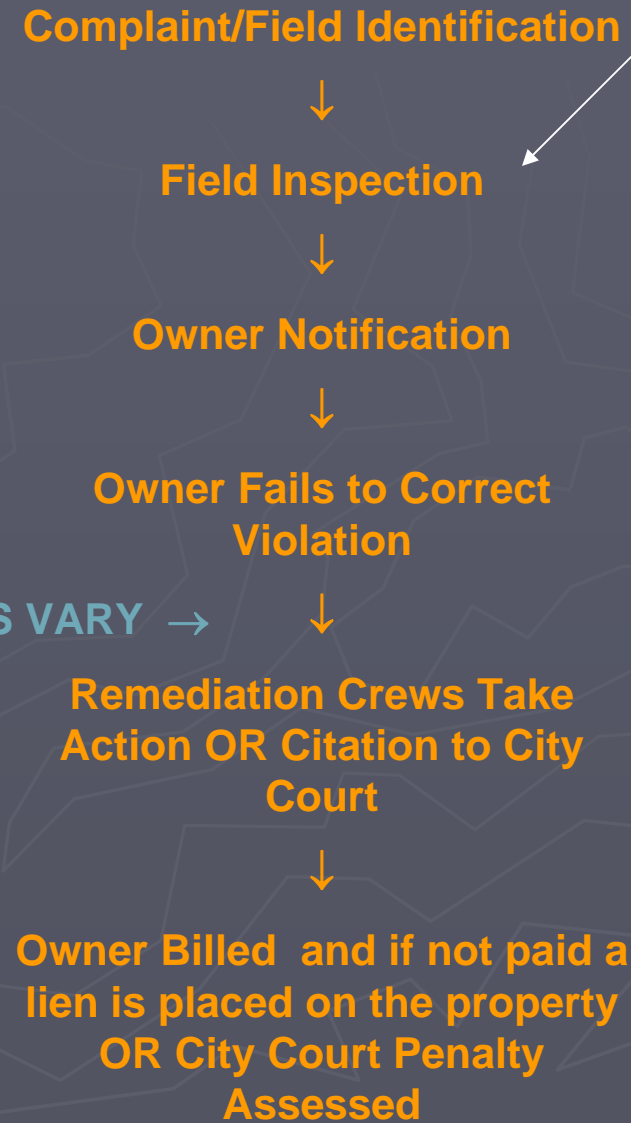


COMPLAINT FLOW CHART

GOOD



NOT SO GOOD



REMEDIATION OPTIONS

1. Customer Interaction and Education
2. City Remediation and Service Charges
 - a) **Mow**
 - b) **Clean Up**
 - c) **Demolish**
3. City Court
4. Ownership change w/ Community Development resources
 - a) **Tax Sale**
 - b) **Blight Program and Homemakers Disposition**

RECENT IMPROVEMENTS

TRANSITION TO PRO-ACTIVE ENFORCEMENT Inspectors drive the same two week brush schedules prior to the Public Service yard waste collection schedules. This strategy places an inspector and a City foreman or manager on every street every two weeks. We want to have problems already “in the system” when a citizen calls them into 311.

ORDINANCE CHANGES AND CITY COURT During the winter of 2010 City Council approved several changes to City Code and reviewed the use of City court which aides our inspectors in: (i) enforcing rental house clean outs; (ii) boarding and securing structures; (iii) addressing residential garbage receptacles left at the street; (iv) and cleaning up junked lots.

WALKING COMMUNITY SWEEPS Intensive block-by-block problem solving efforts aimed at identifying code violations and educating and assisting owners and tenants with improvements. Visibility and accessibility are important objectives.

WHAT WE DO NOT DO.....

Operable Automobiles

Operable automobiles are allowed pursuant to zoning codes and other requirements not enforced by the Neighborhood Codes

Wooded Lots

Trees and undeveloped lots and heavily wooded lots are considered “natural growth” areas and do not typically violate City Code

Ornamental Shrubbery & Flowers

Often subjective situations - “Beauty is in the eye of the beholder”

On-Street Parking

The Knoxville Police Department enforces on-street vehicular violations

Vacant Houses

Secure, vacant houses with no visible, exterior violations do not violate City Code

Litter and ROW Cleanliness

General litter and ROW cleanliness are not typically handled by Codes. Requests are forwarded to our weekend juvenile offender and DUI litter clean up program

INTER-GOVERNMENTAL PARTNERS

Better Building Board

City Court

Community Development Division

Building Inspections Department (Zoning)

Knoxville Fire Department (Fire Inspections)

Knoxville Police Department

CHRONIC PROBLEM PROPERTIES INITIATIVE

Bridging the gap between inspections and community development

Routine Problem Properties

Those problems that are remediated by the daily operations of the Neighborhood Codes Enforcement system.

Chronic Problem Properties

Those properties that fail to be successfully remediated by the system and are located:

- close to an educational or childcare facility
- within a historic district, NC-1, H-1 or a redevelopment area
- chronic violators with more than 3-years of neighborhood codes enforcement activity
- more than 3-years arrears in City property taxes
- areas of concentrated blight – i.e. multiple houses in a one or two block area

**TO REPORT A COMPLAINT CALL 311
FOR ADDITIONAL INFORMATION CAN BE FOUND AT:**

<http://www.cityofknoxville.org/services/codes/>