

# CITY OF WACO

## Code Compliance Update

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**CITY COUNCIL WORK SESSION**  
**APRIL 5, 2022 | 3:00 PM**  
**COMMUNITY SERVICES DEPARTMENT**



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# Presentation Overview

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- Code Compliance Budget and Personnel Overview
- Top Issues
- Changes Made
- In Process
- Next Steps
- Questions

# Code Compliance Budget and Personnel Overview

The 2022 Fiscal Year budget is estimated at \$1.2 M.

Fourteen full time employees:

- Ten Code Officer Positions
- Two Code Compliance Specialist
- One Supervisor
- One Manager (currently open)

Staff has a wide range of certifications to include:

- State of Texas Code Enforcement Officer Licenses
- State of Texas Animal Control Licenses
- Numerous International Code Council Certifications

# Top Concerns

- Population growth of 10.96% from 2010 to 2020
- Educating owners and residents on what constitutes a code violation.
- Community Engagement
- Aging housing stock (single family & multi-family)
- Increase in instances of graffiti
- Increase in concerns, overall



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# Changes Made

## Current Alignment

- Eight Geographic Areas, providing an increased focus in and around central Waco and adjacent neighborhoods.
- The Code supervisor is currently serving as the interim manager.
- Code officer Kelsey Montgomery serving as interim Code Compliance supervisor.
- One Code officer assigned to preliminary work on a multi-family inspection program.
- One area officer has taken on our preliminary graffiti abatement process.

## Future Alignment

- Continue with eight geographic areas
- Continue to include more communication and education with fragile neighborhoods along with an increased focus on proactive work along commercial corridors.
- Proceed forward with research and peer city review toward a graffiti abatement ordinance.

# Outreach & Partnerships



- Communication
  - Neighborhood Association Engagement  
Educate residents, owners and key stakeholders
  - Attend neighborhood association meetings at a minimum of once a quarter.
  - Use informative door hangers in place of notices when applicable.



- Outreach
  - Collaborative effort with housing assistance
  - Engage and work cases with the Waco Police Department Neighborhood Engagement Team.
  - Attend neighborhood association meetings at a minimum of once a quarter



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# Communication





# Communication



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# Changes Made

## Communication

- Changes to website are currently being worked on to better clarify the Building Standards process.
- My Waco app has provided an opportunity to communicate information and to continue dialogue with residents.
- We created informational flyers to share at neighborhood meetings.

# In Process

## Communication

### A QUALITY NEIGHBORHOOD STARTS WITH YOU



#### A Residential Guide for Property Maintenance

For more information, call  
Code Compliance at (254) 750-5970  
or visit [waco-texas.com/](http://waco-texas.com/)

#### Q. What is a violation?

A. A violation is an instance where a residential and/or commercial property does not meet the minimum standards as set out in the City's ordinances.

#### Q. What is a notice?

A. A Notice of Violation is mailed to the property owner and resident when a violation is observed or discovered. The purpose of a Notice of Violation is to initiate corrective action. It is not the intent of the City to issue citations, but to gain compliance with City codes for better health, welfare and harmony within the community.

#### Q. How long do I have to fix the issue?

A. Each violation type has different timelines for corrective action that are dictated by the City ordinances. The Notice of Violation will contain the timeline for corrective action and when a Code Inspector will re-inspect the property.

#### Q. What is a citation?

A. If the violation has not been brought into compliance after the re-inspection date, the Code Inspector may file a citation through the Municipal Courts. The fines for City ordinance violations vary, but can be issued for each day the violation exists with each day being a new violation, in addition to the possible fine, liens may be placed on the property if it has repeated violations and/or abatement by the city has occurred.

#### Q. What if I do not understand the notice I receive?

A. If a resident needs clarification, it is best to contact the Code Inspector who issued the notice. The contact information for the Code Inspector is located on each Notice of Violation. A resident may also call the main office number at (254) 750-5970.

#### Q. What if I need more time?

A. For an extension, please contact the Code Inspector who issued the notice. Depending on the violation, some extensions may be granted.

