Code and Neighborhood Services

Code Compliance:
Division Overview
Addressing a Nuisance Abatement Protocol for Encampment Violations
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 1:** Complaint Received
   - A complaint is received and a case is opened. It’s referred and closed if it pertains to another department.

2. **Step 2:** Initiate Investigation
   - An investigation is launched. This may include research, interviews, sending correspondence, inspecting and making determinations.

3. **Step 3:** Enforcement (If Necessary)
   - This step may include written warnings, orders to correct, citations and fees, vacating order, and/or enforcement of permits.

4. **Step 4:** 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 5:** 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).

Complaint Received/Case Initiated

Initial contact letter sent. Inspection scheduled up to 14 days from initial notice.

Case Closed

YES

Pass initial inspection?

NO

Officer discovers a property code violation/Case Initiated (MVMC 6.04.070, Ord. 772 § 2, 2008).

NO

Initial contact letter sent. Inspection scheduled up to 14 days from initial notice.

NO

Notice of Violation (NOV) issued (MVMC 6.04.080). Reinspection scheduled up to 14 days from notice date.

NO

Prepare warrant for court approval.

YES

Case Closed

Abatement Warrant

What is an Abatement Warrant?

An abatement warrant authorizes Code Compliance officers to enter a property to inspect and/or to abate public nuisance(s) when imminent danger to public safety exists.

Abatement Warrant Information

Abatement warrants may become necessary in any part of the code enforcement process. Abatement warrants are processed/prepared by Code Compliance, while the City Attorney reviews the warrant.

Case Closed

YES

1st Administrative Citation issued with $100 fine per violation. Reinspection scheduled up to 14 days from citation date.

NO

Pass reinspection?

YES

1st Administrative Citation issued with $100 fine per violation. Reinspection scheduled up to 14 days from citation date.

NO

Pass reinspection?

YES

2nd Administrative Citation issued with $200 fine per violation. Reinspection scheduled up to 14 days from citation date.

NO

Pass reinspection?

YES

3rd and final Administrative Citation issued with $500 fine per violation. Reinspection scheduled up to 14 days from citation date.

NO

Pass reinspection?

YES

City Attorney reviews case and pursues further legal action.

Case Closed

YES

Code Officers prepare case for City Attorney.

NO

Case Closed

YES

Pass Final Inspection?

NO

Case Closed

YES

Pass Final Inspection?

NO

Case Closed

YES

Notice of Violation (NOV) issued (MVMC 6.04.080). Reinspection scheduled up to 14 days from notice date.

NO

Case Closed

YES

Final NOV/Notice to Abate issued. Reinspection scheduled up to 14 days from notice date.

NO

Case Closed

YES

Pass reinspection?

NO

Case Closed

YES

Pass reinspection?

NO

Case Closed

WHAT HAPPENS TO FEES THAT WERE ASSESSED FOR VIOLATIONS DURING THE CODE CASE AND NUISANCE ABEATION PROCESS?

If owner passed inspection, any fees owed can either be collected by the city through the Citation Processing Agency, Franchise Tax Board, paid by violator, through an escrow process, and/or collected by a 3rd party collection agency.
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.