



# Neighborhood Enhancement Program

PRESENTATION

City Commission Meeting  
September 26, 2023

Department of Sustainable Development (DSD)

# Presentation Overview

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- Program Overview
- Program Timeline
- Inspection/Training Standards
- Outreach and Materials
- Enforcement
- Metrics



# Program Overview

Neighborhood Enhancement through Focused Public  
Education and Code Compliance Training

# Program Overview

## NEIGHBORHOOD ENHANCEMENT PROGRAM

through Focused Public Education and Code  
Compliance Training



### Public Outreach

Workshops, printed educational materials, increased personal contact, online information, newsletters, etc.



### Code Compliance Training

Employee training, neighborhood sweeps, customer service approach, proactive enforcement etc.



### Informed Homeowners

Cooperative efforts, voluntary compliance



### Enhanced Property Maintenance

Additional Outcomes: Improved Aesthetics, Community Pride, and Higher Property Values



# Program Timeline

Implementation through continuing success.

# Program Timeline

## September 2023

- Staff to begin FACE Fundamentals Classes
- Staff to receive additional Training
- Website Update

## October 2023

- Increased Personal Contact Before Violations
  - Direct contact with residents at property
  - Door hangers (if no response)
  - Distribution of Neighborhood Enhancement Guide handouts
  - Courtesy notice first if not complied (until December 2023)
- Courtesy notices for easily complied violations that cannot be left.
  - Trash
  - Trash cans left in the right-of-way
  - Parking issues

## October 2023

- Mailouts start
  - Sanitation schedule flyers
  - Seawall letters
  - Lien mitigation letters
- Increased staff training on the following topics:
  - Neighborhood Enhancement Program Training
  - Interpersonal communication
  - Conflict resolution

## November 2023

- Case Presentation training
- Follow-up on outstanding courtesy notices
- Begin Violation Notices for outstanding courtesy cases (from October and prior)

