



# Code and Neighborhood Services

## Code Compliance:

Division Overview

Addressing a Nuisance Abatement

Protocol for Encampment Violations



City of Moreno Valley  
COMMUNITY DEVELOPMENT

# What We Do

## Overview

The Code and Neighborhood Services Division responds to citizen complaints and pro-actively identifies code violations on public and private property to protect the health and safety of the community and to ensure the highest level of voluntary resolution of issues city wide by enforcement of the City's municipal codes.

## Services



### Code Enforcement

- › Abandoned Vehicle Abatement
- › Assists in Foreclosure Registration
- › Enforces City Codes
- › Enforces Commercial Signs and Banners
- › Enforces Parking Laws



### Issues Citations

- › Administrative Citations
- › Parking Tickets

## Code Enforcement Process (*Condensed Version*)



1  
Step  
**Complaint Received**

A complaint is received and a case is opened. It's referred and closed if it pertains to another department.

2  
Step  
**Initiate Investigation**

An investigation is launched. This may include research, interviews, sending correspondence, inspecting and making determinations.

3  
Step  
**Enforcement  
(If Necessary)**

This step may include written warnings, orders to correct, citations and fees, vacating order, and/or enforcement of permits.

4  
Step  
**Hearing  
(If Necessary)**

Can appeal to a hearing officer. Process includes scheduling and holding a hearing and issuing final notices. A decision is made.

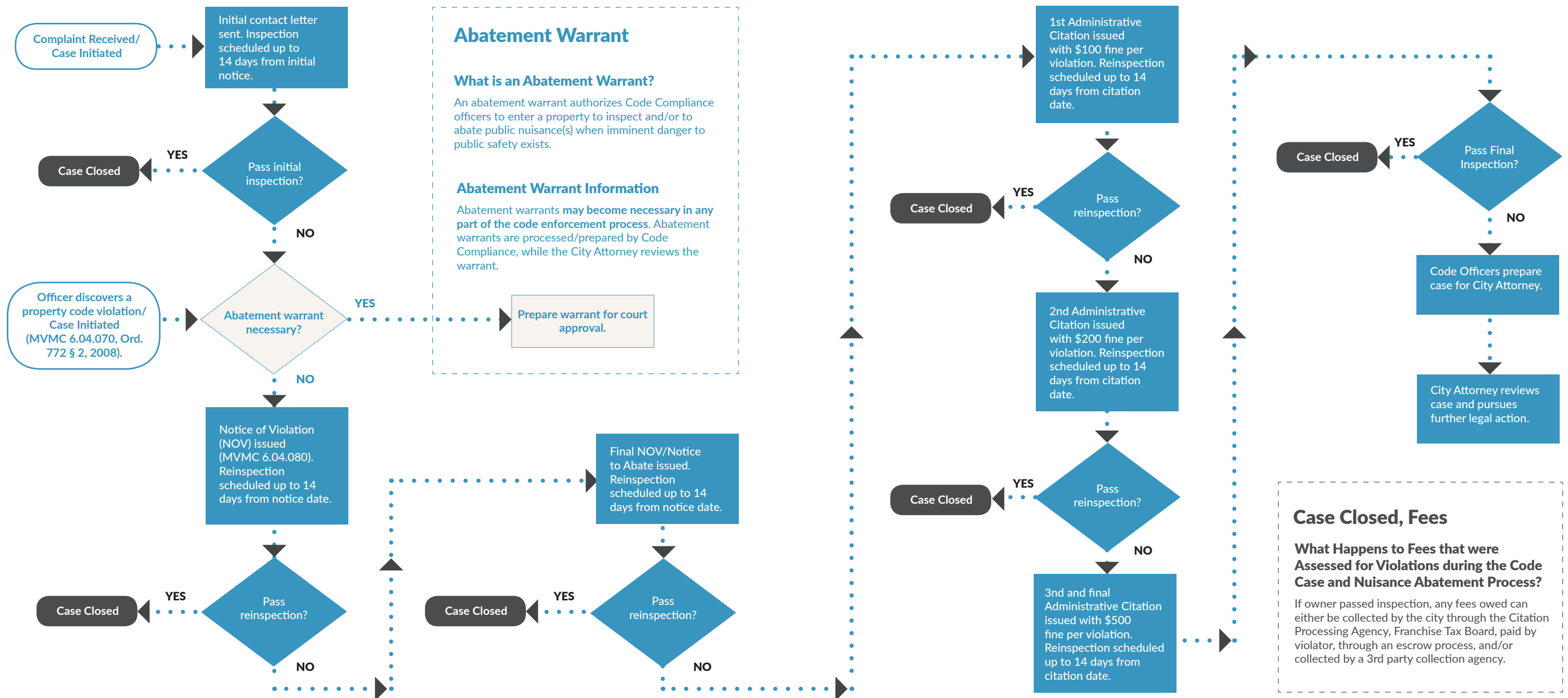
5  
Step  
**Close Case**

Final processing occurs when the complaint is referred, unfounded, or abated. A case can be closed at any point in the process.

