Code Enforcement Team

Presented by

Jason Rogers, Assistant Director

Permits & Inspections Department

Commissioner Briefing

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Outline

- Overview & Purpose
- Team Membership
- Complaint Process
- Successes & Challenges
- Opportunities

Overview & Purpose

- Established to manage multi-departmental nuisance cases in a consistent and collaborative manner
- Leverage varied expertise to develop creative, trauma informed solutions to complex compliance issues
- Coordinate with Outside Agencies (DEQ, NCDOT, MSD, etc.)
- Once a complaint is levied, it becomes an internal staff process until the complaint is resolved - Restrict involvement in resident complaints to compliance staff to maintain the fidelity of the process
- Standing meeting for review & feedback – Ensure timely on-site visits and meet with owner/ occupiers for compliance

Overview & Purpose
Violation Types

- Buildings and Building Regulations
- Air Quality - Illegal burning
- Environmental Health – Wastewater
- Fire Prevention and Protection
- Solid Waste – Junk and Trash
- Zoning/Development Ordinances – Junkyards, Erosion Control, Junk Vehicles

Standing Members

One member from each area of compliance expertise:

- Air Quality
- County Legal
- Environmental Health
- Fire Marshal
- Permits and Inspections
- Planning and Development
- Solid Waste - Environmental Control

Support Members

Case specific wrap around support:

- DHHS
- Homelessness Coordination
- Sheriff’s Office

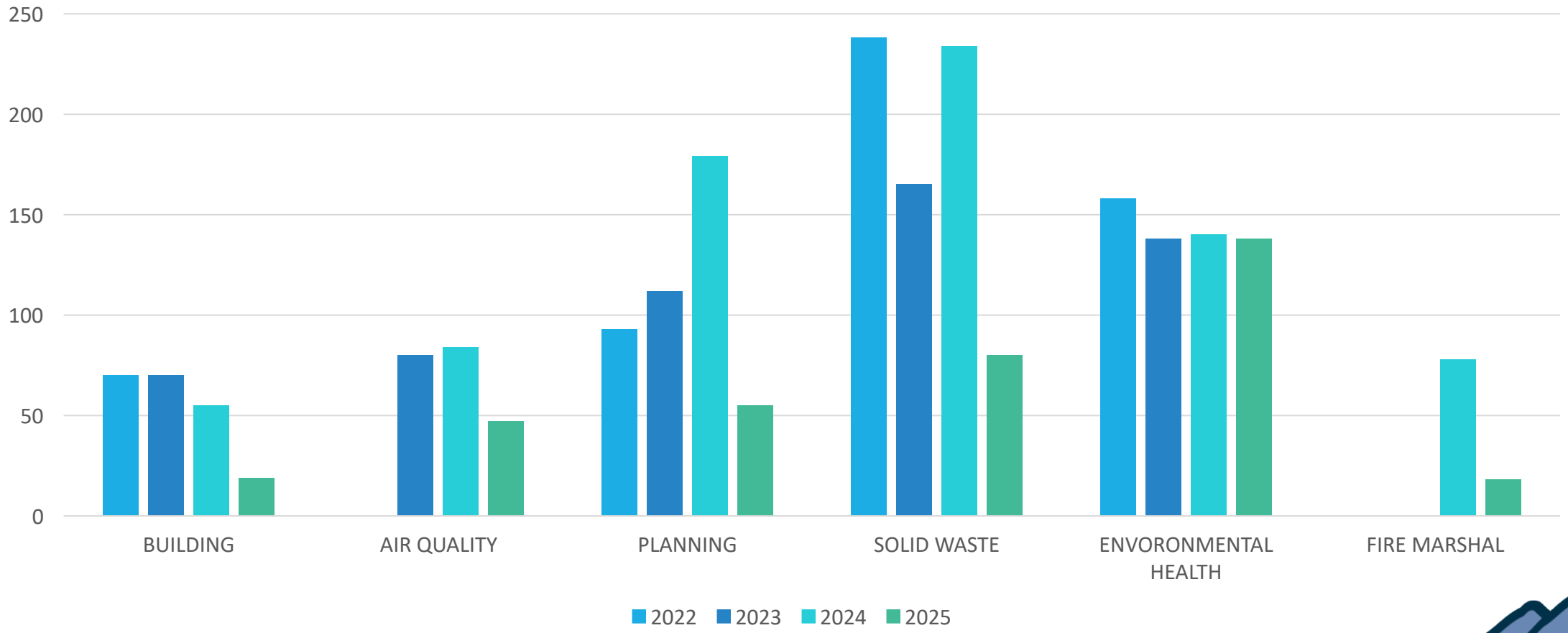
Current Process

- Individual complaint process defined by department

- Receiving department investigates complaint:
  - Observe site for other possible code violations
  - Report alleged violations to enforcing department (s)
  - If more than 2 violation types are identified, the property is added to next Code Enforcement Team meeting agenda
  - Prior to meeting, impacted inspectors make site visits

- Each complaint is reviewed individually during the meeting for best approach to compliance

COMPLAINT CASE COUNTS BY DEPARTMENT



Code Enforcement Team Review Activity

- 2,192 complaint cases for all departments 2022 to date
- 107 Properties have met the criteria of 2 or more violations and have been reviewed by the Code Enforcement Team
- 9 properties with major issues are currently in review by the team:
  - Zoning violations-RV parks, junk vehicles
  - Solid waste-junk, trash and debris
  - Illegal burning-fire marshal structure fire
  - Building condemnation
  - Environmental health-sewage issues

Successes


BARNARDSVILLE HWY
1599 BARNARDSVILLE HWY
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Successes





Successes





Challenges

- Properties that come into compliance, may still need monitoring to sustain
- Complex issues (various disciplines) that take time to remedy
- Poverty, substance abuse, homelessness and other social issues have compounded the problem
- Occupants of property often violators, not property owners
- Familial relations make property owners reluctant or unwilling to hold others accountable
- Potential legislative changes
- Resource intensive – staff time and follow up
- Funds are often needed to bring effective remedy – homeowner or County

Opportunities

- Comprehensive review of team processes and full execution of updated Standard Operating Procedures
- Evaluation of the current County Ordinances that are outdated or need refinement for enforcement purposes
- Identify and fill procedural gaps to increase efficiency, enhance customer service and achieve intended outcomes
- Move forward with completion of Acella Implementation
- Continue and increase opportunities for collaboration across departments and community partners to achieve and maintain compliance once it has been achieved

Discussion