

**Date:** September 22, 2021

**To:** Mark Israelson, City Manager  
Jack Carr, Deputy City Manager – Development Services

**From:** Lori Schwarz, Director of Neighborhood Services

**Subject:** Neighborhood Services Department Overview

**Purpose**

This document is prepared to provide an overview of the Neighborhood Services department. The vision, mission, strategies and actions are outlined as a framework for departmental activities and programs.

**Background:**

Plano experienced tremendous growth from the 1970s through the 2000s, resulting in half of our homes being 28 years and older. Much of our building stock, both residential and commercial, is starting to have a decline of major systems, such as air conditioning units, roofing, and plumbing. There is also a need for interior and exterior building renovations, to keep up with changing market preferences.

The Neighborhood Services department was created in 2015, by combining the existing Property Standards Department with the Neighborhood Planning and Community Services divisions of the Planning Department. City Manager Bruce Glasscock's goal in creating our department was to focus efforts on neighborhood revitalization and to develop innovative programs and initiatives to address the needs of our maturing community.

**Neighborhood Services Staff:**

There are over 50 staff in our three divisions, as well as an administrative support team.

- The Neighborhood Planning team is now known as [BEST Neighborhoods](#). BEST is an acronym that stands for Beautiful, Engaged, Safe and Thriving. The BEST Neighborhoods team coordinates engagement with Plano neighborhoods to improve communication and enhance quality of life for citizens. Programs focus on neighborhood revitalization efforts as well as capacity building for neighborhood groups.
- Our [Community Services](#) division administers home repair programs as well as other housing programs funded by the City's general fund and federal grants, including those that assist people experiencing homelessness. This team also supports the Community Relations Commission, which reviews local and federal grant allocations to social service providers serving Plano residents. The City's Day Labor Center provides an organized, safe venue for contractors and homeowners to engage in temporary labor placement and is staffed through the Community Services Division.
- The City's primary code enforcement team is our [Property Standards](#) division. Compliance actions for conformance with zoning ordinances and property maintenance codes relating to public nuisance and structural integrity are a primary role of the Division. The Property Standards

Division also oversees the Multifamily and Hotel/Motel Registration and Inspection Programs. There are also assistance programs managed by the Property Standards team that provide some compliance support to residents through volunteers and grants.

### **Strategic Approach:**

In the last six years as the Neighborhood Services team, we have administered award-winning programs such as Love Where You Live and the Great Update Rebate. We were also named the 2019 Code Enforcement department of the year by the American Association of Code Enforcement. The following is a brief overview of our programs, which explains how each fits into our Mission:

### ***Connecting Community Needs with Community Resources***

Our Mission helps the Neighborhood Services team to reach the lofty vision of having the most desirable neighborhoods in the nation – not just Texas. However, our team also needed to connect to why we do the work that we do. Our team-created "Why" statement is:

***To create HOPE and propel positive change so that people are proud to call Plano home!***

Neighborhood Services has four strategic pillars of actions - Help, Outreach, Partner, and Enforce. These spell the acronym HOPE, which ties back into why our staff feels our work is so important to the community. All of the Neighborhood Services programs and initiatives are structured within these service pillars and departmental divisions work across each of these areas.

### **Strategic Action Pillar: HELP**

HELP includes actively using our incredible volunteer base, including residents, civic organizations, faith-based groups and business volunteers.

- One of our most popular and well-known programs is [Love Where You Live](#), which just concluded its tenth year. Love Where You Live combines physical transformation with social transformation as the BEST Neighborhoods Team works with neighborhood leaders over the course of a year. Through monthly resident meetings and two service days, we identify resident leaders, strengthen communities and re-instill a sense of pride where our residents can once again love where they live. Since its inception, the LWYL program has completed minor home repairs for over 450 households, with the help of almost 9000 volunteers.
- [CARES](#), or Code Abatement by Residents Engaged in Service, expands the volunteer opportunities of Love Where You Live across the city. CARES is part of "Our Taking Care of Each Other, Taking Care of Our Community campaign" that allows community partners to donate time or resources to help their neighbors with property maintenance issues. On the second Saturday of each month from March through November, community volunteers help homeowners that need assistance with resolving property maintenance violations. The need is based on financial or physical hardships that are verified through an application process. Program recipients also must reside in a low-to-moderate income area or be at least 62 years of age. Typical CARES Projects are landscaping, trash removal, painting of the residence, replacement of exterior trim, and fence repair. Funding for project materials is solely from donations and grants.
- Another avenue to help our community is through the Point In Time Count, which takes place each January, across the United States, to provide a census of homeless individuals. Our department works cooperatively with the Police Department to coordinate the Point in Time Count in Plano with approximately 150 volunteers.

- We continue to identify more ways for our residents and businesses to help those in need in our community. Our [Good Neighbor Volunteer program](#) is being further developed to provide avenues for those that are interested in assisting with property maintenance as well as outreach to their fellow citizens.

### Strategic Action Pillar: OUTREACH

A significant portion of Neighborhood Services work is in OUTREACH to residents and community partners with knowledge and resources.

- An easy way to learn more about our departmental programs and educational opportunities is by subscribing to our bimonthly e-newsletter, [Building BEST Neighborhoods](#). The e-newsletter includes articles on seasonal property maintenance issues, program spotlights, ways to connect with your neighbors, and special articles highlighting other departments' events.
- Neighborhood Services actively seeks outreach opportunities through trainings, information tables at community events, and neighborhood meetings. One way for neighborhood groups to connect with the City is to become a registered neighborhood group through the ["Get on the Map, Y'all"](#) initiative. A group does not have to be a formal or mandatory homeowners' association to be registered – voluntary neighborhood groups, crime watch groups and multifamily resident groups can register to gain access to specific programs and educational opportunities.
- One of those educational opportunities is [NeighborsConnect](#). This program provides roundtables and workshops to help neighborhood groups build social connections as well as increase their technical abilities in managing their groups. Workshop topics include planning great community events, creating inclusive communities, and peer-to-peer learning opportunities. A virtual BEST Break held twice a month, provides opportunities for learning more about City departments and programs with the ability to interact with speakers and peers.
- There are also more formal educational opportunities for those neighbors serving on their community's resident boards. Resident leadership is one of the City's major neighborhood revitalization strategies, so we are always looking for ways to best equip these leaders and build the capacity of our neighborhood groups. We partner with the cities of Rowlett and Garland to provide an annual [HOA Legal Clinic](#) as well as an annual Neighborhood Summit for regional training of neighborhood leaders with topics specific to their needs.
- The [Neighborhood Leadership Academy](#) is a free, year-long, program developed to support and enhance five neighborhood groups annually that are looking to make a greater community impact. The Academy is open to active voluntary Homeowners Associations, Neighborhood Associations, and Crime Watch groups. Neighborhood groups work together to identify a neighborhood project and are encouraged to collaborate between scheduled sessions.
- One of our most popular educational opportunities is the [Property Maintenance Workshops](#). These workshops educate property owners on the general upkeep and regular maintenance requirements of homes. Topics include: exterior property maintenance such as tree trimming, foundation and gutter maintenance, as well as plumbing, electrical HVAC and hiring a contractor. Workshops are typically offered four times a year to all residents and are provided at no cost. There are also specialty property maintenance workshops, including: Spanish language, women only, and aging-in-place.
- The Property Standards team also provides monthly property maintenance tips on the popular NextDoor platform as well as fun, short videos, known as [Property Maintenance Minutes](#), which highlight common violations and how to best resolve them.

- For those who do not yet own a home but are interested in purchasing, our Community Services team has monthly [First Time Homebuyer](#) classes. These classes discuss credit building strategies, home inspections, insurance, lending and other valuable information to equip potential owners with the knowledge to navigate the home buying process. Once you have completed this class, you have fulfilled one of the requirements to participate in the First Time Homebuyer Assistance Program, which partners with low to moderate income households by providing up to \$55,000 for down payment and closing costs in deferred payment loans.

#### Strategic Action Pillar: PARTNER

Neighborhood Services will PARTNER with residents, neighborhood groups, and organizations to take action and achieve a greater impact in the community. The majority of our initiatives and programs fall under our Partner action pillar.

- One of our most popular programs is the [Pop-Up Party Trailer](#), which is available specifically for neighborhood-wide block parties and provides everything for a block party except the neighbors. Reserving the trailer is free for all neighborhoods that are registered with the City. We also offer a Pop-Up-Theater for residents to enjoy movie or game nights with their neighbors.
- There are also several grant opportunities for registered neighborhood groups. The [Neighborhood Vitality and Beautification grants](#) are an incentive for neighborhood groups to invest in their community and improve public areas adjacent to their neighborhoods. These matching grants of up to \$10,000 are provided to help build strong relationships around a community-driven beautification project. We also have mini-grants up to \$500 for voluntary neighborhood groups that are looking to build or strengthen neighborhood involvement through increased outreach and building collaboration among residents.
- The [BEST Neighborhoods Designation](#) program recognizes neighborhoods that have gone above and beyond to create a community that is Beautiful, Engaged, Safe, and Thriving - BEST! Applications are accepted on an annual basis in October from resident groups who are working collaboratively to create strong neighborhoods that make Plano a desirable place to live, work, and play. BEST Neighborhoods are recognized at three levels: Silver, Gold, and Platinum. All awardees receive mention of designation status on the City website, a file image of designation status to be used for neighborhood websites, newsletters, and internal publicity. Platinum awardees also receive two neighborhood street signs and are recognized publicly at a City Council meeting. All designation levels are valid for five years from the time of award.
- We also partner with property owners in maintaining their homes and businesses. Opened in 1994, the Plano [Day Labor Center](#) recently celebrated its 25<sup>th</sup> anniversary of providing an organized and safe venue for contractors, including home and business owners, to engage in the temporary labor placement process. Workers abilities range from unskilled manual labor to specialties such as landscaping, restaurant work, cleaning and construction trades. Hourly rates, job specific requirements and transportation arrangements are negotiated between the Contractor and Laborer prior to leaving the Center.
- Another very popular program is the [Great Update Rebate](#), which received the US Conference of Mayors' City Livability award in 2016. The program was created to assist Plano homeowners with the financial burden of caring for older homes in our community. Homes must be 35 years or older and meet certain market value thresholds. Eligible projects can receive up to a \$5000 rebate for improvements to a home. Residents can enter their address on our interactive map to see if their home qualifies. The City's [Smart Energy Loan](#) program is also available to assist with energy-efficient home improvements.
- While the vast majority of property owners and residents want to keep their homes well-maintained, others struggle due to physical, medical or financial limitations. Neighborhood Services has a number of programs designed to assist our residents and property owners through



these difficult times. Our [Housing Rehabilitation and Emergency Repair](#) programs are federally funded and available to assist with housing repairs to eligible, income-qualified Plano families who own and occupy their homes. The housing repairs are provided in the form of partially forgivable loans, while the Emergency repairs are provided as a grant.

- The Tree and Fence Maintenance Assistance Programs assist qualified applicants with major tree trimming or removal as well as major fence repair or replacement. Due to the high skill and high cost of the work to be completed, we utilize grant funds to engage contractors to remedy property maintenance violations. Plano CARES also has a [Tool Lending](#) program that will loan landscape maintenance equipment such as lawn mowers, weed eaters, hedge clippers and pole saws to qualified residents who have the ability to do the work but do not have the necessary tools.
- Our Community Services Division also supports social service needs within our community by administering both US Housing and Urban Development Department federal grants and the local Buffington Community Services Grants through our [Consolidated Grant Process](#) to help fund nonprofit agencies serving Plano residents. Our department has also expanded services to address [people experiencing homelessness](#). The Rapid Rehousing programs and Tenant-based Rental Assistance programs are used to assist homeless households in obtaining housing. In addition, our Homelessness prevention program provides limited rent and utility assistance to help prevent homelessness.

#### Strategic Action Pillar: ENFORCE

Finally, we enforce City Council adopted codes and ordinances to preserve property values and ensure the health, safety and welfare of the community.

- The Property Standards Division inspects residential, commercial and industrial districts for compliance with [city codes](#), zoning ordinances and other applicable property use and maintenance regulations. This team is not referred to as Code Enforcement but rather as Property Standards. This decision goes back to 1988 and reflects the focus on compliance instead of enforcement. Property Standards better describes the City of Plano's focus on excellence and an increased quality of life for residents.
- There is a team of 18 Property Standards Specialists that have assigned [geographic districts](#) where they are responsible to respond to any complaints and to conduct proactive inspections for all residential, commercial and industrial properties. Four additional Specialists focus on inspections of existing [Multifamily development](#) and [hotels](#) that are five years or older. All Property Standards Staff are State of Texas Certified Code Enforcement Officers and over 60% also have their Zoning Inspector and Property Maintenance and Housing Inspector certifications.
- Complaints are received in a variety of ways, including via the Fix-it Plano App, city website, email and phone and comprise from 20% - 25% of all identified violations. The remaining 75% - 80% are proactively identified by daily inspections of neighborhoods and commercial areas.
- The Plano residents have an incredibly high voluntary compliance rate of 95%. Many of our assistance programs help keep our voluntary compliance high because these owners have reached out for help if they are unable to address the violations that have been identified. For those that do not address the violations after receiving notice, abatement through a City contractor will bring another 4% of those properties into compliance. Only 1% of cases move forward into the Municipal Court process.

Our unique approach to first Help, Outreach, and Partner - before moving into enforcement activities - has also been recognized on the national level. In 2019, the Property Standards Division received numerous accolades, including receiving the Innovative Code Program Award for Plano CARES and becoming the first City accredited by the American Association of Code Enforcement.

For more information regarding the Property Standards Division, the April 26, 2021 City Council Preliminary Open Meeting memo and presentation is included as an attachment.

### **Conclusion**

Through our innovative programs, the Neighborhood Services team is focused on:

- Engaging our citizens in proactive and positive ways; determining the true factors that are affecting neighborhood vitality;
- providing effective programs that help solve community problems;
- preserving property values; and,
- ensuring safe housing for all.

