

City of Youngstown Code Enforcement Technical Assistance and Capacity Building Project

Phase One Report and Recommendations

APPENDIX TWO

Code Enforcement Process Flow Diagrams and Proposed Policy and Procedures Manual Table of Contents

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**Prepared for the City of Youngstown, the Wean and Youngstown Foundations
and the Citizens of Youngstown**

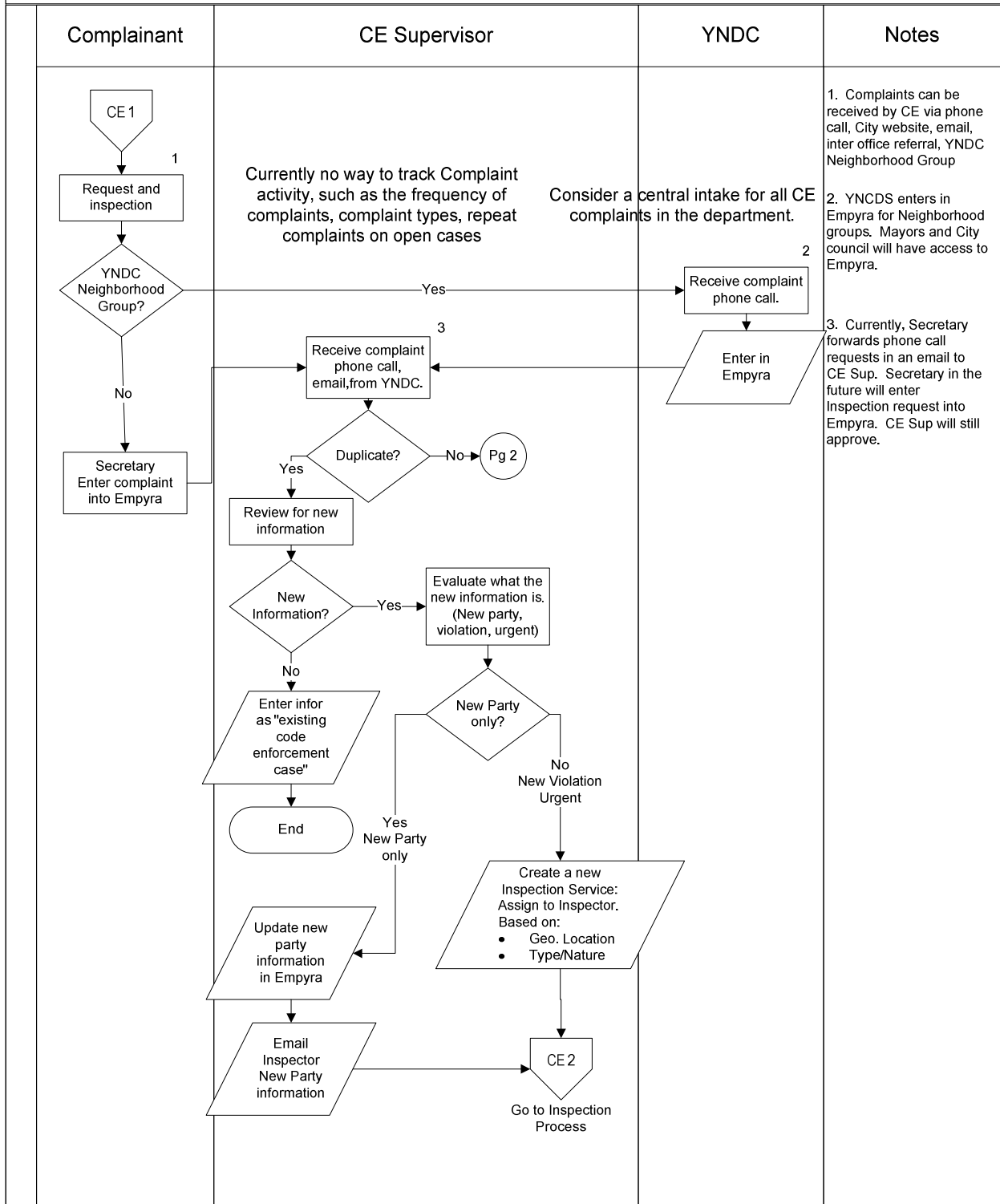
FINAL DRAFT—AUGUST 10th, 2015

(For more information contact Jms33@vt.edu)

City of Youngstown: Code Enforcement

Complaint Intake- Current State Process: Page 1 of 2

CE 1
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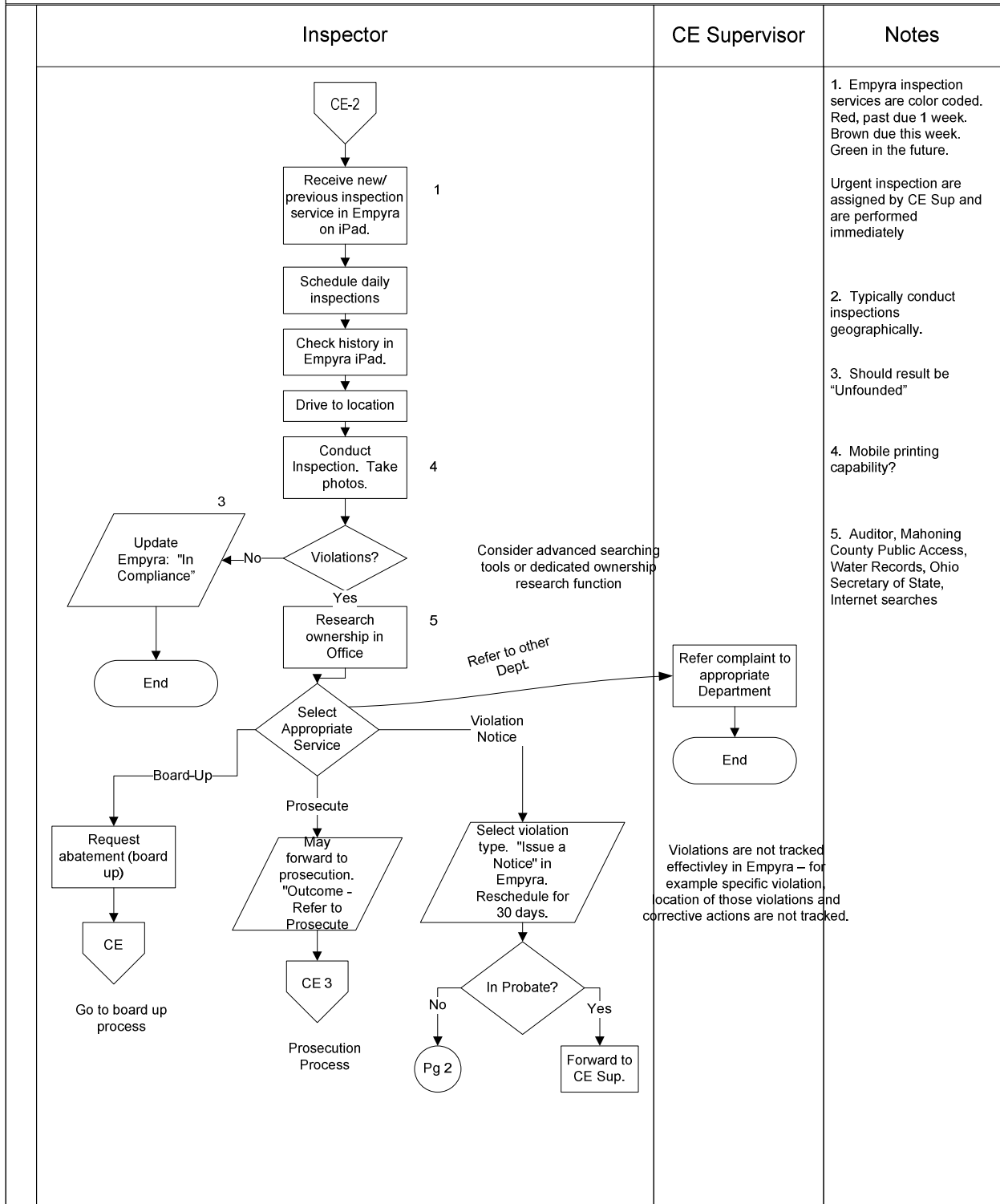
City of Youngstown: Property Maintenance
 Complaint Intake- Current State Process: Page 2 of 2