## January 2024

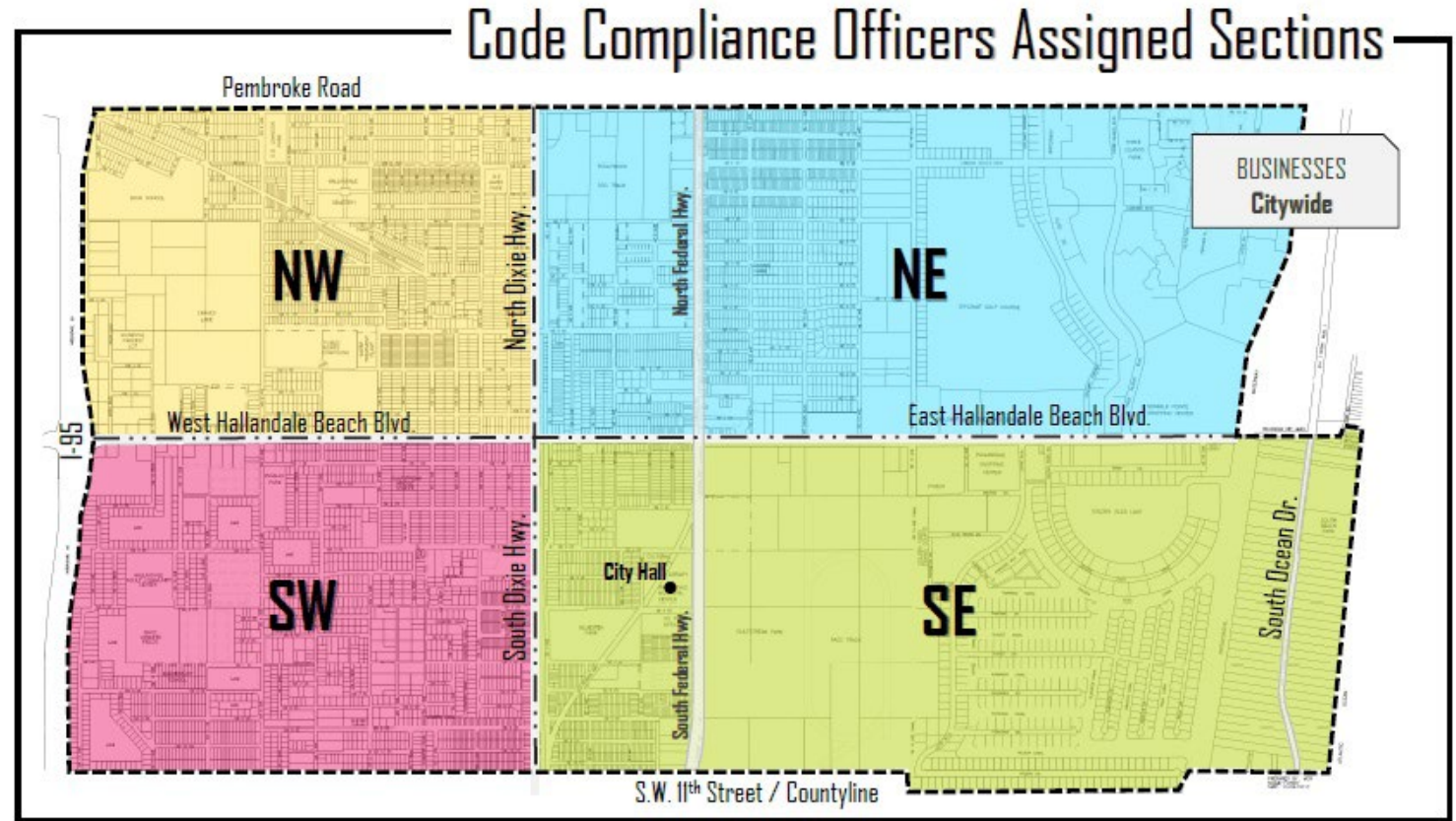
- Full enforcement of the Code

## February 2024

- All Code compliance specialist will complete fundamentals class

# Staff Resources

- Code Compliance Officers
  - Amber Cox – NE Zone  
[ACox@COHB.org](mailto:ACox@COHB.org)
  - Anna Pierre – SW Zone  
[APierre@COHB.org](mailto:APierre@COHB.org)
  - Anthony Adamson – NW Zone  
[AAdamson@COHB.org](mailto:AAdamson@COHB.org)
  - David Kissinger – SE Zone  
[DKissinger@CHB.org](mailto:DKissinger@CHB.org)
  - Corinne Yoder – Senior Code Compliance Officer  
[CYoder@COHB.org](mailto:CYoder@COHB.org)
- Code Compliance Sanitation Officer
  - Jean Mimy - [JMimy@COHB.org](mailto:JMimy@COHB.org)



Zones outlined based on density.

- Administrative (General questions, payments, lien mitigations, etc.)
  - (954) 457-3060
  - (954) 457-2220 (option #2)
  - [CodeIssue@COHB.org](mailto:CodeIssue@COHB.org)



# Inspection/Training Standards





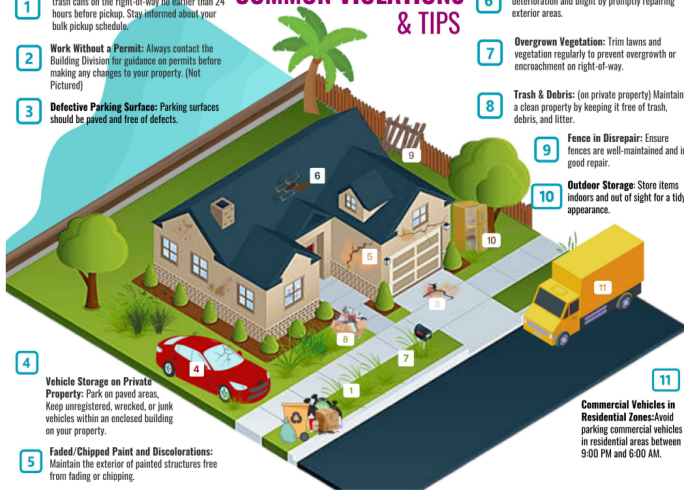
# Inspections/Training Standards

## NEIGHBORHOOD ENHANCEMENT PROGRAM MANUAL

- Common violations checklist with process maps
- COHB City Code: Chapters 8, 9, 13, 14, 25, 28, and 32
- FL Statutes Chapter 162
- Full EnerGov violation list
- Notices & related forms
- Outreach materials

