

REQUEST FOR COUNCIL ACTION

Date: 4-7-14
Item No.: 10 . b

Department Approval



City Manager Approval

Item Description: **Receive Annual Reports for Community Development's Land Use Code Enforcement and Business Property Enhancement Program Activities in 2013**

BACKGROUND

The Community Development Department is responsible for enforcement of the public nuisance provisions of the City Code. It accomplished this in 2013 through two separate programs: Land Use Code Enforcement and the Business Property Enhancement Program.

Land Use Enforcement primarily addresses City Code public nuisance violations reported to staff by the public, such as: junk/debris, outside storage, long grass, junk vehicles, building maintenance, noise, etc:

- Land Use Enforcement's 2013 Year End Report is attached.

The Business Property Enhancement Program is a more proactive type program that initiates business property inspections (from the street and public areas of parking lots) for similar public nuisance type violations in an attempt to identify and eliminate public nuisances before they become large enough to negatively impact the business community and property values:

- This program is funded by Roseville's Housing Redevelopment Authority.
- The Business Property Enhancement Program's 2013 Year End report is attached.

The City Council has requested a specific report on the status of Abatement and Court Citation cases initiated.

- The 2013 Abatement and Court Citation Cases Status Report is attached.

POLICY OBJECTIVE

Property maintenance through City abatement activities is a key tool to preserving high-quality residential neighborhoods. Both Imagine Roseville 2025 and the City's 2030 Comprehensive Plan support property maintenance as a means by which to achieve neighborhood stability. The Housing section of Imagine Roseville suggests that the City "implement programs to ensure safe and well-maintained properties." In addition, the Land Use chapter (Chapter 3) and the Housing and Neighborhoods chapter (Chapter 6) of the Comprehensive Plan support the City's efforts to maintain livability of the City's neighborhoods with specific policies related to property maintenance and code compliance. Policy 6.1 of Chapter 3 states that the City should promote maintenance and reinvestment and Policy 2.6 of Chapter 6 guides the City to use code-compliance activities as one method to prevent neighborhood decline.

REQUESTED COUNCIL ACTION

Receive the Reports

Prepared by: Don Munson, Codes Coordinator

Attachments: A: Land Use Enforcement's 2013 Year End Report
B: Business Property Enhancement Program's 2013 Year End Report
C: 2013 Abatement and Court Citation Cases Status Report
D: Abatement Billing in 2013
E. PowerPoint Presentation

Land-Use Code Enforcement Program 2013 Year End Report



Background:

- The Community Development Department is responsible for enforcement of most of the public nuisance provisions of the City Code.
- Land-use enforcement primarily addresses public nuisance violations reported to staff by the public, such as: junk/debris, outside storage, long grass, junk vehicles, building maintenance, noise complaints, un-shoveled public sidewalks, etc.

Goals of the Program:

- Greater public awareness and compliance with city codes and ordinances through education, cooperation and enforcement.
- Enhanced property values and enhanced livability of neighborhoods.
- Minimize the negative effects of public nuisance violations upon surrounding neighborhoods.
- Maintenance of the city's tax base.

Case files per year:

- | | | | | |
|--------------------|------------------|------------------|------------------|------------------|
| • 2005 – 380 Cases | 2007 – 425 Cases | 2009 – 736 Cases | 2011 – 546 Cases | 2013 – 376 Cases |
| • 2006 – 474 Cases | 2008 – 730 Cases | 2010 – 614 Cases | 2012 – 487 Cases | |

Public Nuisance Violations (2013):

- **Types of violations:**
 - o 10% - Snow
 - o 7% - Business Misc
 - o 12% - Vehicles
 - o 13% - Debris
 - o 15% - Outside Storage
 - o 10% - Property Maint.
 - o 17% - Residential Misc.
 - o 16% - Grass
- **Resolution of cases:**
 - o 306 - 81 % of cases resolved within 20 days.
 - o 14 - 4 % of cases resolved within 40 days.
 - o 9 - 3% of cases resolved within 60 days.
 - o 18 - 5% of cases resolved over 60 days.
 - o 29 - 7% of cases pending resolution.

Accomplishments:

- To date have closed 93% of the 376 cases opened in 2013:
 - Cooperation from the public on correcting public nuisances remains very positive.
 - 89 % of residents have complied with simple letter requests for compliance.
- Staff includes with initial notices an informational brochure to educate residents about common public nuisance violations; an effort to minimize violations through education and cooperation. Also, when a violation is a building maintenance issue, staff includes additional HRA and HRC Program information.
- Fewer public nuisance complaints from the public were received in 2013 (376 in 2013 versus 487 in 2012). Also, fewer Accelerated Abatements and Council Approved Abatements occurred in 2013 (9 in 2013 versus 37 in 2012). This appears to indicate the Land Use Enforcement Program (complaints) and the Neighborhood Enhancement Program are having a positive effect in reducing the numbers of public nuisances negatively affecting the City. Hopefully this trend continues.
- Staff improves procedures each year through realignment of staff duties and streamlining staff procedures.

Observations:

- Still observing where one public nuisance tends to promote more of the same - a clustering effect.
- Still observing more violations in neighborhoods of older homes; this is to be expected due to typically smaller lots, smaller garages and older construction.
- Some property maintenance cases remain difficult to resolve due to financial/physical hardship by the property owner. Many of the unresolved 'pending' cases are of this type.