### **Attachments:**

City Council Neighborhood Services Department PowerPoint Presentation, September 27, 2021  
City Council Property Standards Overview Memo and PowerPoint Presentation, April 26, 2021



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# Neighborhood Services Department

## FY2020-21 Community Impact

Lori Feild Schwarz, AICP  
Director of Neighborhood Services

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September 27, 2021 City Council Preliminary Open Meeting

# Neighborhood Services Department

\* BEST Neighborhoods +Community Services \* Property Standards\*

**H O P E**

**HELP • OUTREACH • PARTNER • ENFORCE**

We create **H O P E** and propel positive change so  
people are proud to call Plano home.



# 2021 City Council Strategic Vision



## Welcoming and Engaged Community

- Foster a sense of community through social awareness
- Build inclusion through diversity and multi-cultural outreach
- Nurture a spirit of giving back and volunteerism

**Help  
Outreach**

**Partner  
Enforce**



## Safe, Vibrant Neighborhoods

- Collaborative public safety
- Housing affordability
- Quality standards
- Enabling investment partnership



## Residential and Commercial Economic Vitality

- Business retention and attraction
- Diverse employment options for residents
- Pursue public-private partnerships
- Rejuvenate aging areas

**Help  
Outreach  
Partner  
Enforce**



## Excellent, Innovative and Accountable City Government

- High-quality, responsive services
- Well-maintained city
- Responsible financial policies and practices
- Developing and implementing innovative solutions
- Attract, develop and retain engaged employees



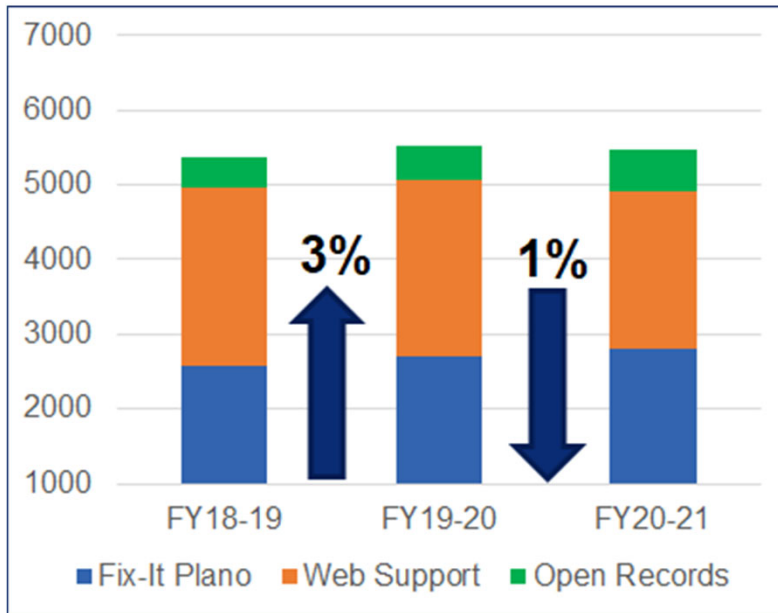


# CUSTOMER SERVICE

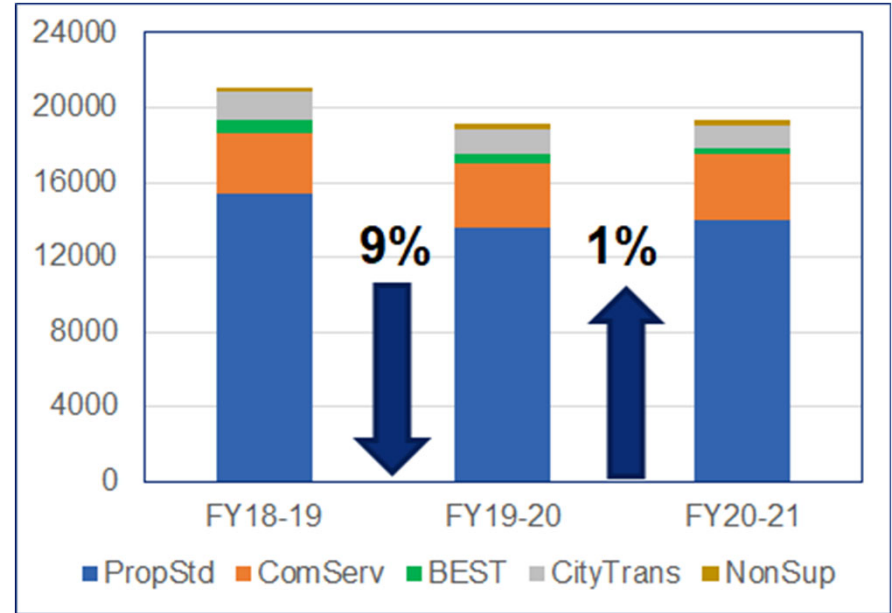
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Customer Satisfaction

Web-Based Request Volume

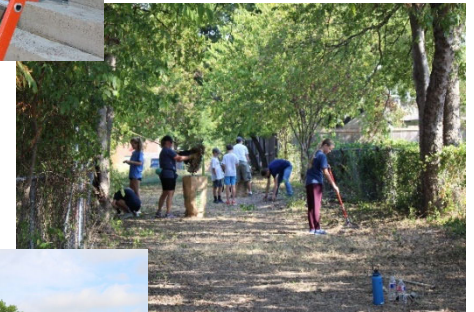
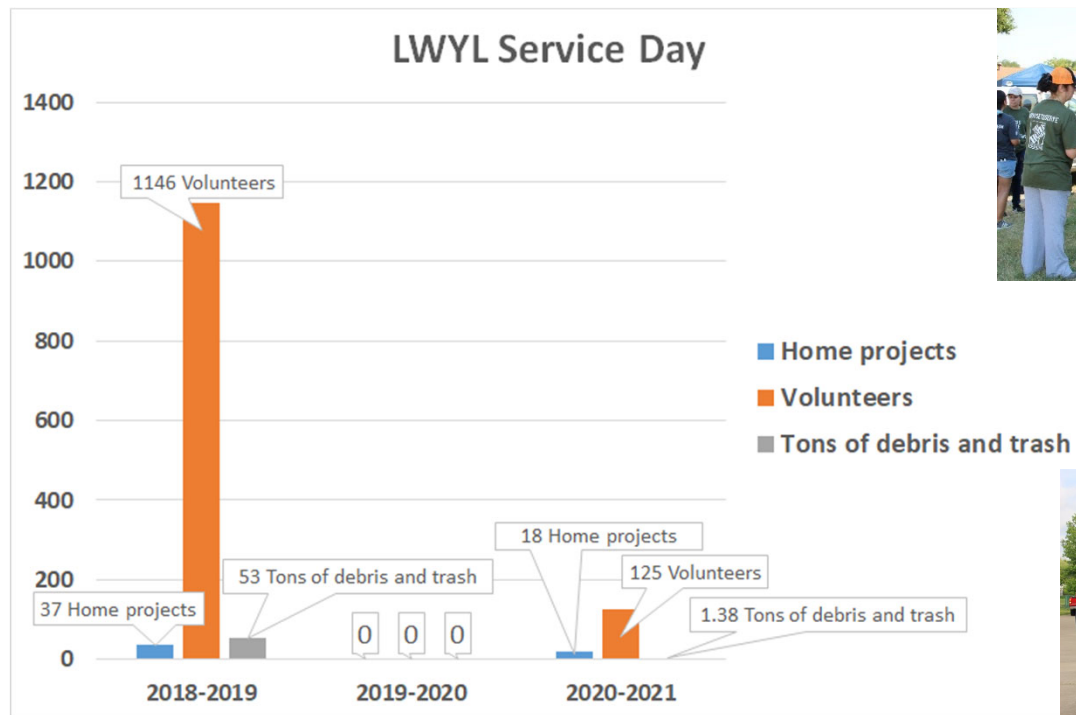


Incoming Call Volume



# HELP

We **HELP** meet the needs of residents by enlisting volunteers.



# HELP



Coming Soon:  
**Code Champions**



★  
*Taking Care  
of Each Other,  
Taking Care  
of Our Community.*



# HELP

9

**Projects Completed**



1

**Ton of  
Debris**



**Code  
Abatement by  
Residents  
Engaged in  
Service**

13

**Volunteers**

35

**Volunteer Hours**



# HELP

## Inclement Weather Sheltering

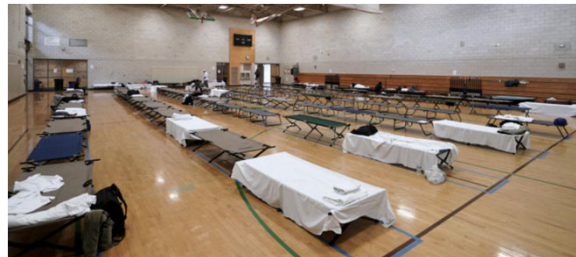


**Plano Event  
Center: Day**

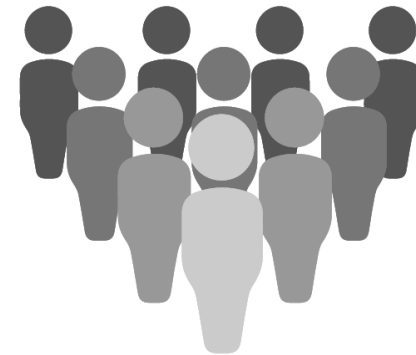
**98**

**POWS: Night**

**117**



## Point in Time Count: Homeless Census



**Unsheltered 127**

**Sheltered 89**





# 2021 City Council Strategic Vision – Help



- **Foster a sense of community**
- **Build inclusion**
- **Nurture a spirit of giving back and volunteerism**



- **Business retention and attraction**
- **Public-private partnerships**
- **Rejuvenate aging areas**



- **High quality, responsive services**
- **Well-maintained city**
- **Innovative solutions**
- **Engaged employees**



# OUTREACH

We provide **OUTREACH** to residents and community partners with knowledge and resources.

**10** Homebuyer Education Classes

**10** Love Where You Live meetings ↓ by 2

**47** Community Meetings ↑ by 13

**135** Participating Neighborhoods ↑ by 7



# OUTREACH: New initiatives/programs



- QR code used to increase survey response rate to over 644%
- Placed 10 signs in English and Spanish along Chisolm Trail and Cheyenne Park



- New virtual programming series introduced during the pandemic
- Held 1st and 3rd Wednesdays at noon

 **Unique neighborhoods reached from 62 to 102.**



# OUTREACH



**Bi-Monthly E-Newsletter**

**Current  
Subscribers** **3128**  by 1086

**37%**

**Open Rate**

**Click Rate**

**15%**



# OUTREACH

Registered  
Neighborhoods

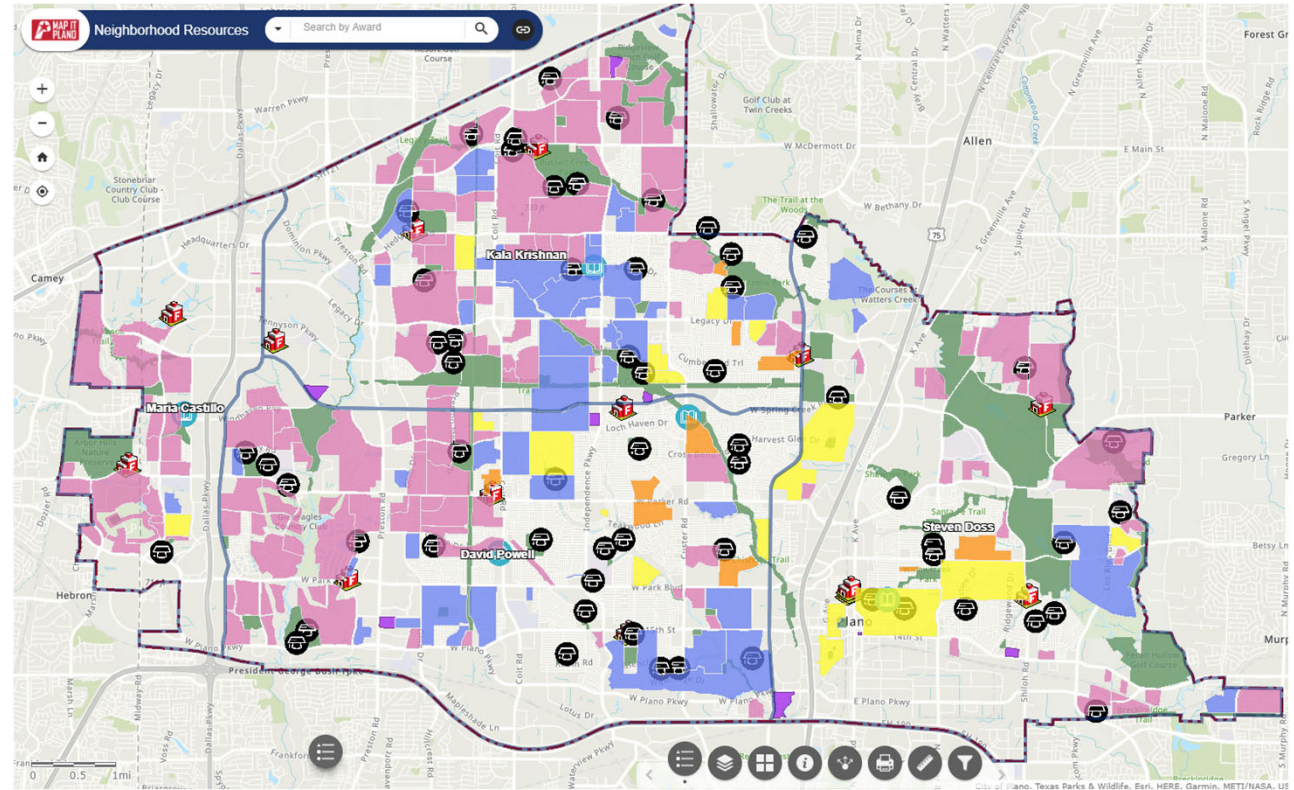
232

↑ by 6

Multifamily  
Communities

11

↑ by 3





# OUTREACH



Roundtables and workshops to help neighborhood groups grow social capital and technical capacity.

