

Property Standards Improvement Project

Project Goals:

- Seek ways to improve Property Standards processes and experiences to help our neighborhoods be healthy, safe, and livable ***for all residents.***
- Focus areas included:
 - Process reviews of Property Standards from initial complaint through court disposition
 - Communications and education
 - Harm mitigation and supports for vulnerable residents
 - Support and training for Codes Property Standards Inspectors



Project Team



Path to equitable code enforcement



Initiatives for equitable code enforcement

<h3>Education and Engagement</h3> <p>Promote transparency in the enforcement process and increase outreach community and education efforts resulting in fewer violations and greater compliance.</p> <ul style="list-style-type: none"> • Improve data collection • Relaunch digital presence • Create flow chart to capture code enforcement process • Partner with community groups and organizations to promote code compliance through education 	<h3>Housing Support Resources</h3> <p>Strengthen support for residents who face fiscal or other barriers to address code violations.</p> <ul style="list-style-type: none"> • Develop resource guide for property owners that outlines available resources related to home repairs and other compliance issues • Develop referral process for Codes staff to refer tenant concerns to Housing Services Advocates 	<h3>Codes Staff Support</h3> <p>Ensure that the Codes department has adequate resources, including training, technological support, and adequate staff to operate efficiently, equitably, and proactively.</p> <ul style="list-style-type: none"> • Create publicly available employee handbook • Source and develop "soft skills" training for inspectors • Implement training schedule for 2023 	<h3>Process Improvements</h3> <p>Create standard and equitable operating procedures that promote health and safety while minimizing the negative impacts of enforcement on vulnerable populations.</p> <ul style="list-style-type: none"> • Increase Metro Law engagement and structure to support Codes department • Update language in the abatement notice to be more user-friendly • Develop policy to prioritize which complaints to expend departmental resources on
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