CE 1
 DRAFT

Complainant	CE Supervisor	YNDC	Notes
	<pre> graph TD Pg1((Pg 1)) --> IR{Interior Rental?} IR -- Yes --> FRPR[Forward to Rental Property Registration] FRPR --> CE3{{CE 3}} CE3 --> GRIP[Go to Rental Inspection Process] IR -- No --> CINS[/Create a new Inspection Service: Assign to Inspector. Based on: • Geo. Location • Type/Nature/] CINS --> CE2{{CE 2}} CE2 --> GIIP[Go to Inspection Process] </pre>		<p>1. Owner occupied interior, would not be referred to Inspector, not Rental Property Registration</p>

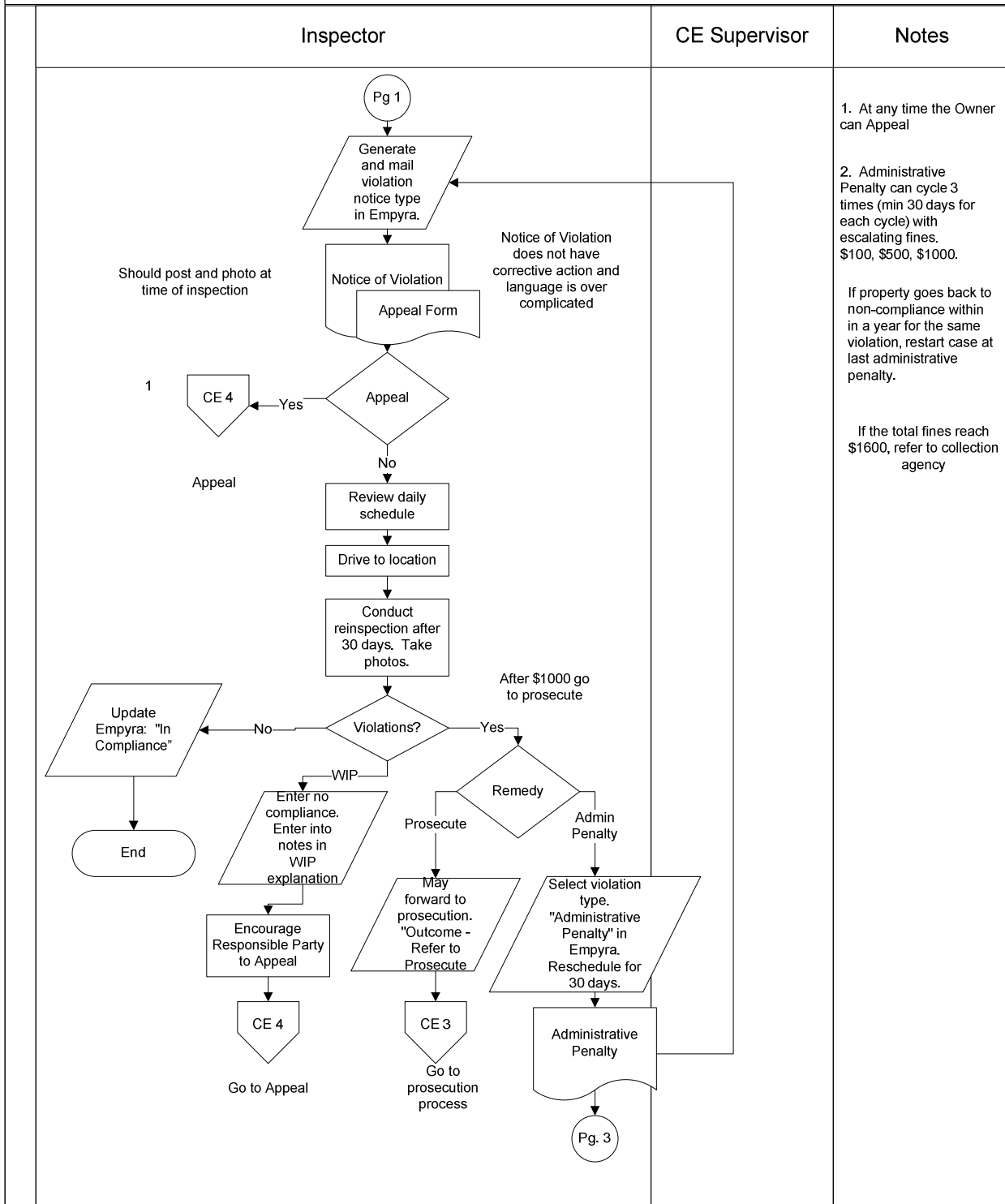
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CE 2
 DRAFT



