

QUALITY NEIGHBORHOODS GUIDE:

15

Avoiding the most common code violations

FresGO App

See. Snap. Send.

FresGO is a free, easy to use, real-time app for residents to report issues. Report concerns, track requests, provide comments, and learn about city services. It's easy!

Take control of your neighborhood by connecting with city government to resolve issues quickly.

- **FresGO** gives you the power to improve your community by transforming how Fresno operates and empowering you to connect with City Hall at the push of a button.
- Report infrastructure and non-emergency public safety issues with your smartphone or computer. Track resolutions and receive real-time updates and alerts. It's easy.
- With **FresGO**, you don't need to know which department does what. The multi-lingual application tracks reported items, like graffiti, broken sprinklers, street closures, and more. With the push of a button, issues are automatically routed and even escalated if not completed in a timely manner.



Connect with **FresGO** today at the Apple Store and Google Play for Android.



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Call 3-1-1

The City of Fresno's One
Call Center is now **3-1-1**.





The City of Fresno (City) is a vibrant community that values diversity, opportunity, partnerships, and fun.

We have much to celebrate here—our neighbors and neighborhoods, innovative small and large businesses, our many cultural and fun community events—and the list goes on.

But the best part of Fresno is the over 500,000 residents who strive to make our city a place that is welcoming and beautiful. It is the City's responsibility to enforce codes, ordinances, and laws that safeguard quality of life. And it is our good neighbor residents who ensure that these City requirements are observed, so the qualities of our vibrant community remain high.

The Quality Neighborhoods Guide is designed to provide Fresno residents with facts about City requirements, helpful tips and services, and key contact information. Together, we can work to ensure our city is a place that is proud of its thriving neighborhoods, shared quality of life and strong public safety.

Contact the City to report code violations or to determine when permits are required:





Planning, preserving, and promoting quality neighborhoods

Taking proper care of buildings, land, and other resources in our community is in everyone's best interest. Property values are stable when residents are engaged and maintain their neighborhoods. Children who live in healthy neighborhoods, and feel safe walking to and from school perform better. Neighborhood pride, sense of community, and quality of life increase when blight is removed.

The City Neighborhood Services Divisions includes Code Enforcement, Neighborhood Revitalization, and Rental Housing. These Divisions work hard to maintain certifications and provide training that allows the City's teams to provide professional, courteous, and dependable community service. We endeavor to ensure the health and safety of residents and Fresno's housing stock through enforcement of the City's various codes. The Neighborhood Services Divisions recognize that these efforts are only successful based on essential teamwork with other government agencies and City Departments, residents, property owners, business owners, community based organizations, and other community stakeholders. We continuously strive to work in partnership with these groups to plan, preserve, and promote quality neighborhoods.

15

most common code violations

Alleys

1



Animals

2



4

- Alleys are required to be maintained by property owners. They can attract illegal and mischievous activity.
- Because alleys are considered part of the property, property owners are responsible for cleaning and maintaining their portion of the alley.
- Some neighborhoods have requested that their alley become gated, for information on this process, please contact the Solid Waste Division by calling 3-1-1.



- The City recognizes that the keeping of animals can create hazards and other nuisances that disrupt the quality of life that many residents expect and deserve.
- Farm animals such as chickens, roosters, goats, sheep, cows, and horses are not permitted in residential areas.
- The City's Code permits no more than four adult animals per household.
- Dog licenses are required in the city for all dogs over the age of four months.
- Please contact the Central California SPCA for more information on licensing pets.

Fences, Hedges, & Walls

3

Fences, hedges, and walls can define the boundaries of your property and can act as a visual, noise, and security barrier.

Fences

- Fences can be constructed without permits but may not exceed three feet (some exceptions may apply for iron fencing) in the front yard, or six feet on the side and rear yard.
- They must be constructed with materials consistent with the neighborhood's design standards and be made of commonly-used materials (no plywood, scrap wood, tarps, doors, pallets, or plastic roofing materials).

Hedges

- Hedges are plants arranged in a pattern to create a barrier, if groomed appropriately, they can create a "living fence."
- Similar restrictions apply for hedges being no more than three feet for the front yard, and six feet for the side and back yard.

Walls

Walls or solid masonry is a structure designed to prevent passage of light, air and vision, and reduce noise levels.

- Bricks, rocks, cinder blocks, and a variety of other materials can be used.
- The same height restrictions apply, three feet is the maximum in the front yard, and there are also side and back yard restrictions.