**CITY OF HALLANDALE BEACH**  
Department of Sustainable Development - Code Compliance Division  
**COMMON VIOLATIONS CHECKLIST (TRAINING MATERIAL)**

**COMMON VIOLATIONS & TIPS**



**1 Improper Trash Placement:** Place trash or trash cans on the right-of-way no earlier than 24 hours before pickup. Stay informed about your bulk pickup schedule.

**2 Work Without a Permit:** Always contact the Building Division for guidance on permits before making any changes to your property. (Not Pictured)

**3 Defective Parking Surface:** Parking surfaces should be paved and free of defects.

**4 Vehicle Storage on Private Property:** Park on paved areas. Keep unregistered, wrecked, or junk vehicles within an enclosed building on your property.

**5 Faded/Chipped Paint and Discolorations:** Maintain the exterior of painted structures free from fading or chipping.

**6 Building Maintenance:** Prevent deterioration and blight by promptly repairing exterior areas.

**7 Overgrown Vegetation:** Trim lawns and vegetation regularly to prevent overgrowth or encroachment on right-of-way.

**8 Trash & Debris:** (on private property) Maintain a clean property by keeping it free of trash, debris, and litter.

**9 Fence in Disrepair:** Ensure fences are well-maintained and in good repair.

**10 Outdoor Storage:** Store items indoors and out of sight for a tidy appearance.

**11 Commercial Vehicles in Residential Zones:** Avoid parking commercial vehicles in residential areas between 9:00 PM and 6:00 AM.

Code Section	Violation Type	Corrective Action	Comply By
25-2(b)	Trash on Right-Of-Way	Remove trash or call sanitation for pick up	24 Hours
32-635-b-4-a	Trash Can Left At Street	Store trash cans at least 25 feet from the edge of roadway	3 Days
8-31	Work without permits (not pictured)	Obtain proper permits for work done	60 Days
14-11-1-d	Unpaved/Damaged Parking Surface	Pave or repair parking surface	90 Days
13-41(a)	Storage of wrecked or junked vehicle (on private property)	Remove wrecked or junked motor vehicle or store in an enclosed structure	15 Days
13-41(b)	Storage of unregistered vehicle (on private property)	Register vehicle or store in an enclosed structure	15 Days
32-385(b)(3)	Parking on lawn (except on public property/right-of-way)	Remove parked vehicles from lawn and park on paved surface	5 Days
14-11(1)(c)	Faded/chipped paint and discolorations	Paint exterior structures where needed	30 Days
14-6(1)	Building maintenance	Repair exterior surfaces, windows or roof/Obtain required permits and pass permit inspections as applicable. (Please confirm the corrective action with the	90 Days
14-11(1)(b)	Overgrown vegetation	Trim overgrown vegetation in accordance with City Code	10 Days
25-2-a-1	Right-of-Way Maintenance: Dead vegetation and overgrown grass	Replace dead vegetation or trim overgrowth	10-30 Days
14-93(a)	Trash & Debris (on private property)	Clear trash and debris from property	10 Days
32-335-b	Fence in disrepair	Repair or remove fence	30 Days
32-141	Outdoor Storage	Remove all items stored outside (in accordance with City Code)	30 Days
28-11-d-1	Commercial Vehicle in residential zones	Remove commercial vehicle from property	10 Days



# Outreach and Materials

# Outreach and Materials

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## Outreach:

- Presentations:
  - Advisory Boards, including Golden Isles and Three Islands Safe Neighborhood Districts, Quadrant Safety Board, etc.
- Neighborhood or Property Sweeps
- Person-to-person contact



