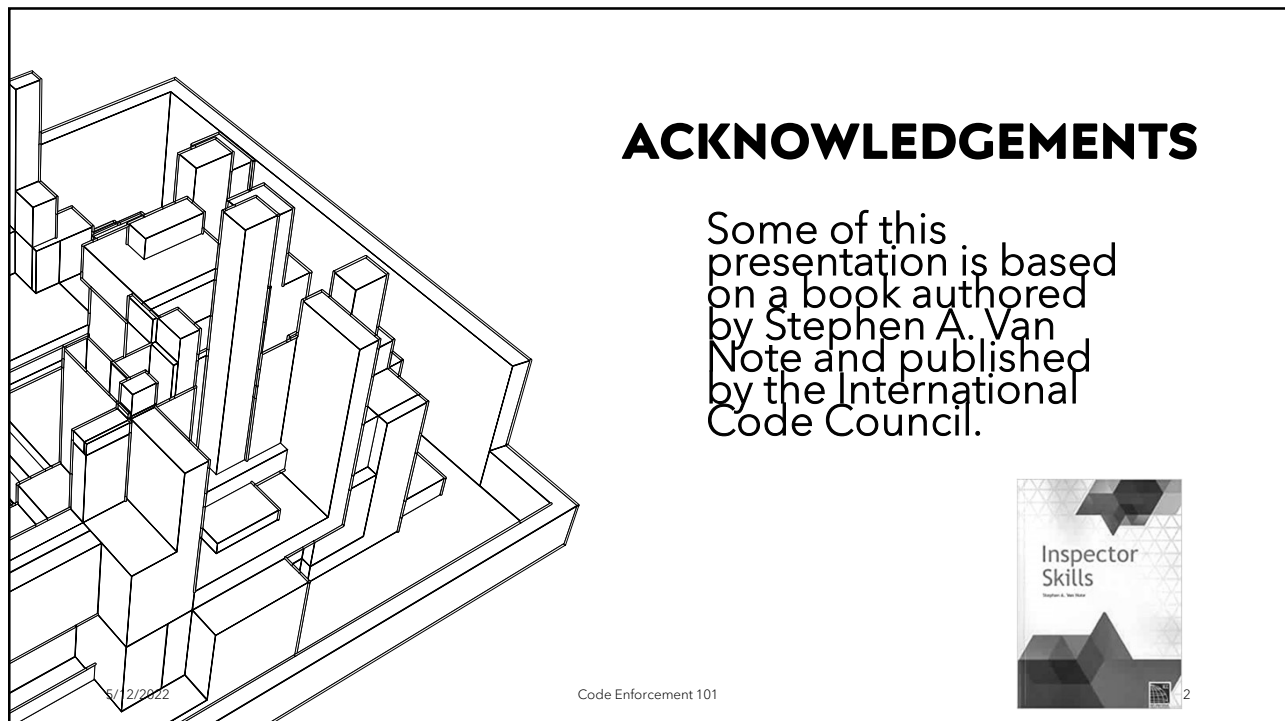


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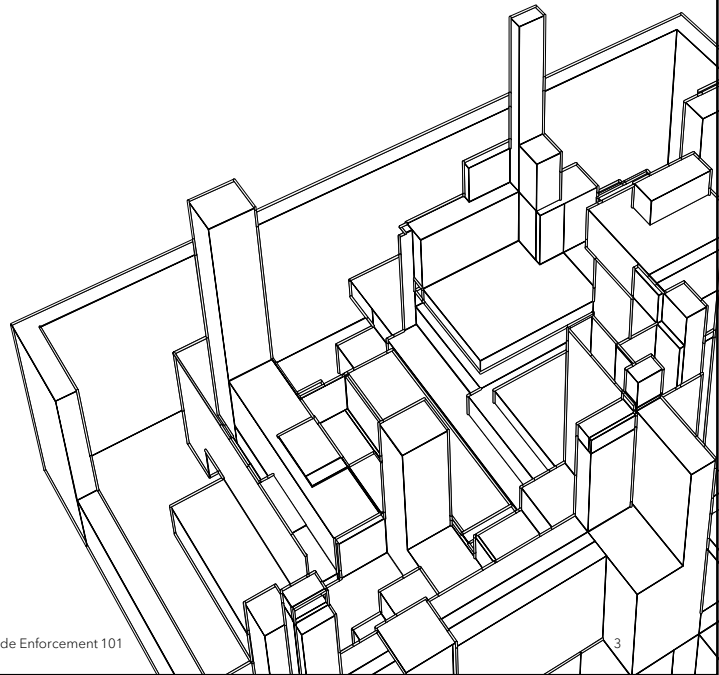
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ABOUT THE PRESENTER

- 40 Year career as a Code Enforcement Officer
- Active in State and Regional Associations
- Past Chair of the ICC PMC/Zoning Code Hearing Board
- Past member of the State of Maine Technical Building Codes and Standards Advisory Committee

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OBJECTIVES OF THIS PRESENTATION

UNDERSTAND THE DIFFERENCE
BETWEEN HARD SKILLS AND SOFT
SKILLS

HELP IMPROVE YOUR SOFT SKILLS

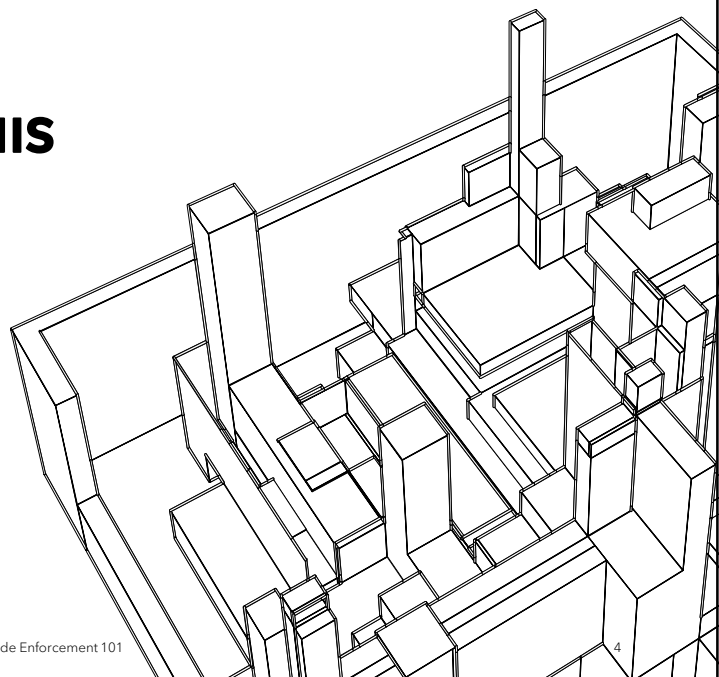
POSITIVE BEHAVIORS

SHOW TRIPPING POINTS

IMPORTANCE OF
COMMUNICATION

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JOB DESCRIPTION

UNIQUE TO YOUR TOWN

Each Municipality empowers the Code Enforcement Officer with different duties.