#### Q. How can I report a code violation?

A. Call the main office at (254) 750-5970, or by visiting the City's website: [www.waco-texas.com](http://www.waco-texas.com)

#### P: ¿Qué es una violación?

R: Una violación o infracción ocurre cuando una propiedad residencial o comercial no cumple con las normas estipuladas en las ordenanzas de la Ciudad.

#### P: ¿Qué es un aviso?

R: Un Aviso de Violación se envía por correo al dueño de la casa y al residente cuando se observa o descubre una violación. El propósito de un Aviso de Violación es iniciar las medidas correctivas. No es la intención de la Ciudad emitir citaciones, sino hacer que se cumpla con los códigos de la Ciudad para promover la salud, el bienestar y la armonía en la comunidad.

#### P: ¿Cuánto tiempo tengo para corregir la situación?

R: Cada tipo de violación tiene plazos diferentes para llevar a cabo las medidas correctivas que se estipulan en las ordenanzas de la Ciudad. El Aviso de Violación indicará el plazo para realizar las medidas correctivas y la fecha en que el inspector de códigos reinspeccionará la propiedad.

#### P: ¿Qué es una citación?

R: Si después de la fecha de la reinspección la

violación no se ha corregido, el inspector de códigos puede emitir una citación a través de las cortes municipales. Las multas por violaciones del código municipal varían, pero pueden emitirse cada día que la violación no se corrija, donde cada día que pase constituye una nueva violación. Además de las posibles multas, es posible poner gravámenes contra la propiedad con repetidas violaciones o que ha sido sometida a proyectos de rehabilitación por parte de la Ciudad.

#### P: ¿Y si no entiendo el aviso que recibí?

R: Si un residente necesita aclaración lo mejor es comunicarse con el inspector de códigos que emitió el aviso. La información de contacto del inspector de códigos está incluida en cada Aviso de Violación. El residente puede llamar también al número principal de la oficina: (254) 750-5970.

#### P: ¿Y si necesito más tiempo?

R: Para obtener una prórroga, por favor comuníquese con el inspector de códigos que emitió el aviso. Dependiendo de la violación, podrían concederse ciertas prórrogas.

#### P: ¿Cómo puedo reportar una violación del código?

R: Puede reportar una violación mediante la aplicación móvil de la Ciudad de Mesquite, dejar un mensaje anónimo en el buzón de voz del (254) 750-5970, o visitar el sitio web de la Ciudad: [www.waco-texas.com](http://www.waco-texas.com)

### A QUALITY NEIGHBORHOOD STARTS WITH YOU

A Residential Guide for Property Maintenance

- 1 Grass**  
Grass must be mowed and no higher than 12 inches tall. Alleys, easements and right of ways are the responsibility of the homeowner to maintain.
- 2 Clean Yard**  
Yards will be well-kept, clean and free of loose trash and debris.
- 3 Sidewalks**  
Sidewalks must be free of trip hazards. It is the homeowner's responsibility to maintain the sidewalk in front of their property.
- 4 Vehicles**  
Junk and inoperable vehicles are not permitted. Vehicles must be in working condition, fully assembled and have current registration information.
- 5 Parking**  
All vehicles must be parked on an improved surface. No vehicles are allowed to be parked on the grass or side yard.
- 6 Fences**  
All fences must be structurally sound and in good repair.
- 7 Address Numbers**  
All homes must have address numbers posted at the front of the property. Numbers must be visible from the street.
- 8 Paint and Siding**  
Paint must be well maintained without chipping, and siding must be intact.
- 9 Outdoor Storage**  
Outdoor items must be stored in a neat and orderly fashion. Indoor furniture, appliances and trash may not be stored outside.



