Building Community Support

Stan Brown
City Manager
City of Oakwood GA
AGENDA

Welcome and Getting Started
Opening Remarks
Who’s in the Room? Introductions
Learning Objectives
Ground Rules

Steps for Promoting Support

1. Understanding Your Organization’s Past, Present, and Future
2. Understanding Your Roles and Responsibilities
3. Defining and Delivering Your Message
4. Identifying Partners
5. Learning From Others

Step 1: Understanding Your Organization’s Past, Present, and Future

IF A BUILDER BUILDS A HOUSE FOR A MAN AND DOES NOT MAKE ITS CONSTRUCTION FIRM AND THE HOUSE WHICH HE HAS BUILT COLLAPSES AND CAUSES THE DEATH OF THE OWNER OF THE HOUSE – THAT BUILDER SHALL BE PUT TO DEATH.

King of Babylon, 2200 BC
Current and Future Trends

Financial and Housing Crises
- Dilapidated Houses
- Abandoned Vehicles
- Locating Absentee Owners
- Mobile Homes

Aging Population
- Self-Neglect
- Hoarding

Population Growth
- Current World Population Clock

United States Population: 2015-2060

Georgia Population: 1990 – 2030

<table>
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<tr>
<th>Year</th>
<th>2000</th>
<th>2010</th>
<th>2020</th>
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<td>Georgia</td>
<td>8,227,303</td>
<td>9,712,587</td>
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By: Matt Hauer, CVIOG
Step 2: Understanding Your Roles and Responsibilities

What's the mission of the Code Enforcement Officer?

Code enforcement, defined broadly to include all of the elements involved in obtaining compliance from private owners of problem properties, is a critical element in fighting neighborhood decline, preserving sound neighborhoods and restoring distressed areas. - http://www.communityprogress.net

Step 2: Your Roles and Responsibilities

What are your roles?
- Professionals
- Communicators
- Educators
- Mediators
- Community Advocates
- Public Servants and Officials
- Zoning Inspectors
- Housing Inspectors
- Problem Solvers

What do these issues mean for you?
Why Enforce Codes?

Help in the fight to reduce crime and improve quality of life
Protect health and safety
Help maintain property values
Prevent the physical and aesthetic deterioration of our community
Enhance, maintain, and develop business districts to foster economic growth

Consider

What are some of the issues that negatively affect code enforcement in your jurisdiction?

How does code enforcement rank in your community?

What are some of the challenges facing code enforcement in your government?

What needs to be done to improve code enforcement in your government?

Step 3: Defining and Delivering Your Message

The Elevator Speech Challenge
30 seconds and counting!

Commercial for your message or partnership
The Elevator Speech

1. ABOUT YOU
2. WHAT DO YOU OFFER
3. WHAT ARE THE BENEFITS
4. HOW DO YOU DO IT

How You Say it is Just as Important as What You Say

Conversation Enhancers
- Listen...really listen
- Find common ground
- Listen for feelings underneath the words
- Keep an open mind
- Encourage the speaker to continue...ask questions
- Consider "non-verbal" signals

Conversation Killers
- Interrupting
- Waiting to talk (instead of listening)
- Pretending to be someone you are not
- Repeat, repeat, repeat
- Negativity

Conversations with the Public

What's the purpose? Compliance of the ordinances. Forced or Voluntary?
Talk to the person in charge (may not be in the owner?)
Highlight known violation
Discuss hazards, safety, and building issues (ordinances)
Outline the “Follow Up” procedures
Follow up Procedures

The OWNER must be informed
Violations must be IDENTIFIED
DETAILS must be specified
Your report must become a RECORD
Explain what happens NEXT
Describe the CONSEQUENCES

Proactive Planning

Define the Problem
Generate Alternative Solutions
Evaluate and Select an Alternative
Implement and Follow Up on the Solution

Dealing with Difficult People in Citizen Participation

Don’t assume that all problem people are alike. Some are truly weird, but most:

a) Just want attention and recognition.
b) Want a specific outcome and will fight to get it.
c) Don’t know or don’t have a more constructive way to participate.
d) Think they’re being helpful.
Dealing with Difficult People in Citizen Participation

Without using up too much group time, try to figure out what is underneath the behavior. Use simple constructive questions to stop the attack and invite more positive participation.