2013 Code Enforcement Report Land Use Cases Ending December 31, 2013

Case Counts by Month

Type	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL
Snow	14	9	0	0	0	0	0	0	0	0	0	13	36
Business	0	2	4	0	2	0	4	3	0	1	4	3	23
Vehicles	0	6	2	3	0	4	4	3	5	4	3	8	42
Debris	1	0	0	2	9	7	6	7	6	7	0	1	46
Outside Storage	5	0	0	4	8	7	8	4	12	6	2	4	60
Property Maint.	0	2	0	2	8	2	6	5	6	4	2	0	37
Residential	8	8	4	1	7	8	9	4	5	7	4	3	68
Grass	0	0	0	0	7	26	18	9	4	0	0	0	64
TOTAL	28	27	10	12	41	54	55	35	38	29	15	32	376

Cases Opened/Closed by Month

Month	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	TOTAL
Opened	28	27	10	12	41	54	55	35	38	29	15	32	376
Closed	27	26	9	11	41	52	53	31	34	26	11	26	347

Problem Cases – 2009-2013

	2009	2010	2011	2012	2013
Administrative Tickets	12	10	0	0	0
Accelerated Abatements (Grass/Snow/Graffiti)	47	40	38	30	5
Abatements Approved by Council	12	16	12	7	3
Council Approved Citations	7	2	2	0	1
TOTAL	78	68	52	37	9

Business Property Enhancement Program 2013 Year End Report

Background:

Roseville's City Council and Roseville's Housing and Redevelopment Authority (HRA) have been exploring ways to maintain the prosperity, livability, and property values of our Business and Multi-Family residential properties. To help achieve this goal the Council instituted a Business Property Enhancement Program that is funded by the Roseville HRA. This program raises awareness of the importance of keeping business and multi-family properties in good repair. This in turn, helps maintain the prosperity of our businesses and multi-family properties, maintains our quality neighborhoods, and, protects property values throughout our community.

This program involves exterior only inspections of all commercial, industrial, public, and multi-family properties to identify if there are any exterior maintenance or public nuisance violations of City Code. Staff then works with property owners to remedy any violations that exist. The program encourages property owners to perform routine maintenance on their property before a problem becomes severe and more costly to fix.

Goals:

- Maintain the appeal of Roseville's commercial areas.
- Maintain the livability of Roseville's multi-family neighborhoods.
- Maintain and enhance commercial and multi-family property values.
- Educate property owners of the benefits realized by eliminating visual nuisances.

Accomplishments:

- During the period of May-November 2013, staff inspected 534 properties.
- Before inspecting these properties, staff sent letters to property owners informing them of the program, its goals and benefits, and, common maintenance and nuisance violations. Staff included brochures specific to the type of property, and, a graffiti handout to assist property owners with removal.
- Over 800 building maintenance and public nuisance conditions, visually detracting from our multi-family and business areas, were eliminated. The majority of these were basic building maintenance and outside storage/debris removal, which are easily resolved at minimal cost.
- Staff was able to implement the program without alienating the business community. Overwhelmingly, property owners corrected violations on a timely basis, and, many voiced support for the program.

Property Management Comments:

- Dana: "...thank you for this program starting up...it is reassuring that the City takes pride in the properties and communities in this area".
- Linda: looking for help in getting rid of trailers, very happy with the program.
- Todd: knew of the problem and glad the City nudged him to get the work done.
- Joe: appreciated being notified of the issues and was very appreciative of the program.
- Dave: understood and agreed with the program. The notice will help get needed funding from corporate.
- Largest negative comment was that the responsible person did not receive the initial letter.
- A few were upset at receiving violation notices, but most then stated they understand the purpose of the program.

Future Program Schedule:

- Continue with the Neighborhood Enhancement Program (NEP) and the Business Property Enhance Program (BPEP) alternating over a 3 year cycle: Residential areas – year one and year two; commercial areas – year three.

BUSINESS PROPERTY ENHANCEMENT PROGRAM

2013 Final Recap

Area	# Prop. Inspected	# Violations	# Prop w/Viol.	% Violations	Observations
Area 1 Results	106	235	95	87.5%	Area completed with very positive response and attention to the referenced items in need of correction
Area 2 Results	111	239	78	68.6%	Average of 3 violations observed per property
Area 3 Results	119	200	76	66%	Properties tightly grouped in this area with majority having minor violations with easy corrections.
Area 4 Results	95	195	65	70%	After 4 areas completed, the current average violation rate is 73% with one area left to inspect.
Area 5 Results	103	91	39	39%	Although, this was the area with the lowest percentage of violations, those properties with violations continued to have more than 2 violations per property.
Grand Total of 5 Areas	534	960	353	N/A	Compliance for the first 4 areas have been favorable and averaged 70% violation compliance rate. Businesses continue to resolve and correct violations which provides for a higher achieved compliance rates.
City Wide Average of 5 Areas	107	192	71	66%	Although a higher than expected violation rate, most businesses have made corrections voluntarily and in a timely manner, and noted great support for the program.

Number of Violations by Type and Area

Area	Debris	Grass/ Weeds	Outside Storage	Prop Maint	Vehicles	Graffiti	Sign/ Banner	Brush	Fence	Paint	Total Viol	Total Prop	Prop W/Viol
1	15	19	62	68	11	23	10	29	21	28	286	118	99
2	1	5	44	73	13	7	9	9	13	62	236	108	76
3	9	10	46	39	9	0	15	6	25	41	200	119	72
4	3	4	22	43	1	6	16	3	15	46	159	88	48
5	8	3	31	10	2	3	8	0	14	18	97	104	40
Total	36	41	205	233	36	39	58	47	88	195	978	537	335

Compliance Rate of Violations

	Debris	Grass/ Weeds	Outside Storage	Prop Maint	Vehicles	Graffiti	Sign/ Banner	Brush	Fence	Paint	Total
Violations Corrected	29	41	170	163	32	37	45	45	84	163	810
Violations Pending Compliance	7	0	35	70	4	2	13	2	4	32	168
Compliance Percentage	81%	100%	83%	70%	89%	95%	78%	96%	95%	84%	83%

CITY OF ROSEVILLE

2013 Abatement Action Report

Address	Reason for Abatement	Council Date	Violation Corrected By	Estimated Cost	Actual Cost Including Admin. Service Charge	Date Completed
170 County Road B	Junk, debris, 2 unlicensed vehicles	9/9/13 - Cancelled	Owner	\$400.00	\$0.00	Prior to Council Meeting
1693 N Ridgewood	Building Maintenance, Brush	9/9/13	City	\$2,000.00	\$1,833.00	11/15/2013
1863 Fernwood	Junk, debris, outside storage	9/23/13	City and Bank	\$1,000.00	\$543.00	10/22/2013
3020 Old Highway 8	Outside storage	10/14/13 - Cancelled	Owner	\$500.00	\$0.00	Prior to Council Meeting
2560 Fry	Junk, brush, vehicles	10/28/13	Owner	\$1,200.00	\$0.00	12/10/2013
1841 Draper	Outside storage, painting	11/25/13 - Cancelled	Owner	\$850.00	\$0.00	Prior to Council Meeting
175 McCarrons St.	Storage Pod	11/25/13	Owner	Citation (not issued)	\$0.00	12/12/2013