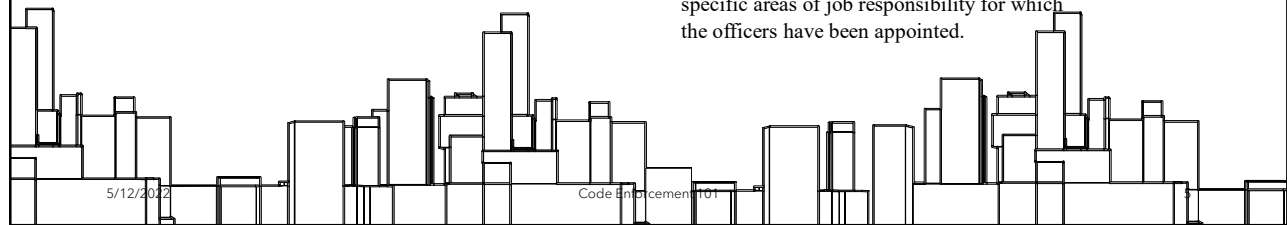
WHAT SHOULD A JOB DESCRIPTION INCLUDE?

The job description should accurately reflect the duties and responsibilities of the position.

WHAT DOES THE STATE REQUIRE?

Chapter 52 of the rules adopted by the SFMO, Section 3-4 states:

Upon initial appointment, and annually upon reappointment, a municipality shall file a certificate of appointment with the Office. The certificate must indicate the appointment, reappointment or continuation of the municipality's code enforcement officers, the date of appointment or reappointment, and the specific areas of job responsibility for which the officers have been appointed.



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WHAT ARE SOME OF THE TASKS CEO'S MAY HAVE?

- Shoreland Zoning
- Land Use enforcement (Zoning, Site Plan, Subdivision Regs)
- Internal Plumbing & SSWD Program (LPI)
- Electrical Inspector
- Building Codes - MUBEC which include IRC, IBC, IECC, IEBC
- Flood Plain management
- 80K certification - Legal representation in district court
- Health Officer
- Anything else that may not be in your job description

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SOME OF THE TASKS I HAVE BEEN ASSIGNED TO IN MY CAREER

- Supervisor of City Hall Building Maintenance Department
- Styrofoam ban enforcement
- Plastic bag ban enforcement
- Blasting Ordinance enforcement
- Medical Marijuana (Cannabis) regulator
- Sign enforcement, including political campaign signs on the public ways
- Property Maintenance Code enforcement officer
- Riparian rights determinator

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IT ALSO INCLUDES THINGS YOU MAY NOT HAVE REALIZED WHEN YOU TOOK THE JOB!

ASBESTOS DETECTION

National Emission Standards for Hazardous Air Pollutants 40 CFR, Part 61, Subpart M (also known as NESHAP)

State Asbestos Management Regs Chapter 425

RULES SURROUNDING DIGSAFE

Title 23, Chapter 307 (§ 3360-A)

www.digsafe.com or dial 811

EROSION & SEDIMENTATION

Best Management Practices

https://www.maine.gov/dep/land/erosion/escbmps/esc_bmp_engineers.pdf

LEAD PAINT

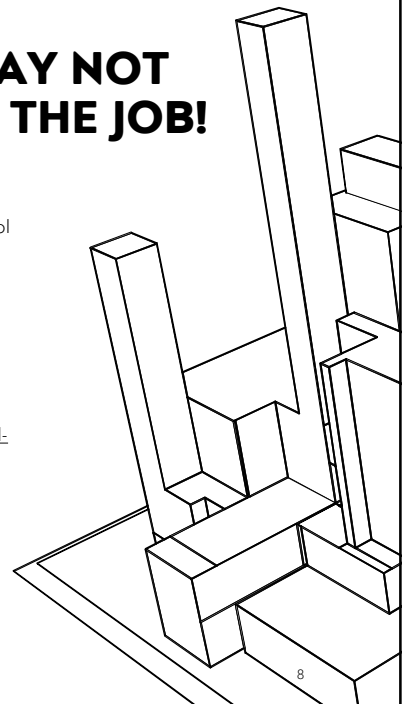
Title 22, Chapter 252: Lead Poisoning Control Act

CHAPTER 424 Lead Management Regulations

ARMY CORPS OF ENGINEERS

Nationwide Permit

<https://www.usace.army.mil/Missions/Civil-Works/Regulatory-Program-and-Permits/Nationwide-Permits/>



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WHAT ARE THE DIFFERENCES BETWEEN HARD SKILLS AND SOFT SKILLS?

HARD SKILLS

- FACTUAL KNOWLEDGE OF THE RULES WE ARE HIRED TO ENFORCE
- PROCESSES INVOLVED
- OTHER TECHNICAL SKILLS

SOFT SKILLS

- PERSONAL QUALITIES
- HOW WE INTERACT WITH OTHERS
- HABITS

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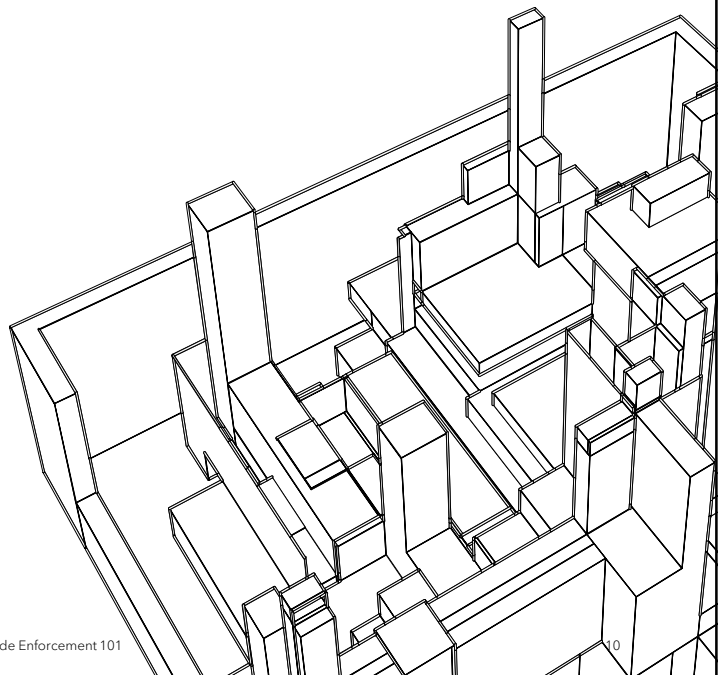
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WHAT ARE THE BENEFITS TO DEVELOPING GOOD SOFT SKILLS?