City of Youngstown: Property Maintenance
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CE 2
 DRAFT



City of Youngstown: Property Maintenance
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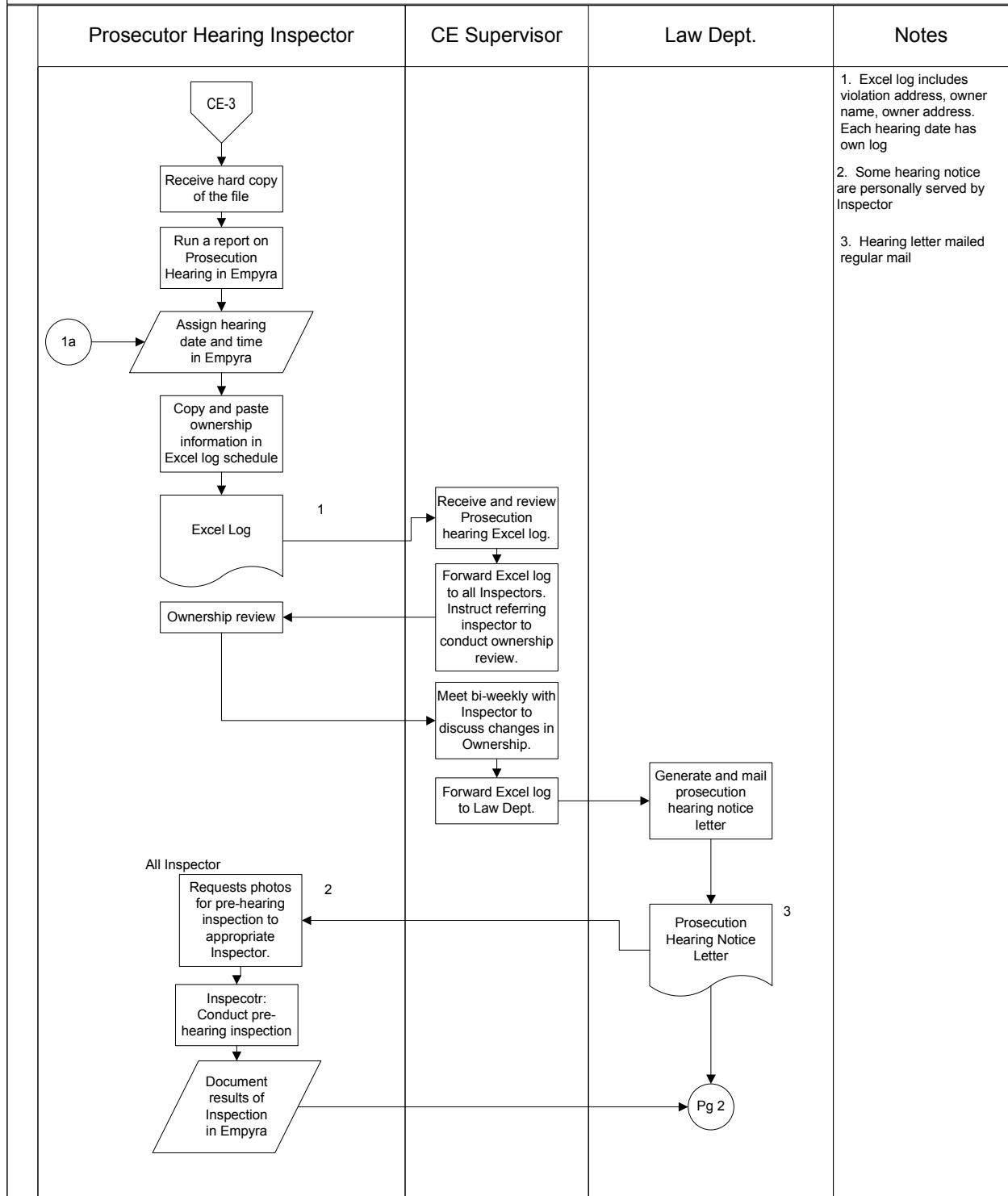
CE 2
 DRAFT

Inspector	CE Supervisor	Notes
<pre> graph TD Start((Pg 2)) --> Admin{Admin Penalty reach \$1600?} Admin -- Yes --> Referral[Refer to collection agency] Referral --> Compliance{Compliance?} Compliance -- Yes --> Update[/Update Empyra: "In Compliance"/] Update --> End([End]) Compliance -- No --> Remedy{Remedy} Remedy -- Prosecute --> Prosecute[/May forward to prosecution. "Outcome - Refer to Prosecute"/] Prosecute --> CE3{{CE 3}} CE3 --> GoTo[Go to prosecution process] Remedy -- Other Legal --> Legal[Spot Blight Tax Foreclosure] </pre>		<p>1. At any time the Owner can Appeal</p> <p>2. Administrative Penalty can cycle 3 times (min 30 days for each cycle) with escalating fines. \$100, \$500, \$1000.</p> <p>If property goes back to non-compliance within in a year for the same violation, restart case at last administrative penalty.</p> <p>If the total fines reach \$1600, refer to collection agency</p>