CITY OF ROSEVILLE

2013 Abatements

Including Accelerated Abatements

Abatement Date	File No.	House No.	Street Name	Abatement Reason	Res. Contr Charges	Com. Contr Charges	Admin. Charges ***	Charged to	Total Abatement Amount
6/10/13	13-269	2757	Lakeview Dr	Grass	\$74.90	\$0.00	\$125.00	HRA	\$199.90
6/21/13	13-327	1693	Ridgewood Lane N	Immediate Threat	\$123.00	\$0.00	\$125.00	HRA	\$248.00
7/3/13	13-320	1950	Arona St	Grass	\$69.55	\$0.00	\$125.00	HRA	\$194.55
8/6/13	13-421	2757	Lakeview Dr	Grass	\$74.90	\$0.00	\$125.00	HRA	\$199.90
9/24/13	13-381	1693	Ridgewood Lane N	Building Maint.	\$1,240.00	\$0.00	\$593.00	HRA	\$1,833.00
9/26/13	13-555	2560	Fry St	Immediate Threat	N/A	\$82.00	\$125.00	Com Dev	\$207.00
9/28/13	13-549	1863	Fernwood	Debris/Junk	\$80.00	N/A	\$463.50	HRA	\$543.50
10/2/13	13-588	2599	Lexington	Immediate Threat	\$0.00	\$0.00	\$189.75	Com Dev	\$189.75
10/11/13	13-555	2560	Fry St	Immediate Threat	N/A	\$256.80	\$125.00	Com Dev	\$381.80
TOTAL					\$1,662.35	\$338.80	\$1,996.25		\$3,997.40