## 1 Neighbors Connect:

- Neighborhoods USA Conference and Setting up Annual Neighboring Goals

**6** unique neighborhoods

**11** resident attendance



## 22 BEST Breaks:

- Burglary Prevention
- Emergency Preparedness
- City Budget Overview and more!

**102** unique neighborhoods

**288** resident attendance

# OUTREACH:



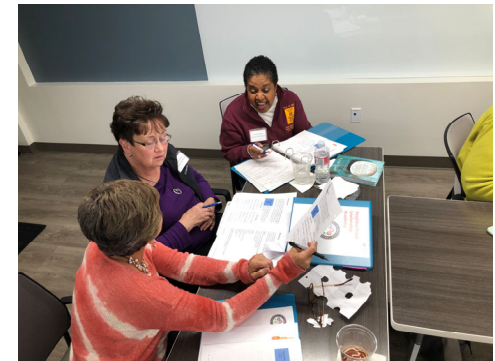
7

Total Neighborhoods graduated to-date

25

Total Resident Leaders to graduate to-date

- Year-long neighborhood leadership program for voluntary neighborhood groups to meet once a month to discuss topics such as:
  - Assessing Strengths and Gaps
  - Mission, Vision, and Value Statements
  - Community Organizing and Resident Engagement
  - Diversity and Inclusion
  - Finding and Using Community Assets



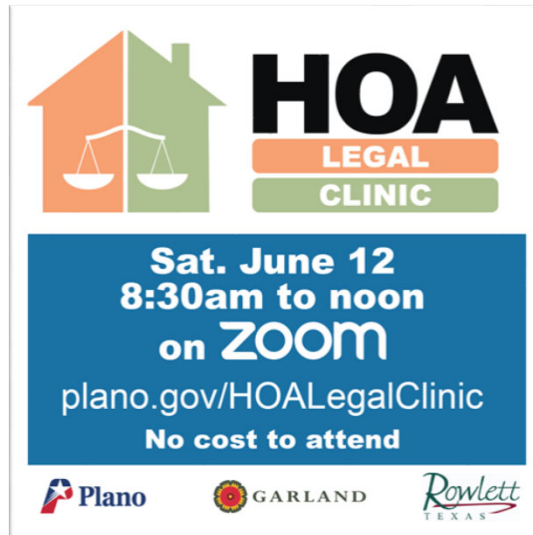
# OUTREACH

38

Plano leaders

27

Neighborhoods



21

Plano leaders

15

Neighborhoods

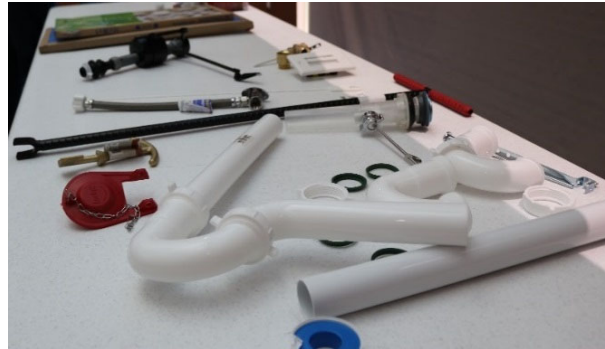


# OUTREACH

2

## Workshops

- Virtual
- Social distanced



43

## Resident Attendees

### 2022 Specialty Workshops:

- Women-focused



Learn more about the importance of maintaining your home and get helpful tips!



# OUTREACH



## Property Maintenance Videos

- Sidewalk Debris
- Bulky Waste
- Fence Maintenance
- Holiday Lights
- Tree Trimming (Coming Soon)





# 2021 City Council Strategic Vision – Outreach



- **Foster a sense of community**
- **Build inclusion**
- **Nurture a spirit of giving back and volunteerism**



- **Business retention and attraction**
- **Public-private partnerships**
- **Rejuvenate aging areas**

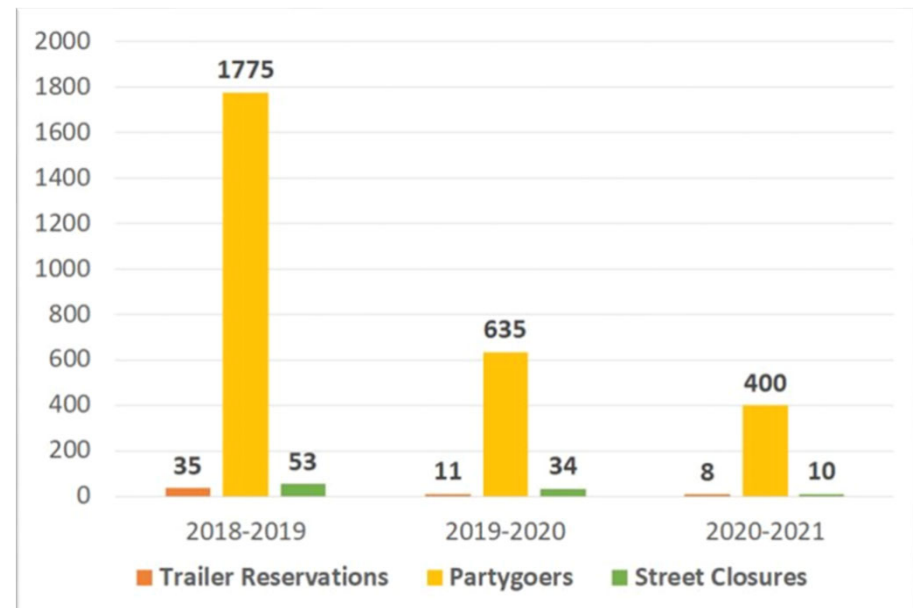


- **High quality, responsive services**
- **Well-maintained city**
- **Innovative solutions**
- **Engaged employees**



# PARTNER

We **PARTNER** with residents, neighborhood groups, and organizations to take action and achieve a greater impact in the community.



# PARTNER



↓ by 9 **44** Beautification Projects

New applicants **43%** ↑ by 23%

**\$250,287 Total Value**

**\$322,981 Match by the City**

**\$573,268 Total Improvements**

★ Special NVBG grant cycle was created to assist neighborhoods with the February 2021 Winter Storm damage.



# PARTNER



Mini-grants, up to \$500 to help voluntary neighborhood groups grow and maintain their membership.

## Mini Grants Approved

8

↑ by 4





# PARTNER



Forest Creek North III & IV (2018)  
Estates of Forest Creek (2017)  
Forest Creek Estates (2017)  
Glenhollow Estates (2017)  
Country Place (2016)  
Kings Ridge (2016)  
Lakeside on Preston (2016)  
Whiffletree V, VI, VII (2016)



Avignon Windhaven (2019)  
Shoal Creek (2018)  
Glenhollow Estates North (2017)  
Harrington Homeplace (2017)  
Park Bridge (2017)  
Deerfield (2016)  
Highlands North Plano (2016)  
Highlands of Russell Park (2016)  
Windhaven Farm 1 (2016)



Glen Meadows (2016)

**\*\* BEST Designation  
Program paused during  
pandemic.**

**\*\* New application cycle  
opened September 2021.**



# PARTNER



107

Projects  
Completed

\$3.5M

Homeowner  
Project Costs

\$4,673

Average Rebate

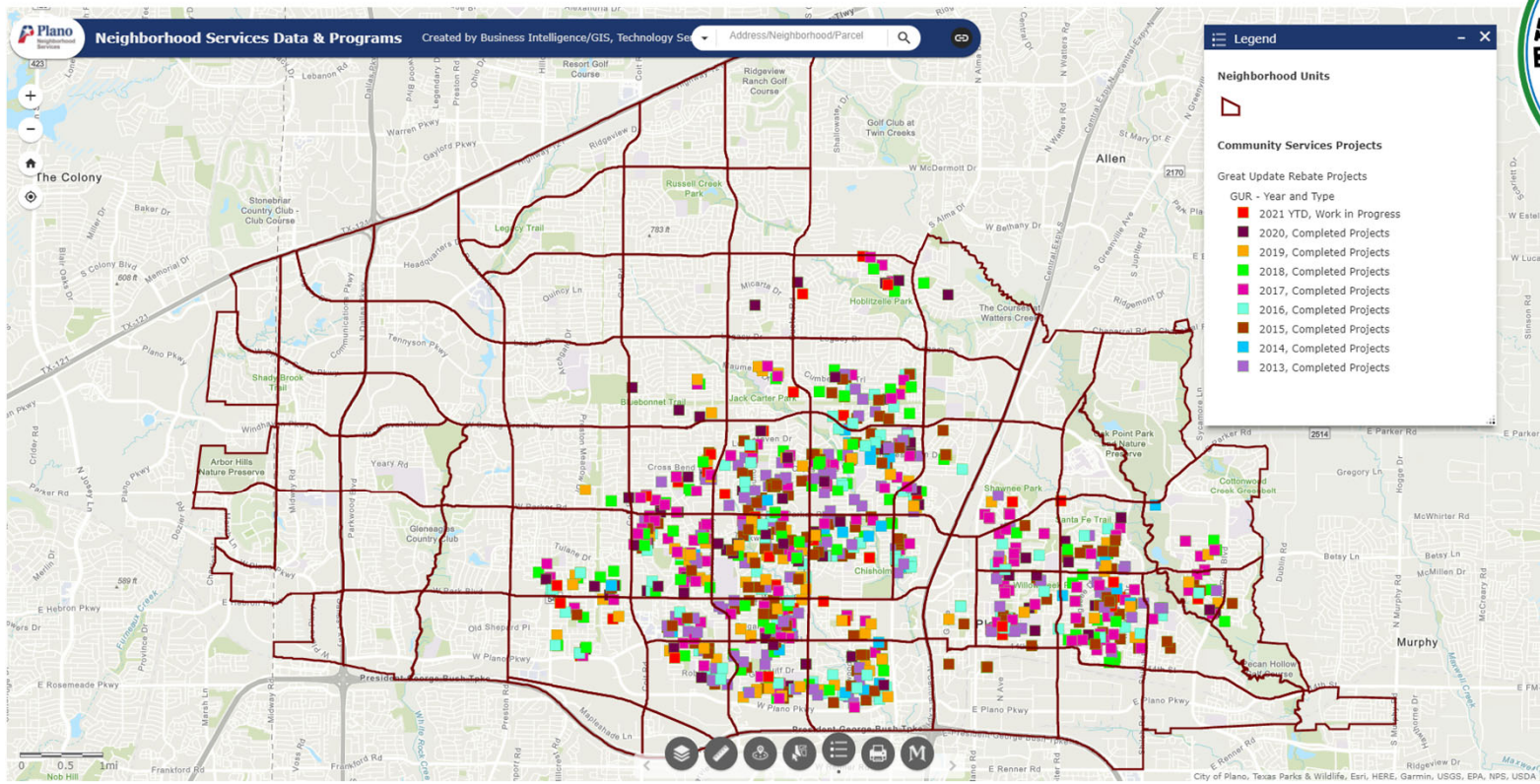


## \$26.9 Million in Home Improvements





# PARTNER



# PARTNER

5,021

Annual  
Contractors

Laborer  
Placements

7,600

46%

Laborers Placed



## PARTNER

### \$25 Million in Grants

Including Federal Pandemic Relief



**21**

**Agencies Funded**

**1,746**

**Financial Housing  
Assistance**

**3,532**

**Individuals Assisted**

**20**

**Small Business**

**20**

**Households Helped**

**3**

**First Time Homebuyers**





# PARTNER



**20** Projects Completed



# PARTNER



## Rapid Rehousing Program

14 people housed

1502

↑  
711%

Connection to services through NSD



## Tenant-based Rental Assistance Program

7 people housed

287

1,746

Sheltered through City grant funds

Homelessness Prevention Program



## PARTNER: New initiatives/programs





# PARTNER: New initiatives/programs

## Tool Lending Program:

- Mowing and weedwhacker
- Tree trimming saws and pole saws
- Video Tutorial on use
- COVID 19 cleaning protocols



8

**Projects Completed**



**Code  
Abatement by  
Residents  
Engaged in  
Service**



# 2021 City Council Strategic Vision - Partner



- **Collaborative Public Safety**
- **Housing affordability**
- **Quality Standards**
- **Enabling investment partnerships**



- **Business retention and attraction**
- **Public-private partnerships**
- **Rejuvenate aging areas**



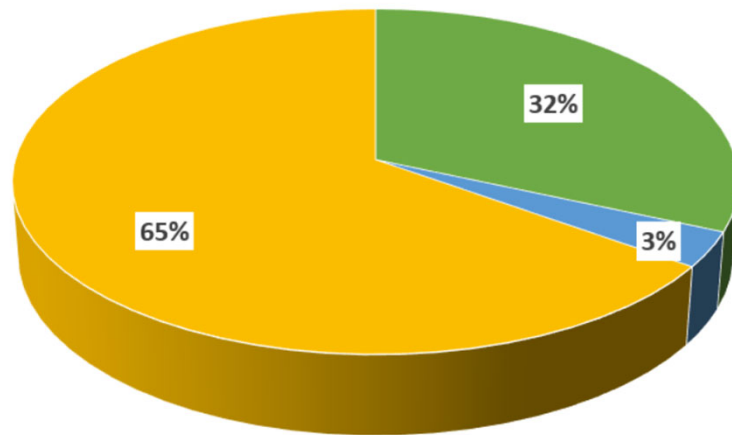
- **High quality, responsive services**
- **Well-maintained city**
- **Responsible financial practices and policies**
- **Innovative solutions**
- **Engaged employees**



# ENFORCE

We **ENFORCE** City Council adopted codes and ordinances to preserve property values and ensure the health, safety and welfare of the community.