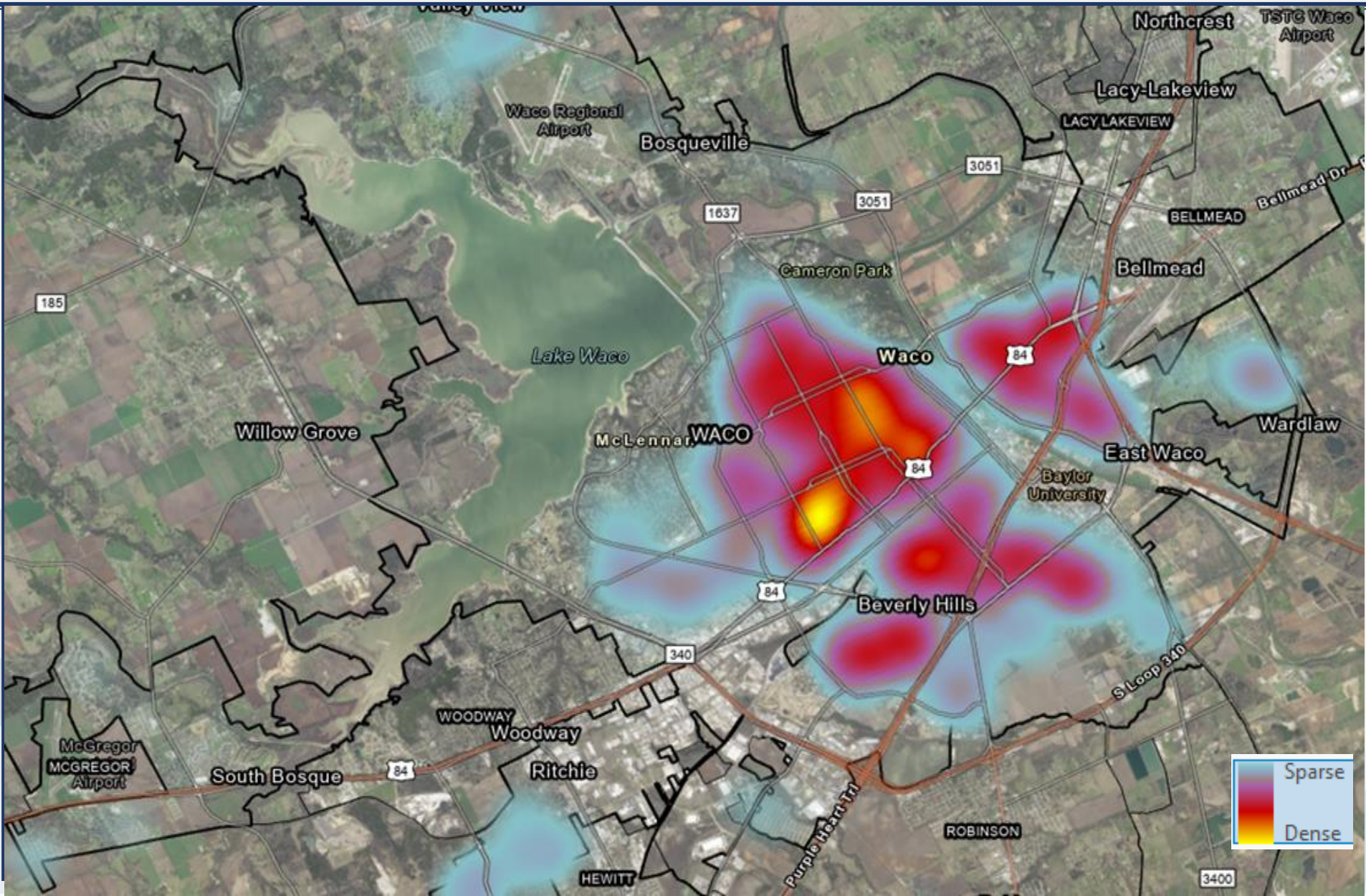
### UN VECINDARIO DE CALIDAD EMPIEZA CON USTED