*** Admin. Charges do not come out of HRA Budget

2013 Update

Public Nuisance Code Enforcement

Land Use Code Enforcement

Business Property Enhancement Program



2013 Update

Public Nuisance Code Enforcement

Land Use Code Enforcement Purpose/Goals



2013 Land Use Code Enforcement Common Violations



Junk/Debris



Brush



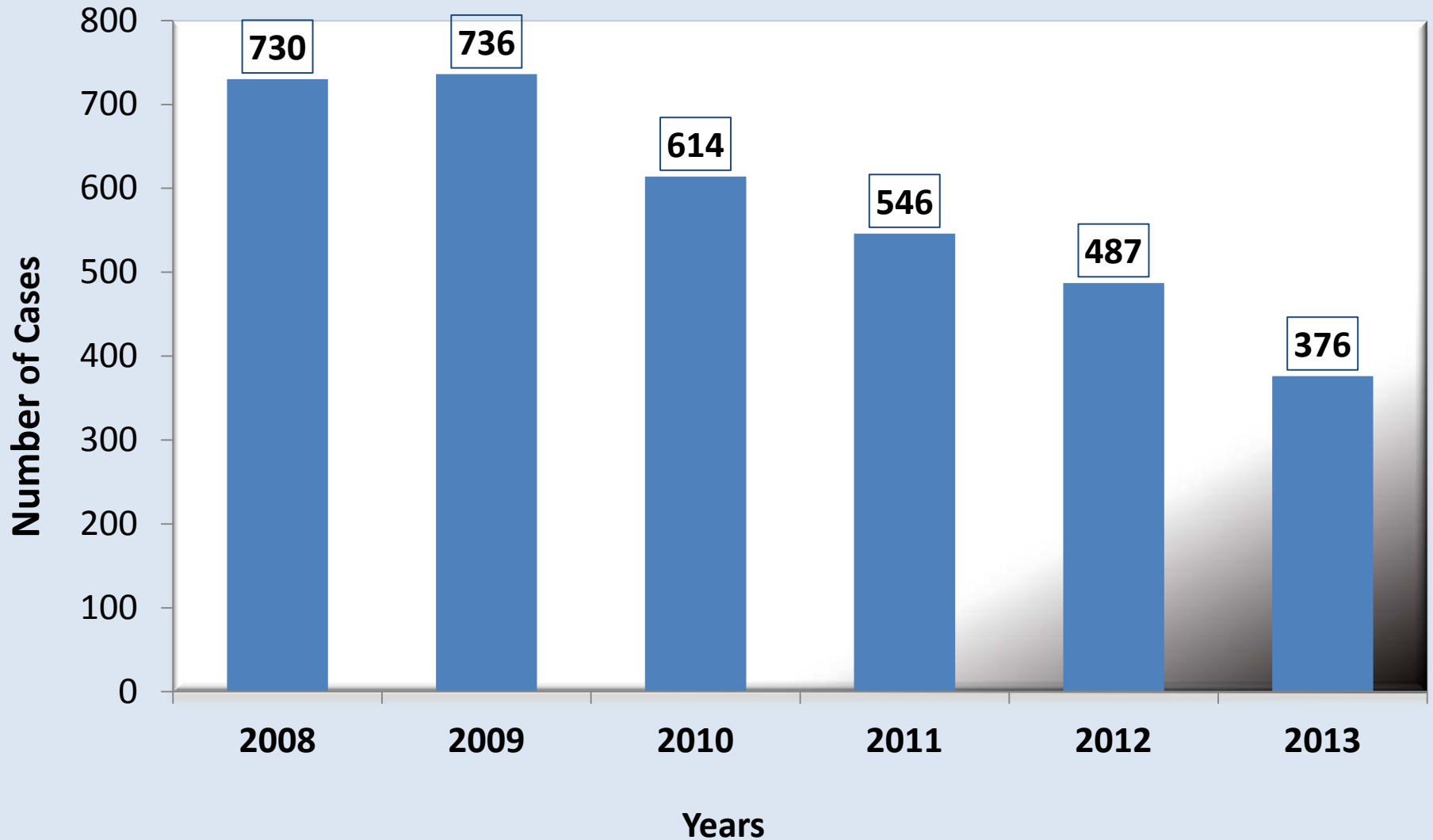
Inoperable Vehicle



Property Maintenance

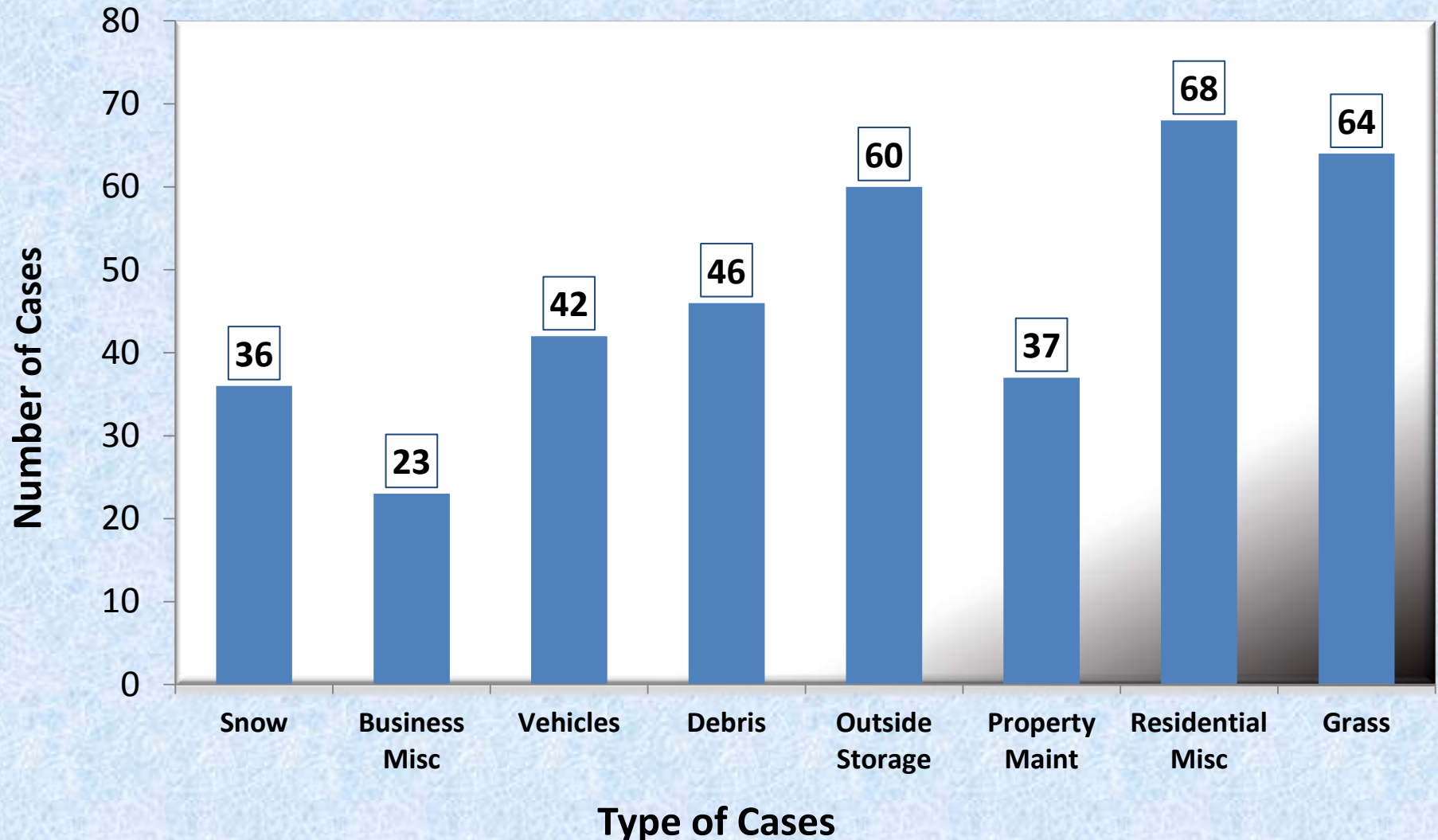
2013 Land Use Code Enforcement

Cases Per Year



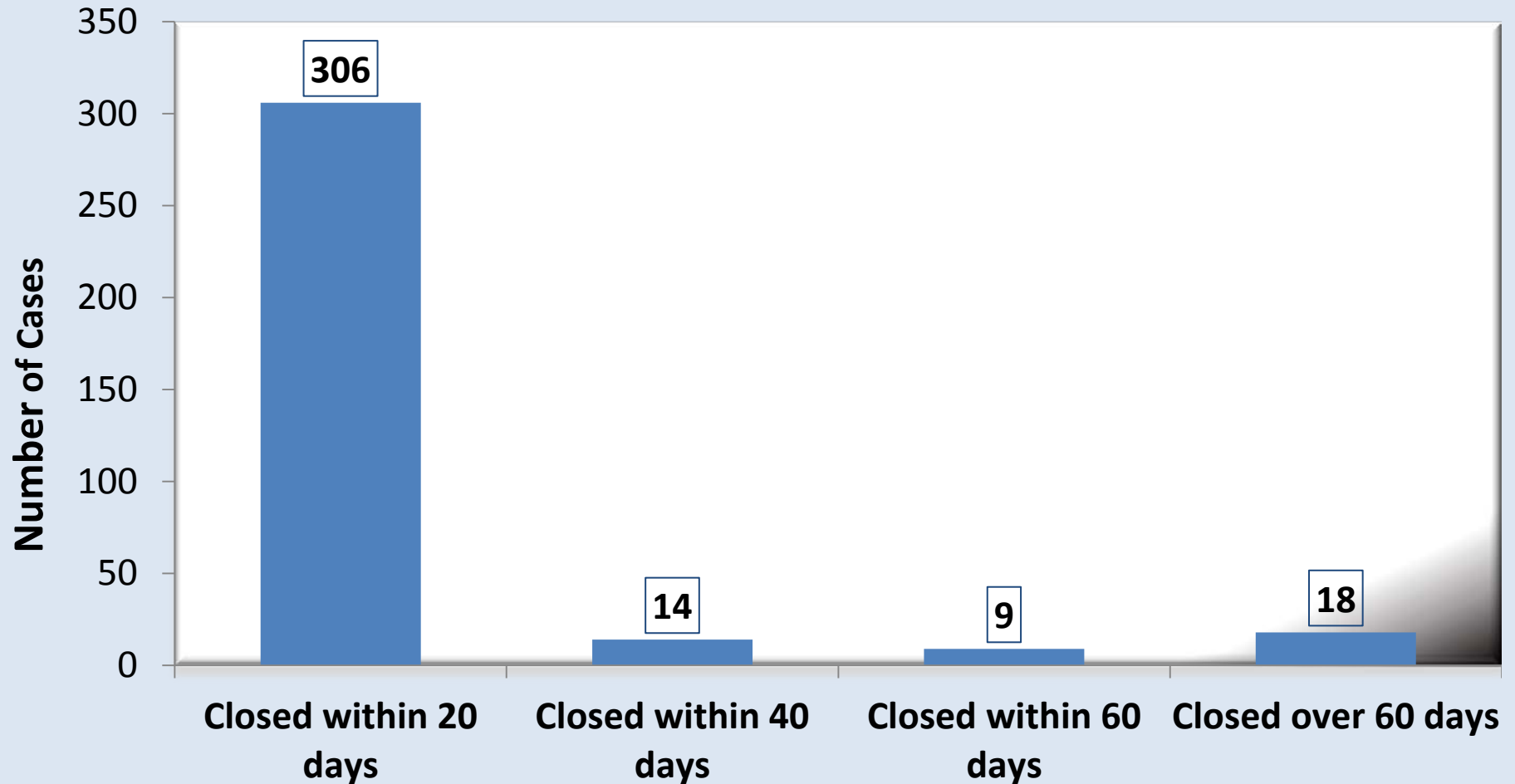
2013 Land Use Code Enforcement

Case Types



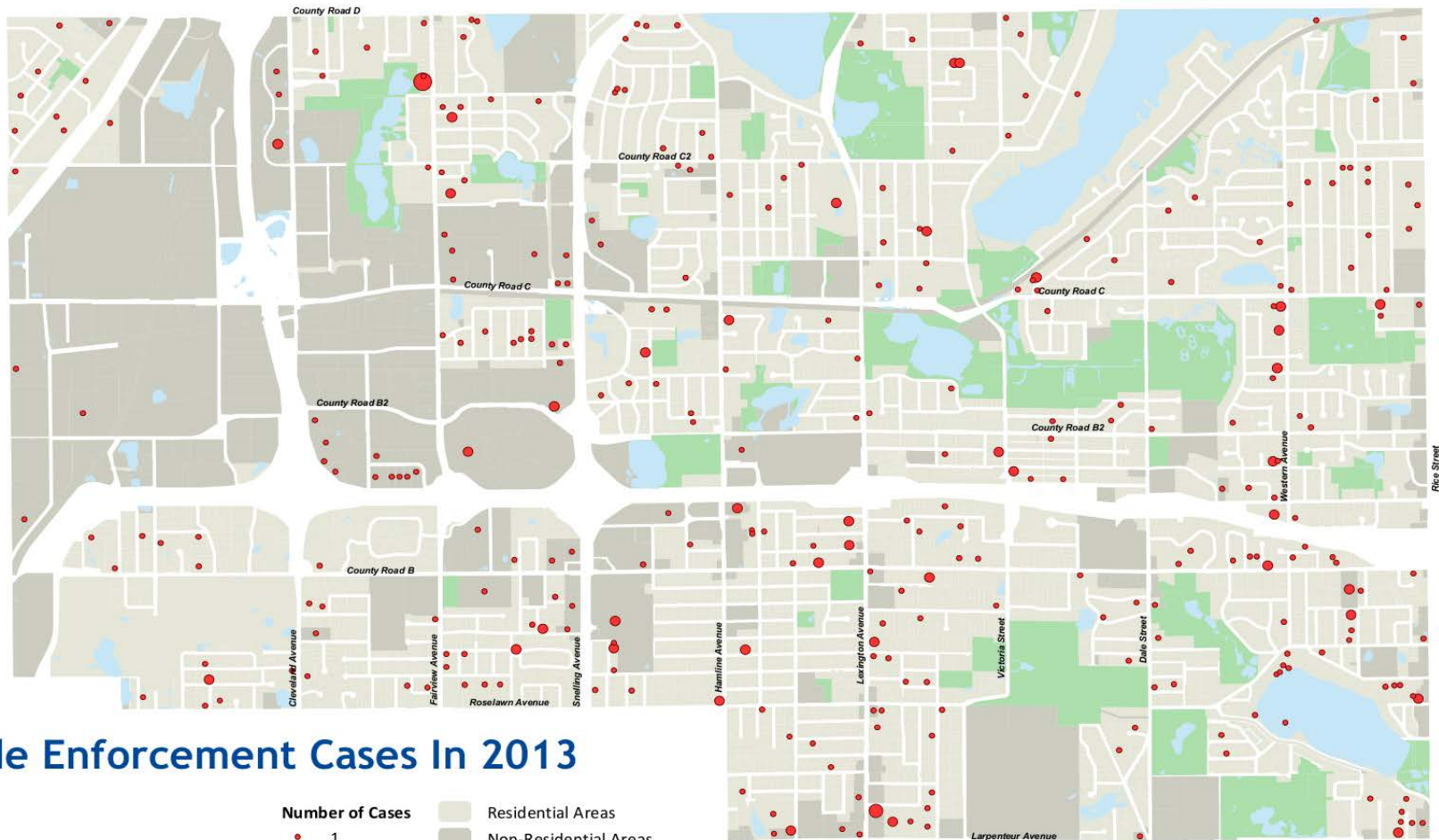
2013 Land Use Code Enforcement

Closed Cases Summary



2013 Land Use Code Enforcement

2013 Cases



Code Enforcement Cases In 2013

Number of Cases

- 1
- 2 - 3
- 4 - 5
- 6 - 10

- Residential Areas
- Non-Residential Areas
- Parks and Open Spaces

2013 Land Use Code Enforcement

Options Available

1. Housing Resource Center



2. Volunteers



3. Others

2013 Land Use Code Enforcement

Abatements/Citations

- 5 – Accelerated Abatements (407.08)
- 7 – Council Abatements cases initiated (407.06)
 - 3 cases resolved by property owner prior to public hearing
 - 4 cases presented to Council
 - » 1 - abated by the City
 - » 3 - abated by owner after Council approval
 - » 0 - denied by Council
 - » 0 - in process
- 0 – Court Citations Written