- YOU GO FROM BEING A GOOD INSPECTOR TO BEING A GREAT INSPECTOR
- ADDS TO THE CREDIBILITY AND STANDING OF THE DEPARTMENT
- HELPS ACHIEVE THE GOALS OF THE RULES WE ENFORCE



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GETTING BUY-IN FROM YOUR TOWN

SUPPORT FROM

- Town of City Council
- Town Manager
- Supervisor (if you have one)

RESULTS

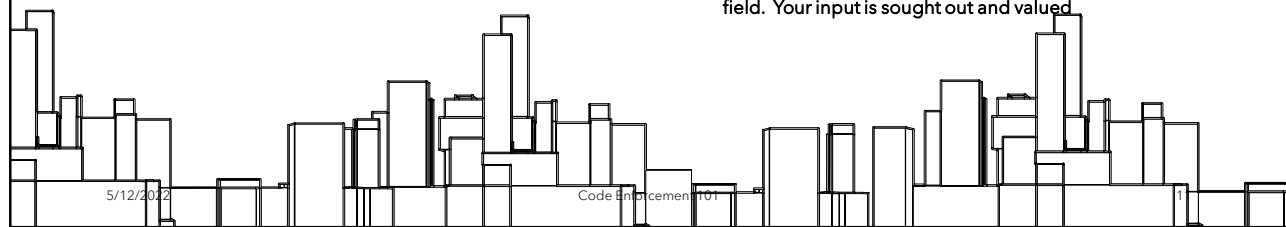
- Builds trust in the department
- Less second-guessing of decisions
- Shows that your work is important to the town

HOW DO YOU GET THIS SUPPORT

- Know your subject!
- Know how to apply it

WHAT DOES THIS SUPPORT LOOK LIKE?

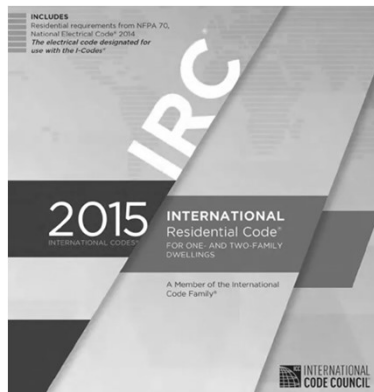
- Budgets are more easily approved
- You are looked upon as the expert in your field. Your input is sought out and valued



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HARD SKILLS AS A FOUNDATION

KNOWLEDGE OF THE CODES AND ORDINANCES ARE THE BASIS FOR YOUR DECISIONS! KNOW YOUR SUBJECT MATTER!

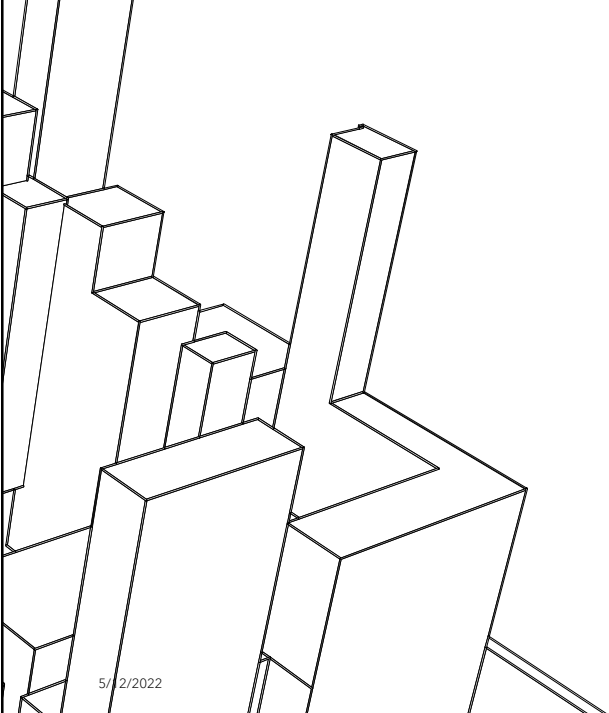


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FOUNDATION

WHAT IS MY JOB?
Look to your job description but beyond that, look at the regulations you are charged with enforcing.

Construction Codes
Receive and review permit applications, interpret the codes and evaluate alternatives, perform inspections, manage appeals and issue COO's

Zoning Ordinances
Review proposed land uses including space and bulk requirements, enforce the provisions, assist the ZBA in their capacity as an appellate

Local Floodplain Management Ordinance
Review proposals for development within the SFHA's

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INTERPRETATION VS. ALTERNATIVES

IMPORTANT PROVISIONS IN YOUR TOOLBOX

INTERPRETATION	ALTERNATIVES
<ul style="list-style-type: none"> Impossible for code to anticipate and cover all details of construction and land use. Provisions could and many times do conflict, especially with local ordinances. Construction codes allow interpretation <u>so long as they keep with the intent and purpose of the code.</u> Requires good judgement, problem solving and collaboration with others. 	<ul style="list-style-type: none"> Found mostly in construction codes In Zoning, it may look like reclassifying a use to a more appropriate or similar use that is already listed in the ordinance In construction codes, the word is equivalency for a product or design not specifically addressed in the code. Uses same skills such as good judgement, problem solving and collaboration with others who are experts in the subject you are researching.

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INTERPRETATION VS. ALTERNATIVES

DO YOU THINK THE BUILDING CODE COVERS CONSTRUCTION SUCH AS THIS?

Lou Ruvo Center for Brain Health in Las Vegas, Nevada



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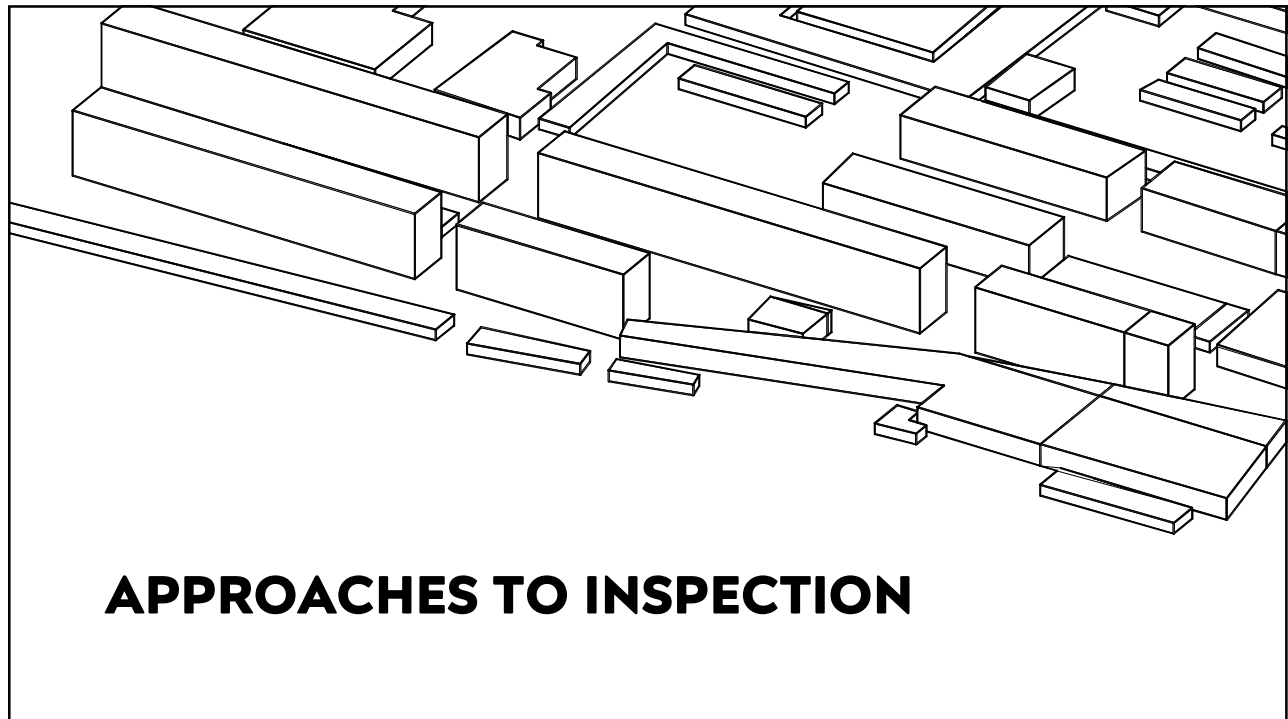
Wild Blueberry Land in Columbia Falls, ME



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APPROACHES TO INSPECTION

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JOB SITE ETIQUETTE

WHO IS THIS GUY?