Gui residencial para el mantenimiento de la propiedad

- 1 Césped**  
El césped debe podarse y mantenerse a una altura máxima de 12 pulgadas. Callejones, servidumbres y el derecho de vía son responsabilidad del dueño de casa para mantener.
- 2 Jardín limpio**  
Los jardines deberán mantenerse bien cuidados, limpios y sin basura ni escombros sueltos.
- 3 Aceras**  
En las aceras no deberá haber peligros de tropiezo. El dueño es responsable del mantenimiento de la acera enfrente de la vivienda.
- 4 Vehículos**  
No se permiten la chatarra ni los vehículos inservibles. Los vehículos deberán estar en funcionamiento, completamente ensamblados y con matriculación.
- 5 Estacionamiento**  
Todo vehículo debe estar estacionado sobre una superficie pavimentada. Se prohíbe estacionar vehículos sobre el césped o el jardín lateral.
- 6 Cercas**  
Todas las cercas deben ser estructuralmente sólidas y estar en buen estado.
- 7 Números de direcciones**  
Todas las casas deberán tener números de direcciones colocados en la entrada principal. Los números deben estar visibles desde la calle.
- 8 Pintura y revestimiento exterior**  
La pintura debe mantenerse en buen estado sin cascaduras y el revestimiento exterior debe estar intacto.
- 9 Almacenamiento exterior**  
Todo artículo exterior debe almacenarse de manera limpia y organizada. No deben almacenarse afuera ni mobiliario de interiores, ni electrodomésticos ni basura



# Heat Map for 2021 Case Load



| District Breakdown of Total Cases |      |      |
|-----------------------------------|------|------|
|                                   | 2020 | 2021 |
| District 1                        | 2510 | 3343 |
| District 2                        | 1875 | 2254 |
| District 3                        | 739  | 1495 |
| District 4                        | 3891 | 4181 |
| District 5                        | 831  | 895  |



# Code Compliance Case Types

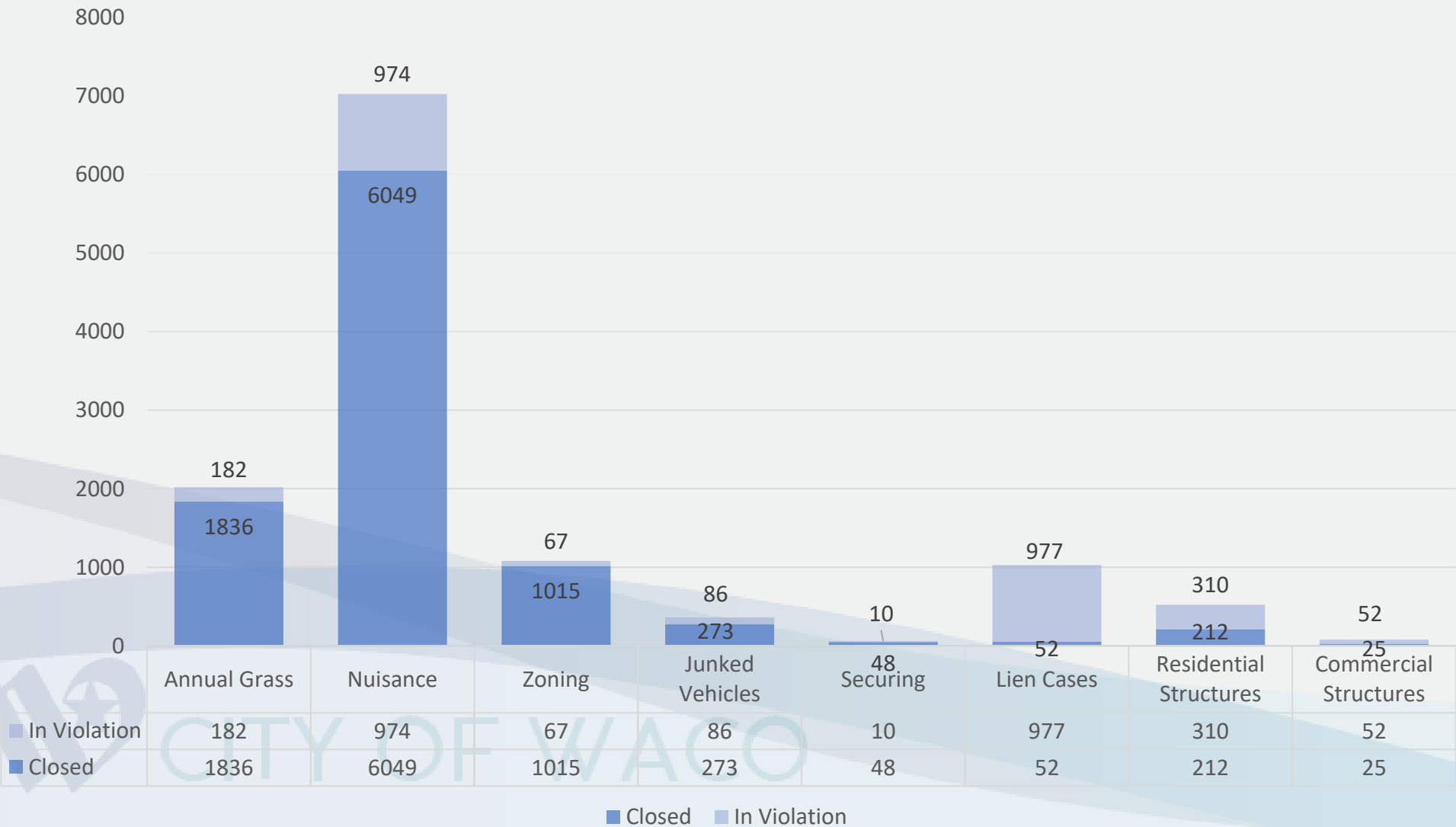
| Nuisance  | Junked Vehicle   | Building Violations           | Zoning                                      |
|---|------------------|-------------------------------|---|
| Grass / Weeds   | Standard case    | 60 day – residential          | Front yard parking                          |
| Brush   | Forced abatement | 60 day – commercial           | Home occupations                            |
| Junk / Litter   |                  | Substandard residential (BSC) | Illegal signs                               |
| Open Storage<br>(appliances, furniture, auto parts, etc.) |                  | Substandard commercial (BSC)  | Illegal occupancy (living in an RV or shed) |
|   |                  |                               | Pool Fence                                  |