Dealing with Difficult People in Citizen Participation

Escalate your interventions very deliberately and slowly, from the lightest to the heaviest:

- Record Concern
- Acknowledge
- Request
- Refocus
- Body Language
- Propose New Behavior
- Group Suppress

Don’t ever try to battle problem people alone. Use every opportunity to model constructive behavior and while being open to other ideas about what might be worthwhile.

Safety and Security

We could learn a lot from crayons. Some are sharp, some are pretty and some are dull. Some have weird names and all are different colors but they have to live in the same box.
Step 4: Identifying Partners

Outreach Challenge

Step 5: Learning From Others

Round Table Discussions Using the Following Questions:
- Describe an outreach activity focusing on school-aged students.
- Describe an outreach activity focusing on adults.
- Describe an outreach activity when you partnered with a preservation agencies.
- Describe an outreach activity when you partnered with another governmental agencies.
- Describe a unique outreach activity.

City of Rock Hill, SC

Innovative and comprehensive approach for urban blight with the Proactive Codes Enforcement Program (PACE) program. City agencies plus local beautification board, neighborhood associations, and non-profits assist in repairing and painting low-income housing.
City of Greenwood

Created a Housing Advisory Committee in 2003 to identify and resolve neighborhood problems in residential districts. Representation is comprised of the City Manager’s designee from the Administration Department, Building Inspection Department, Planning Department, Police Department, Fire Department, Public Works Department, in addition to council appointed representatives of Greenwood Property Association, Greenwood Property Manager’s Association, the Neighborhood Association Council, tenants and City Council.

City of North Charleston

In 2000, the City created the Public Safety and Housing Committee. This committee consists of three citizens with construction background appointed by the Mayor and council to hear complaints brought before them by the Director of Code Enforcement and/or the Building Official. The City files a complaint and issues an order for the property owner to appear before the committee. On the day of the hearing, the City presents the case to the committee. The property owner also has the option to present his case and his intent with the property. The committee makes a decision if the property is to be demolished or repaired. The property owner has 30 days to comply with the order.

City of North Charleston

In the spring of 2004, the City coordinated a neighborhood enhancement team (N.E.T.).

The goal of the team was to identify and respond to community safety issues with an emphasis on long-term solutions through the collaboration of police, fire, public works, planning and community development, building inspections, parks and recreation, code enforcement and various community groups within the neighborhoods.
City of Anderson

Abandoned vehicles are an issue in every community. The City of Anderson has an incentive program for removing abandoned vehicles, which are defined as unlicensed and/or inoperable.

The city-owned rollback or wrecker is used to move the vehicle to the city lot where the cars are stored until they are sold to junk lots. Citizens participating in the program are given $25 per vehicle. Since the program began in July 2003, approximately 900 cars have been moved and the City has netted $12,500 from the sale of the cars.

Fort Worth

The Code Rangers program seeks to promote healthy neighborhoods through community empowerment and action by establishing and maintaining a strong relationship between citizens’ organizations and the Fort Worth Code Compliance Department. Trained Code Rangers participants provide reports of suspected code violations. The city then sends courtesy letters to property owners and residents regarding possible code violations in an effort to improve the appearance and safety of the neighborhood.

Other examples

Greenwood began registering residential rental property in 2003. Clemson has a rental-housing ordinance that requires rental property owners to obtain an annual business license. Spartanburg County has an amnesty program where the county landfill will accept mobile homes that are delivered to the landfill and have a clear title.
Wrap up and Paperwork!

Thank you and have a great day!