Land Use Code Enforcement



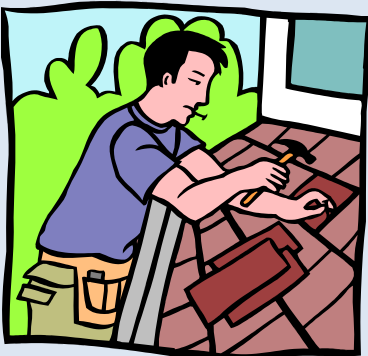
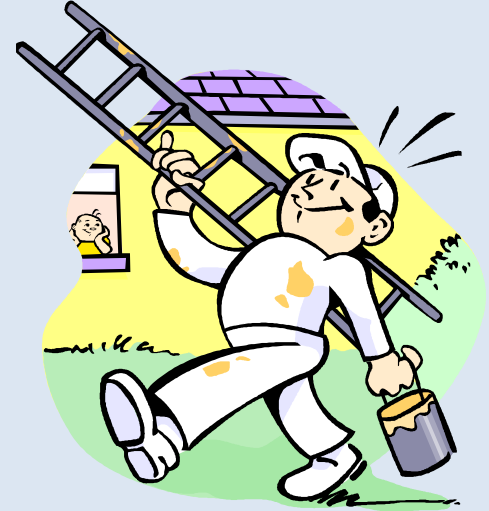
Conclusion



Lessons Learned



Changes/Improvements for 2014

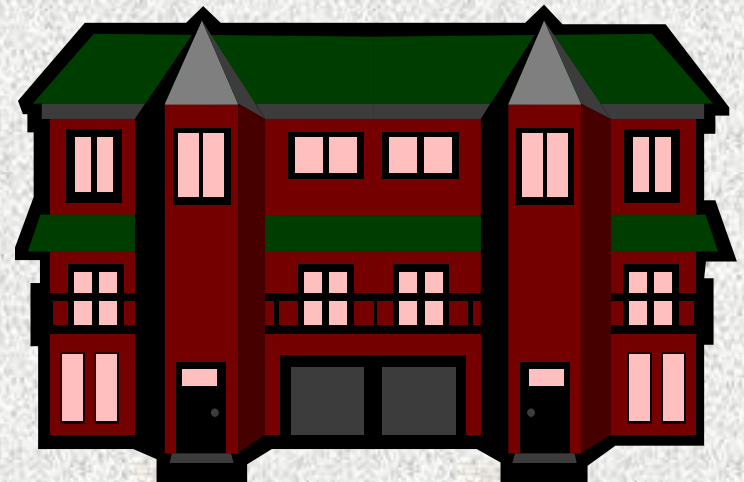


2013 Update

City of Roseville

Business Properties Enhancement Program

Commercial and Multi-Family Residential Properties



Business Property Enhancement Program

Commercial and Multi-Family Residential Properties

Goals



- **Maintain the appeal of Roseville's commercial areas**
- **Maintain the livability of Roseville's multi-family neighborhoods**
- **Maintain and enhance commercial and multi-family property values**
- **Educate property owners of the benefits realized by eliminating visual nuisances**



