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THE POSTING

Code Enforcement Has a Web Site Redesign Focus is on Customer Service

The Code Enforcement Department is excited to announce the launch of our updated department website. The site features a new look and has been designed to simplify searches for information. The pages feature larger icons, and an organized, clutter-free format for ease in finding links. In addition, the site will now be available in multiple languages and will provide answers to frequently asked questions, as well as links to other pages, such as the County home page.

The Code Enforcement Department strives to provide a high level of customer service to the communities we serve. To gauge service levels and identify areas that can be improved, the department has offered, "How Are We Doing?" surveys on the department website since 2006. The survey has been updated, and a link to it is available on the new department home page (upper right hand side). Additionally, "How Are We Doing?" surveys will now be available at the front counters of each of our public offices. We hope improvements such as this will encourage increased customer feedback.



Additionally, the department provides a variety of training to staff at all levels to increase customer service skills and value to the communities we serve. Staff have completed trainings in the identification and proper handling of hazardous materials, as well as unsafe electrical issues. Classes such as Driver's Training, Blood Borne Pathogens, CPR, AED, First Aid and Customer Service are regularly scheduled to refresh skills. In 2013, staff attended Dealing with Difficult People, Core Body Language (Express Interrogation Techniques) and Human Trafficking Awareness, among others.

Visit our new website at www.rctlma.org/ce

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Riverside County Code Enforcement District Offices

CALIFORNIA COUNTIES CHALLENGE AWARD
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CODE LINKS

Cleaned Property in Mead Valley

- District 1, Cajalco Office

In the unincorporated community of Mead Valley, Officer Tom McMullen responded to a property that was reported to be vacant with an accumulation of rubbish and a substandard mobile home. During his inspection, the officer confirmed the violations along with several people living in travel trailers and an abandoned cattery attached to the mobile home. The lingering odor from the abandoned cattery was noticeable from several feet away. In total, the property was a serious blight and safety issue in the community.

Officer McMullen contacted the out-of-state property owner and explained the situation to him. The property owner, who is a disabled senior on limited means, worked with Code Enforcement to remove the squatters, clean the property and install a new mobile home.

The property owners and community members were very pleased with the results of the collaboration between the owner and Code



Working Together in Good Hope

- District 1, Perris Office

Officer Lori Lyon discovered four non-permitted mobile homes on a property in the community of Good Hope. The property owner did not have the means to remove the mobile units but was willing to do whatever it took to clear the violations. The owner vacated the mobile homes within a month, completed an application with the Riverside County Economic Development Agency (EDA) for trash bin assistance, and waited for the approval of his submitted application.

As the property owner waited for the application approval process, he began demolishing the mobile homes, recycling what he was able to remove from the property, and created a large pile of waste to be removed in the bins once the assistance was granted.

When EDA approved his application and started delivering the bins to him, the homeowner was prepared to fill them and have all four mobile homes, rubbish, and debris removed from his property in a timely manner.

The property is now clear of all rubbish, debris, and the mobile homes are gone. Thank you, EDA, for assisting the property owner and the Code Enforcement Department. Together, EDA and Code Enforcement, are making a positive impact in the communities within Riverside county, and the homeowners are very appreciative.

Abandoned Eyesore Removed - District 5

An abandoned, bank-owned property located in Reche Canyon (supervisorial district five) was once an eyesore as a result of unpermitted construction, accumulated rubbish, and a dilapidated, unpermitted garage. Code Enforcement Officer Lane Padilla issued violation notices to the owner (bank) along with several citations. A few months later a buyer purchased the property and began making quick strides in correcting the violations. With the dream of seeing the property planted with avocado trees and a great home set in the scenic hills of Reche Canyon, it did not take long for the property to come into compliance. While there is still work to be done to reach the owner's vision, the property is now clean and free of violations; and it is on the road to being the dream home the owner envisioned.



Stolen Vehicles Recovered

-District 1, Perris Office

Code Enforcement Officer Jennifer Morris observed a vehicle that was parked on the side of the road, which appeared to be out of place. Due to her training and experience, Officer Morris believed the vehicle was possibly stolen. The vehicle's information was checked through the DMV database, which confirmed that the vehicle had recently been reported stolen. The officer contacted the proper authorities, and the vehicle was returned to its rightful owner only missing the radio. District 1 Code Enforcement staff has been instrumental in identifying and recovering eight stolen vehicles in their service area in the past four months. During an inspection of a property by Code Officers Game and Morris, their suspicions were raised as they saw the condition of two vehicles and the occupant's reaction to the officers' attempts to inventory the vehicles. A report was immediately made with the Riverside County Sheriff's Office, which resulted in the return of the vehicles to the registered owners and the arrest of three individuals.



