



CODE ENFORCEMENT OFFICE

645A Pine St, PO Box 849

Burlington, VT 05402-0849

VOICE (802) 863-0442

FAX: (802) 652-4221

TO: CDNR Committee

From: William Ward *W Ward*

Date: July 17, 2014

Subject: Problem properties identified by report frequency

Overview

In June 2014 I learned about the number of police responses involving noise disturbances, disorderly conduct and alcohol related incidents in Ward 1 and 2 over a two year period. The information was converted to the attached excel spread sheet and sorted by the properties with the most calls for service. Each of these 12 properties was identified as a rental property and the owners/property managers were notified about their place on this list and the number of police calls for service over a two year period. The message to the property owners is that the properties should not require this level of police activity and the property owners/managers are required to work with Code Enforcement on a corrective plan.

Property addresses

Properties are not currently identified by address number until the data can be accurately attributed to their rental units. Reported addresses are not always the most accurate for a number of reasons:

- Callers may report approximate locations rather than an exact location.
- Officers may stop a violator on foot but use the closest physical address to identify their location.
- Reports at a specific address are not always substantiated as a violation.

I did not want to include street numbers in this report to the committee until all that data can be fully evaluated. The purpose of the list is to alert the committee that the addresses are being evaluated and corrective action is being required where it is warranted.

Corrective plan

Each property is to be inspected by the Director of Code Enforcement within 30 days. The primary purpose of the inspection is to determine if there are major housing deficiencies or other contributing factors which make the property the subject of frequent police calls. The secondary purpose of the inspection is a face to face meeting to align the property owners and tenants with the city's expectation that a property should not have repeated calls for service during a calendar year. Individual property owner's corrective plans will be based on the conditions found and a further evaluation of the complaint details. As an example, a property with a high two year total but only complaints in one rental period may be more indicative of a poorly behaved group of tenants rather than poor property management. Each case will be judged individually based on a full evaluation with the expectation that the repeated problems should cease now that the property owners/managers are directly engaged. We will monitor new police reports weekly and notify property owners on this list if a new incident of any type occurs at their property.

Information available in alternative media forms for people with disabilities.

For disability access information call (802) 863-0450 TTY.

An Equal Opportunity Employer

Initial findings

Each of these addresses on the list of most frequent calls for service was a rental property. There were two property owners that had more than one property on this top 12 list. All of the property owners and property managers who responded to me unanimously stated that they were unaware of the high number of incidents or calls for service to their property. Some of the reports did not involve noise tickets so the property owners would not have been notified by the Police Department under their policy provisions. Only one property owner did not respond to my request to work cooperatively on this project. All other property owners have responded immediately to schedule an inspection as required and to pledge their cooperation that the problems will be addressed.

Follow up reports

The attached sheet is a very preliminary report on action steps to date. A follow up report can be made in September to document more detailed findings in the inspections and corrective plans. The true test of the value of this effort will come at the end of May 2015 when we can compare statistical calls for service after the completion of the rental period that started in June 2014.

Specific rental units identified by street only	Incident Count	Owner/PM notified Y/N	Inspection Scheduled
College Street (Ward 1)	25	Yes	Yes - Completed
Colchester Avenue (Ward 1)	16	Yes	No
Bradley Street (Ward 2)	14	Yes	Yes -
College Street (Ward 1)	12	Yes	No longer a rental
South Union Street (Ward 2)	12	Yes	Yes
Buell Street (Ward 2)	12	Yes	Yes
South Willard Street (Ward 1)	11	Yes	Yes
Buell Street (Ward 2)	11	Yes	Yes - Completed
Pearl Street (Ward 2)	10	Yes	Yes
Hungerford Terrace (Ward 2)	9	Yes	Yes
University Terrace (Ward 1)	9	Yes	Yes - Completed
Loomis Street (Ward 2)	8	Yes	Yes

Inspection result
A new Minimum Housing inspection was conducted. No major violations were found and there are new tenants this year
Pending inspection
The property was sold and this is now owner occupied.
Monday 7-21-14
Friday 7-18-14
Pending
The inspection was completed and it was determined that the basement needs to be secured as it is not habitable space. No other major violations were found.
Pending inspection
Friday 7-18-14
Under renovation - New tenants moving in for the fall
Under renovation - New tenants moving in for the fall