Business Property Enhancement Program

Common Violations



Outside Storage



Property Maintenance



Graffiti



Fence Maintenance

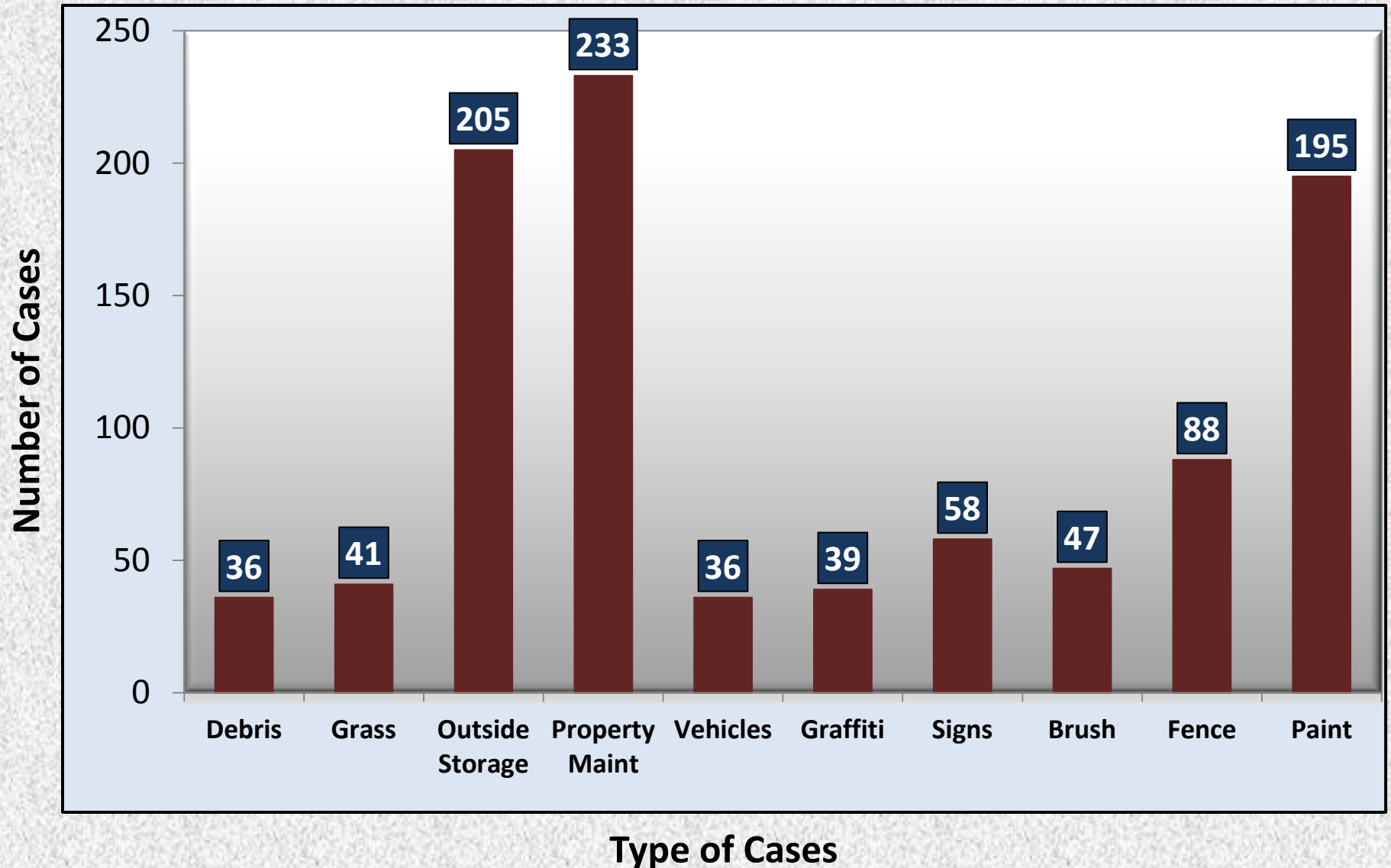
Business Property Enhancement Program

2013 Final Recap

Area Results	Number of Properties Inspected	Number of Violations	Number of Properties with Violations	Percent of Violations
Area 1	118	286	99	84%
Area 2	108	236	76	70%
Area 3	119	200	72	61%
Area 4	88	159	48	55%
Area 5	104	97	40	38%
Grand Total of 5 Areas	537	978	335	62%