Garage Conversions

4



Illegal Dumping

5



Infestation

6



Garages cannot be converted or altered for use as sleeping, cooking, dining, or other purposes without proper permits.

Contact the City at 3-1-1 to determine if permits are required.



Dumping of trash and debris causes blight, can be hazardous, is an attractive nuisance, and is a violation.

- The City focuses several resources on identifying, fining, and in some cases prosecuting or impounding vehicles of violators.
 - Those identified are issued fines beginning at \$1,000 and violators are required to remove the materials illegally dumped.
 - Individuals from outside of the neighborhood who add materials to a planned operation clean up garbage service are considered to be illegally dumping and can be subject to citation(s).
-
- Vermin and rodent infestation (cockroaches, bed bugs, mice) must be eradicated.
 - It is important to keep properties clear of garbage, accessible food, and practice good housekeeping.

Junk, Trash, & Debris

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Plumbing Leaks

8



Pool Fencing & Maintenance

9



It is a public nuisance for any property owner or occupant to allow the accumulation, abandonment, or storage of trash, rubbish, or junk such as garbage, scrap materials, lumber, concrete, tires, piles of soil, etc.

- These conditions create blight, affect public health, and result in dangerous and unsanitary conditions.
- To learn more about the City's Operation Clean Up, or to request a Special Haul call 3-1-1.



Leaks that are not repaired can cause significant property damage, resulting in substandard and unhealthy living conditions. Contact the City to determine if permits are required for repair work.

Pool fencing is required around swimming and wading pools with a depth of 18 inches or more.

- Green pools are a hazard to children and attract mosquitoes that can breed diseases. Pools are required to be kept clean and clear.
- Information about mosquito fish for pools that are not being maintained is available at the Fresno Mosquito and Vector Control District at (559) 268-6565.

Signs



Smoke & Carbon Monoxide Detectors



Business Signage:

Sign permits are required to install, erect, relocate, or replace signs. Contact the City for more information at 3-1-1.



Signs and Advertisements on Poles, Streets, Walls, Fences, etc.:

No person shall affix any sign or write upon any pole, wall, fence, or upon any public street or street benches or structures.

Signs on Public Property:

Signs on or over public property may be removed by any company, utility, organization, or individual owning or responsible for maintaining that property. Persons with their contact information, or found to be responsible for placing a prohibited sign on public property will be held responsible for fines.

Smoke detectors must be installed outside of each separate sleeping area in the immediate vicinity of the bedrooms and on every habitable level of a dwelling unit.

Carbon monoxide detectors can also be required; call the City for more information at 3-1-1.



Tarp & Pole Structures

12



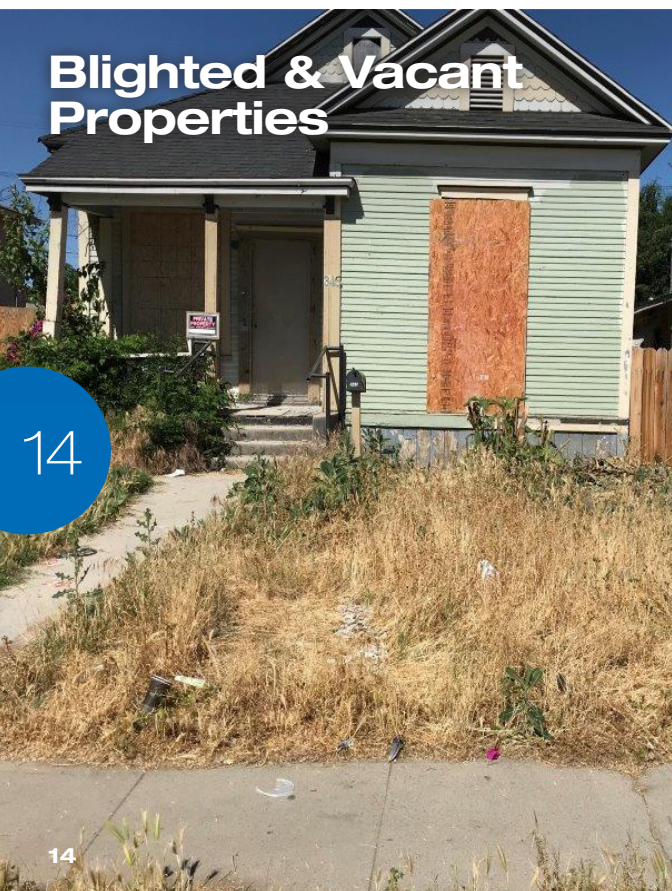
Tires

13



Blighted & Vacant Properties

14



- Tarp and pole structures are illegal under the zoning code.
- Even though they are popular, laws governing their placement are enforced. The use of tarp and pole structures can carry fines of up to hundreds of dollars.