City of Youngstown: Code Enforcement

CE 3
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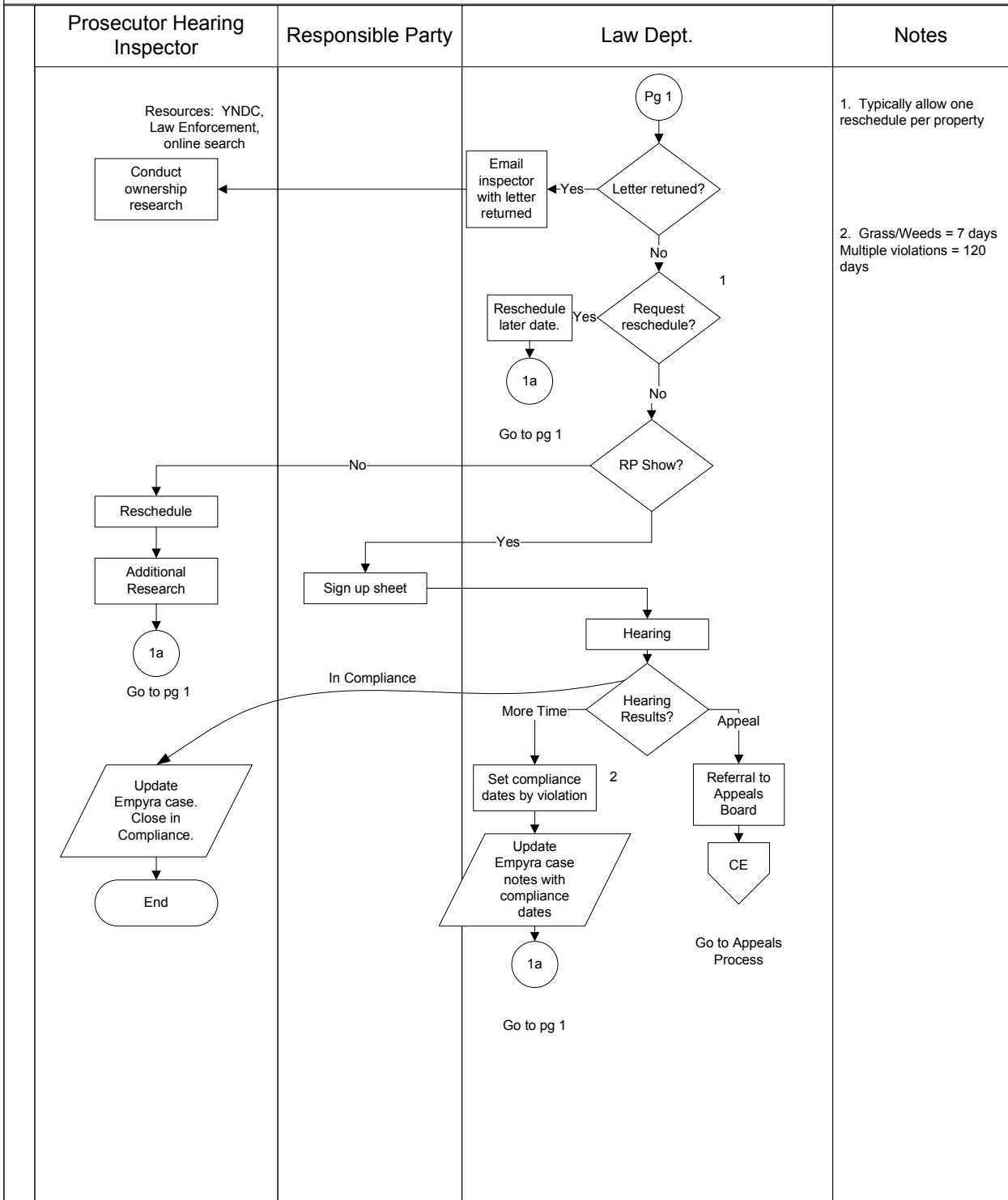
Prosecutor Hearing - Current State Process: Page 1 of 2



City of Youngstown: Code Enforcement

CE 2
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Prosecutor Hearing - Current State Process: Page 2 of 2



City of Youngstown: Code Enforcement
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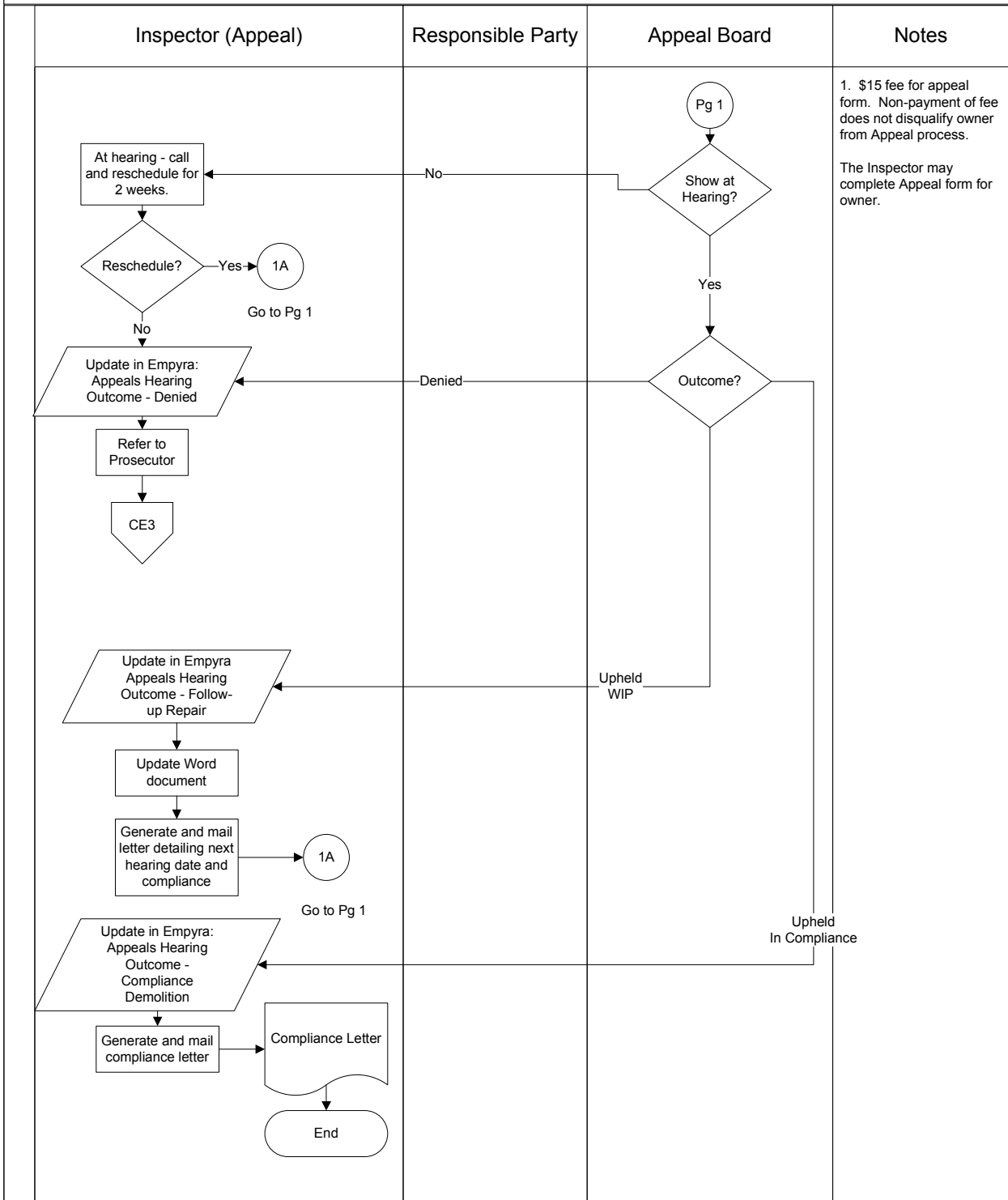
CE 4
 DRAFT