Important for contractors and workers on site to know the identity of the inspector. First time visits may require introductions.

LARGER PROJECTS

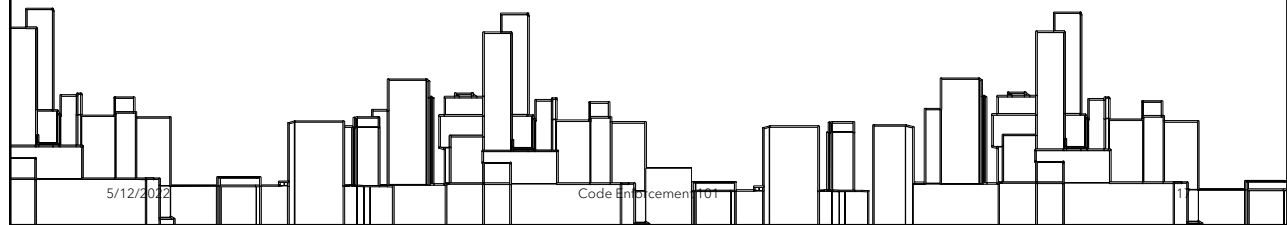
Many commercial projects have construction meetings that you may want to attend occasionally.

IDENTIFICATION

Municipality is required to provide official ID
IBC Section 104.5 states:

"The Building Official shall carry proper identification when inspecting structures or premises in the performance of duties under this code."

Badges are not advisable and are counter productive.



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ATTITUDE IS EVERYTHING! WHICH WOULD YOU RATHER HAVE ON YOUR JOBSITE?



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THE INSPECTOR AS AN EDUCATOR

A CRITICAL ROLE

Handouts

- What are the most common questions you get?
- Is there an illustrative way of showing the code requirements?

Outreach

- Building Safety Month
- Contractor days at lumber yards in your community.
- Vocational Schools that teach construction trades

Continuing Education

- Seminars like this one
- On-line training
- Proprietary materials training
- Others?

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CEO AS AN EDUCATOR (ZBA)

Zoning Board of Appeals
June 22, 2020
Item 1, Saao School Department

Summary of Appeal

The Saao School Department has requested it be granted a reduction in the side yard setback requirements to be able to locate a portable office trailer at the Fairfield School, 75 Beach Street, Saao. The Saao Zoning Ordinance requires under Table 412-1, line F "Minimum Width Side Yard and Rear of the Following Non-Residential Use: Abutting Lots in Residential or Conservation Districts" item 2 "Commercial Greenhouses and Nurseries, hospitals and clinics for humans, hotels and motels, non-profit recreational use, nursing homes, private clubs, private and public schools" Row 1c) where the distance required is 50 feet. The applicants wish to locate the portable office building 30 feet from the side property line.

Jurisdiction

The authority to hear an appeal for a setback variance can be found in the City Code of Saao, Chapter 230, Section 1003 sub-section C and Chapter 230 Section 902, subsection A (1) (d). Variances: <https://code250.com/24924128>

Conflict of Interest or Bias and Standing

If any member has a potential conflict of interest or bias, it should be disclosed at this point and a decision by the remaining members as to the conflict needs to be made.

History

See enclosures in your packet for more detailed information.

Procedures & Hearing

The Zoning Board Chair should open the public hearing in order to hear testimony on what is being requested and how it meets the 4-point hardship test for variances. The Board should first hear from the applicant, then the City Code Enforcement Officer. The Chair would then open the public hearing portion of the meeting. He would ask that if anyone would like to give testimony, that they use the "raise hand" icon on the Zoom application and the Chair will recognize that person by name and activate their ability to speak. The person giving testimony will need to identify who they are and their address. After all public testimony is heard, the Chair will ask to Code Enforcement Officer if the City has received any written communications regarding this appeal and, if so, could be read it into the record. Once all public testimony has been heard, the Chair will ask the Board if they have any questions. If so, the chair will recognize the member who has a

question and at that time, they should unmute their microphone and ask the question. Once all questions have been asked, the Chair should close the public hearing portion of the meeting and go into deliberations.

Deliberations

During deliberations, the Board must agree on a set of facts (Findings of Fact), conclude how the law applies to those facts (Conclusions of Law) and work their way through the 4-point hardship test to determine if the applicant has positively satisfied each point.

Decision

Once the Board has worked their way through the 4-point hardship test, a motion from one board member will be required. If the Board finds that the applicant has successfully demonstrated that they meet the 4-point hardship test, a motion to approve the variance request would be in order. If the applicant has failed to meet each and every point of the 4-point hardship test, a motion would be in order to deny the application.

Because this is an on-line meeting, the Chair will need to do a roll-call vote from each member. Once the vote has been tallied, the Chair will declare if the motion passes or fails. If it fails, a new motion will be in order. If the motion passes, no further action is required.

**Important reminder. Please keep your microphone muted until you need to speak. The Zoom application works best when only one microphone at a time is functioning.

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CEO AS AN EDUCATOR (HANDOUTS)

DO I NEED A PERMIT FOR A SHED?

Yes, any new construction is required to have a permit.

WHAT IS CONSIDERED A SHED?

A shed is a subordinate detached building used for residential storage.

WHERE CAN I PLACE THE SHED ON MY PROPERTY?

In residential zoning districts, if the shed is under 120 square feet and is not served by electricity, the shed need meet only a 5 foot side and rear yard setback requirement. No dimension (length, width, height) of the building shall exceed 12 feet.

Sheds shall be erected no closer to the front lot line than the extension of the line created by the front wall of the principal building.

WHAT IF I HAVE A SHED ALREADY ON MY PROPERTY?

Only one shed per lot shall be permitted to meet the five foot setback standard. Any other shed or out building shall meet the setback standards of Table 412-1 of the Zoning Ordinance.

WHERE DO I MEASURE SETBACKS?

Always measure setbacks from property lines and/or markers and not street lines. In many instances, a survey may be required to determine exactly where these property lines are on the face of the earth.

DOES MY SHED REQUIRE A PERMANENT FOUNDATION?

In most instances, smaller shed type structures do not require a permanent foundation.



City of Saco
Code Enforcement Department
300 Main Street
Saco, Maine 04072
Tel 207 284-6983
Fax 207 282-8202
www.sacomaine.org

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THE INSPECTOR AS AN AMBASSADOR AND FACILITATOR

Ambassador

- Many times, the CEO is the first person a contractor or homeowner has had with the governing authority.

