



# CODE ENFORCEMENT PROTOCOLS

Code Enforcement Unit

01

Complaint is submitted; an Investigation (CRM) file is opened.

02

Complaint is investigated, including research and a site visit. If complaint is valid a code case is opened.

03

Property owner is sent a Notice listing the violations, remedies, and contact recommendations for permitting information.

## Investigation Process

# Types of Violations

Structures: includes new, additions, conversions, remodels, and trailers/RV's.

Land Use: includes zoning, cannabis, VHR, and oak tree removal.

Grading: includes general grading, ponds, and drainage issues.

# Remedies

Structures: Remove or relocate; obtain permit; convert back to original status.

Land Use: Remove or relocate; obtain permit.

Grading:  
Permit: most violations cannot be put back to original status.  
Drainage: remove, relocate &/or revise.



## Owner's Situations

- Displaced family members or friends
- Health issues
- Permit costs
- Low income
- Little or no understanding of permitting processes
- Situation has existed many years prior to complaint
- Purchased or inherited property
- Neighbor feud

# General Protocol

Notice To Correct is sent to owner



If owner contact: advised that regular progress will put a stay of enforcement actions in place



If no owner contact:

In approx. 30 days the NTC is recorded and a Violation Notice is sent

Site visit scheduled after approx. 60 days to try to connect with owner; a Notice of Inspection is left each time

Administrative Citation is the next step; this is a \$100 per day per violation fine. This is done for the more egregious cases

Several attempts are made to contact owner: site visits, phone calls &/or emails

# Compliance Protocol

- Owner Willing:

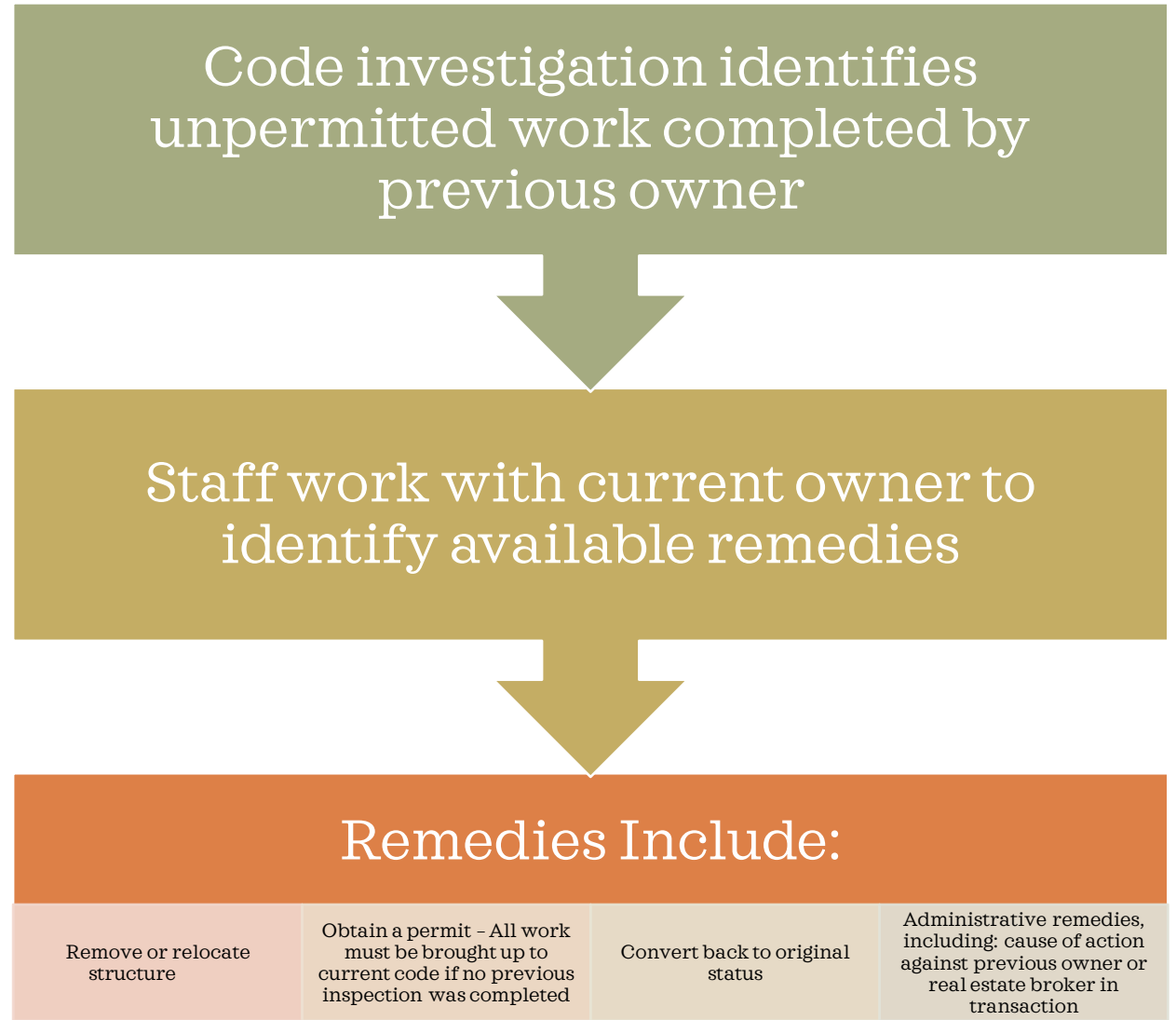
- CE staff provides assistance and guidance with other departments &/or agencies for permit processes
- Stay of enforcement is granted for progress