Responsible Party	Inspector (Appeal)	Appeal Board	Notes
<pre> graph TD CE4[CE-4] -- 1 --> Complete[Complete Appeal Form. Forward to CE] Complete --> AppealForm[Appeal Form] </pre>	<pre> graph TD Receive[Receive appeals form] --> Schedule[/Schedule Appeals date in Empyra and Word log./] Schedule --> WordLog[Word Log] WordLog --> Conduct[Conduct update inspection] Conduct --> Outcome{Inspection Outcome} Outcome -- In Compliance --> Compliance[/Empyra: Appeals Hearing Outcome - Compliance Demolition/] Outcome -- WIP or No Work --> Repair[/Empyra: Appeals Hearing Outcome - Follow-up Repair/] Compliance --> UpdateLog1[/Update Word log/] UpdateLog1 --> End([End]) Repair --> UpdateLog2[/Update Word Log/] UpdateLog2 --> Hearing[Appeal Hearing] UpdateLog2 --> Pg2((Pg 2)) </pre>	<p>1. \$15 fee for appeal form. Non-payment of fee does not disqualify owner from Appeal process.</p> <p>The Inspector may complete Appeal form for owner.</p>	

City of Youngstown: Code Enforcement

CE 4
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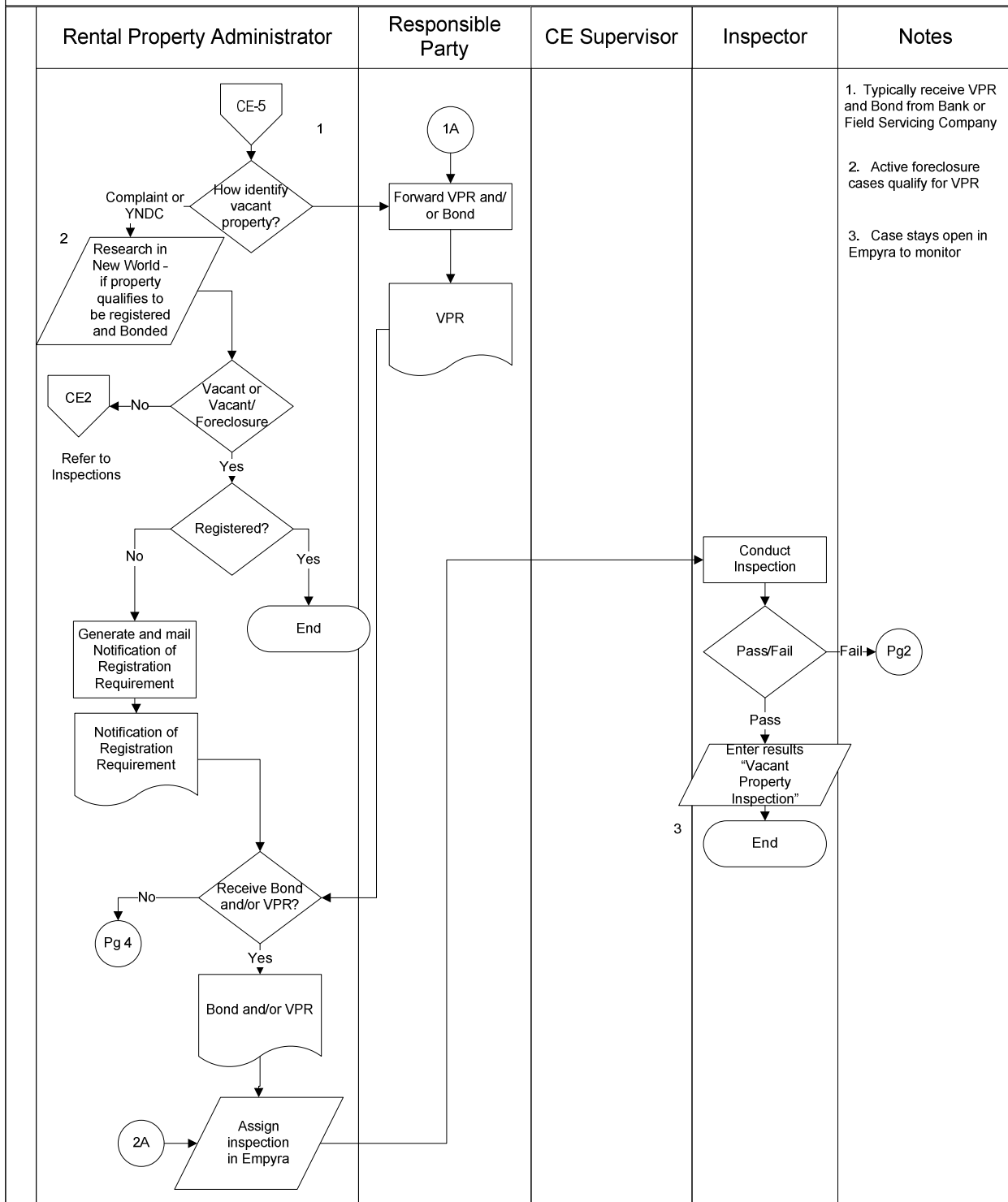
Appeal - Current State Process: Page 2 of 2



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CE 5
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Vacant Property Registry - Current State Process: Page 1 of 5