Facilitator

- Have your customers think of you as a resource. In Zoning, a use proposed may not be permitted but something similar would be. Don't just say no, dig deeper.

Facilitator

- As a Code Enforcement Officer, your job is not to enforce black and white laws. Your job is also to try to assist your customers in getting from point A to B in compliance with the laws.

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DECISION MAKING AND FLEXIBILITY

WHAT MOST PEOPLE THINK

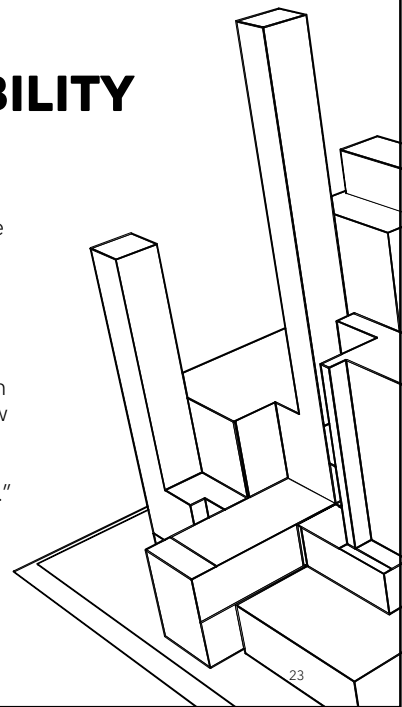
The codes are black and white. What is right and what is wrong, and it covers any possible circumstance a builder may run into.

WHAT CEO'S ACTUALLY DO

You are required to understand the intent and flexibility of the code. Good CEO's approach inspections with an open mind and understand the flexibility built into the codes.

WHAT TO AVOID

Don't impose your version of the best practices onto owners and contractors when it is not supported by the codes. Your main job as an inspector must always be to ensure that construction meets the minimum standards of the code. You know you are on shaky ground when you preface a sentence with "I prefer you would do it this way..."



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DECISION MAKING AND FLEXIBILITY

FLEXIBILITY IS NOT STATIC

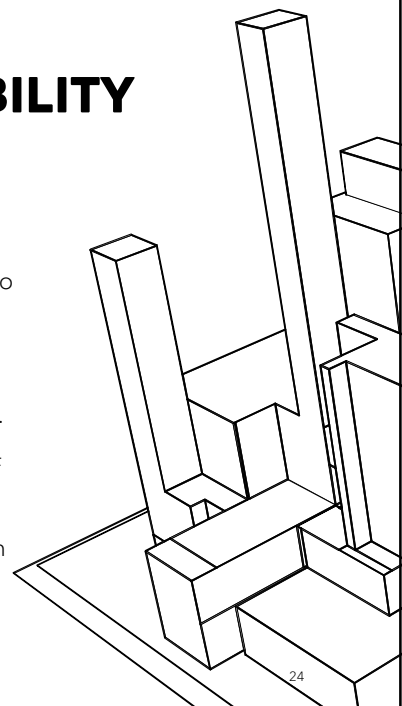
We as humans are all different and bring different skills to our job. What may work for one inspector may not be the best option for another.

PRODUCTS CHANGE

As inspectors, we often see new products in the field. It is important for you to keep up with these new and emerging products and methods so that decision making is not based on outdated information.

WHAT TO AVOID

Once again it is important to stress that you must limit your inspections and interpretations to what is required in the code or within the scope of the Zoning Ordinance. Don't ask for something that has no basis in the regulation you are enforcing. As an inspector, you are not the quality assurance department. If the aspect that you are inspecting meets the standard, don't ask for anything more even if the work appears sloppy.



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ACCURACY AND CONSISTENCY

SOME THINGS ARE CLEAR

- Minimum setbacks under the zoning regulations
- Baluster spacing in new construction.
- Minimum R-value of certain assemblies

SOME THINGS ARE NOT SO CLEAR

- When do code provisions apply to existing construction?

PRESCRIPTIVE VS. PERFORMANCE CODES

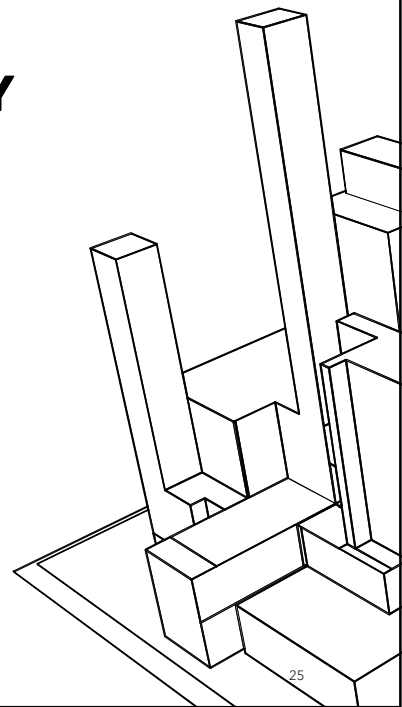
Does one allow more judgement calls than the other?

SOME THINGS ARE A JUDGEMENT CALL

- How much tolerance should you allow when inspecting nailing spacing?
- How about the minimum size of house numbers posted on buildings"

ABOVE ALL, BE CONSISTENT

When you make a judgement call, make sure to apply it evenly to all similar situations. Use the same methodology to arrive at judgements you are faced with.



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PROBLEMS AND SOLUTIONS

Be part of the solution,
not part of the problem.

Stephen R. Covey

quora.com

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TIME MANAGEMENT



- We can all use time more effectively by first identifying what causes ineffective time management.
- There are certain things we all dread doing as part of our job. These may include:
 - Writing reports or letter including NOV's
 - Getting into a drawn-out conversation with a customer that wants to know what he or she can do with their property.
 - Responding to voice-mail, email or snail-mail.
 - Making difficult decisions
 - Getting drawn into neighborhood disputes.

