



Neighborhood Improvement Services



Update May 5, 2012 – January 31, 2013

Neighborhood Improvement Services

**Building sustainable communities through
community engagement, code
enforcement, human relations and
public nuisance abatement.**

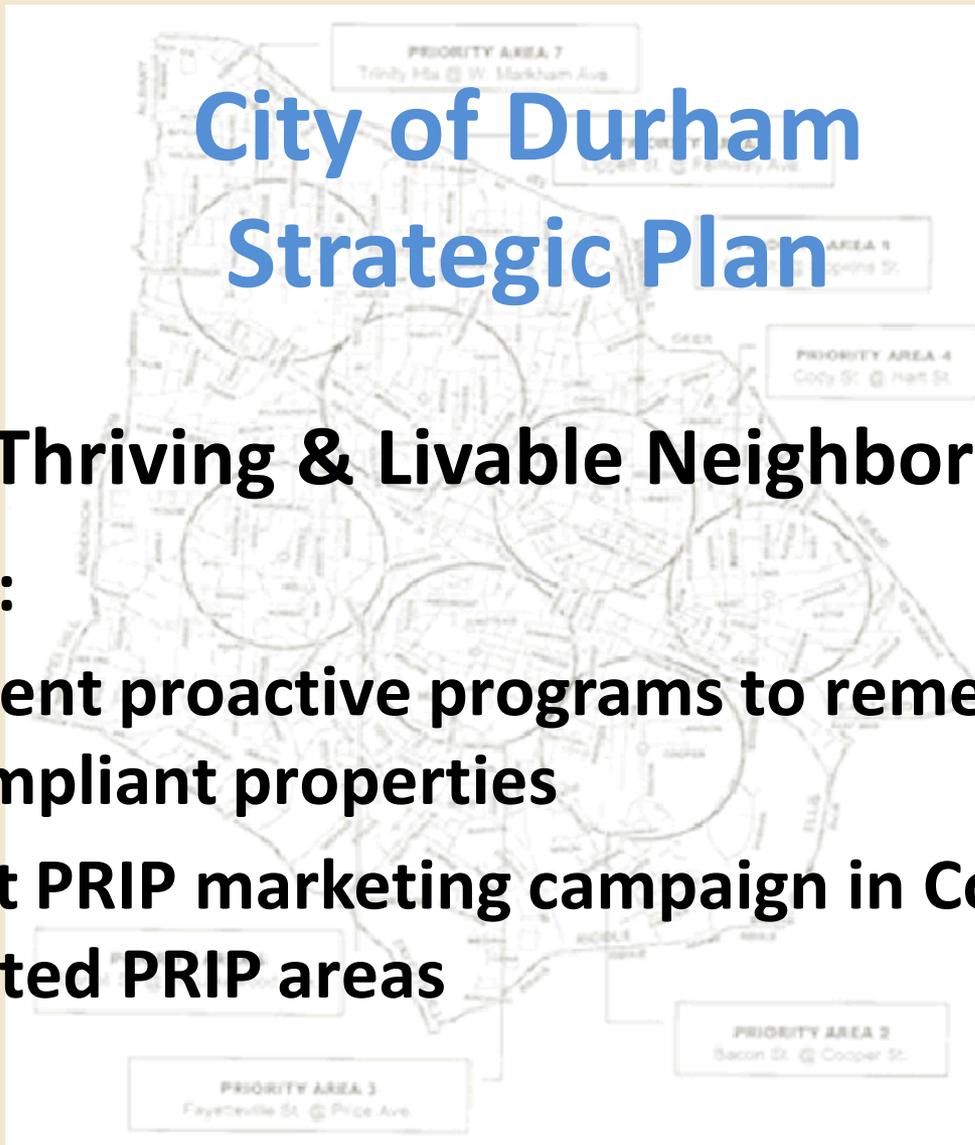


City of Durham Strategic Plan

Goal 3: Thriving & Livable Neighborhoods