City of Youngstown: Code Enforcement

CE 2
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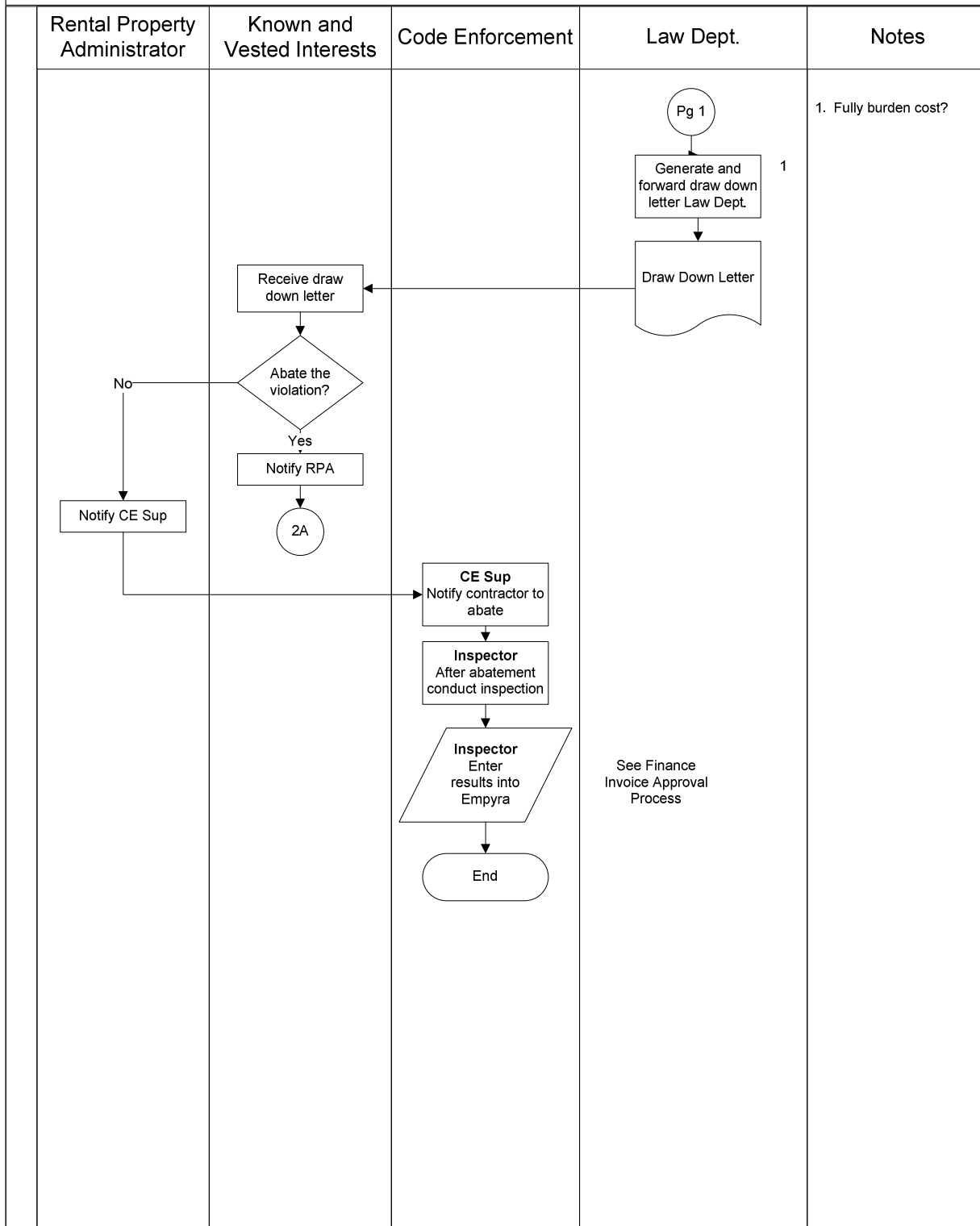
Vacant Property Registry - Current State Process: Page 2 of 5

Rental Property Administrator	Responsible Party	Inspector	Notes
	<p>1</p>	<p>Pg 1</p> <p>Select violation type. "Issue a Notice" in Empyra. Reschedule for 30 days.</p> <p>Generate and mail violation notice type in Empyra.</p> <p>Notice of Violation Appeal Form</p> <p>Appeal</p> <p>Yes</p> <p>CE</p> <p>Appeal</p> <p>No</p> <p>Schedule daily inspections</p> <p>Drive to location</p> <p>Conduct reinspection after 30 days. Take photos.</p> <p>Violations?</p> <p>No</p> <p>Update Empyra: "In Compliance"</p> <p>End</p> <p>Yes</p> <p>1</p> <p>Generate and mail 15 day draw down letter</p> <p>15 Day Draw Down</p> <p>Receive letter</p> <p>Pg 3</p>	<p>1. Fully burden cost?</p>

City of Youngstown: Code Enforcement

CE 2
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Vacant Property Registry - Current State Process: Page 4 of 5



City of Youngstown: Code Enforcement

CE 2
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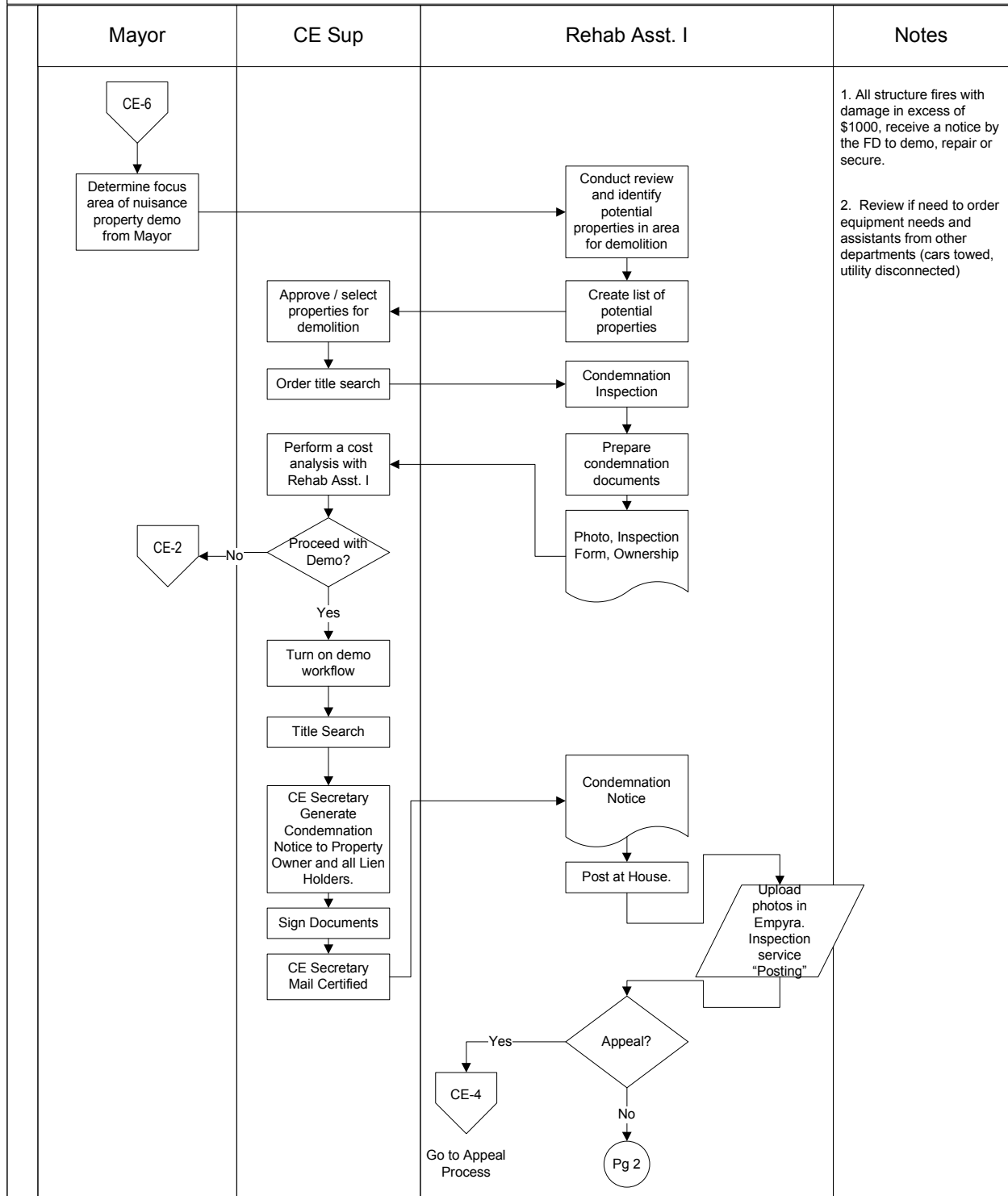
Vacant Property Registry - Current State Process: Page 5 of 5