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# Current Stats

## Code Compliance Case Overview – 1/1/2021 thru 3/28/2022



# My Waco Stats

## Statistics

|                                 |  |
|---------------------------------|--|
| Total Reports Created           | 474  |
| Total Reports Open              | 140  |
| Total Reports Closed            | 334  |
| Average Reports Created per Day | 4.12   |
| Average Reports Closed per Day  | 2.89   |
| Average Time to Close           | 10.80 Days                                   |
| Fastest Closed Request Type     | Trash/Litter on Private Property (0.00 Days) |
| Slowest Closed Request Type     | Building Hazards/Dilapidation (83.42 Days)   |
| Most Common Request Type        | Trash/Litter on Private Property             |
| Least Common Request Type       | Residential Swimming Pool - No Fence         |



# In Process

- Mowing
  - Explore opportunities to enhance and streamline the processes
    - Enforcement on vacant properties
      - Focus on repeat violators and problem properties
    - Improved process for mowing and cleaning City owned vacant lots.
    - Improving method of keeping stats for program.



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# In Process

**The Building Standards Commission** serves as a mediation tool between the City of Waco and residents by hearing appeals and providing final interpretation of the International Property Maintenance Code.

- Revamped program to ensure oversight is maintained by management and one code officer.
- Implemented in-house work sessions resulting in a more streamlined presentation that has increased quality while decreasing monthly meeting times.

# Next Steps

- Begin the groundwork for developing a proposed multi-family inspection program.
  - Database has been compiled and is 98% complete.
  - Staff will begin a peer city review.
  - Propose a self-funded program. Additional details will be provided in the future.
- Graffiti Ordinance
  - Groundwork and peer city review is underway as we work toward draft graffiti ordinance.



Questions?



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