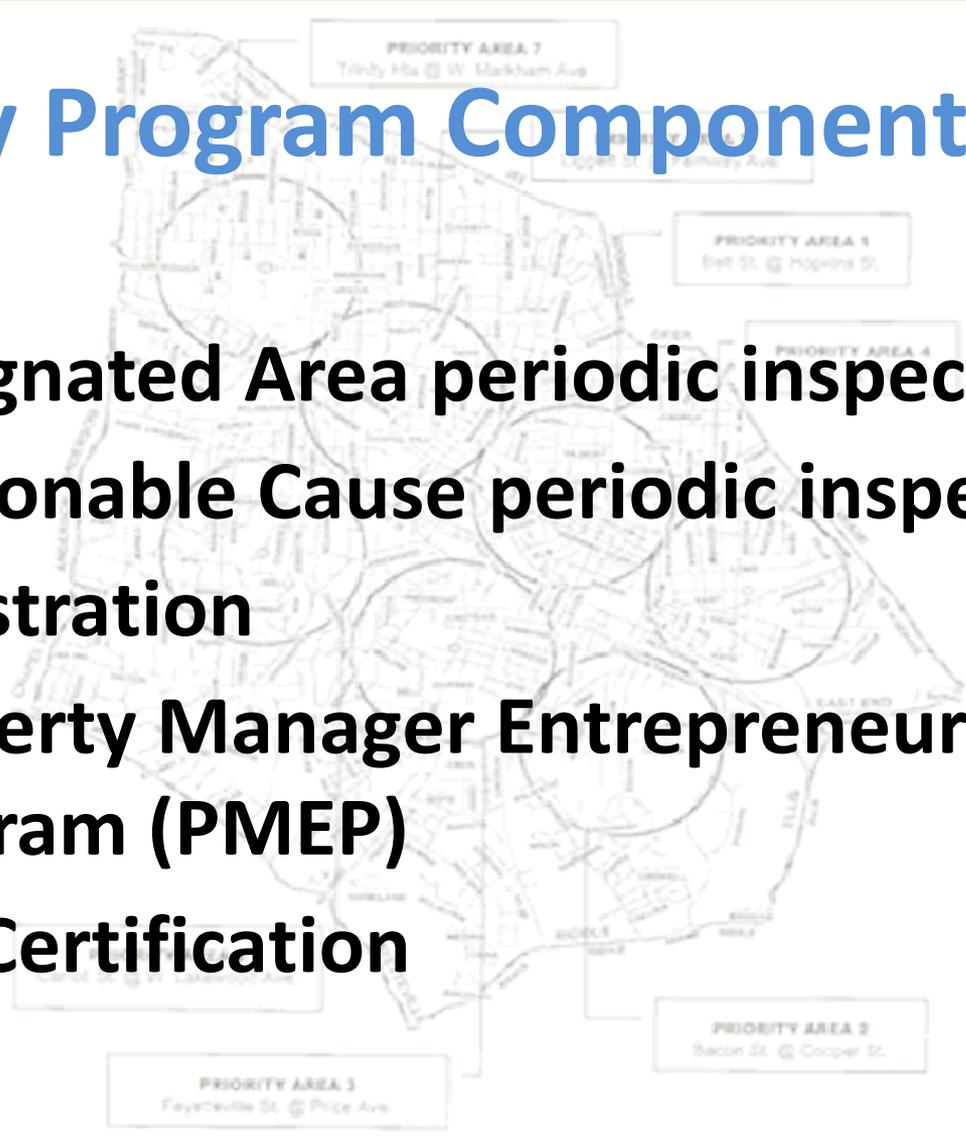
Initiatives:

- Implement proactive programs to remediate non-compliant properties
- Conduct PRIP marketing campaign in Council designated PRIP areas



Key Program Components

- **Designated Area periodic inspections**
- **Reasonable Cause periodic inspections**
- **Registration**
- **Property Manager Entrepreneurial Program (PMEP)**
- **Self-Certification**