Rental Property Administrator	Responsible Party	Inspector	Notes
<pre> graph TD Pg1((Pg 1)) --> D1{Missing bond or VPR?} D1 -- No --> G1[Generate a list of vacant properties unregistered vacant properties] G1 --> F1[Forward list to Law department] F1 --> E1([End]) D1 -- Yes --> G2[Generate and mail missing bond letter] G2 --> MB[Missing Bond] MB --> R1[Receive Missing bond letter] R1 --> D2{Submit Bond?} D2 -- Yes --> 1A((1A)) D2 -- No --> N1[Notify Law Dept.] N1 --> E2([End]) </pre>			1.

City of Youngstown: Code Enforcement

CE 6
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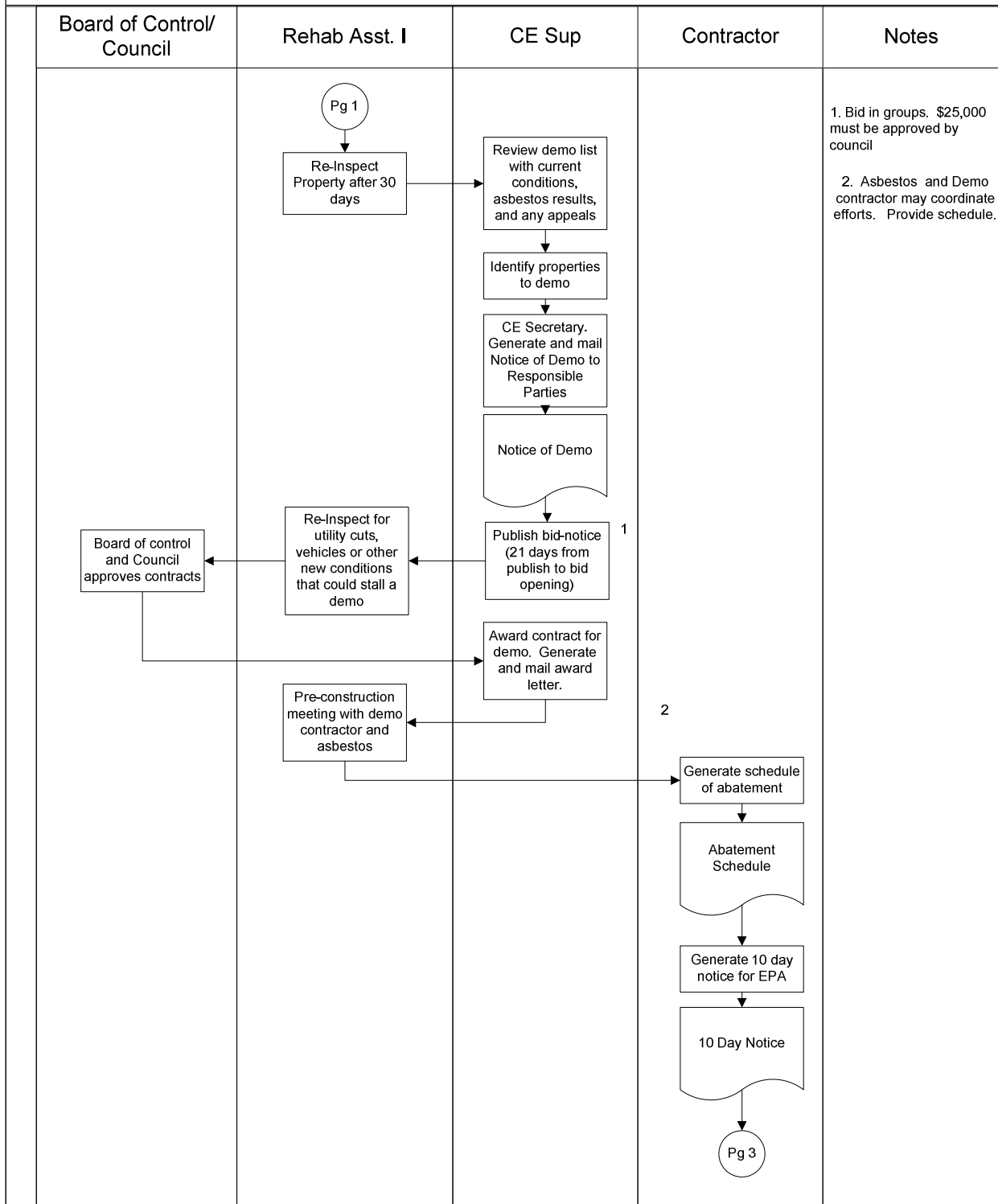
City Contract Demolition - Current State Process: Page 1 of 3



City of Youngstown: Code Enforcement

CE 7
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City Contract Demolition - Current State Process: Page 2 of 3