# Flowchart

## Investigative Process for a Code Case and Addressing a Nuisance Abatement

This flowchart shows a generalized Code Compliance process for addressing a nuisance abatement from start to finish. Each case is unique and the code compliance process may vary depending on the type of code violation. This flowchart outlines the general timeframe for code cases in violation (MVMC 1.01.200, 6.04.040) of City Municipal Codes and ordinances (where applicable).



# Chart

## Protocol for Encampment Violations

This chart is to help understand the roles Code & Neighborhood Services and the Moreno Valley Police Department (MVPD) play when handling encampment violations. The MVPD works with property owners to remove trespassers. Code & Neighborhood Services works with property owners to remove the debris that is left behind.

### Code Compliance

#### Inspection Performed

Immediate inspection conducted to confirm violation (junk, trash & debris). **No violation found case is then closed.** Violation confirmed, notice to abate issued and MVPD notified. 602 letter sent to owner as a courtesy. Work with owner(s) on property maintenance issues. 14 day follow up inspection scheduled.



#### Violation Check

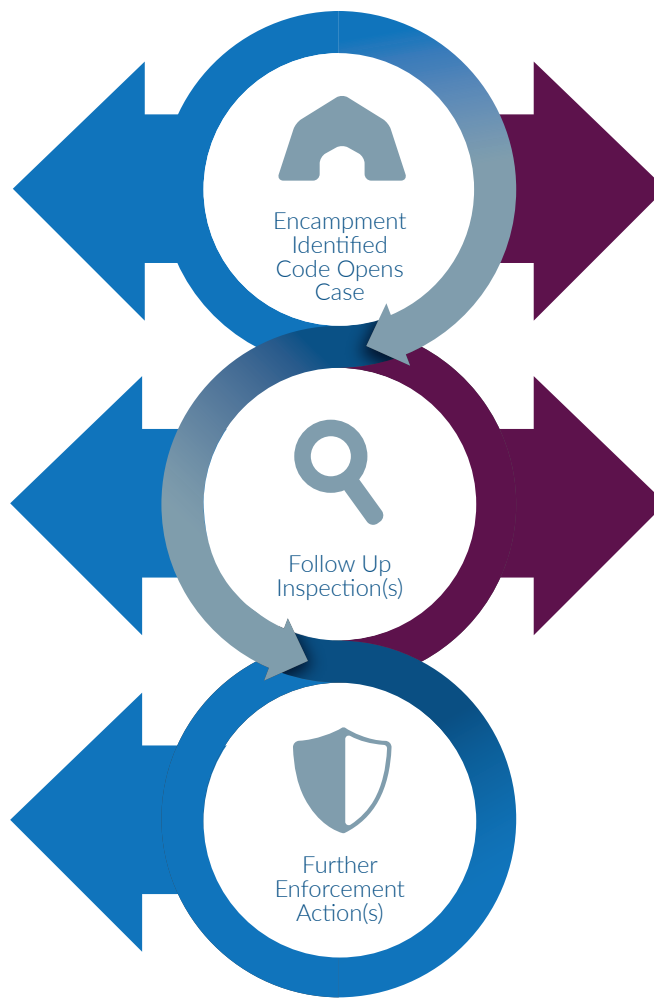
Follow up inspection conducted after initial notice sent to property owner or posted at property. **Case closed if violation is corrected.** Owner cited if the property is not cleaned.



#### Non-Compliance

**Case is closed if violation is corrected.** Continued non-compliance after the third administrative citation issued will result in the following:

- File notice of non-compliance with Riverside County Assessor's office.
- Case is referred to City Attorney to pursue further legal action.



### MVPD

#### Trespassing Issue Addressed

Trespassing issue referred to MVPD for follow up. Identify possible resources available that can assist subjects.

Notify subjects they are trespassing. Property owner signs 602 Letter (trespass letter).



#### Additional Actions

MVPD problem oriented policing (POP) Team contacts subjects if still present. Work with Riverside County Mental Health Services (RCMHS) to find assistance/placement. If subjects refuse then they are placed under arrest for trespassing. MVPD monitors area.