

Code Enforcement Study Session: Answers to Preliminary Study Questions

What does Code enforcement team do now?

The City of Renton Code Compliance Section resolves complaints regarding violations of the Renton Municipal Code. Complaints investigated come from the public, city staff, and state and county agencies. Our goal is to achieve voluntary compliance in a timely manner, of those complaints found to be valid. In the event voluntary compliance fails, legal remedies are pursued.

What limitations does the Code Enforcement team work with?

Some of the time, when an investigation takes place, we find that no violation of City Code is found. However, there could be something that is annoying a neighbor. If this is not a violation, we close the case. Another limitation is the amount of time that can be devoted to an investigation. We have more than 3,000 requests for service each year, and 4 staff to investigate or respond. Finally, we are working with our legal department to identify codes that need revision to be more effective. Currently, we are looking at property maintenance and outdoor storage issues.

How can Citizens find out what the codes are?

The Renton Municipal Code can be found on the City of Renton's web site at: www.rentonwa.gov. Printed copies of the Municipal Codes can be found at Renton's libraries and at the City Clerk's office which is on the 7th floor of Renton City Hall. If questions arise about a particular violation, citizen's can e-mail (codecompliance@ci.renton.wa.us) or call the Code Compliance reporting line (425-430-7373), and an inspector will respond.

How can the code be improved to better assist the code enforcement process?

We are working with our legal department and other City departments to review and identify areas in the Code that need to be revised to be more effective.

What happens when someone files a complaint?

When a complaint is received (via phone, email, in-person, mail, etc.):

1. The inquiry or complaint is assigned a tracking or "Service Request" number.
2. The Service Request is assigned to an inspector.
3. An inspection is conducted to determine if there is a violation.
4. The inspector notifies the requestor to inform them of the results of the inspection.
5. If the complaint is not valid, the case is closed. If the complaint is valid, the inspector prepares the documents to notify the violator of the corrections required. This document is commonly called an "Order-to-Correct" and requests voluntary compliance within a specified period of time.

6. If voluntary compliance is not achieved, a case report is prepared and sent to the Police Department for a criminal citation to be issued.
7. When the citation is issued the case is processed through the court system for resolution

How does the level of service provided to the Highlands compare to other neighborhoods?

The level of service provided to the Highlands is the same as all other areas of Renton. The City is divided into three areas, including the newly annexed areas, and an inspector is assigned to each area. The City has a lead code compliance inspector who monitors the workload of the inspectors and assists the inspector in that area when the workload requires additional assistance.

What can be done about: poorly maintained properties, litter in residential areas, litter in commercial areas, abandoned shopping carts, junk cars, and noise?

Citizens who observe these conditions should report the problems to the Code Compliance reporting hotline at: **425-430-7373**. This is a 24-hour voicemail system. Or, they may also report violations via e-mail at: codecompliance@ci.renton.wa.us.

Noise that is a public disturbance should be reported by calling **911** when the noise is occurring. Graffiti in progress should also be reported by calling **911**.

Is anything being done to clean up the business in the old fire station?

The business operating at the old fire station is legally operating according to the zoning requirements of the City. The business is monitored frequently to assist the operator to remain in compliance with City codes.

Is anything being done to clean up the trailer park across from Greenwood Cemetery?

The property owner and a developer are working on a redevelopment concept for the site. The City expects an official proposal within the next three months.

What can be done about loose pets or dangerous animals?

Dangerous animals and loose pets should be referred to Animal Control by calling **911**.