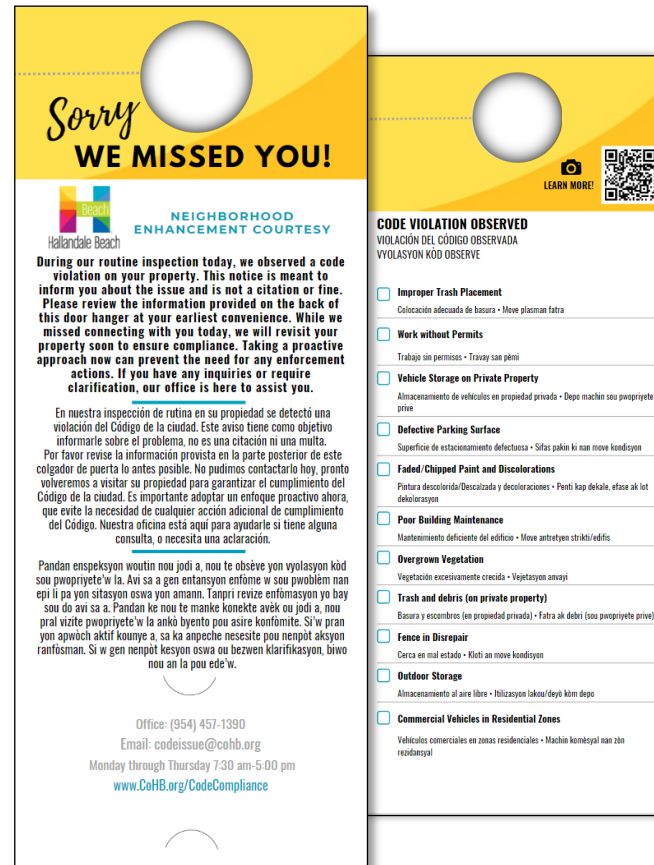
## GOAL

- Engage homeowners through educational campaigns.
- Highlight benefits of maintaining properties for overall community well-being.
- Emphasize the value of preserving housing stock quality.

# Outreach and Materials

## Materials

- Brochures
- Door hangers
- Letters
- City Newsletters



### ANONYMOUS COMPLAINTS

As of July 1, 2021, pursuant to Florida Statutes 162.06(1)(b), 162.21(3)(b), and 125.69(4)(b), Florida state law prohibits local governments from investigating anonymous code complaints. Our Code Compliance team is no longer able to initiate investigations based on anonymous complaints. To report potential code violations, individuals must provide their name, address, and phone number when filing a complaint.

Please note that if the reported violation poses an imminent threat to public health, safety, or welfare, or if it risks the destruction of habitat or sensitive resources, the prohibition on anonymous complaints does not apply.

### SEAWALL AWARENESS

Ensuring the maintenance of the seawall is crucial as neglect can lead to eroded shorelines, weakened structural support, inland, and escalated repair costs over time. Protecting the seawall preserves both our environment and community infrastructure.

### ILLEGAL DUMPING

Addressing illegal dumping is vital to prevent pollution, preserve community beauty, and minimize escalating cleanup expenses. Tackling this issue ensures a cleaner environment and a better quality of life for all. Report illegal dumping using the MyHB App.

### RESIDENTIAL GARBAGE/RECYCLING PICK-UP SCHEDULE

All bulk waste must be placed in curbside by 7 AM. Scan link below for bulk schedule.

Help Keep Hallandale Beach beautiful and safe by avoiding these common violations.

**FOR MORE INFORMATION OR TO REPORT A CONCERN**

Visit our webpage for FAQs at [www.CohB.org/CodeCompliance](http://www.CohB.org/CodeCompliance)  
Office: (954) 457-1390  
Email: [codeissue@cohb.org](mailto:codeissue@cohb.org)  
Monday through Thursday 7:30 am-5:00 pm

**STILL HAVE QUESTIONS?**

SCAN ME

### NEIGHBORHOOD ENHANCEMENT GUIDE

A Guide for Residential Property Maintenance within the City of Hallandale Beach

**Code Violations**

Vendor Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
City: \_\_\_\_\_  
Evaluation Period: \_\_\_\_\_  
Special Assessment: \_\_\_\_\_