- The City is funded by grants that not only allow for the pickup and disposal of illegally dumped tires, but also provides for education, business inspections, and amnesty events.
- For information on Tire Amnesty events, contact the City at 3-1-1.



- Blighted and Vacant properties are an attractive nuisance. They attract illegal and mischievous activity.
- These properties also utilize significant public safety resources through the police and fire departments if not properly maintained.
- All vacant property owners are required to comply with the Vacant Blighted Building Ordinance. Properties must be secured, maintained, and registered on the Vacant Building Registry.
- The boarding of windows and doors viewable from public right of ways is not allowed; transparent material is required
- Contact the City to learn more about the Code Lein Waiver Program to assist potential property owners.

Vehicles

15



Inoperable

Inoperable vehicles lacking parts necessary for normal operation (abandoned, wrecked, un-inflated tires, scrapped, partially dismantled) cannot be parked on the street or stored on private property, unless enclosed within a legal structure such as a garage, and so long as they are not visible from the public right of way. For information on vehicles in the street contact the City's Parking Division at 3-1-1.



Operable

Vehicles parked on private residential property must be parked on driveways, or in a garage or carport. Vehicles cannot park on dirt, lawn, or landscaped areas.

Oversized and Recreational

Trucks and trailers with large capacity that are oversized, or made for commercial use are not allowed to be parked on a residentially zoned property. Recreational vehicles or auto/utility trailers must be stored in a side or rear yard area, enclosed behind a wall or fence of a minimum height of five feet, and may not be lived in.

What are code violations, and how are they handled?

The City's code enforcement officers work hard to ensure quality neighborhoods by enforcing city, state, and federal codes. Several parts of the Fresno Municipal Code and various Ordinances address properties. There are many types of codes: Zoning Codes, Fire Codes, Uniform Building Codes, Housing Maintenance Codes, Public Nuisance Codes, and various Health and Safety Codes. Because there are many different codes involving complex technical or legal issues, it is difficult to name them all. These codes and ordinances, together with the state and federal regulations and codes, are designed to maintain a healthy, safe, and clean environment; carry out land use policy; and, preserve the quality of life standards that residents and businesses enjoy in the Fresno community.

To be effective and efficient, the City depends on the cooperation and input of residents and business owners. These codes maintain a healthy and safe environment for all residents by eliminating specific dangers and hazards.

Three types of inspections:

Pro-Active Inspections

occur regularly throughout Fresno to ensure our neighborhoods are clean, and health and safety hazards do not exist.

Re-Active Inspections

occur when a potential violation is reported. Officers confirm the existence of violation(s) and inform the property owner of requirements and deadlines to cure the violation(s).

The ultimate goal is compliance and quality neighborhoods. The City is pleased to work with many responsible property owners who maintain or bring properties into compliance. This type of voluntary compliance is the goal, rather than issuing fines and enforced compliance.

Education is the first step to inform individuals about regulations that need to be followed. It is the responsibility of the property owner to comply with City codes. It is important that property owners are made aware of any violations. If the property owner is not responsive, violations should be reported to the City through FresGO or by calling 3-1-1.



The City works to bring code violation(s) to the attention of the responsible party, typically the property owner. A reasonable amount of time is provided to resolve the violation. Compliance at this stage is referred to as voluntary compliance. Voluntary compliance takes minimal City resources, and is often achieved quickly because the property owner is responsive. In the

Anti Slum Enforcement

occur when there is a history of egregious violations, irresponsible property owners, frequent police activity and more.

case of unresponsive property owners however, the City often takes enforcement action, using one or more of the following approaches to achieve compliance: Administrative Citations, Penalties, Abatement by Contractor, Court Appointed Receivership, Property Liens, Judicial Remedies, Referrals, etc.

Neighborhood Services

Three Divisions within the City of Fresno are grouped together and referred to as “Neighborhood Services.” The City’s Neighborhood Services Divisions shared goals are to improve property values, living conditions, public safety and the overall quality of life in Fresno’s neighborhoods.

The Neighborhood Services Divisions address approximately 15,000 cases per year and include Code Enforcement, Neighborhood Revitalization, and Rental Housing. City divisions work together PLANNING, PRESERVING and PROMOTING quality neighborhoods through the enhanced enforcement of codes that improve housing.