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TIME MANAGEMENT



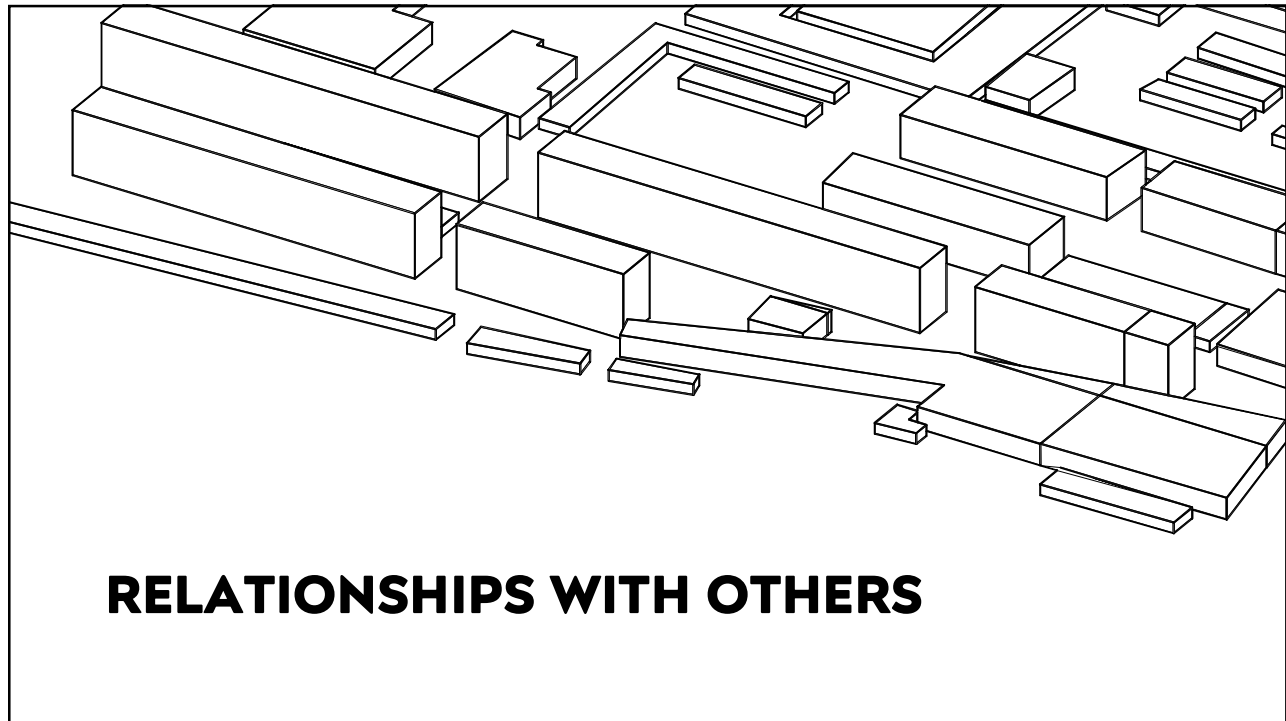
- What are the solutions?
 - Turn off your auto-notifications on your email
 - Be friendly on your inspections but don't be drawn into long conversations that are off-topic.
 - Be helpful when asked about options for property use but explain that there are too many variables to respond. Show them where to find the information on zoning uses for their particular property.
 - Set up times of the day when you will respond to mails of all kinds
 - In difficult situations where a decision must be made, sometimes talking it over with a co-worker or mentor helps. If you have done the best you can in researching the answer, make the decision and know that the customer can always make an appeal to the ZBA.

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WHAT ARE SOME SKILLS IN GETTING ALONG?



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WHAT ARE SOME SKILLS IN GETTING ALONG?

- Being Open Minded
- Being Fair (Due Process falls within this category)
- Empathetic
 - The action of understanding, being aware of, being sensitive to, and vicariously experiencing the feelings, thoughts, and experience of another of either the past or present without having the feelings, thoughts, and experience fully communicated in an objectively explicit manner
 - also : the capacity for this

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THE SINGLE MOST IMPORTANT SKILL AN INSPECTOR CAN HAVE

Why do most folks dread an inspection?

What news travels faster or is more apt to be repeated to others?

Don't be "That Inspector"

"The most important single ingredient in the formula of success is knowing how to get along with people."

Theodore Roosevelt
(26th President, USA)

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GETTING ALONG AND ACHIEVING RESULTS



SOLUTIONS BASED

Base knowledge of codes
Many ways to achieve compliance
Facilitate that process



ATTITUDE

R-E-S-P-E-C-T!
Never crude or condescending
Being careful of what we say and how we say it.



BE FLEXIBLE

Be a good listener
Contractor vs. Homeowner
Discuss next steps

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DEALING WITH DIFFICULT PEOPLE

KNOW THE DIFFERENCES BETWEEN DIFFICULT AND ABUSIVE PEOPLE!

Difficult is someone who may be negative, argumentative or just refuses to cooperate

Abusive is when a person is potentially violent, or the situation escalates to violence.

Abusive situations are rare, and the inspector needs to disengage from the situation as quickly as possible.

WHAT CAUSES PEOPLE TO BE DIFFICULT?

Resentful of government regulations

Doesn't like to be told what to do

Maybe having a bad day

Maybe they are just that way by nature.

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PLAN OF CORRECTION, PATH TO COMPLIANCE

GOAL IS TO ACHIEVE COMPLIANCE

- EXPLAIN THAT IT IS TO PROTECT THE HEALTH, SAFETY AND WELFARE OF THE FUTURE OCCUPANTS AND THE GENERAL PUBLIC.
- BE HELPFUL, RESPECTFUL AND RESOURCEFUL

WHAT HAPPENS WHEN THEY REFUSE TO COMPLY

- EXPLAIN WHAT MAY HAPPEN IF NONCOMPLIANCE IS CONTINUED. PROGRESSIVE ENFORCEMENT
- GIVE REASONABLE TIME TO MAKE CORRECTIONS.
- MAKE SURE THAT THESE STEPS ARE FOLLOWED THROUGH AND THE MUNICIPALITY BACKS YOUR ACTIONS;

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THE DO'S AND DON'TS

DEALING WITH DIFFICULT PEOPLE

USE THIS METHOD

- Defuse
- Stay Calm
- Listen
- Let them vent
- Speak quietly
- Be objective
- Remain confident and positive.

AVOID USING THIS METHOD

- Escalate
- Argue
- Interrupt
- Blame
- Raise your voice
- Criticize
- Take it personally

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**WHAT ARE SOME
COUNTERPRODUCTIVE STATEMENTS
TO AVOID?**

**WHAT ARE THE RESULTS THAT CAN
BE EXPECTED WHEN THESE
STATEMENTS ARE USED?**

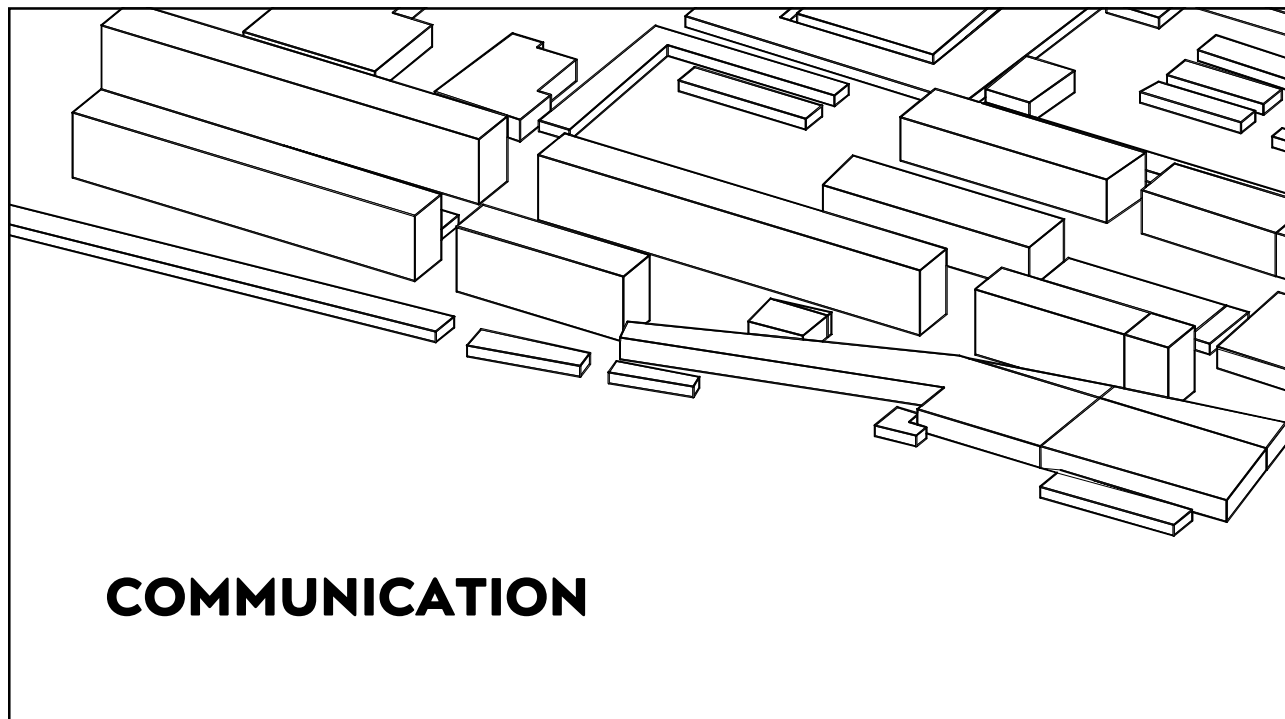
**WHAT ARE SOME ACTIVITIES THAT
CAN DAMAGE AN INSPECTOR'S
WORKING RELATIONSHIPS?**