City of Youngstown: Code Enforcement

CE 7
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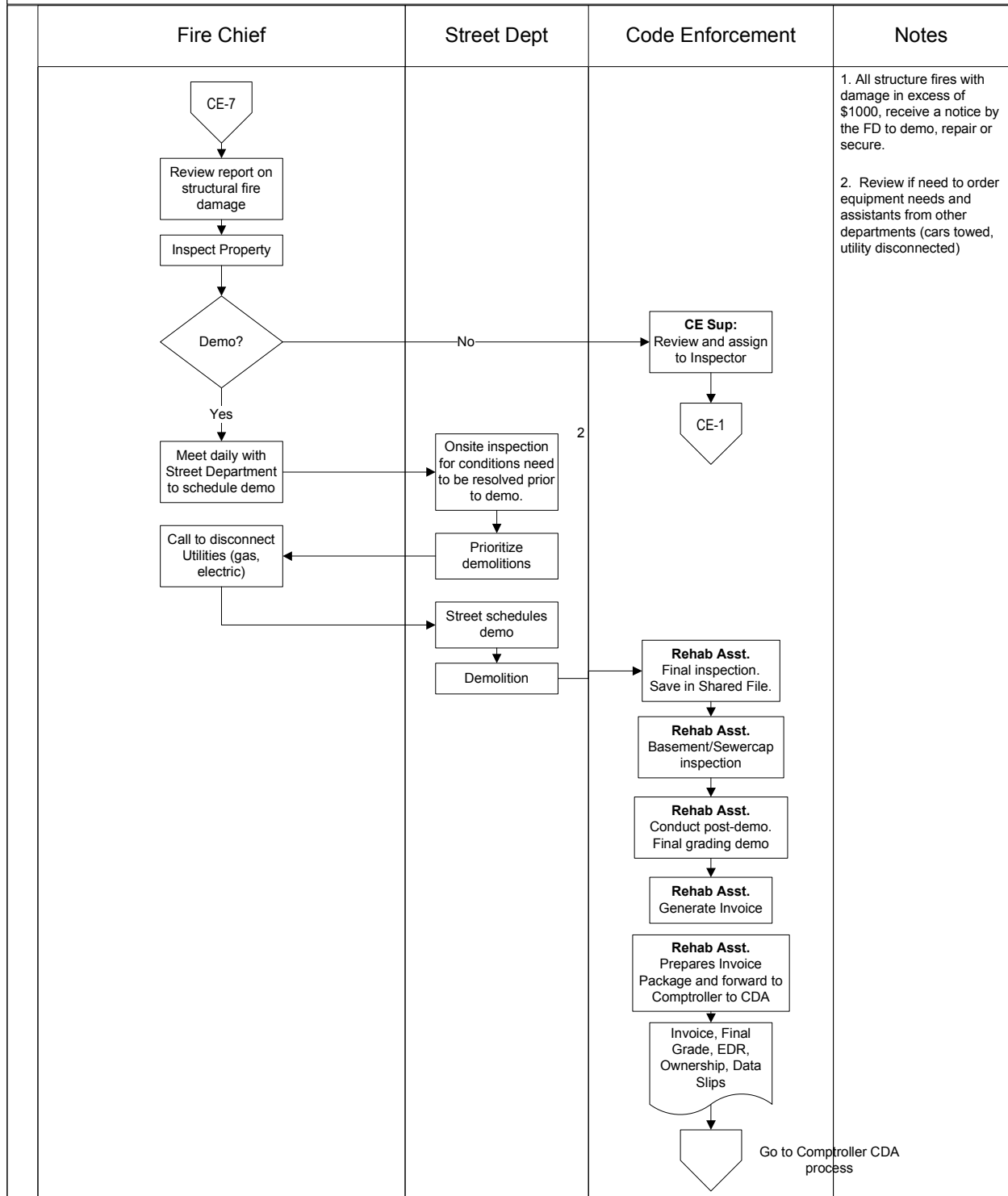
City Contract Demolition - Current State Process: Page 3 of 3

Board of Control/ Council	Rehab Asst. I	CE Sup	Contractor	Notes
	<pre> graph TD A[Performs inspection to confirm abatement of ACM] --> B[Notify Demo Contractor] B --> C[Basement/ Sewercap inspection] C --> D[Conduct post-demo. Final grading demo] D --> E[Generate Invoice] E --> F[Go to Comptroller] </pre>		<pre> graph TD Pg1((Pg 1)) --> G[Abate asbestos. Notify Rehab Asst.] G --> H[Demo Structure. Notify Rehab Asst.] H --> I[Demo basement and backfill] </pre>	<p>1. May proceed with Demo or may have to issue a 10 day notice to EPA</p>

City of Youngstown: Code Enforcement

CE 7
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Emergency Demolition, Imminent Danger of Collapse (IDC) - Current State Process: Page 1 of 1



City of Youngstown: Code Enforcement

CE 8
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Emergency Demolition, Imminent Danger of Collapse (IDC) - Current State Process: Page 1 of 2

RPA	Owner	Finance	Inspector	Notes
<pre> graph TD CE8{{CE-8}} --> Identify[Identify Rental Property 1] Identify --> Renewals[/Run annual renewals from New World/] Renewals --> Submit[Submit check and registration form] Submit --> Check[Check] Check --> Receive[Receive check] Receive --> Report[Daily report with copy of check and form. Place in share folder in NIC] Report --> Enter[Enter information into New World for provisional rental license] Enter --> Mail[Generate and mail provisional] Mail --> ReportGen[Generate a transaction report in New World. Place in Finance shared folder in NIC.] ReportGen --> Pg2((Pg 2)) </pre>				<p>1. Recent sales information, utilities, tenant complaint on landlord, neighbor complaints, neighborhood sweeps.</p> <p>Exception for unpaid Rental Property Registration. \$40 for 1st unit, \$25 for each additional</p>

City of Youngstown: Code Enforcement

CE 8
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Emergency Demolition, Imminent Danger of Collapse (IDC) - Current State Process: Page 2 of 2

RPA	Inspector	Notes
<pre>graph TD; Pg2((Pg 2)) --> Request[Request inspection]; Request --> CE2{CE-2};</pre>	<p>Go to Inspection Process</p>	

APPENDIX CCE

**YOUNGSTOWN CODE ENFORCEMENT
POLICIES AND STANDARD OPERATING PROCEDURES
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Revised Date: 00/00/00

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