Code Enforcement

The traditional Code Enforcement Division enforces the City’s Minimum Housing Code, which covers safety and livability requirements in housing by processing a variety of cases ranging from public nuisance to zoning. Code Enforcement has specialty teams as well as area teams that respond to complaints and possess specialized training to enforce violations. Specialty teams include illegal dumping, vacant buildings, demolition, conditional use permits, weeds and vacant lots. Code Enforcement depends on individuals to report issues through the FresGO app or by calling 3-1-1. All complaints are addressed based on their priority level, with the most dangerous cases getting the most urgent responses.



Neighborhood Revitalization



A component of the Mayor's Restore Fresno effort (a compilation of initiatives to improve property values, living conditions, public safety and the overall quality of life in older neighborhoods) is the Neighborhood Revitalization Team (NRT). The NRT continues to practice a form of proactive code enforcement known as neighborhood revitalization, which involves focused efforts in specific neighborhoods and a property-by-property analysis identifying violations and matching homeowners with relevant resources to improve their properties. Community coordinators work alongside inspectors to ensure that resident leadership is cultivated, blight is dramatically reduced, housing issues are being improved, and neighborhood leaders are working together with City staff to resolve intractable problems. Each neighborhood receives the support of the NRT through regular code sweeps, and consistent resident contact each month. Though successful revitalization is largely defined by neighborhood stakeholders, it always includes the removal of blight from the neighborhood and ensuring living conditions are up to code. Frequently, stakeholders also seek to increase safety, build deeper partnerships with their neighborhood schools, reduce speeding, and many other neighborhood-specific projects.

Rental Housing



The Rental Housing Division was recently established to implement the Rental Housing Improvement Act, and Anti-Slum Enforcement efforts. Together, the two units work to addresses issues of substandard rental properties, promote greater compliance with health and safety standards and work to preserve the quality of Fresno's neighborhoods and available housing opportunities. The proactive Rental Housing Improvement Program requires that all rental properties are registered (free), and conducts health and safety inspections throughout the year. The Anti-Slum Enforcement Team seeks to obtain compliance through intensive and focused enforcement of properties with egregious violations. The goal is to work with property owners to achieve compliance of health and safety code violations that are a threat to the occupant's safety, structural integrity of the building, and have a negative impact on the surrounding neighborhoods.

FAQs

Q. What do I do if I observe a violation?

- A.** If you are a renter, contact your landlord or property manager first to request repairs. If the landlord does not respond within a reasonable amount of time, report the complaint to the City. An inspector will be assigned the case based on priority, investigate the issue, and take appropriate action. Complaints may be submitted through various methods, including:

SMARTPHONE APP:  multiple languages

PHONE: 3-1-1

WALK-IN: City Hall
2600 Fresno Street
Fresno California
Room #3076

ONLINE: www.fresno.gov

MAIL: City of Fresno
2600 Fresno Street, #3076
Fresno, California 93721

Q. What do I do if I receive a notice of violation?

- A.** Do not ignore the problem. Do your best to address the issue, and work with the City's Planning/Building and Safety Division to determine if a permit is required prior to making repairs. If you have questions or concerns, contact the inspector listed on the Notice of Violation. Failure to fix the problem can result in fines, or other actions if left unaddressed.

Q. How soon after I submit a complaint to Code should I expect the violation to be fixed?

- A.** While some complaints can be addressed quickly, because the responsible party is responsive, others can take several months to be resolved. It is important to remember that the property owner is responsible for compliance. It is also important to know that property owners have the right to due process, and are allowed a reasonable amount of time to correct violations. Because each case is unique, individuals are encouraged to get status updates by following the complaint in FresGO, or by contacting the City at 3-1-1.

Q. I am a property owner, what registries do I need to complete?

- A.** Owners of vacant buildings should be compliant with the City's Vacant Blighted Building Ordinance, and registered in the Vacant Building Registry. Property owners of rental properties, or properties that are not owner-occupied, are required to register all properties within the Fresno city limits, for free, on the Rental Property Registry available online at **www.fresno.gov/rentalhousing**.