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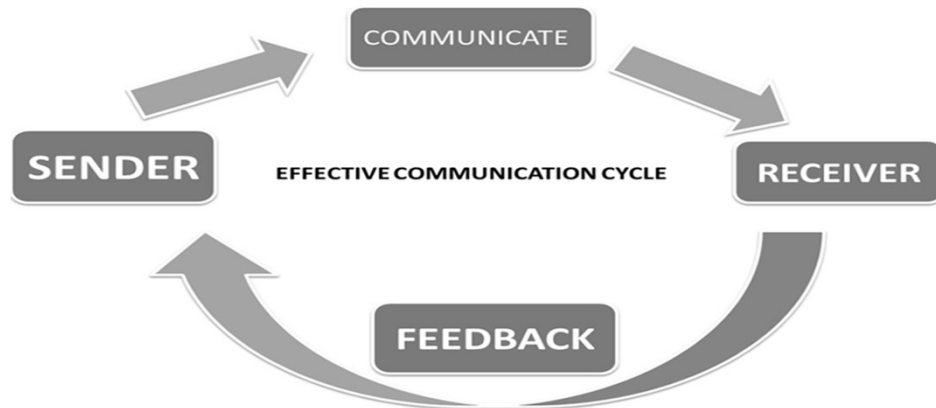
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UNDERSTAND THE COMMUNICATIONS MODEL



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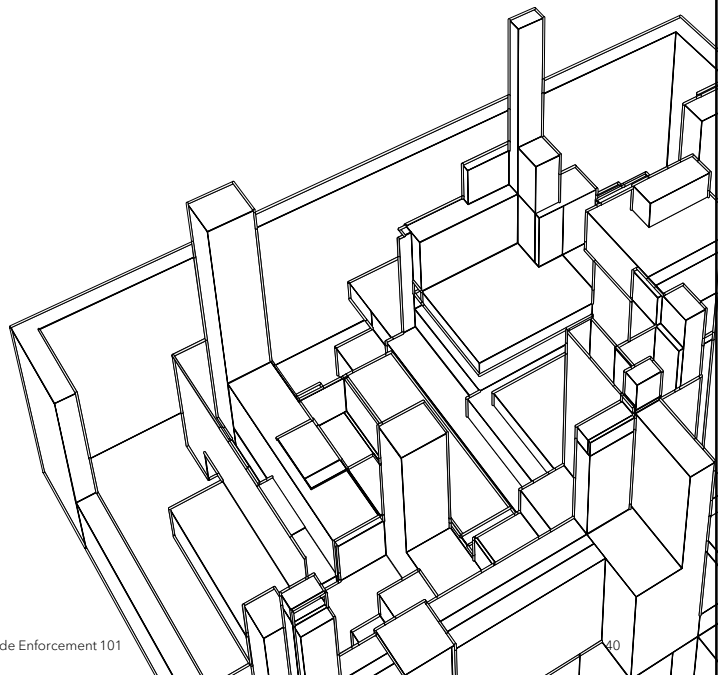
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STEPS BEFORE YOU COMMUNCIATE

- PREPARATION
 - UNDERSTAND WHAT YOUR GOAL IS
 - UNDERSTAND WHO IT IS YOU ARE COMMUNICATING WITH
 - PLAN WHAT IT IS YOU WANT TO SAY



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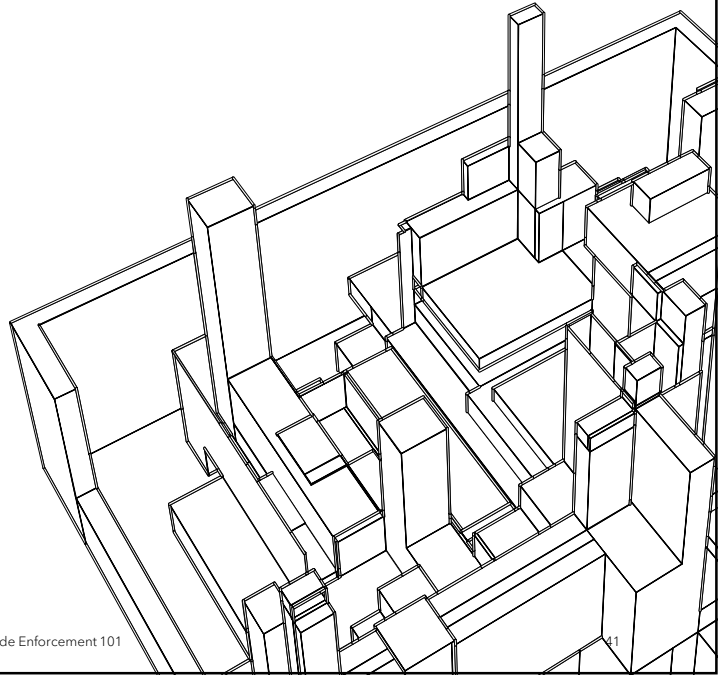
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WHAT ARE THE MAIN FORMS OF COMMUNICATION?