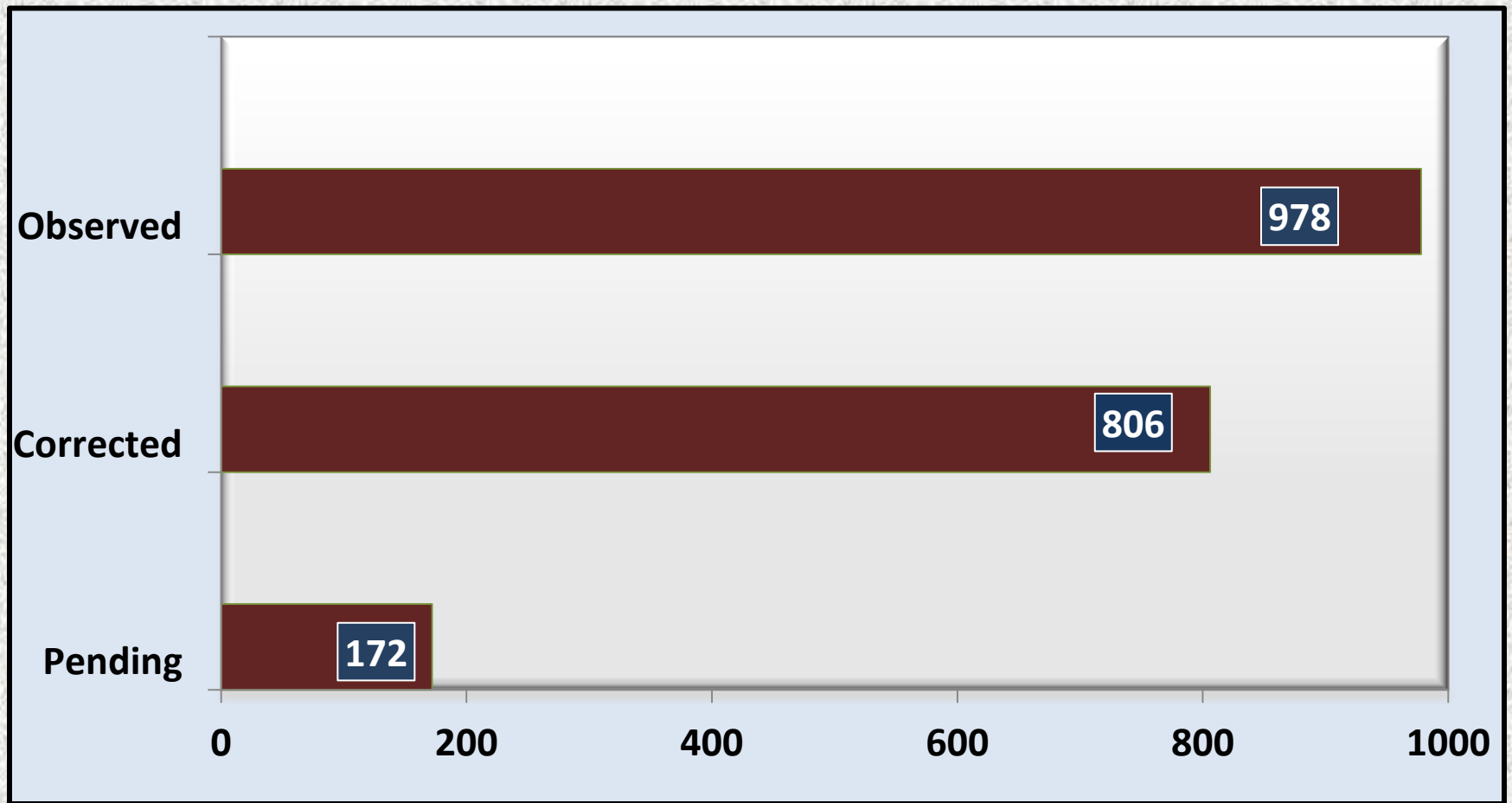
Business Property Enhancement Program

2013 Case Types



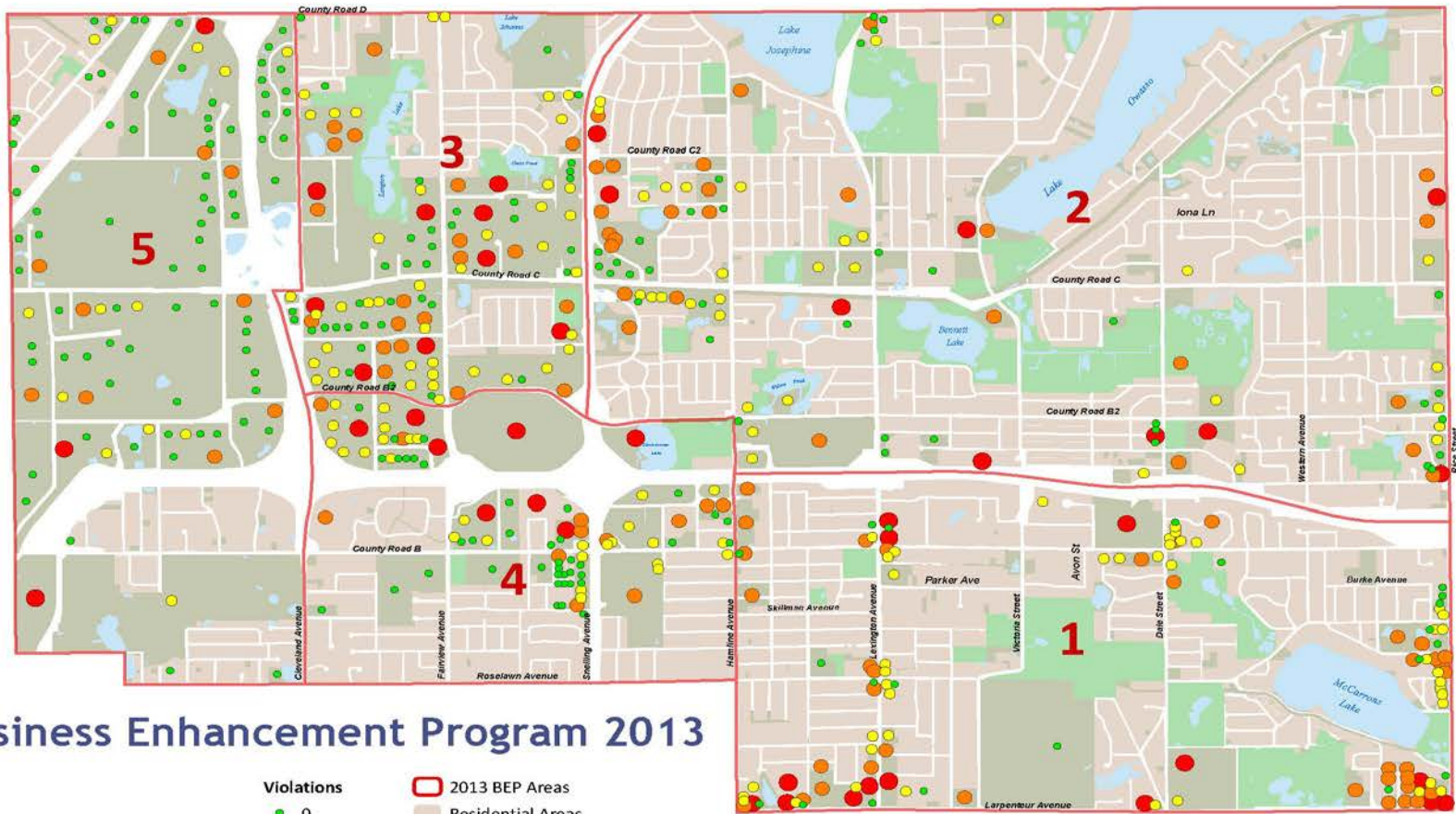
Business Property Enhancement Program

2013 Violation Activity



Number of Violations

Business Properties Enhancement Program 2013 Violation Areas



Business Enhancement Program 2013



Prepared by:
Community Development
November 2013

Data Sources
Ramsey County GIS Base Map (10/4/2013)
City of Roseville Community Development

0 1,000 2,000
Feet



Before – Property Maintenance



07.12.2013 09:21

After – Property Maintenance



08.21.2013 09:37

Before – Property Maintenance



After – Property Maintenance



Before – Fence in Disrepair



07.09.2013 11:38

After – Fence in Disrepair



Before – Unusable Equipment



After – Unusable Equipment



Before – Property Maintenance



After – Property Maintenance



Before – Property Maintenance



After – Property Maintenance



2013 Business Enhancement Program Recap

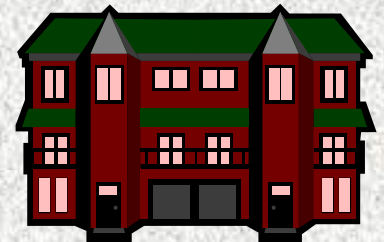
- **During the period of May-November 2013, staff inspected 534 properties.**
- **Before inspecting, staff mailed information to the property owner explaining the program's goals and benefits, a brochure of common maintenance and nuisance violations, and a handout with information about graffiti removal.**
- **Over 800 building maintenance and public nuisance conditions were eliminated. The majority were basic building maintenance and outside storage/debris removal, which are easily resolved at minimal cost.**
- **Staff was able to implement the program without alienating the business community.**
- **Overwhelmingly, property owners corrected violations on a timely basis, and, many voiced support for the program.**



Future Program Schedule

Continue with the Neighborhood Enhancement Program (NEP) and Business Property Enhancement Program (BPEP) alternating over a 3 year cycle:

- **Inspect Residential Areas – Year One & Year Two**
- **Inspect Commercial Areas – Year Three**



QUESTIONS