**3916** Complaints Received



**35%** Fix-it Plano

**14%** Website

**28%** Anonymous

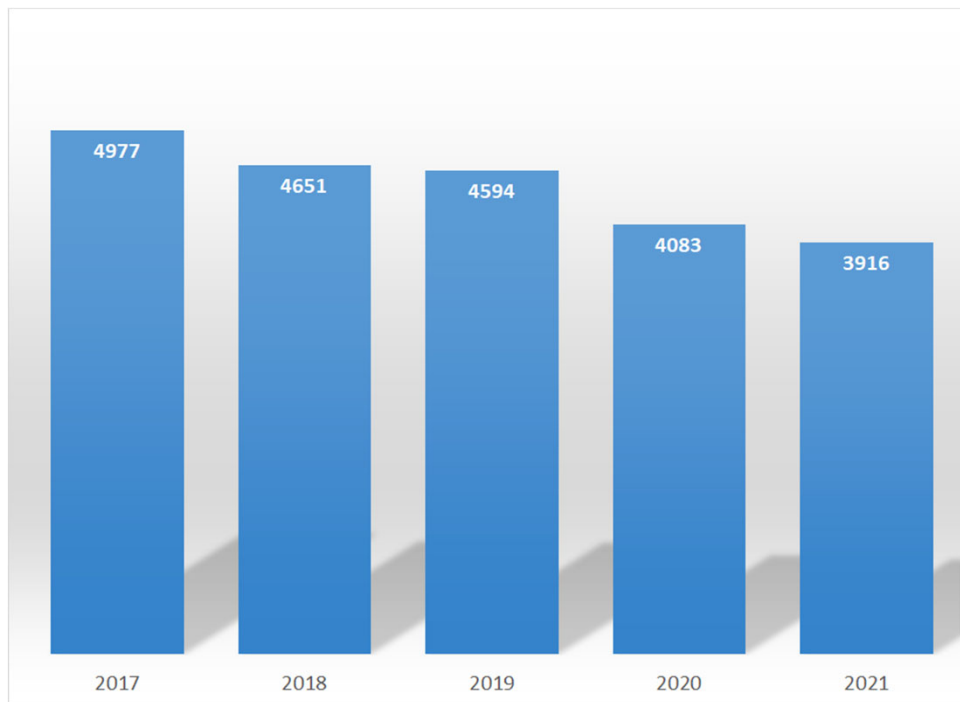
■ No Violation Found

■ Department Transfer

■ Violation Identified



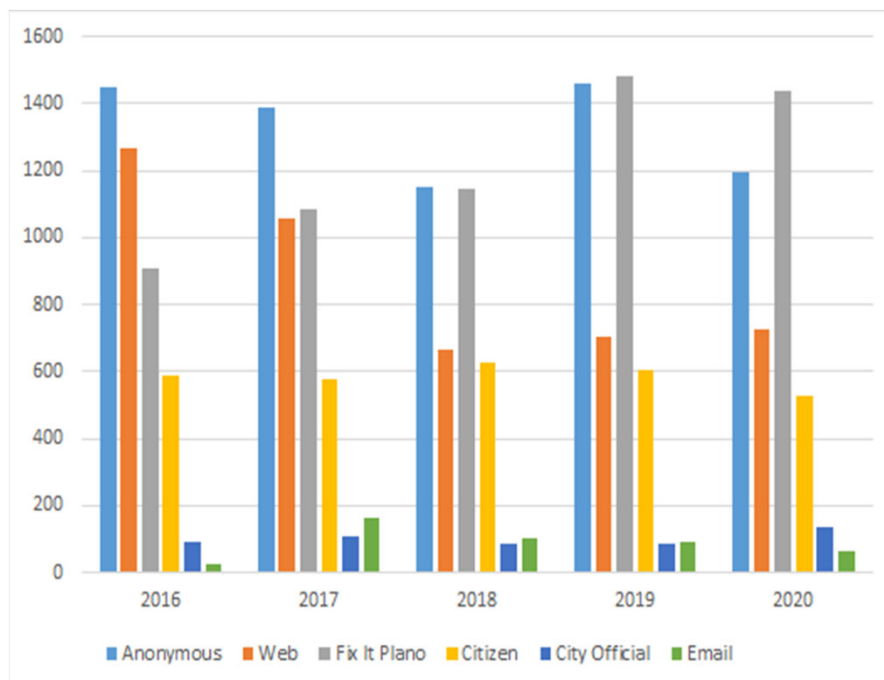
# ENFORCE



**20%**  
**Reduction  
In Complaints**



# ENFORCE



17%

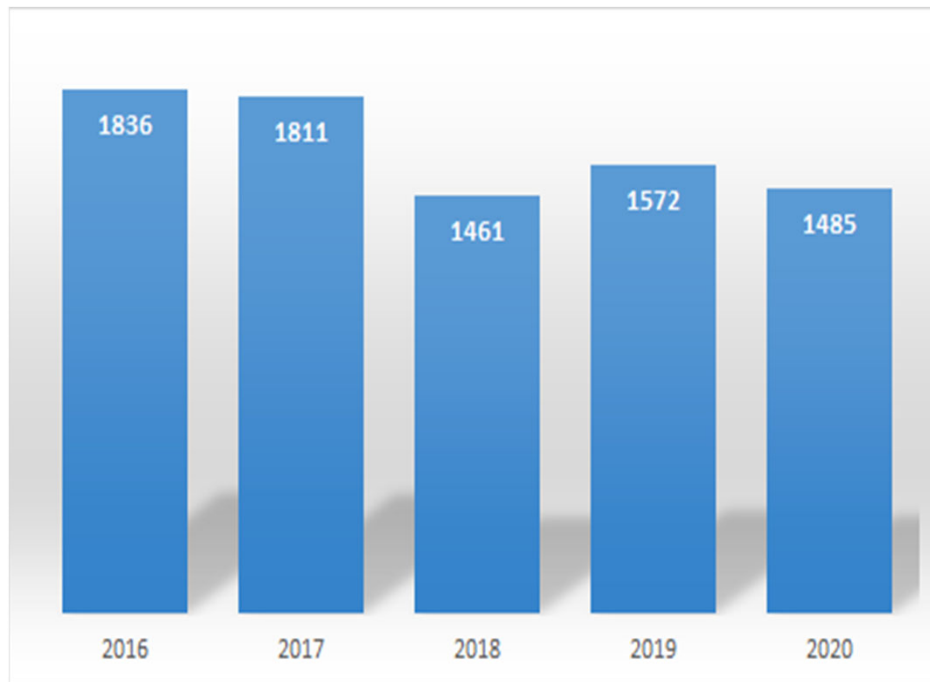
**Reduction In  
Anonymous  
Complaints**

58%

**Increase in  
Fix-it Plano  
Complaints**



# ENFORCE



20%

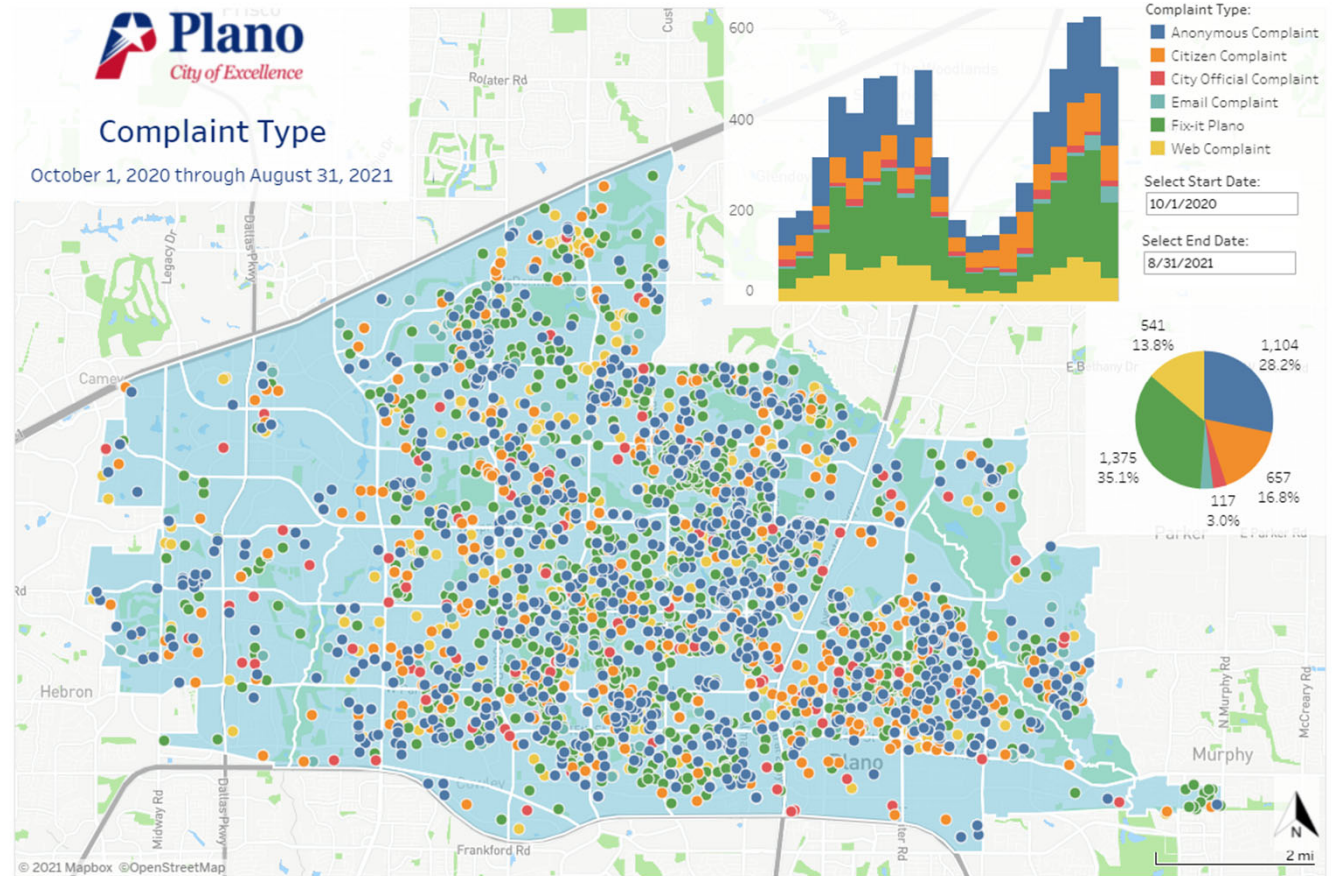
**Reduction  
In No Violation  
Found**





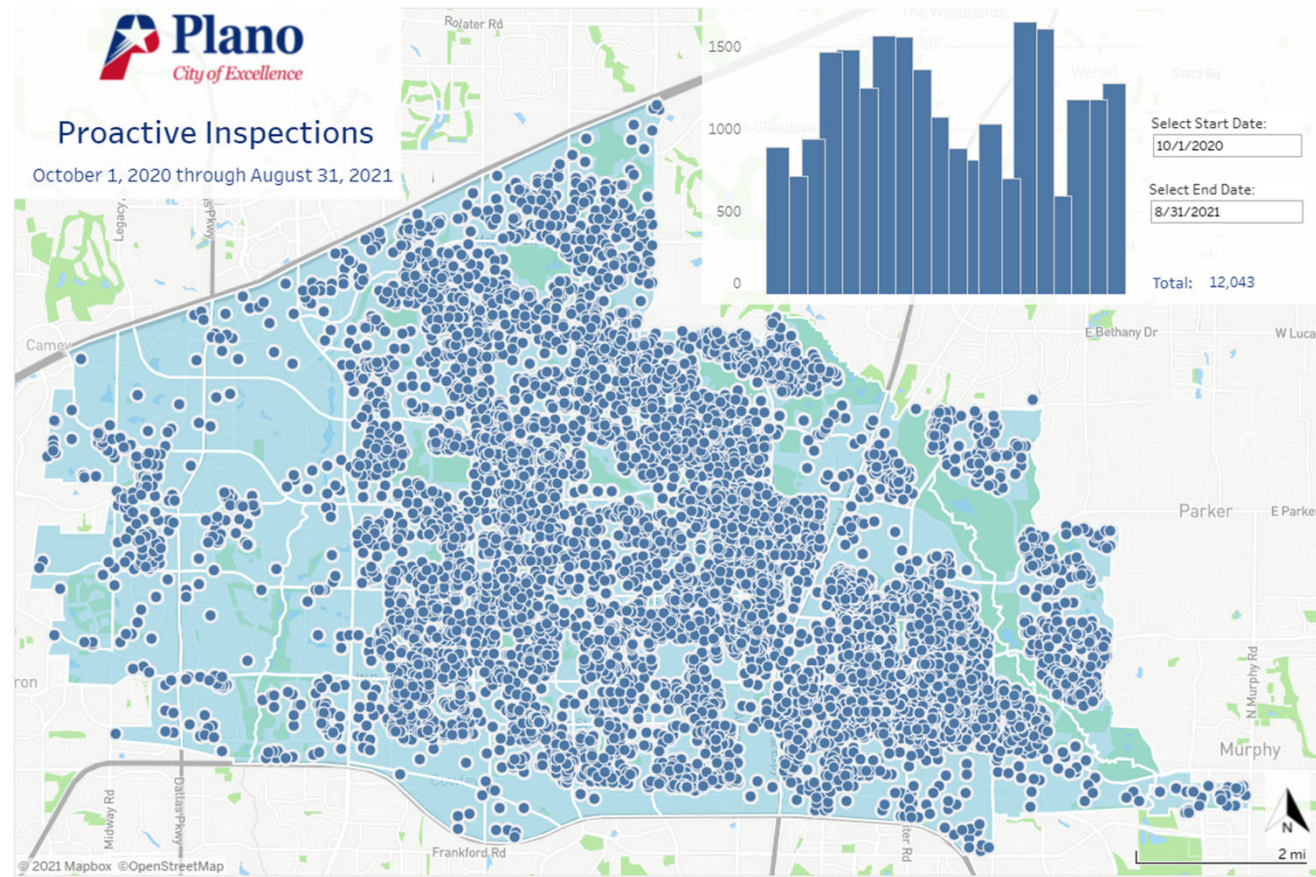
# ENFORCE

## Complaint Distribution



# ENFORCE

## Proactive Distribution



# ENFORCE

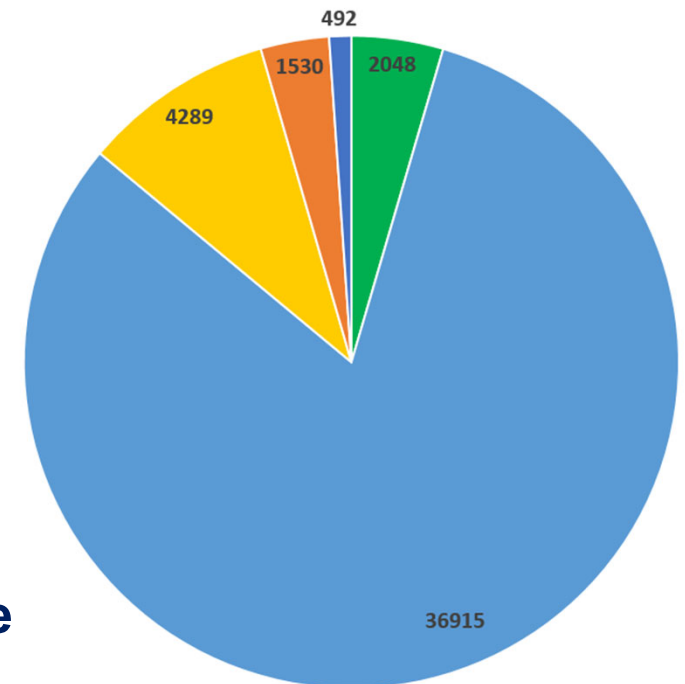


**95%**

**Voluntary Compliance**

**45,274** Inspections

- Vacant Property
- Nuisance/Zoning
- Housing/Building
- Multi-family Annual
- Hotel/Motel Annual