### COMMON VIOLATIONS & TIPS

- Improper Trash Placement:** Place trash or trash cans on the right-of-way no earlier than 24 hours before pickup. Stay informed about your bulk pickup schedule.
- Work Without a Permit:** Always contact the Building Division for guidance on permits before making any changes to your property. (Not Pictured)
- Defective Parking Surface:** Parking surfaces should be paved and free of defects.
- Vehicle Storage on Private Property:** Park on paved areas. Keep unregistered, wrecked, or junk vehicles within an enclosed building on your property.
- Faded/Chipped Paint and Discolorations:** Maintain the exterior of painted structures free from fading or chipping.
- Building Maintenance:** Prevent deterioration and blight by promptly repairing exterior areas.
- Overgrown Vegetation:** Trim lawns and vegetation regularly to prevent overgrowth or encroachment on right-of-way.
- Trash & Debris:** (on private property) Maintain a clean property by keeping it free of trash, debris, and litter.
- Fence in Disrepair:** Ensure fences are well-maintained and in good repair.
- Outdoor Storage:** Store items indoors and out of sight for a tidy appearance.
- Commercial Vehicles in Residential Zones:** Avoid parking commercial vehicles in residential areas between 9:00 PM and 6:00 AM.

**DID YOU KNOW?**  
The following are some common issues that are NOT handled by Code Compliance Division

**BUILDING PERMITS**  
Contact the Building Division  
Phone: (954) 457-2220 Option 2  
Online: [www.CohB.org/SSP](http://www.CohB.org/SSP)

**PARKING ENFORCEMENT**  
Contact the Police Department  
Phone: (954) 457-1489  
Email: [Parking@CohB.org](mailto:Parking@CohB.org)

**NOISE COMPLAINTS (after 6 pm)**  
Contact the Police Department  
Non-Emergency Line  
(954) 764-HELP (4357)





# Enforcement

AN EDUCATION FIRST APPROACH

# Enforcement Overview

Violation Type	Corrective Action	Case Type	Comply By*
Trash placed on Right-Of-Way	Remove trash or call sanitation for pick up	COU → CC	24 Hours or Ticket issued
Trash Can Left At Street	Store trash cans at least 25 feet from the street	COU → CC	3 Days or ticket issued
Work without permits	Obtain required permits and inspections for work done	CEC/COU	60 Days for permit applications or hearing is scheduled
Parking on lawn	Remove parked vehicles from lawn	COU → CC	5 Days or ticket issued
Storage of wrecked, junked or unregistered vehicle	Remove wrecked or junked motor vehicle/Remove or register unregistered vehicle.	COU → CEC	15 Days or CEC issued
Building maintenance	Paint or Repair exterior as needed/Obtain required permits & pass permit inspections	COU/CEC	90 Days for permit applications or work to start or hearing is scheduled
Overgrowth/Damaged Landscape	Trim overgrown vegetation/Repair landscape	CEC/LMC	10 Days or hearing is scheduled/work order submitted
Trash & Debris	Clear trash and debris from landscape	CEC/LMC	10 Days or hearing is scheduled/work order submitted
Outdoor Storage	Remove all items stored outside	CEC	30 Days or hearing is scheduled
Fence in disrepair	Repair or remove fence	CEC	30 Days for repair or permit application or hearing is scheduled
Commercial vehicle in residential zones	Remove commercial vehicle from property	CC	10 Days or fine accrual starts
Unpaved/Damaged Parking Surface	Pave or repair parking surface	CEC	90 Days for completion or permit application or hearing is scheduled