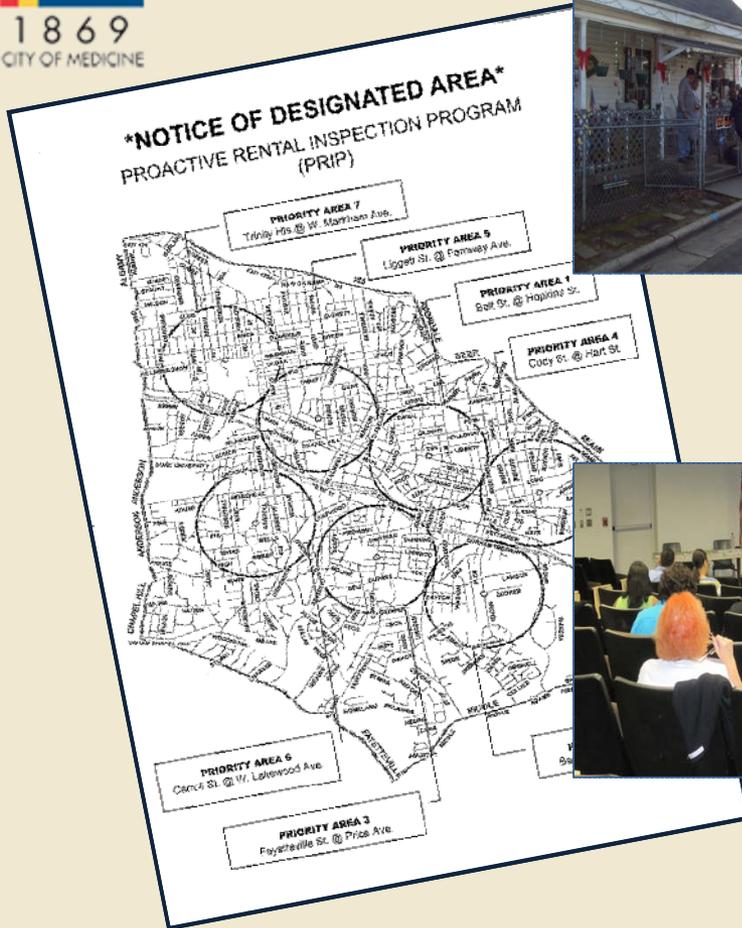


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Outreach



*** PRIP *
Proactive Rental
Inspection Program**

*Help us help you
improve the quality of
your home
making it a safer and
healthier place for you
and your family.*

*Ayúdenos a ayudarle
a usted a aumentar la
calidad de su vivienda
haciéndola un lugar más
seguro y saludable para
usted y su familia.*



**BUILDING SAFE AND VIBRANT
COMMUNITIES TOGETHER
CREANDO COMUNIDADES SEGURAS Y
VIBRANTES JUNTOS**

City Of Durham
Neighborhood Improvement Services

<http://durhamnc.gov/ich/cb/nis/pages/Home.aspx>



Program Launch

May 2012 – Ongoing

OUTREACH EFFORTS

| Activity | Date | Detail |
|---------------------------------------------------------|-----------|-------------------------------------------|
| Newspaper Advertisements, Durham Herald & ¿Qué Pasa? | 5/18/2012 | 2 Full page ads |
| Postcard notification | 6/4/2012 | 19,600 postcards mailed, \$11,000 cost |
| PRIP Overview/Information | ongoing | 10 sessions/142 attendees |
| Kick off session | 5/29/2012 | |
| Realtor/Management Groups | ongoing | 12 informational meetings |
| Door to Door Canvassing | ongoing | 3300 residences |
| PRIP pamphlet distribution | ongoing | 4000+ PRIP pamphlets |
| One on One | ongoing | 1370+ calls, uncounted emails |

Program Launch cont.