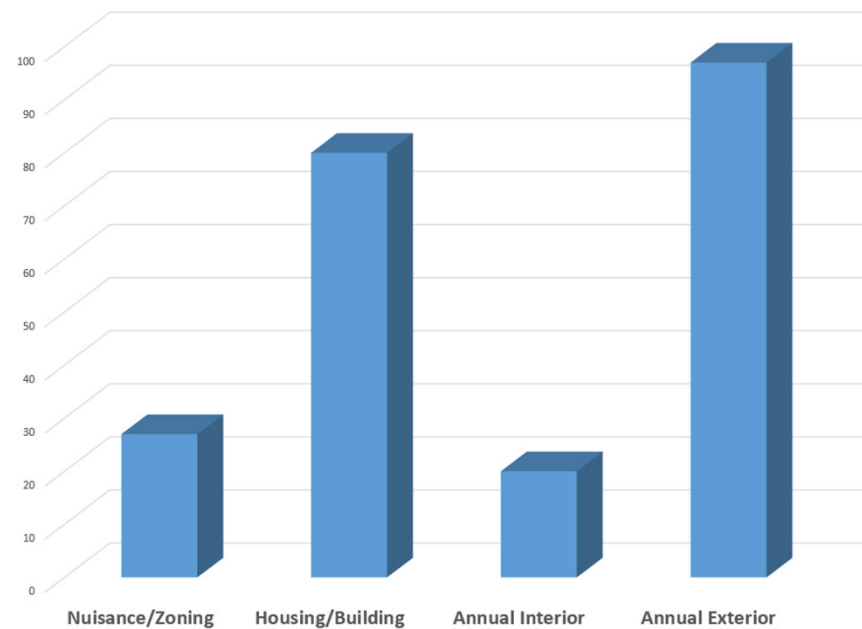
# ENFORCE

## Average Case Durations:

- Nuisance/Zoning - 27 Days
- Housing/Building - 80 Days

### Multi-family and Hotel/Motel

- Annual Interior – 20 Days
- Annual Exterior – 97 Days



# ENFORCE: New initiatives/programs

## CARES Tool Lending

- Mowing and tree trimming
- Use and tutorial videos
- COVID cleaning Protocols



## Outreach and Assistance Letter

- Explains our purpose
- Opportunities for assistance
- Highlights assistance programs

## REMOTE VIDEO INSPECTIONS



## Virtual Resources

- Video inspections
- Virtual meetings
- Increased use of texts



# ENFORCE: Disaster Recovery

## Winter Storm Uri

### Apartment Freeze Damage

- 2,469 units without water
- 8,921 residents effected
- Coordinated water drop offs and Fire Hydrant Spigots
- Daily monitoring of water restoration

### Dead Tree Survey

- 6,493 dead or dying trees identified in June
- September reassessment of high priority trees
- 1,903 high priority dead trees
- Initial notification to begin later this month





# 2021 City Council Strategic Vision - Enforce



- **Collaborative Public Safety**
- **Housing affordability**
- **Quality Standards**



- **Business retention and attraction**
- **Public-private partnerships**
- **Rejuvenate aging areas**



- **High quality, responsive services**
- **Well-maintained city**
- **Innovative solutions**
- **Engaged employees**



## Top Trends

- **Property Maintenance: Residential & Commercial**

- Senior housing needs: maintaining homes, general affordability
- Aging of housing and building stock, interest in continued reinvestment
- Business gateways into neighborhoods and investment strategies for those areas.
- Aging multifamily developments

### **Strategies/Needed Actions:**

- Continued reinvestment into neighborhoods – Great Update Rebate
- Partner for reinvestment into multifamily, commercial and retail properties
- Senior-focused housing maintenance programs



# Top Trends

- **Housing and Neighborhoods**

- Overall housing affordability, homelessness
- Changing demographics, need for community engagement
- Aging neighborhoods – infrastructure, including: housing, trees, streets, sidewalks, alleys, community open space

## **Strategies/Needed Actions:**

- South Central Plano Plan implementation
- Housing Trends Analysis update with Strategic Housing Policies
- Middle Neighborhoods Strategy
- Continued reinvestment into neighborhoods – NVBG



# Top Trends

- **Virtual/Digital/Technological Demand**

- 24/7 government access: website, apps, videos
- Self-service options: information, applications
- Need for hybrid mix of meetings and events
- Continued need to automate, increase efficiency
- In-person supported program flexibility

## **Strategies/Needed Actions:**

- How to bring volunteers back safely/build confidence
- Continuously improving technology solutions
- Utilize all outreach methods to share information





Connecting Community Needs with Community Resources



Property Standards

Community Services



BEST Neighborhoods





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Thank you

[planoneighborhoods.org](http://planoneighborhoods.org)  
[neighborhoods@plano.gov](mailto:neighborhoods@plano.gov)

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**Date:** April 21, 2021

**To:** Mark Israelson, City Manager

**From:** Lori Schwarz, Director of Neighborhood Services  
Scott Lussier, Property Standards Manager

**Subject: Neighborhood Services Department: Property Standards Division Overview**

### **Purpose**

This document is prepared to explain the priorities and processes of code enforcement activities within the Neighborhood Services Department, specifically relating to property maintenance, applicable Code of Ordinances responsibilities and compliance with the Zoning Ordinance. The process for inspection, notification, and closure of case violations will be explained, including assistance available through the many nationally recognized, award-winning programs that help owners with maintaining their properties.

### **Background:**

In early 2015, the Neighborhood Services Department was created by the City Manager, Bruce Glasscock, by combining the existing Property Standards Department with two areas of the Planning Department: Community Services and Neighborhood Planning. The stated focus of the new department was neighborhood revitalization and developing innovative new programs and initiatives to address the concerns of our maturing community. With the creation of the new department, the Property Standards team is able to work more closely and cooperatively with the other departmental divisions to assist owners with maintaining their properties in conformance with adopted City codes and ordinances.

### **Adopted City Codes Administered by Neighborhood Services:**

The Neighborhood Services Property Standards Division is primarily responsible for administering adopted City of Plano codes and ordinances related to property maintenance and land use. These include:

- 2018 International Property Maintenance Code (IPMC), including local amendments
- Code of Ordinances sections such as those relating to: junked vehicles, high grass and weeds, accumulated trash and debris, fence maintenance and graffiti.
- Zoning Ordinance including zoning, setbacks and land use but excluding the sign regulations, which are enforced by the Building Inspections Department.

### **Property Standards Division:**

The Property Standards team is comprised of twenty-seven members, including one manager and four supervisors. One supervisor and four team members are dedicated to the Multifamily and Hotel/Motel Registration and Inspection programs, while the remaining Property Standards staff are responsible for all other residential, commercial and industrial properties across the city.

All staff within the Property Standards Division are held to extremely high, professional standards. The City of Plano has a minimum requirement of a Bachelor's degree (or equivalent experience) for an entry level Property Standards Inspector position. To promote longevity, experience, and increasing

knowledge, there are additional job family progressions to Specialist and Senior Specialist. These require additional professional certifications, years of experience, as well as successful execution of the prior position's job duties. Of the twenty-seven staff members, there are:

- 23 Advanced degrees, including: 18 Bachelors and 4 Masters
- 23 Code Enforcement Officer Certifications (the remaining four staff are new employees)
- 18 International Code Council (ICC) Certified Property Maintenance and Housing Inspectors
- 18 ICC Certified Zoning Inspectors

In 2019, Neighborhood Services received its accreditation from the American Association of Code Enforcement (AACE). The City of Plano Neighborhood Services Department was the first stand-alone code enforcement department in the nation to become accredited. Neighborhood Services was also recognized as the 2019 Code Enforcement Department of the year due to the professional staff, exemplary standardized processes and procedures and our innovative approach to address code compliance through education and assistance programs.

### **Education and Outreach:**

The Neighborhood Services Department approach is to assume that most people want to take care of their properties to ensure building durability, maintain value, preserve a healthy environment and contribute to the overall quality of life in Plano. However, there may be a lack of resources or knowledge. Therefore, our department has a primary focus on education and outreach to share property maintenance information with our home and business owners. These include but are not limited to:

- Bimonthly Building BEST Neighborhoods E-Newsletter
- BEST Break sessions on property maintenance
- Monthly postings on NextDoor for seasonal property maintenance recommendations
- Property Maintenance Seasonal Checklist
- Property Maintenance Workshops – including for multifamily property managers
- Property Maintenance Minutes – short, fun videos relating to property maintenance
- Guest speakers at Neighborhood Group meetings
- Educational Brochures

Even with all these outreach methods, property maintenance and zoning violations will still occur and will have to be addressed by Property Standards Division team members.

### **Identification of Code Violations**

There are two ways that code violations are identified: reactive inspections due to complaints received and proactive inspections by Property Standards team members as they are in the community. The Property Standards staff are assigned [geographic districts](#) and are responsible to respond to complaints as well as conduct proactive inspections in their areas. In an average year, 25% of valid violations are identified by complaint and 75% by proactive inspections.

#### **Citizen Complaints**

Complaints may be received through multiple sources, including:

- Verbal: In-person – in the office or in the community, telephone
- Virtual: Emails, [FIXit Plano](#) application, website [submittal form](#)
- Referral: Other City Departments or City officials.

Complaints received will be categorized into one of three (3) tiered response categories based on the threat to public health, safety and welfare.

- Tier 1: There is an immediate or imminent threat; must be inspected by the assigned staff member within one (1) hour of notification. (i.e. electrocution hazard, rotting or putrid trash, offensive/obscene graffiti.)
- Tier 2: A probable threat is presented; must be inspected by the assigned staff member the same day that notification is received. (i.e. pool enclosures, excessive amounts of trash located on front yard and/or driveway, visibility obstructions at major thoroughfares)
- Tier 3: Typical health and safety concerns; must be inspected within 48 hours of assignment.

Complainants may choose to remain anonymous. However, those complainants that identify themselves will receive updates throughout the entire case process. If an inspection was conducted because of a complaint, the Property Standards team member will make contact with the complainant the same day of inspection to provide results and next actions, when applicable.

In situations where Property Standards staff are unable to confirm the reported violation, the assigned team member will contact the complainant to verify the information received and obtain additional details from the complainant regarding the potential violation.

### Proactive Inspections

Proactive inspections are conducted routinely within the assigned districts. Property Standards staff have the goal of inspecting all properties located in their assigned area a minimum of once a month, in order to stay abreast of potential violations and monitor existing violations. Additionally, Property Standards staff will work one Saturday every other month to inspect their assigned neighborhoods for violations that may not be occurring, or evident, during the work week, including complaints received or scheduled re-inspections.

There are some citizens that feel enforcement is not sufficient and needs to be increased, while others feel the enforcement is too strict. The Property Standards team seeks to find a balance between the conflicting concerns expressed by citizens. The focus of proactive inspections are aligned with the most common complaints received, as well as public health and safety issues. [Common violations](#) are those typically relating to high grass and weeds, trash and debris, tree limbs and branches as well as open storage and junked vehicles.

#### Top 5 Residential Violation Complaints:

- Grass and Weeds
- Refuse and Rubbish
- Tree Limbs and Branches
- Open Storage
- Exterior Property Maintenance

#### Top 5 Residential Proactive Violations:

- Refuse and Rubbish
- Grass and Weeds
- Tree Limbs and Branches
- Open Storage
- Vehicle Parking Surface

#### Top 5 Commercial Violation Complaints:

- Grass and Weeds
- Refuse and Rubbish
- Tree Limbs and Branches
- Open Storage
- Abandoned Shopping Carts

#### Top 5 Commercial Proactive Violations:

- Grass and Weeds
- Refuse and Rubbish
- Tree Limbs and Branches
- Open Storage
- Abandoned Shopping Carts

By being proactive in addressing the most common violations submitted as a complaints, the Property Standards Division is able to keep these type of complaints low in order to provide better customer service to our citizens and businesses. For 2020, the Property Standards team maintained an average Customer Satisfaction rating of 4.61 (out of 5) for 103 surveys received.

The Property Standards staff assigned to the [Multi-family](#) and [Hotel/Motel](#) Registration and Inspection programs inspect properties on an annual basis, excluding those properties that have obtained inspection exemptions due to ensuring maintenance in accordance with minimum building and property maintenance standards during a previous annual inspection. They will also conduct proactive inspections throughout the year of all assigned properties within their [inspection district](#) to monitor the status of those properties.