\*For training purposes

# Enforcement Process – Case Type Flowcharts

Complaint	
Education	<ul style="list-style-type: none"><li>• Code Compliance will conduct a site investigation and reach out to the property owner to inform them of the Code and requirements.</li></ul>
Compliance deadlines	<ul style="list-style-type: none"><li>• Voluntary compliance</li><li>• Communication with code compliance specialist requesting reasonable compliance date extension</li></ul>
Legal Notices	<ul style="list-style-type: none"><li>• If not complied by the given deadlines, the case will be scheduled for Magistrate with legal notice issued to the property owner</li></ul>
Special Magistrate Hearing	<ul style="list-style-type: none"><li>• The Special Magistrate decides on a case the property owner and the City must adhere to the magistrate's orders. Additional time can be given to comply or a fine may be imposed.</li><li>• Depending on the complexity of a case, the Magistrate may allow a continuance, extending the compliance date in a subsequent Special Magistrate Hearing.</li></ul>
Communications and Inspections	<ul style="list-style-type: none"><li>• After Magistrate's order the property owner must work towards complying their violation and maintain communication with their issuing code compliance specialist (CCS).</li><li>• If complied, the CCS will inspect the property and close the case.</li></ul>
Final Orders	<ul style="list-style-type: none"><li>• If a case is not complied, the Special Magistrate may impose a daily fine and lien on the property until the violation is complied.</li></ul>
Compliance/Close Case	<ul style="list-style-type: none"><li>• At any point, if the CCS finds that the violation is complied with, they will close the case.</li></ul>