May 2012 – ongoing

OUTREACH IMPACT

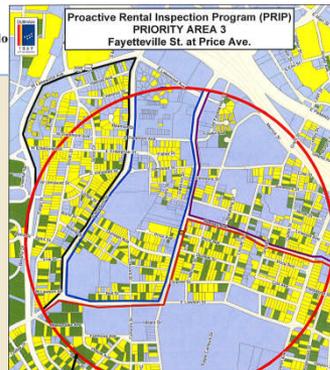
- Market demand
 - ✓ Overwhelming acceptance by residents
 - ✓ Surprising acceptance among properties owners
- Minimal # search warrants required
- Self-Certification - 118 certificates issued, 213 pending
- National Benchmarking/Best Practices requests
- Active participation of respected, successful property managers/owners in PMEP mentoring program

Designated Area Inspections



Si usted tiene problemas leyendo

John Q. Resident
 5555 Anywhere PI
 Durham, NC 27701





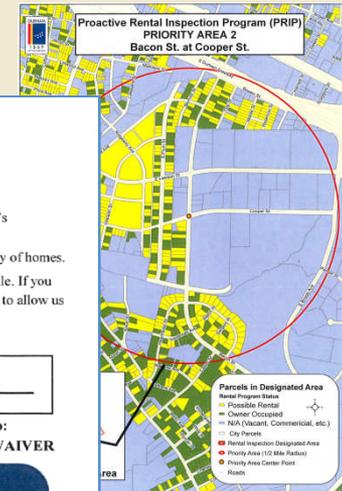
According to our records you live at, or own, a rental property at
101 City Hall Plaza, Durham, NC.
 This property is scheduled to be inspected in accordance with the City of Durham's

PRIP is a mandatory rental inspection program designed to improve the quality and safety of homes.
TENANT: If you cannot be at home at the scheduled time below, please call to reschedule. If you cannot reschedule, you may complete and sign a waiver giving your landlord permission to allow us to inspect your home. Waivers are available by request or on our website.
Your cooperation is greatly appreciated!

Appt date : 2/28/2013 Appt time : 10:30 – 12:00
 range

PLEASE EMAIL nisrip@durhamnc.gov OR CALL 919-560-1647 to:
 • Confirm appointment • Reschedule this appointment • Request a WAIVER

City Of Durham, Neighborhood Improvement Services
 Web: <http://durhamnc.gov/ich>



Top Violations Found

1. Smoke or CO detectors – missing or inoperable
2. Windows – damaged, don't operate properly, and/or excessive air leaks
3. Plumbing leaks
4. Flaking or peeling paint
5. Insect infestation





Measures

July 2, 2012 – Jan 31, 2013

| | Proposed FY13 | July 2012 - Jan 2013 |
|-----------------------------------------------------|------------------|-------------------------|
| # Designated Area Inspections | 5000 | 1965 |
| # Reasonable Cause inspections (city wide) | 700 | 432 |
| % of properties w/ violations (Designated Area) | 75% | 73% |
| % of properties inspected with 3 or more violations | 60% | 41% |
| % of voluntary compliance in Designated Area | 50% | 51% |
| # of Self Certified properties | 750 | 118/213 |

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Appreciable Results





Areas of Opportunity

- 1. New software system, target March 15 - reduce case entry time, consolidate data tracking, and increase efficiency**
- 2. Increase % completion rate of initial inspections**
- 3. Complete field survey of GIS addresses in Designated Area**
- 4. Refine notification methods for efficiency and clarity**
- 5. Develop milestones & staffing strategy for 2 year re-inspection cycle**
- 6. Extension of Registration Grace Period to Dec 31, 2013**
- 7. Complete 7 Priority Area inspections – March 2014**
- 8. Remaining Designated area inspections, Nov 2013 – July 2016**

