



BUILDING DEPARTMENT ENFORCEMENT PHILOSOPHY

“We listen and respond to the voice of the customer; we fully understand that service is an essential ingredient to our customer’s success; we plan and commit to service well ahead of the customer’s need; we listen and respond.”

Action #1 “Develop a violation notification process that invites cooperation.”

Action #2 “Violations should be resolved in a consistent and fair manner by cooperating with, and assisting the offending party first.”

Prior to enforcement steps being initiated, all attempts to work with the violator should be exhausted.

Action 2 motto: “Our profession properly exercises discretion”

Action #3 “The quality of the service we provide is as important as the quantity of inspections done.

It is the goal of all enforcement personnel to provide accurate and consistent plan reviews, inspections and ordinance enforcement while being helpful and fair, and using reasonable judgment to accomplish compliance with all codes and ordinances.

Action 3 motto: “Meticulous without being ridiculous.”

Action #4 “Personal contact with both parties in a complaint should be done wherever possible.”

Action 4 motto: “Communication without procrastination”

Action #5 “Communication between the Building Department staff and residents, neighborhood associations, and the business community are encouraged in order to maintain a cooperative relationship.”

Action #6 “Inspectors should maintain a high level of self-initiated complaints in their assigned areas.”

Action 6 motto: “Don’t hesitate; self initiate”

Action #7 “Investigate complaints within 24 hours of receiving complaint.”

Action 7 motto: “Don’t let it sit; take care of it”