# Metrics

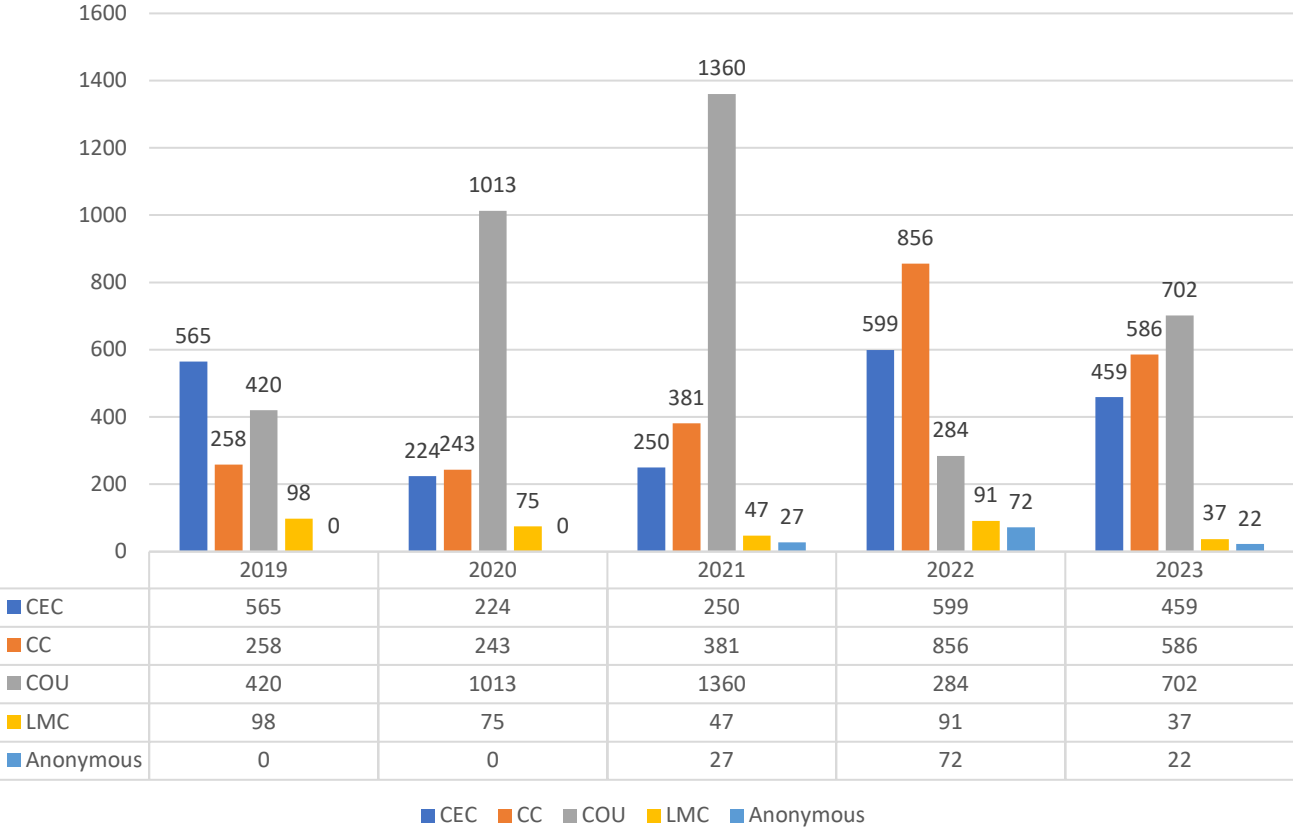
COHB Code Compliance By The Numbers

# Metrics



## Monthly Reports

Case Types by Year

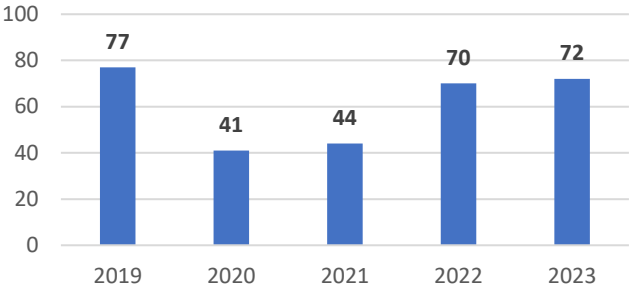


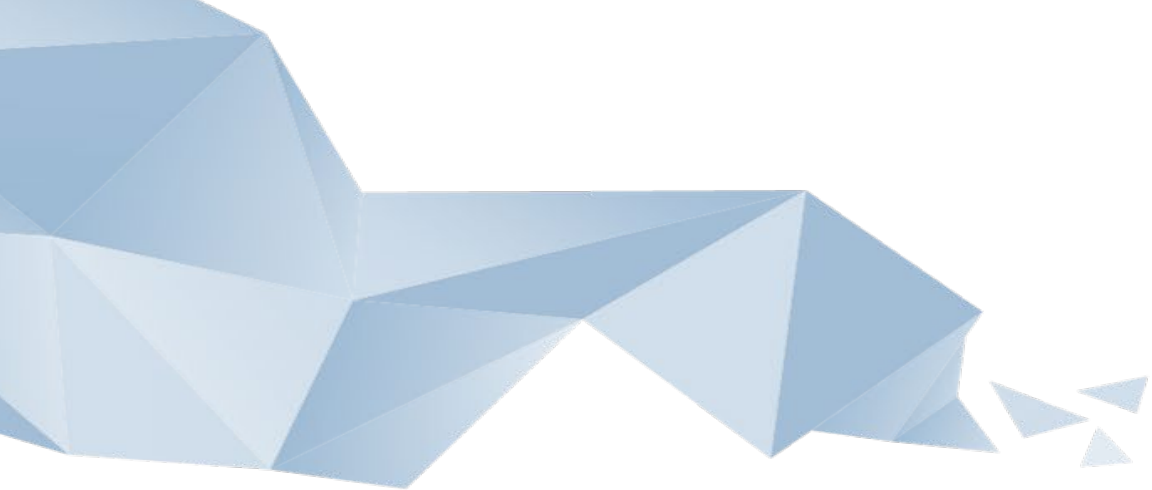
## Annual Reports

Violation Types by Year

	2019	2020	2021	2022	2023
Trash on R-O-W	72	157	379	730	912
Work w/o Permit	184	87	91	151	149
Junk/Unreg Vehicles	30	53	56	33	19
Unpaved Parking	41	25	20	29	19
Paint Needed	4	13	37	22	60
Building Maintenance	98	60	60	76	61
Overgrowth	64	88	55	84	79
Trash & Debris	145	20	55	153	76
Fence Repair	20	31	32	37	39
Outdoor Storage	20	10	27	13	12
Commercial Vehicles	7	11	16	6	7

Mitigations Processed





# Neighborhood Enhancement Program

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