- Owner Not Willing:

- Works as a Team with other departments and agencies
- Inspection Warrant
- Administrative Citation
- Most permits held up until violation is cleared



Example –  
Unpermitted  
Work by  
Previous Owner  
Not Identified  
During Escrow





# CE Staff Assistance Efforts

Owners/occupants work with one CE Officer for consistency and efficiency

Officers work with other departments &/or agencies to provide as much group assistance as possible to owners

Officers will set up joint meetings with Permitting staff to give guidance in what to ask for; if the owner does not know what questions to ask they often do not get the information they need

Officers work with owners to provide possible options for abatement, and gives assurance that when progress is made the compliance efforts will cease, even if the progress may be slow

## Code Case Statistics

Total open cases as of  
6/30/2022: 1267

Cases closed - 1/1/22 -  
6/30/2022: 343

Cases opened - 1/1/2022 -  
6/30/2022: 183

CRM's - 1/1/2022 -  
6/30/2022: 300



## Resources

- Library: El Dorado Community Hub
- HHSA
- Legal Services
- CA DCA

# Resources

- **Library: El Dorado Community Hubs**
  - **Services:** Internet, Wi-Fi, air-conditioned buildings with public restrooms
  - Provides Navigators to give individual assistance with:
    - Basic health insurance
    - Food resources
    - Housing
    - Clothing support
    - Utility bills
    - Free diapers and wipes, and activity bags for children
- **HHSA**
  - Senior Resource Guides
  - Housing and homeless services
  - Public health
  - Animal services
  - Mental health services
  - In Home Support Services (IHSS)
  - Employment services
  - WIC (Women, Infants, Children)
  - APS, CPS, Public Guardian & Foster care
  - Assistance with High School Equivalency

# Resources

- Department of Consumer Affairs (DCA)
  - Tenant/Landlord information
- Legal Services
  - NOLO Press: renter's & tenant's rights
  - Legal Service of Norcal
- EDC Senior Services
  - APS
  - Calfresh
  - El Dorado Transit
  - HEAP (help with utility bills)
  - Weatherization
  - El Dorado Transit
  - Medi-Cal
  - Public Guardian
  - Legal Services
  - Senior activities
  - Senior Day Care
  - Senior Nutrition Program