Program Staff

❖ Code Enforcement Officers

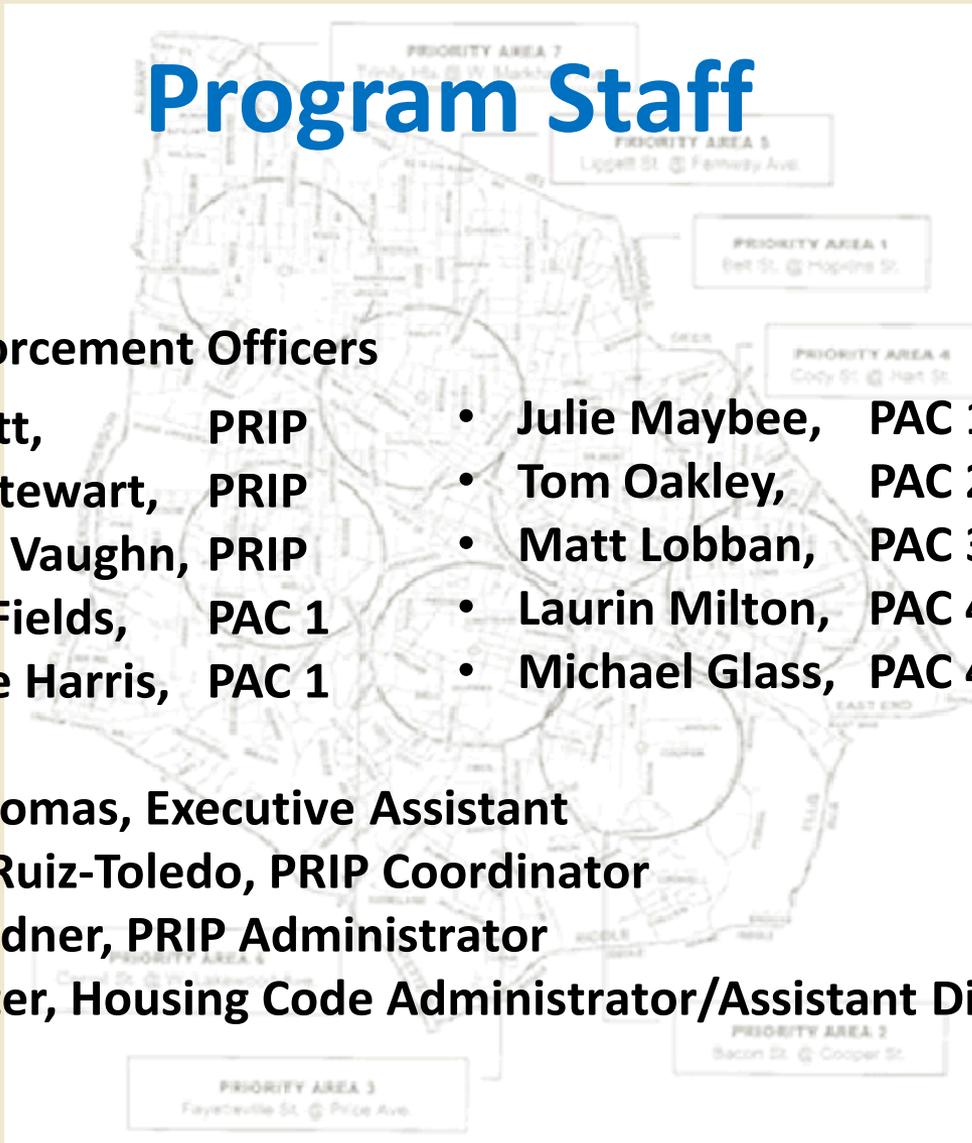
- Cliff Pratt, PRIP
- Randy Stewart, PRIP
- Michael Vaughn, PRIP
- Bennie Fields, PAC 1
- Clarence Harris, PAC 1
- Julie Maybee, PAC 1
- Tom Oakley, PAC 2
- Matt Lobban, PAC 3 & 5
- Laurin Milton, PAC 4
- Michael Glass, PAC 4

❖ Jackie Thomas, Executive Assistant

❖ Rodolfo Ruiz-Toledo, PRIP Coordinator

❖ Faith Gardner, PRIP Administrator

❖ Rick Hester, Housing Code Administrator/Assistant Director



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Questions

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