When conducting inspections of a property, either as a result of a complaint or during routine inspections, Property Standards staff will inspect each property as a whole and identify all violations. All yards visible from a public rights-of-way (streets, alleys, etc.) will be inspected, including the driveways and fences. Staff is prohibited from climbing a fence or placing a camera over or against an opening to view a violation. However, a violation may be viewed from an adjacent property's yard or the second floor of the property, if the adjacent property owner/occupant grants such permission.

### **Notification of Violation**

Once a violation has been identified, action must be initiated to bring the property into compliance. Many of our notices provide an additional educational opportunity to explain expected property maintenance to the owners or residents. The Property Standards staff carefully review any past case history and verify ownership and occupancy records before initiating contact with the property owner or responsible party. The most appropriate means of notification is determined on a case-by-case basis. Some examples of notification when a violation is found are described below:

#### **Notices left at property location:**

- **Courtesy Notice** – This notification is used when either a property or the current property owner/occupant has no previous violation history. This notification on its own does not meet the requirements required to issue a Notice to Appear in Court or abate a violation. This notification allows three (3) business days for the property owner/occupant to make contact with Property Standards staff to discuss the possible violations.
- **Door Tag** – This notification is used to either provide an initial notice of an easily resolvable violation or as a follow-up notification after any other notification has been issued. Typically, the door tag has a compliance time frame of no more than 7 days. This notification on its own does not meet the requirements required to issue a Notice to Appear in Court or abate a violation.
- **Pool Enclosure Notification** – This notification is immediately posted to the front door of the property due to the imminent life safety issues and short timeframe for compliance. Temporary orange fence netting may also be installed over the fence opening to secure it pending repairs.
- **Violation Stickers** – These notifications are used on motor vehicles, trailers and shopping carts in conjunction with the below listed notices to ensure notification is provided to the vehicle owner, trailer owner or shopping cart owner when there is a possibility they are not the property owner. This notification on its own does not meet the requirements required to issue a Notice to Appear in Court or abate a violation.

#### **Letters sent to property owners:**

- **Outreach and Assistance Letter** - This notification was added in response to the pandemic. It is used when either a property or the current property owner/occupant has not responded to the Courtesy Notice, has not had a previous Notice of Violation issued or there has been a significant period of time since a Notice of Violation has been issued. This notification on its own does not meet the requirements required to issue a Notice to Appear in Court or abate a violation.

- **Notice of Violation (NOV) Letter** – This notification is used to formally notify a property owner/occupant of a violation. A NOV letter is issued subsequent to previous attempts to gain compliance or when a property owner/occupant has been previously noticed of a violation. A Notice of Violation will allow from twelve to sixty days, depending on the violation, to bring the property into compliance.
- **Offer to Abate Graffiti** – This is the initial notification related to a graffiti violation. The offer to abate is required under State law prior to sending a Notice of Violation. Abatement is conducted at the expense of the municipality.

The timeframe for compliance depends on the type violation at the property and the intensity of action necessary to resolve the violation. Simple corrections, such as the removal of a small amount of trash, may only require 3 days to correct. Whereas a larger project such as a fence repair or tree removal may require thirty to sixty days. Some major zoning and substandard structure violations may take up to six months to correct.

### **Compliance Actions**

Consistently across the last three years, following all forms of the previously mentioned communications, voluntary compliance by our property owners is incredibly high at 95%. Of the remaining 5% of violations, approximately 4% go through abatement by a work order and approximately 1% will go through the municipal court process.

#### **Voluntary Compliance:**

Voluntary compliance includes property owners that complete the work themselves, personally or utilizing a contractor. Other activities that are also included in voluntary compliance are one of the many programs that Neighborhood Services provides to those owners that have responded to their violation notice and indicated they need additional assistance or are unable to complete the work due to financial and/or physical needs.

These programs include:

- **Plano CARES** (Code Abatement by Residents Engaged in Service): [Plano CARES](#) connects local volunteers to residents in need of assistance with common property code violations. The program was recognized by the American Association of Code Enforcement (AACE) in 2019 and received the Innovative Code Program Award.
- **Plano Tool Lending Program:** For the weekends that CARES activities are not scheduled, the tools are made available to residents who don't have the means or ability to cut their own grass and trees.
- **Fence and Tree Maintenance Assistance Program:** These programs utilize contractors to resolve fence and tree compliance problems when volunteer based programs have deemed a project beyond their physical or financial capability. Funded solely through donations and grants, these programs are available to City of Plano residents who own homes located within the low-to-moderate income areas as well as senior citizens throughout the city, regardless of location.
- **The Great Update Rebate:** [The Great Update Rebate](#) program was created to assist Plano homeowners with the financial burden of caring for older homes in the City. This popular program won the 2016 City Livability Award from the United States Conference of Mayors.
- **Housing Rehabilitation Program:** Funded through the US Department of Housing and Urban Development, [the Housing Rehabilitation Program](#) provides home repair assistance to income-qualified, homeowners.



- **Smart Energy Loan Program:** The City of Plano established this [loan program](#) through the Department of Energy to support Plano homeowners seeking energy efficient home improvements, such as windows, doors, skylights and roofing.
- **Day Labor Center:** Established in 1994, the [Day Labor Center](#) provides an organized and safe venue for contractors, including home and business owners, to engage in the temporary labor placement process.

In many instances, Neighborhood Services will also have to collaborate with other departments within the City in an effort to gain compliance at a property or address multiple violations related to different departments. Property Standards team members frequently work with Animal Services, Fire, Police, and Public Works personnel to resolve issues.

Some departmental relationships require an increased level of communication and have regularly scheduled meetings to discuss more complex situations. The Neighborhood Services Department currently holds weekly zoning enforcement meetings with the Planning and Building Inspections Departments and quarterly meetings with Environmental Health and Sustainability Department.

#### Abatement by Work Order:

When attempts to seek voluntary compliance are unsuccessful, a number of adopted codes allow the City to abate the violation in order to gain compliance. Abatement work orders are a more expedient means of gaining compliance than filing cases through the Municipal Court system. A Contract Work Order is submitted to a third party contractor who will complete the work to gain compliance.

Work orders are issued for violations such as: high grass and weeds, refuse and rubbish, tree branch trimming, tree removal, securing vacant structures, and graffiti removal. The property owner is charged for the cost of the work and administration fees. If the cost of the work is not paid, a lien is filed on the property.

#### Municipal Court Process:

The legal system is always the last option utilized when all other attempts to gain compliance have failed. A Notice to Appear or Probable Cause Affidavit is filed with the Municipal Court requesting issuance of a summons for the property owner/occupant to appear in court. The first court appearance will be a pre-trial hearing where the defendant can enter a plea to the alleged charge. A defendant can enter a plea of guilty, not guilty or no contest.

Most code cases are offered a deferred disposition if they pay a fine and correct the violation within a specific amount of time. Should there be property owners that repeatedly violate the same code section within a four-year period, there are increasing fines applied by the Municipal Court system in cases where there have been previous convictions.

### **Summary**

The Neighborhood Services Department strives to work cooperatively with our residents, business owners and community partners to resolve property maintenance and zoning violations throughout the City. We will also continue to seek to find the balance between the conflicting concerns expressed by residents and businesses regarding the level of enforcement actions. Working together, we are able to ensure the health, safety and welfare of the community, making Plano the most livable city in the nation.

ATTACHMENTS: April 26, 2021 City Council Preliminary Open Meeting PowerPoint Presentation

xc: Jack Carr, Deputy City Manager



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# **Neighborhood Services Department**

## *Property Standards Division Overview*

Lori Schwarz, Director of Neighborhood Services  
Scott Lussier, Property Standards Manager

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April 26, 2021 City Council Preliminary Open Meeting

# Neighborhood Services Department

Community Services \* BEST Neighborhoods \* Property Standards\*

## Vision:

*Plano neighborhoods to be  
the most desirable in the nation.*

## Mission:

*Connecting community needs  
with community resources.*



## NSD Pillars of Action

We **HELP** meet the needs of residents by enlisting volunteers.

We provide **OUTREACH** to residents and community partners with knowledge and resources.

We **PARTNER** with residents, neighborhood groups, and organizations to take action and achieve a greater impact in the community.

We **ENFORCE** City Council adopted codes and ordinances to preserve property values and ensure the health, safety and welfare of the community.



# HOPE

HELP • OUTREACH • PARTNER • ENFORCE

We create **HOPE** and propel positive change  
so people are proud to call Plano home.







# Plano

## Neighborhood Services



Connecting Community Needs with Community Resources



Property Standards

Community Services



BEST Neighborhoods

## City Codes and Ordinances



- **2018 International Property Maintenance Code (IPMC)**, including local amendments
- **Code of Ordinances** sections such as those relating to: junked vehicles, high grass and weeds, accumulated trash and debris, fence maintenance and graffiti.
- **Zoning Ordinance** including zoning, setbacks and land use but excluding the sign regulations, which are enforced by the Building Inspections Department.

# PROPERTY STANDARDS TEAM:

## Leadership Team:

Property Standards Manager  
Property Standards Supervisors (4)

## Certifications:

- Code Enforcement Officer
- Code Enforcement Officer II
- Property Maintenance and Housing Inspector
- Zoning Inspector

## Experience:

- Approximately 70 years combined



# PROPERTY STANDARDS TEAM:

## Community-based Team:

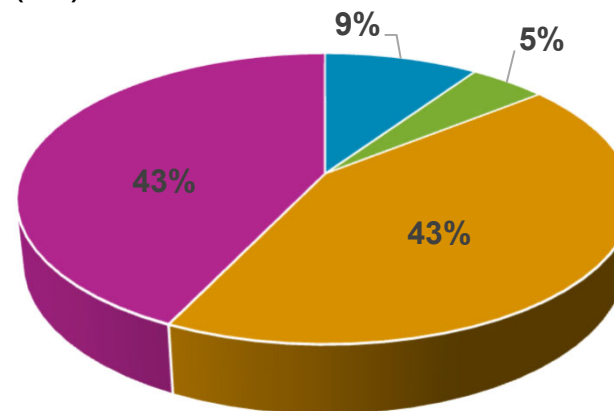
- Property Standards Inspectors (3)
- Property Standards Specialists (8)
- Property Standards Specialists, Senior (11)

## Certifications:

- Code Enforcement Officer – 88%
- Zoning Inspector – 69%
- Property Maintenance and Housing Inspector – 69%

## Years of Experience:

- Average of 5.6 years of experience



## Years of Experience

- 13-25 Years
- 9-12 Years
- 5-8 Years
- 0-4 Years

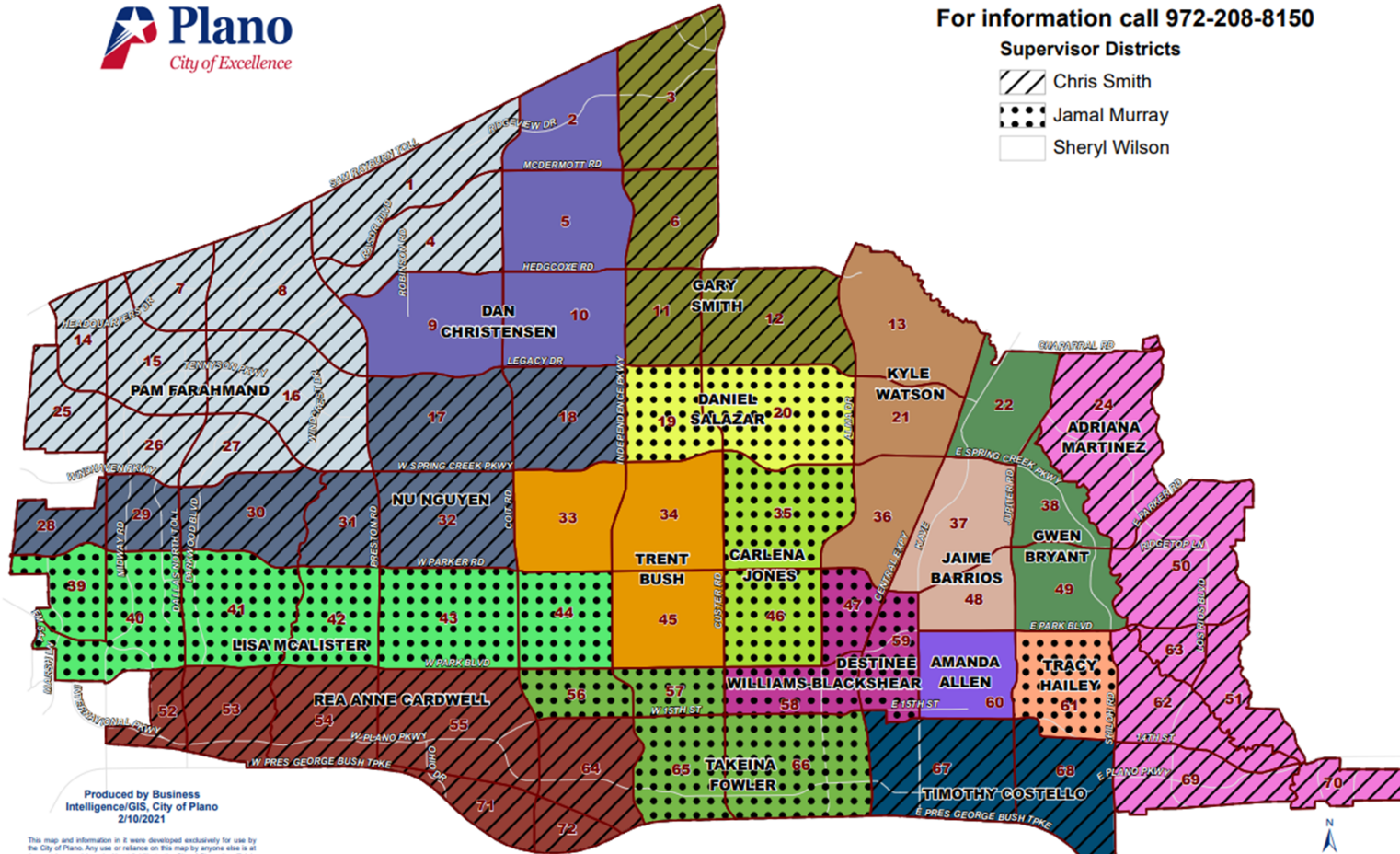




For information call 972-208-8150

Supervisor Districts

- Chris Smith
- Jamal Murray
- Sheryl Wilson



Produced by Business Intelligence/GIS, City of Plano  
2/10/2021

This map and information in it were developed exclusively for use by the City of Plano. Any use or reliance on this map by anyone else is at the party's own risk and without liability to the City of Plano, its officials or employees for any discrepancies, errors, or variances which may

