



# Metro Codes

E - News for Neighborhoods

Metropolitan Government of Nashville and Davidson County



Latest News

**Codes Department Goes "Live" with KIVA Software system.** Two years ago Codes Administration began the process of replacing its out-dated mainframe based computer system with the selection of a permitting product called KIVA from ACCELA Systems.



ACCELA Systems KIVA User Interface - The face of the future of Codes Information Management

KIVA will replace the 1970's era hierarchical database with an efficient, relational style database which will give the Codes Department the ability to manage and report information far more effectively than ever before.

According to Sandy Cole, Director of Metro ITS, "This was the largest and most complex system implementation ever done by Metro Information Technology Services (ITS)." Cole added, "The migration of data over the holiday weekend from the Mainframe to the new system went very well. There have been a few 'bumps in the road' this morning, but we expected that with a cutover of this magnitude and nothing has been a showstopper." The KIVA Project Team is on site at Codes this morning to help maneuver, troubleshoot, and answer questions.

## E-News for Neighborhoods

Codes Administration is beginning a new project that we hope will improve the relationship between this department and our customers. We live in the information age, and the ability to share timely information is critical to the success of any large organization. Codes is a complex organization with many roles. Unfortunately, we have not done a very good job of educating and informing the public about their codes department and what we really do.



This is an example of the challenges the Codes Department Inspectors face every day as we make our inspections and answer the calls of the public.

This newsletter is our first effort to change all that. In the near future, the Codes Department will initiate a series of public information campaigns to help improve the public's understanding of our role in community development. This e-newsletter is going to be more than us telling our story; we are offering an open invitation to neighborhood groups to join us in sharing information about their communities and their success stories.

This newsletter will focus on the Property Standards Division and the types of services we provide. We'll also talk about how neighborhoods can help us help them to improve the conditions within their neighborhoods. It's all about cooperation and sharing. We don't see ourselves as a governmental agency, we see ourselves as an active partner with communities sharing in a common goal. In the next few issues, we will explore our role, identify our programs, and we hope to share with other communities the stories and lessons learned by Nashville's neighborhoods.

This installation will serve as the platform for future improvements. Within the next six months, customers will be able to apply for permits, request inspections, and check the status of permits or U & O applications or to check the results of an inspection by accessing an on-line interface called KIVA Citizen. "With the implementation of this new computer system, the Codes Department has entered the 21st century," said Terry Cobb, Director of Codes and Administration. "As the largest single user of the KIVA system, we have joined other Metro departments who issue permits who have also implemented the system." Codes Administration just completed the installation of the Request For Service (RFS) module which processes customer concerns regarding Property Standards and Zoning issues. ([More info](#))

### COMMUNITY SUPPORT PROGRAMS

The Property Standards division has initiated three proactive community support programs and supports a third program which are all designed to improve our ability to identify and correct codes violations in our communities.

The **NOTICE (Neighborhoods Organized To Initiate Code Enforcement)** program is a volunteer based inspection program where members of organized neighborhood groups are trained to make basic property standards and health inspections. The volunteers use a special form that allows them to accurately report codes violations to our division. This form becomes the required Abate Notice to the property owner. The program allows for citizen participation in the inspection and notification process and greatly decreases the amount of time it takes to resolve most codes violations. One group, Re-Discover East, is having a 60% compliance rate as a result of the NOTICE program inspections. ([More info](#))

**Strategic Neighborhood Initiative (SNI)** is a second community program which builds on the principals of the NOTICE program, but its focus is even narrower, with an inspection area up to five blocks in size. Like the NOTICE program, neighborhood groups can determine where the inspections will occur, but unlike the NOTICE program, the neighborhood group will only identify the specific area to be inspected, which should be no more than five blocks in size. Once identified, we will intensely enforce the code within this area.

**Neighborhood Response Team Initiative (NRT)** is an external community support program which is a cooperative inspection program that focuses the inspection efforts of codes, Metro Health and Public Works on specific geographic areas. The Mayors Office of Neighborhoods and Metro Planning Commission develop the inspection areas based on requests from the neighborhood organizations, previous audits and from visual surveys.