Illegal Food Vending *-District 1, Perris Office*

Responding to public complaints regarding non-permitted food sales in the unincorporated Perris area, the Riverside County Code Enforcement Department's District 1, Perris County office conducted an evening operation during the weekend to address the violations of illegal food sales.

Food facilities are not permitted on any unimproved or improved properties (having a permitted structure) in the unincorporated areas of Riverside County without having conditions and permits issued to them by the Riverside County Planning Department and the Riverside County Environmental Health Department. Additionally, non-permitted food facilities pose a significant risk to the public as they are unregulated by the local health agency. Food originating from such facilities is prepared in a manner that is not consistent with accepted or authorized industry standards and can result in food borne illnesses.

Code Enforcement officers observed a food operation taking place on a vacant dirt lot on the corner of Cajalco Road and Seaton Avenue. There were several customers purchasing tacos from a non-permitted food facility. The officers observed raw meat on a grill with the cooked meat, along with food that was open to the elements, dirt, dust, and insects. There was no bathroom nor a sanitary hand-washing facility at the site. The food handlers were handling monies, as well as serving and distributing food to their customers.

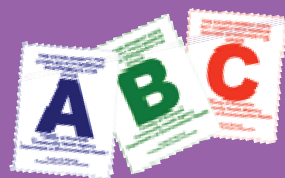
As a result of the apparent sale of food at the location, all of the perishable items were seized and destroyed. The cooking equipment was impounded, and Code Enforcement officers issued misdemeanor citations to all parties involved in the illegal activity. Subsequently, the individuals who were cited pled guilty to operating a food facility without a permit and non-permitted land use (food sales). As a condition of a plea agreement, the subjects agreed to probation terms and forfeiture of all cooking equipment.



Food was open to the elements, dirt, dust, and insects, which can lead to food borne illnesses

TIP:

You can view local restaurant health grade information online at: <http://www.rivcoeh.org>



Patience and Communication

–District 1, Perris Office

Riverside County Code Enforcement Officer Lori Lyon spoke with the owner of a property (pictured to the right) located within the unincorporated area of supervisorial district 1 and discovered that the owner was trying to perform a short-sale on the property. The owner had no funds available to remove the mobile home-turned shed that was situated on the property.

Due to the owner’s circumstances and the fact that the property was fenced, locked and secured, Officer Lyon kept in contact with the owner until the property entered into escrow. The buyer was made aware that the mobile units needed to be removed. After escrow closed, the new owner removed the non-permitted mobile homes from the property. With a little patience and communication, the violations were cleared and all involved parties were content with the Code Enforcement Department for working with them to meet compliance.



New Property Owner Cleans Up

–District 3

Upon receiving a complaint of a dumped mattress in a Valle Vista neighborhood in supervisorial district three, Officer Pollard drove through the area looking for the disposed mattress. From the right-of-way, the officer saw a single family residence with a mattress and box spring on the ground next to the curb—near trash cans. The officer made contact with an adult male and female at the residence where the items were located. The residents informed the officer that they recently moved into the home and had notified Waste Management to respond for a large item pick-up. Officer Pollard suggested they call Waste Management once again to verify the pick-up date and keep the items behind the side gate until the scheduled pick-up day. While the officer was present, the male resident moved the mattress and box spring as recommended.

Through Code Enforcement’s responsiveness and public service, this matter was taken care of in a prompt and cooperative fashion.



WHERE’S CODE ENFORCEMENT?

District 1 Perris Office 951-490-4000

227 North D Street, Suite B, Perris, CA 92570

District 1 Cajalco Office 951-776-3233

17650 Cajalco Road, Perris, CA 92570

District 2 Office 951-955-5650

4080 Lemon Street, 2nd Floor, Riverside, CA 92501

District 3 French Valley Office 951-696-1606

37600 Sky Canyon Drive, Suite G #507, Murrieta, CA 92563

District 4 Palm Desert Office 760-393-3344

77588 El Duna Court, Palm Desert, CA, 92211

District 5 San Jacinto Office 951-791-3900

581 South Grand Avenue, San Jacinto, CA 92582

Code Enforcement Administration 951-955-2004

4080 Lemon Street, 12th Floor, Riverside, CA 92501

www.rctlma.org/ce

To verify which district your community is a part of, please go to our website:

www.rctlma.org/ce