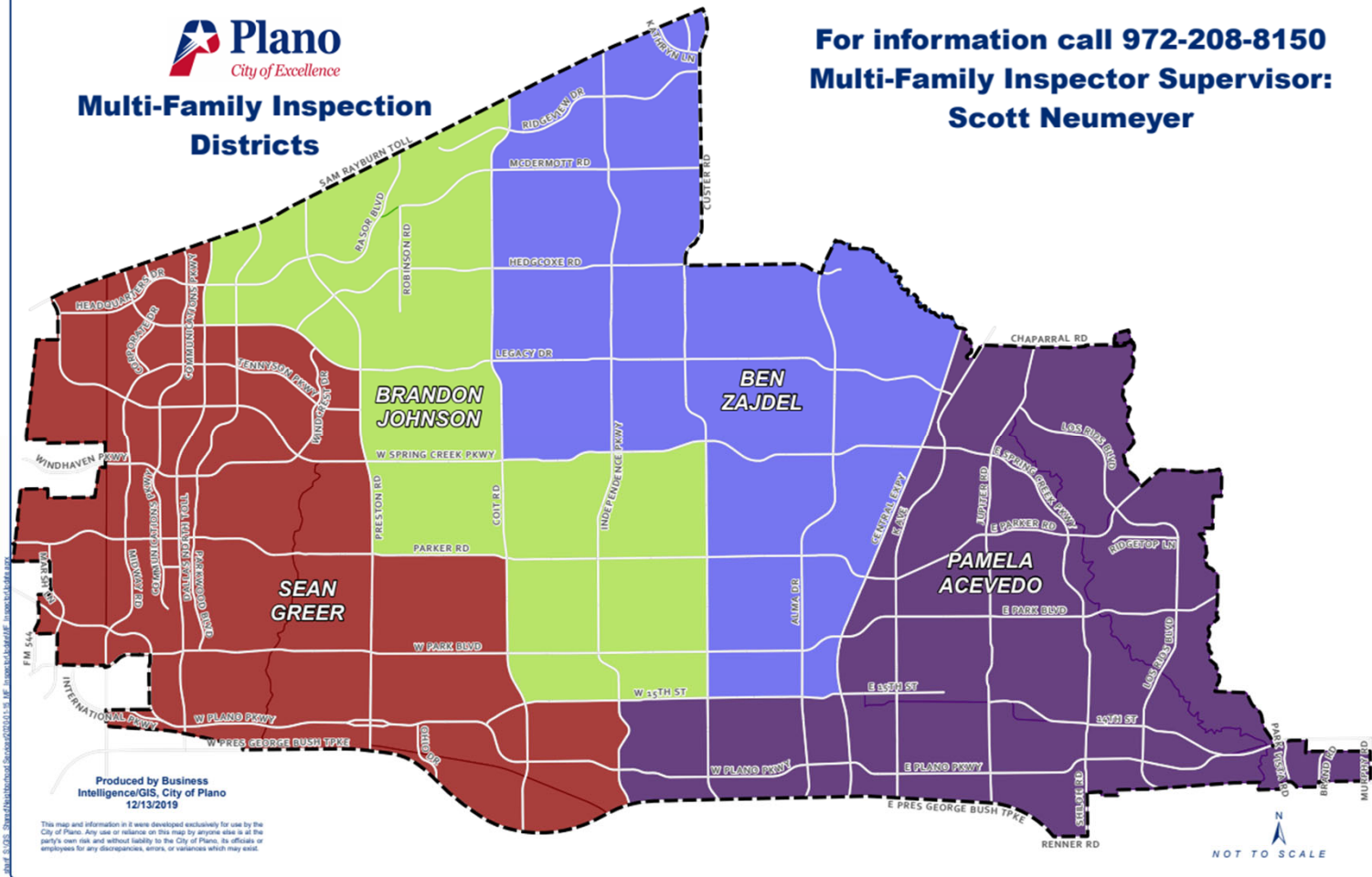
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## Multi-Family Inspection Districts

For information call 972-208-8150  
Multi-Family Inspector Supervisor:  
**Scott Neumeyer**



# OUTREACH:

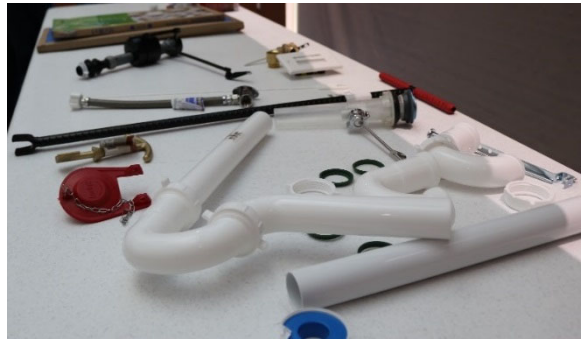
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## Workshops

- Harrington
- Davis

118

## Resident Attendees



## Specialty Workshops:

- Spanish language
- Women-focused
- Fully-virtual due to pandemic



Learn more about the importance of maintaining your home and get helpful tips!



# OUTREACH:



## Property Maintenance Videos

- Sidewalk Debris
- Bulky Waste
- Fence Maintenance
- Holiday Lights



# OUTREACH:

## REDUCE RATS IN YOUR NEIGHBORHOOD



**RATS ARE VERY OPPORTUNISTIC AND TAKE ADVANTAGE OF ANY AVAILABLE FOOD OR HABITAT SOURCE**

Neighbors should work together to share information and help keep areas clean.

- Properly dispose of all trash in an appropriate receptacle. Rats rummage and feed on discarded food waste.
- Ensure your trash and recycling containers are not damaged, and the lid fully closes after disposing of trash. Rats see damaged or open containers as a food source.
- Don't leave pet food outside for an extended period of time.
- Inspect the outside of your home for uninvited guests burrowing in the walls or attic. Small rats need approximately only the size of a quarter to burrow. Openings are commonly found on eaves, around windows and in landscaping around concrete pads and sheds.
- Check your yard for places that provide additional shelter. Rats will use crevices between lumber piles, plastic containers and other materials as shelter if left outside. Bring those items in or properly dispose of them. If you have firewood stacked outside, keep it at least 12 inches off the ground.
- Ensure leaky faucets are repaired and your yard is not overwatered. Rats need water to survive. Remove the water source and they will leave.

Additional information can be found at:  
**CENTERS FOR DISEASE CONTROL**  
[cdc.gov/rodents](http://cdc.gov/rodents)  
[plano.gov](http://plano.gov)




### PERMITS

**When do I need to get a permit?**

- If your accessory building (storage, tool house, etc.) does not exceed 120 square feet in floor area, you do not need a building permit. However, you must still comply with all Zoning Ordinance requirements. Failure to comply could result in a citation.
- Structures larger than 120 square feet require a building permit.

**What about other structures on residential properties?**

- For questions about other buildings or structures on residential properties:  
**Building Inspectors at 972.361.7140.**
- Other structures may include but are not limited to: trellises, gazebos, arbors and pergolas.

**Where can I get more information?**

- New accessory structure building permits:  
**Building Inspectors, 972.361.7140**

### FAQ

**Q: Can I use my backyard building as living quarters?**

A: No, the City of Plano Zoning Ordinance does not permit backyard buildings to be used as living quarters.

**Q: Can I add electricity to a backyard building?**

A: Yes, the appropriate permits must be obtained through the Building Inspectors Department.

**Q: Are there restrictions on the building materials used for the structure?**

A: Yes, the City of Plano Zoning Ordinance and Building Code regulates the construction standards for all structures.

**Q: Does my backyard building have to be maintained to any specific standard?**

A: Yes, all buildings within the City of Plano must be maintained in compliance with the City of Plano Property Maintenance Code.

**Q: Can I store items outside or behind my backyard building?**

A: Yes, as long as items are stored and maintained in accordance with the City of Plano Zoning Ordinance.

### ZONING

A homeowner wants a backyard that uniquely fits their lifestyle. Whether it's adding a storage building for lawn and garden equipment or a special hobby, there are some simple rules to follow when you install an accessory building.

**Where can I place my detached accessory building?**

- In no instance shall an accessory building be located within an easement or right-of-way.
- Accessory buildings can only be built in side and back (rear) yards.
- Accessory buildings cannot be closer than 3 feet to any side or rear property line (roof overhang included). On corner lots, the building cannot be placed on the side yard adjacent to the street.
- Accessory buildings enclosed on three or more sides cannot be closer than 10 feet to the main building (house).

**How tall can I make my detached accessory building?**


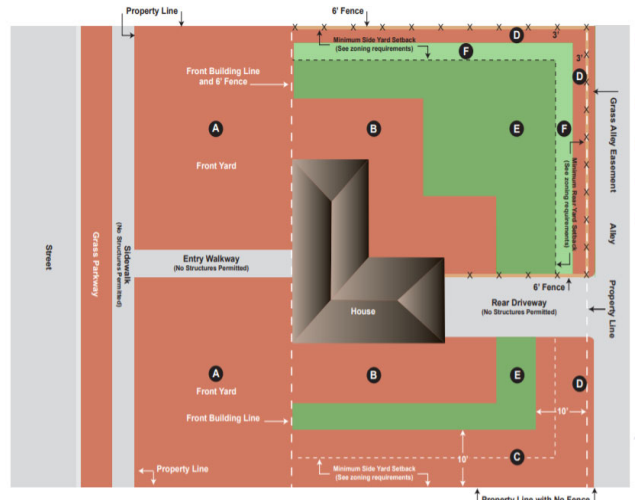
- The building can be as tall as the maximum height permitted in the applicable zoning district. However, if a building is more than 10 feet tall, it may not be placed in the rear or side yard setback.
- All structures must meet the general zoning requirements for the district within which they are located, including maximum lot coverage.

**Does my accessory building have to be screened?**

- If an accessory building is located less than 10 feet from the rear or side property line, a 6-foot solid fence or wall shall be built on the rear or side lot line to screen the building.

**City of Plano Zoning Ordinance, Section 3.200**

This ordinance governs the construction or installation of accessory buildings in Plano. Typical detached accessory buildings include storage buildings (sheds), tree houses, small personal workshops and cabanas.

**BACKYARD BUILDINGS**  
 DO YOUR PLANS MEASURE UP TO RESIDENTIAL REGULATIONS FOR ACCESSORY BUILDINGS



# OUTREACH:



SEASONAL  
PROPERTY  
MAINTENANCE  
TASKS

Checklist

For additional  
information please visit  
[planoneighborhoods.org](http://planoneighborhoods.org)  
or call 972.208.8150



## Fall/Winter

- ☐ Test & install fresh batteries in smoke & carbon monoxide detectors
- ☐ Check fire extinguishers
- ☐ Drain sediment from hot water heater
- ☐ Insulate exposed water pipes & outdoor faucets as needed; remove & store hoses
- ☐ Schedule or perform furnace inspection/maintenance
- ☐ Have chimneys & flues inspected and/or cleaned
- ☐ Clean up leaves & other yard debris
- ☐ Prune trees & shrubs away from the house
- ☐ Cover or store outdoor furniture
- ☐ Clean kitchen exhaust hood & filter
- ☐ Test GFCI outlets
- ☐ Store lawn equipment
- ☐ Check sinks & toilets for leaks
- ☐ Inspect hoses on the washing machine, dishwasher, toilets & ice makers for leaks; replace as needed
- ☐ \_\_\_\_\_
- ☐ \_\_\_\_\_

## Spring/Summer

- ☐ Test & install fresh batteries in smoke & carbon monoxide detectors
- ☐ Inspect bathrooms & kitchen caulk; re-caulk as needed
- ☐ Vacuum/clean refrigerator coils
- ☐ Schedule or perform air conditioning inspection/maintenance
- ☐ Check exterior paint & touch up as needed
- ☐ Inspect siding & masonry for damage
- ☐ Examine roof for damage & attic for leaks
- ☐ Check outdoor play equipment
- ☐ Inspect caulk & weather stripping around windows & doors; repair as needed
- ☐ Clean gutters, downspouts & dryer vent
- ☐ Check in-ground irrigation system for proper operation
- ☐ Inspect your foundation for drainage problems & grading issues
- ☐ Inspect for activity by termites, Carpenter ants, wood bees, squirrels & other pests
- ☐ \_\_\_\_\_
- ☐ \_\_\_\_\_