**Flex Inspection Team** A third inspection team has been added to the Property Standards Division. The Flex Team's mission is to support specialized pro-active sup-

## 2005 Production Snapshot

### PROPERTY STANDARDS DIVISION

#### STATISTICS 2005

The division made 54,205 inspections in 2005. These inspections included the following:



Housing Inspections	2,592
Yard Violations - Junk/Trash/Debris	11,313
Inoperable/unlicensed Motor Vehicles	18,965
Abandoned Vehicles on Right-of-Way	1,864
Zoning Violations	3,295
Zoning Final Inspections	2,511

As part of the division's enforcement activities:

Abate Notices Issued	14,099
Warrants Requested	2,640

### The Property Standards Division: Responsive and Pro-Active Support of Nashville's Neighborhoods

Of all of the divisions within Codes Administration, the Property Standards division is the one most people have had contact with, either as a citizen reporting a violation,



or as a violator looking for information about how they can correct a violation. The Property Standards Code is a "minimum standards" code for the maintenance of existing buildings, property, and accessory structures. What the Property Standards code is not is a code which regulates "ugly" conditions which exist in our community. As an example, the house that's painted Pepto pink is ugly, but it is not a violation of Metro Codes. There are restrictive covenants for many subdivisions in the county, but Codes has no jurisdiction over these covenants. These are private agreements between the property owner and the community and Codes cannot enforce these standards which generally go beyond the minimum requirements of the Metro Code of laws.

port programs like the NRT and neighborhood audits. This team's inspectors do not have an assigned geographic area. They are free to operate in any part of the city. This team performs the inspections for the NRT, the Strategic Neighborhood Initiative, Public Works "Dirty Dozen" alley maintenance program as well as processing neighborhood audits.

## Who We Are

### Employee and Section Highlights

Each month we will highlight a member of our staff and their role within the Codes Department. This month we are highlighting Ms. Linda Lichtenberger, our Customer Service Supervisor.



Linda Lichtenberger, supervisor of Metro Codes Customer Service, has been employed with Metro Codes since 2003 coming to Metro with 18 years experience in customer service management and codes enforcement. Ms. Lichtenberger is an active leader in the development of the International Property Maintenance and Zoning Codes, the leading model code in the United States. She is a contributing author for the book Building Department Administration, 2006 edition specializing in Property Maintenance and Customer Service management.

Ms. Lichtenberger will be attending the 2006 International Code Council Annual Conference, Orlando, FL, where she will serve her second year as chairman of the International Property Maintenance and Zoning Code Committee during the code change hearings. Ms. Lichtenberger is a Lead Evaluator for the International Accreditation Service, Inc. (IAS), which provides accreditation of governmental or corporate entities responsible for enforcement of building and construction laws. Ms. Lichtenberger holds several professional certifications with the International Code Council and the legacy organization Southern Building Code Congress.

Locally Ms. Lichtenberger serves on the Rutherford County Board of Zoning Appeals, Murfreesboro Tree Board and Past Chairman of the Murfreesboro Urban Environmental Commission. Ms. Lichtenberger is an officer in the Middle Tennessee Code Officials Association and has been recognized for her service by receiving the Code Official of the Year award in 1999 and 2004. She is a member of the Tennessee Building Officials Association and serves as Exhibitor Coordinator for the T.B.O.A. Annual Conference. In 2004 Ms. Lichtenberger was recognized for her outstanding service to the Tennessee Building Officials Association by receiving the President's Award.