Q. Do Mobile Food Vendors need a permit?

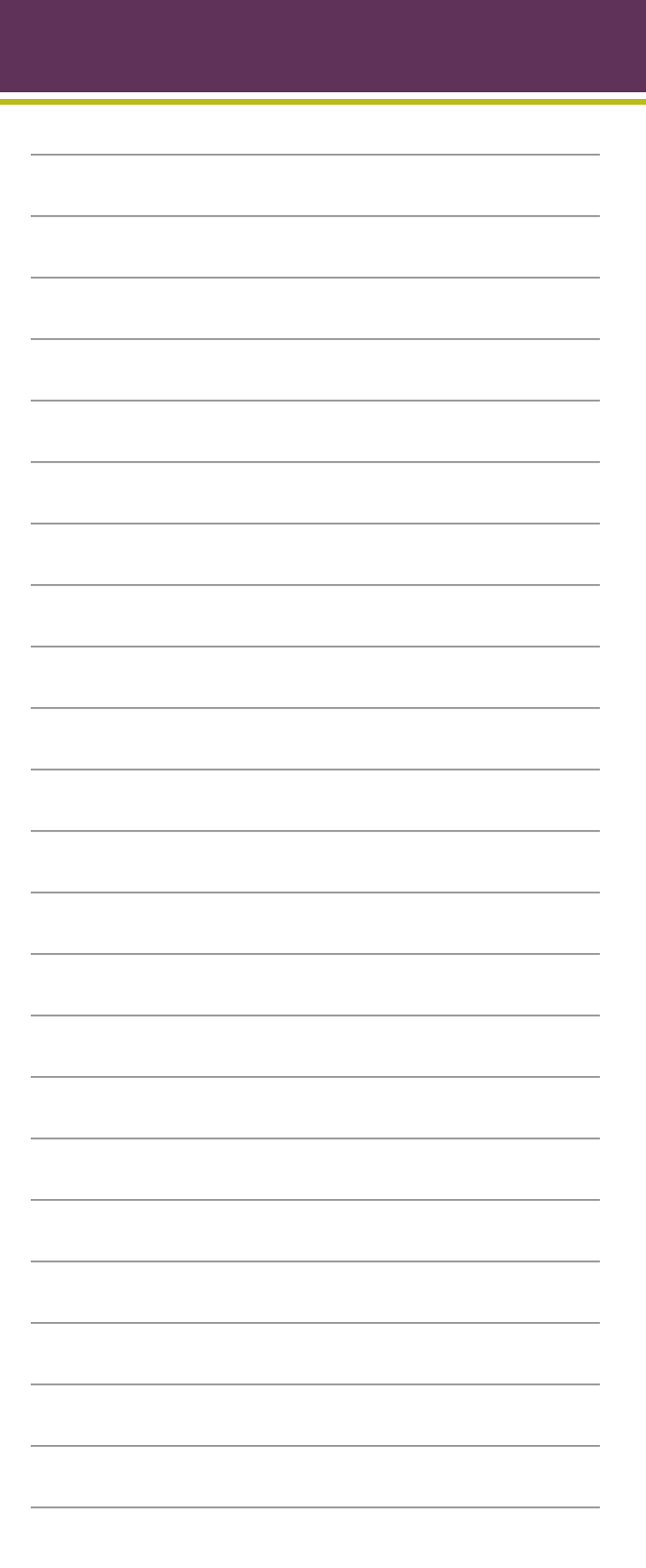
- A.** Food trucks or trailers parked in the street must have a City Mobile Vendor Permit displayed, cannot operate within 100 feet of a residence, 300 feet of an open restaurant, or 1,000 feet from a school, are limited to one hour in a proper parking stall, and may not have tables and chairs on the sidewalk or street area. Those on private property are subject to the same requirements, with the exception of the parking stall limitation. Mobile vendors that intend to sell food or beverage can contact the City's Business License Division at 3-1-1 to apply for a City Mobile Vendor Permit, which will require proof of County Health permits and/or certificates.

Q. What does the City of Fresno do when they receive a complaint?

- A.** Some violations can be solved by having the City send a courtesy letter outlining the complaint to the property owner. Others require a City inspector to conduct a site visit to determine if a violation exists prior to initiating enforcement action. Some inspections take longer than others to investigate and resolve. While each case is unique, typically the City sends the property owner a Notice, advising of the violation(s) and that compliance is required within a reasonable amount of time. Property owners have the right to appeal through a third-party appeal hearing process. If compliance is not achieved by the deadline, the City may issue fines and/or citations, and invoice the property owner. In extreme instances, the City hires professional firms to abate the violation and invoices the property owner for the services performed. The City places liens on properties for lack of prompt payment of citations and fines.

For a complete list of the City's ordinances, visit the Fresno Municipal Code website at library.municode.com/ca/fresno

A place for notes...



Planning, preserving, and promoting quality neighborhoods

Contact the City to report code violations or
to determine when permits are required:



Neighborhood Services

Monday—Friday | 8am—5pm

 /FresnoCA

 @CityofFresno

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fresno.gov

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