# Residential Checklists

# Commercial Checklists

<p><b>FREQUENTLY ASKED QUESTIONS</b></p> <p><b>Q: When is the registration fee due?</b> A: Annual registration fees are due no later than April 30 of each year.</p> <p><b>Q: How much is the annual rental registration fee?</b> A: The annual registration fee is \$8 per room or properties with a valid inspection exemption will only pay a \$250, registration fee.</p> <p><b>Q: Is the owner or operator required to perform their own interior inspections?</b> A: Yes, they are required to inspect the interior annually and maintain documentation of the self inspection.</p> <p><b>Q: Is the owner or operator required to perform their own exterior inspections?</b> A: Yes, property management should frequently inspect the exterior so corrections are made in a timely manner.</p> <p><b>Q: How many rooms are inspected?</b> A: Generally 10% of the total rooms, but a comparative sample up to 100% of the interiors may be inspected.</p> <p><b>Q: Does management or the inspector pick the rooms?</b> A: Rooms are chosen by the inspector.</p> <p><b>Q: Does someone from management need to accompany the inspector?</b> A: Yes, the inspector needs to be accompanied by a representative from the property when conducting the interior inspections.</p> <p>Neighborhood Services Property Standards Division 7501 A Independence Pkwy., Plano 75025 972.208.8150 Habitat960.com This Inspection Readiness Guide is for informational purposes only.</p>	<p><b>CITY OF PLANO</b> <b>NEIGHBORHOOD SERVICES</b> <b>HOTEL/MOTEL INSPECTION</b> <b>READINESS GUIDE</b></p> 	<p><b>EXTERIORS</b></p> <p>Exterior surfaces shall be free from holes, breaks, and loose or rotting materials; and maintained, weatherproof and properly surface coated (painted) to prevent deterioration.</p> <p>Every window, skylight, door and frame shall be in sound condition, good repair and weather tight. Stairwells and balconies must be structurally sound, in good repair, well lighted and free of any hazards.</p> <p>All roof surfaces shall be free of disrepair or damaged roofing.</p> <p>Gutters and downspouts shall be maintained in good repair, free of obstructions and securely anchored.</p> <p>Address must be clearly visible from the street and or parking lot.</p> <p>All exterior property areas and premises should be free from any accumulation of rubbish or garbage.</p> <p><b>INTERIORS</b></p> <p>Maintain in good repair, structurally sound and sanitary.</p> <p>All storage areas, maintenance spaces and corridors shall be free obstructions and orderly maintained.</p> <p>Free of insect and or rodent infestations.</p> <p>Doors and windows should be equipped with working locks.</p> <p>Functional windows must operate freely and be able to remain open independently.</p> <p>Working smoke detectors must be installed on each level and in every room with exit signs provided and properly maintained.</p> <p>All guest and public rooms shall be capable of heating to maintain a minimum temperature of 68°F during the period from October 1 to May 1.</p>	<p>Water heating, HVAC, and laundry equipment must be properly installed and plumbed.</p> <p>Water temperature must reach a minimum of 110°F at the fixture.</p> <p>All plumbing should be properly connected, with working fixtures and free of leaks and defects.</p> <p>All electrical outlets, switches and fixtures must be properly wired and have a cover plate or other protective means installed.</p> <p>Clear pathways shall be maintained to every egress exit to provide means of escape in the event of an emergency.</p> <p><b>COMMON AREAS</b></p> <p>All sidewalks, walkways, stairs, and parking lot surfaces shall be maintained free from hazardous conditions.</p> <p>Common halls, stairways and exterior egress findings shall have adequate lighting.</p> <p>Pool gates and doors must be self-closing and self-latching.</p> <p>Fences, dumpster enclosures and similar items should be maintained in good condition.</p> <p>Tree limbs should be trimmed to a minimum of 7 feet above sidewalks and 14 feet above parking lots, maneuvering lanes, streets and adjacent passageways.</p> <p><b>REPAIRS</b></p> <p>All repairs, alterations and installations must be done in a professional manner in a manner consistent with work done by a skilled craftsman. The use of proper tools, materials and methods are usually necessary for adequate repairs.</p> <p>For additional information on Hotel/Motel Inspections, visit: <a href="http://planoneighborhoods.org">planoneighborhoods.org</a>.</p>
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# OUTREACH:



Connecting community needs  
with community resources.  
**972.208.8150**

Hello Plano resident,

The Property Standards Division routinely visits homes in your neighborhood to ensure they are maintained in accordance with adopted City standards. While inspecting your neighborhood, we identified a property maintenance concern at your home.

Please contact your specialist \_\_\_\_\_ as soon as possible to discuss remedies. You may also want to visit our website to review the common violations page at [plano.gov/commonviolations](http://plano.gov/commonviolations) prior to contacting our office.

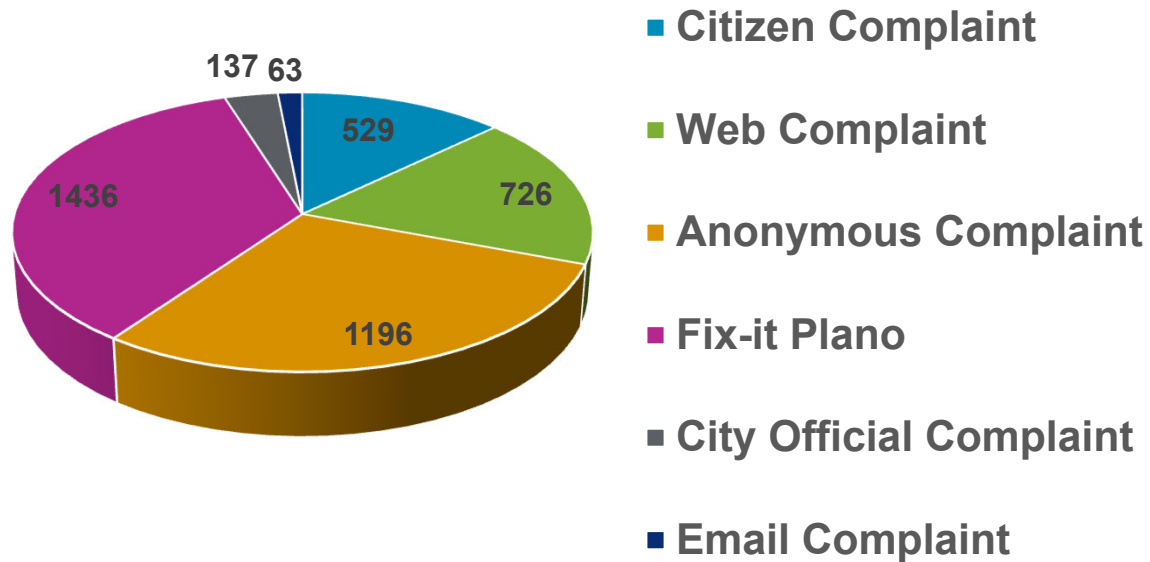
We appreciate your assistance in helping to keep Plano a great place to live!

**Thank You!**

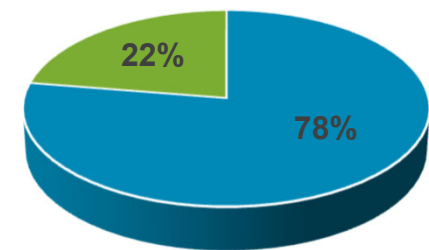


# IDENTIFICATION:

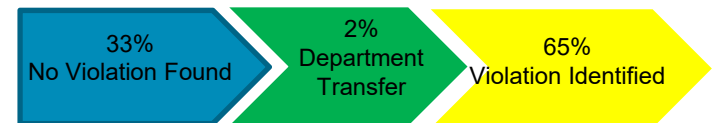
## Complaints



## Case Origination



■ Proactive - 14101  
■ Complaint - 4087



# IDENTIFICATION:

## Top Five Violations

### Residential

Refuse and Rubbish	4557
Grass and Weeds	4121
Tree Limbs and Branches	4028
Open Storage	1142
Vehicle Parking Surface	772

### Commercial

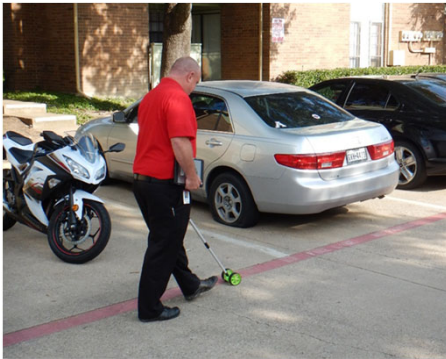
Grass and Weeds	270
Refuse and Rubbish	268
Tree Limbs and Branches	64
Open Storage	56
Abandoned Carts	35



# IDENTIFICATION:

## Top Five Violations

- **Electrical System Hazards** 479
- **Exterior Surface - Protective Coating** 370
- **Landscape Maintenance** 302
- **Erosion** 284
- **Smoke Alarms** 246



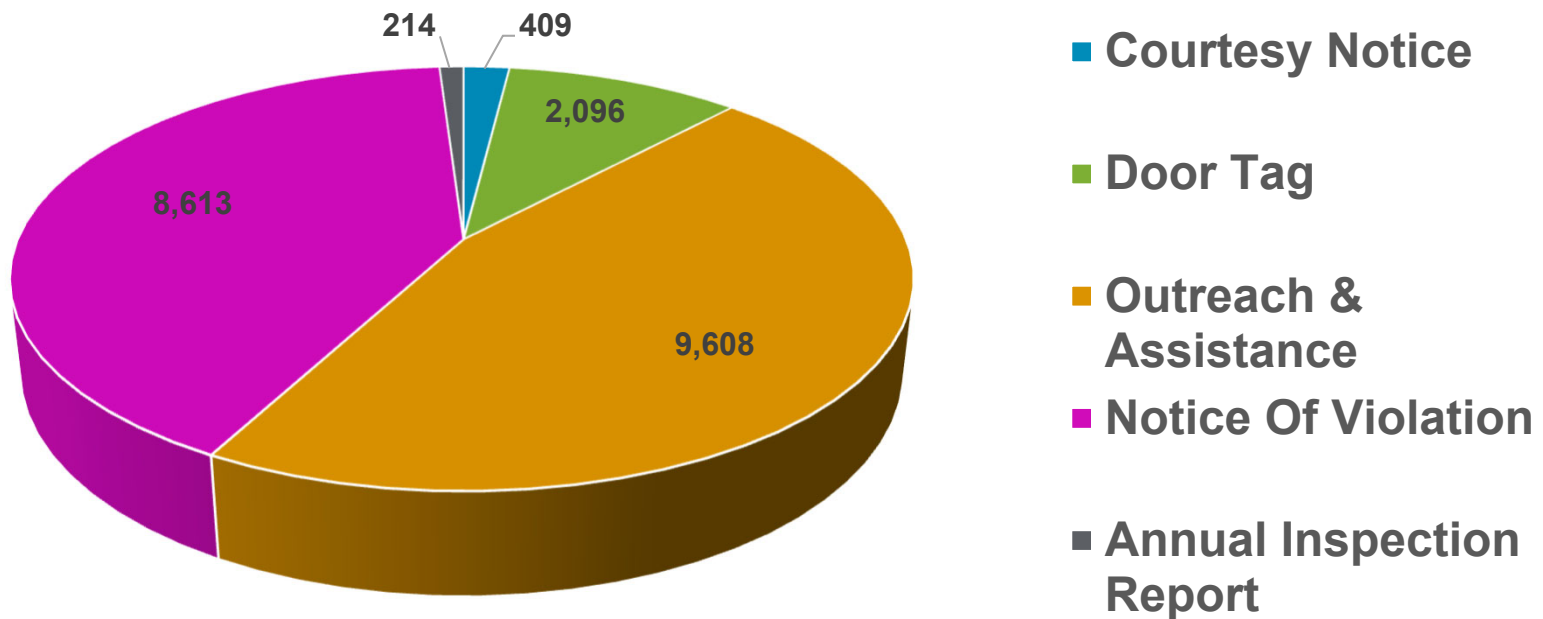
## Annual Registrations

<b>Multi-family Complex</b>	<b>136</b>
<b>Hotel/Motels</b>	<b>57</b>

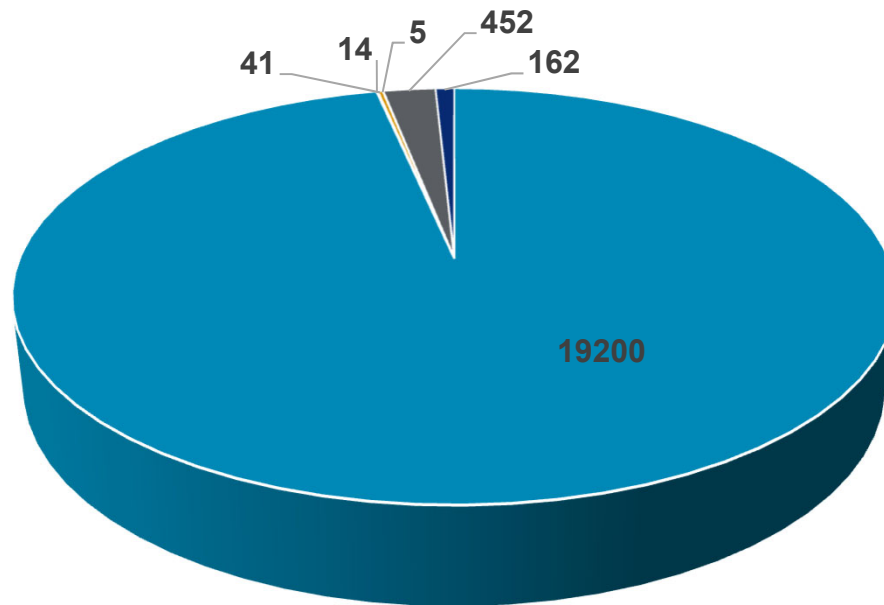


# NOTIFICATION:

**20,940 Notifications Issued**



## COMPLIANCE ACTIONS:



<b>Voluntary</b>	<b>95%</b>
<b>Abatement</b>	<b>4%</b>
<b>Judicial</b>	<b>1%</b>

- Voluntary
- CARES Projects
- Maintenance Assistance
- Vehicle Towed
- Abatement
- Judicial





# COMPLIANCE ACTIONS:

40

Projects Completed



20

Tons of  
Debris



Code  
Abatement by  
Residents  
Engaged in  
Service

217

Volunteers

939

Volunteer Hours



# COMPLIANCE ACTIONS:



Coming Soon:  
Code Champions



★  
*Taking Care  
of Each Other,  
Taking Care  
of Our Community.*



## COMPLIANCE ACTIONS:



# ACCOMPLISHMENTS

## American Association of Code Enforcement (AACE)



**Code Department of the Year - 2019**  
**First Accredited City**



**2019**  
**Innovative Code**  
**Program Award**



Thank you

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