Ms. Lichtenberger is a graduate of the Metro Management Institute, Metro Results Matters Managing for Re-

The Property Standards division's activity directly affects the quality of life in Nashville's neighborhoods. We address such issues as junk, trash and debris in yards, dilapidated buildings, inoperable and/or unlicensed motor vehicles on residential property, illegal parking on residential property and a host of zoning specific violations. We work very closely with neighborhood groups to identify and resolve quality of life and life safety issues within their communities. Our inspectors regularly attend neighborhood meetings and other special events in order to maintain our relationship with our customers. ([More info](#))

## PROPERTY STANDARDS ORGANIZATION

**Red Team** The Red Team boundaries are:

- North - South of Cumberland River to Metro Center to I-40E
- South - Brentwood (County Line)
- East - Wilson and Rutherford County Lines
- West - Bellevue (Highway 70)

<b>Team Chief</b>	Ron Mitchell	862-6617
<b>Area 2</b>	Frank Jordan	862-6518
<b>Area 3</b>	Scott Chaffin	862-6596
<b>Area 4</b>	Michael Lyons	862-6601
<b>Area 5</b>	Bill Earles	862-6479
<b>Area 6</b>	Jay Summers	862-6607

**Blue Team** The Blue Team boundaries are:

- North - Cheatham & Robertson County Lines
- South - North of Cumberland River
- East - Sumner & Wilson County Lines
- West - North of Cumberland River & Cheatham County Line

<b>Team Chief</b>	Jeff Castleberry	862-6571
<b>Area 1</b>	Mark Davidson	862-6556
<b>Area 7</b>	Ernest McClain	862-6493
<b>Area 8</b>	Mark Smith	862-6579
<b>Area 9</b>	Mattie Jones	862-6618
<b>Area 10</b>	Mike Morgan	862-6609

**Flex Team** Four inspectors and one compliance inspector. The flex team is responsible for conducting inspections as part of the departments pro-active community support program. Our compliance inspector handles special inspections with the environmental task force and processes abandoned vehicles on the right-of-way.

sults and serves as secretary to the Metro Board of Property Standards and Appeals. Ms. Lichtenberger is committed to listening to the voice of our customers and offering individualized customer service to all of those that need our service. Her staff goes beyond good service to offer Exceptional Service.

**Upcoming Events in Metro**



**Sep 27**, The Metro Beautification and Environment Commission will host an open house at the Recycling Education Station on September 27, 2006. The ribbon cutting ceremony will begin at 9:00 am at Rivergate Recycling, 208 River Hills Drive. ([More info](#))



**Oct 1**, On Oct. 1, 2006, Nashville will mark 200 years as a city with the dedication of the Public Square. This occasion will kick off a nine month celebration of all the things that make Nashville a special place. ([More info](#))



**Oct 14**, Mayor Bill Purcell will host his 6th and final Celebrating Neighborhoods conference on Saturday, October 14, 2006, at the Main Library. The conference promotes skill building and education for neighborhood leaders through speakers, panel discussions and classes. ([More info](#))



**Oct 28**, The 10th Annual Metro Codes Charity Golf Tournament will be held at the Ted Rhodes golf course. The proceeds from the event will benefit the Easter Seals camp Miriam's promise and Harris-Hillman School through the Metro Employees Consolidated charities Campaign. For more information, contact [Sonny West](#) at 862-6608

**Department of Codes and Building Safety**



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**Mayor - Bill Purcell**

Director - Terry Cobb  
Assistant Director - Bill Penn

Office Hours: Mon-Fri / 7:30-4:00

**FLEX Team Supervisor**

Bill Penn 862-6516

**Inspectors**

Charly Brown 862-6603  
Sandra Custode 862-6597  
Bill Lovell 862-6616  
Greg Stiles 862-6602  
Jim Cantrell 862-6587

**Customer Service Section** The Customer Service section manages the administrative aspects of our codes enforcement program. Serving as "the engine room", this is the first contact citizens have with the division and it's here that the request gets translated into action. We have a secretary assigned to each inspection team to facilitate the processing of information. The entire division is organized around a team concept with the administrative staff being the hub. Once a request for service has been received, our administrative staff creates and mails the abate letter, schedules the re-inspection and ensures all aspects of the case file are kept up to date.

**Customer Service**

**Supervisor** Linda Lichtenberger 862-6592

**Red Team Secretary** Marjorie Pelland 862-6511

**Blue Team Secretary** Linda Bush 862-6513

**Flex Team Secretary** Mary Baggett 862-6502

**Terry Cobb** and **Bill Penn** welcome your feedback on our e-newsletter. Please send your comments to [Bill Penn](#), Assistant Director, Property Standards Div., 862-6516