

**COUNTY OF RIVERSIDE, CALIFORNIA**  
**BOARD OF SUPERVISORS POLICY**

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**Purpose:**

The Board of Supervisors recognizes the need for the TLMA Code Enforcement Department to establish, maintain and update policies to bring about the uniform enforcement of County Ordinances and State laws, countywide, in a consistent manner relating to investigations of violations. It is the intent of this policy to establish minimum standards and strategies to guide the response actions of Code Enforcement staff members, and to provide for periodic review and update of this policy to ensure that Code Enforcement strategies match the level of funding provided to the Code Enforcement Division.

The County's policy is to achieve voluntary compliance with reported and substantiated code violations. Voluntary compliance generally is less expensive for all parties and of a more satisfactory and lasting nature than a needed encroachment action. In general, a Code Officer may issue a 30-day 'Advisory Notice' to the property owner and/or any other responsible party before issuing a Notice of Violation unless the violation requires an immediate correction to protect public health and safety. When compliance is unreasonably delayed or not achieved, it is critical for the County to continue moving forward with a Notice of Violation. However, not all code violations have the same degree of severity. The intent of this policy is to allow the level of enforcement that is appropriate for the type and circumstances of the code violation(s) based on objective criteria, established priorities, and available resources.

The overarching desire is to investigate and attempt to resolve all reported verified code violations. However, there may be times when code violations cannot be given the same level of attention, due to limited staffing resources and large numbers of cases. In such circumstances the most serious violations, as determined through application of the priorities and criteria in this section will be addressed before the less serious violations are addressed, regardless of the order in which the complaints are received. Complaints involving both priority and non-priority violations may be processed together to maximize efficiency.

**Policy:**

As complaints regarding alleged violations of County Ordinances or State laws are received by the TLMA Code Enforcement Department, officers shall refer to and comply with the response and investigating guidelines provided for within the Board Policy F-5 Attachment A.

Attachment A is not intended to capture every case type with a priority label but simply illustrates a map that Code Enforcement Staff can refer for prioritizing cases. At the discretion of Code Enforcement staff, complaints may be processed in any order that maximizes efficiency. Complaints concerning a particular type of code violation such as occurring in a particular geographic area may be processed together, regardless of the order in which the complaints are received.

The TLMA Code Enforcement Department will, review and update the information provided within the Board Policy F-5 Attachment A, periodically as circumstances warrant; to reflect changes in resources, new or modified legislation, and revised community needs.

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**Reference:**

Minute Order 3.23 of 04/23/02

Minute Order 3.3 of 04/10/07

Minute Order 3.29 of 02/02/21

**Attachment: Attachment A - TLMA CODE ENFORCEMENT – ENFORCEMENT STRATEGIES**

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**Attachment A CODE ENFORCEMENT STRATEGIES**

<p><b>Priority 1 (Imminent Hazards)</b></p> <p>Cases that pose imminent health and safety hazards or constitute significant code violations are given highest priority because they have the highest potential result in significant harm to a community. Priority 1 reports should be initially investigated within 24-hours of the report being made. Examples include, but are not limited to:</p>
<ul style="list-style-type: none"> <li>• Dangerous unsafe buildings – Imminent collapse</li> </ul>
<ul style="list-style-type: none"> <li>• Fire risks – unpermitted storage of combustible materials/mulch</li> </ul>
<ul style="list-style-type: none"> <li>• Illicit discharge/NPDES/Storm water - active</li> </ul>
<ul style="list-style-type: none"> <li>• Unoccupied / Distressed Housing complaints - Substandard Structure</li> </ul>
<ul style="list-style-type: none"> <li>• Open foundations/excavations</li> </ul>
<ul style="list-style-type: none"> <li>• Swimming Pools - secure and proper fencing (safety)</li> </ul>
<ul style="list-style-type: none"> <li>• Electrical Issues – hazardous/exposed</li> </ul>
<ul style="list-style-type: none"> <li>• Homeless encampments – persons in buildings without water/sewer, camping w/o water/sewer, etc.</li> </ul>
<ul style="list-style-type: none"> <li>• Unpermitted cannabis cultivation in residential areas – Substandard construction, and electrical work</li> </ul>
<ul style="list-style-type: none"> <li>• Unpermitted cannabis retailers</li> </ul>
<ul style="list-style-type: none"> <li>• Open, vacant buildings (fire hazard, attractive nuisance, vagrant activity)</li> </ul>
<ul style="list-style-type: none"> <li>• Filling of Wetlands, altering a creek, dumping in a creeks/wetlands</li> </ul>
<ul style="list-style-type: none"> <li>• Unpermitted special event in progress (safety, noise, parking, etc.)</li> </ul>
<p><b>Priority 2 (Health &amp; Safety/Public Nuisances)</b></p> <p>While Priority 1 issues have the highest priority immediate response, Priority 2 reports should be initially investigated within 20 business days of the report being made or as time permits after addressing Priority 1 cases. Examples include, but are not limited to:</p>
<ul style="list-style-type: none"> <li>• Construction without required permits (conditions that do not rise to the level of an imminent hazard)</li> </ul>
<ul style="list-style-type: none"> <li>• Unpermitted land use activity</li> </ul>
<ul style="list-style-type: none"> <li>• Moving manufactured/mobile homes on property without permits</li> </ul>
<ul style="list-style-type: none"> <li>• Substandard Mobile Home</li> </ul>
<ul style="list-style-type: none"> <li>• Occupied Recreational Vehicle(s) outside designated campgrounds</li> </ul>
<ul style="list-style-type: none"> <li>• Unpermitted special event venues</li> </ul>
<ul style="list-style-type: none"> <li>• Grading or stockpiling without required permits and approvals</li> </ul>
<ul style="list-style-type: none"> <li>• Illicit discharge/NPDES/Storm water – non-active</li> </ul>
<ul style="list-style-type: none"> <li>• Accumulated Rubbish</li> </ul>
<ul style="list-style-type: none"> <li>• Excessive outside storage</li> </ul>
<ul style="list-style-type: none"> <li>• Inoperable/Abandoned vehicles</li> </ul>
<ul style="list-style-type: none"> <li>• Illegal dumping</li> </ul>
<ul style="list-style-type: none"> <li>• Illegal vending</li> </ul>

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**Priority 3 (Neighborhood Preservation/Quality of Life)**

Priority 3 reports should be initially investigated within 30 business days of the report being made, or as time permits after addressing Priority 1 and 2 cases. Examples include, but are not limited to:

- Multiple complaints received on the same property or there is community interest in the violation expressed by the receipt of multiple complaints from separate individuals or by a complaint by a citizen group
- Homeless Outreach – Not rising to the level of Public Health and Safety
- Failure to meet entitlement conditions of approval
- Unapproved use occurring for the zone
- Excessive animals
- On-going excessive Noise
- Graffiti
- Parking Enforcement

At the discretion of Staff Code violation cases not normally listed as high priority violations may be moved to high priority status if they have one or more of the following aggravated circumstances:

1. The actions leading to the violation(s) were deliberate;
4. The physical size or extent of the violation is significant;
5. The violation has existed uncorrected for a significant period;
6. There is a previous history of complaints and code enforcement on the subject property and/or with the alleged code violator;
7. The relative benefit of code enforcement outweighs its cost such as correction should be quick and inexpensive to accomplish;
8. After reasonable efforts have been made, there is little likelihood of obtaining voluntary compliance;
9. The violation is flagrant and visible to the public.