- In person (face-to-face)
- Telephone
- Written
 - Letters
 - Reports
 - NOV's
 - emails



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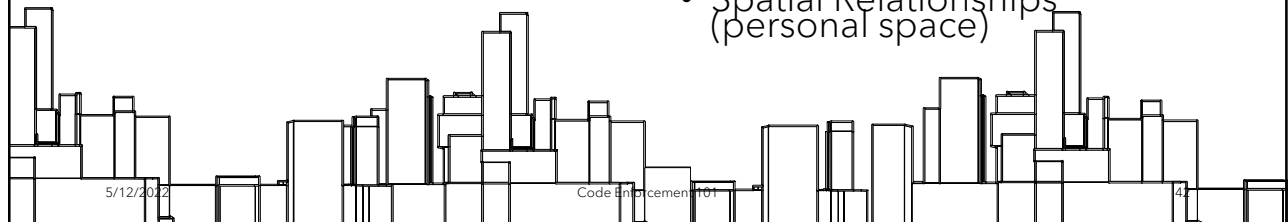
IN PERSON OR FACE-TO-FACE

VERBAL

What is said
How it is said

NON-VERBAL

- Body Postures
- Gestures
- Eye Contact
- Facial Expressions
- Spatial Relationships (personal space)



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FACE-TO-FACE COMMUNICATIONS

DO's

- BE FRIENDLY
- MAKE EYE CONTACT
- LISTEN
- K.I.S.S
- SHOW INTEREST
- BE PATIENT AND REMAIN CALM
- SEEK COLLABORATION

DON'TS

- BE JUDGEMENTAL
- BE DISMISSIVE
- INTERRUPT
- USE JARGON
- BE BORED
- BE IMPATIENT OR ESCALATE
- BE A KNOW-IT-ALL OR ON A POWER TRIP

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WHAT ARE SOME NON-VERBAL COMMUNICATION EXAMPLES?

ARMS CROSSED - DEFENSIVENESS



RUBBING EYES - FRUSTRATION



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WHAT ARE SOME NON-VERBAL COMMUNICATION EXAMPLES?

HANDS CLAPSED BEHIND HEAD –
ANGER, FRUSTRATION



HEAD RESTING ON HAND - BORED



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WHAT ARE SOME NON-VERBAL COMMUNICATION EXAMPLES?

EYE CONTACT – SHOWS INTEREST



SMILING AND ANIMATED



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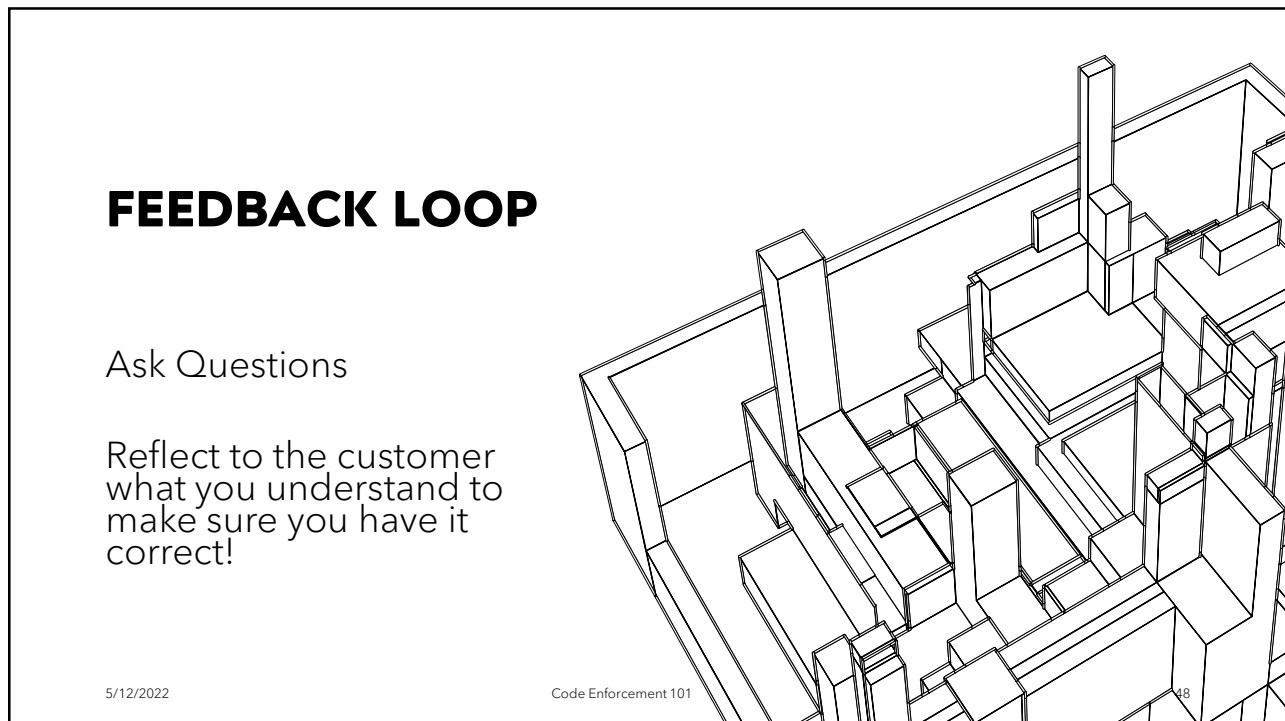
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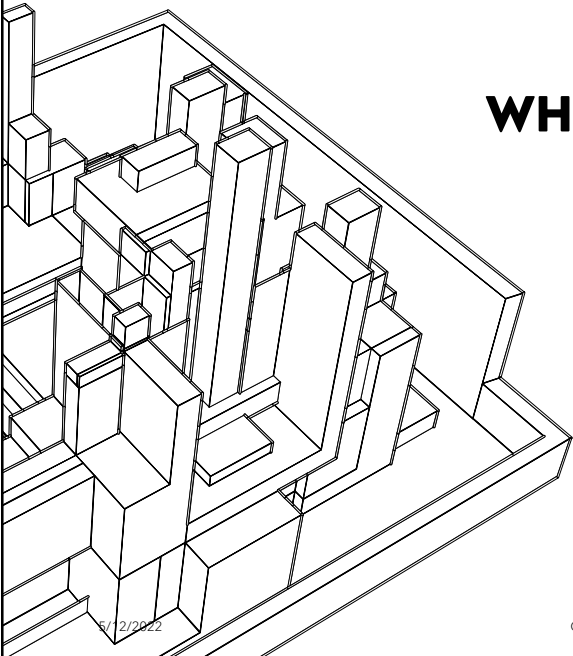
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WHAT KEPT ME AWAKE AT NIGHT

Knowing that the next day I was going to have a difficult conversation.

How do you prepare?

- Gather your thoughts
- Know what you want to say
- Knowing how to lead into the conversation.

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DIFFICULT CONVERSATIONS

<h3>Say this</h3> <ul style="list-style-type: none"> • The code requires "X" • Here is a sketch demonstrating the code requirement. • Let's look at the code commentary and see what it says. 	<h3>Instead of this</h3> <ul style="list-style-type: none"> • I want it done this way. • Don't you know the code? How long have you been in business? • Here's a copy of the building code. You figure it out!
--	---

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TELEPHONE COMMUNICATION

Making a call

- Have all necessary documents in front of you.
- Know what you are going to say.
- Introduce yourself
- Explain the reason for the call.
- Be brief but concise and don't go off-topic.



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TELEPHONE COMMUNICATION

Answering the phone

- Be friendly. Don't answer the phone if you are in a bad mood. Let it go to voice mail.
- Don't get distracted. Focus!
- Be patient and helpful.
- Make sure the message is clear. Ask questions if you are not clear.
- Be Professional



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TELEPHONE COMMUNICATION

Voice mail

- If leaving one, be brief and concise
- Speak slowly and clearly
- Leave telephone number with area code and repeat it slowly at the end.
- If getting voicemails, have a pad of paper to jot down all information
- Check it once or twice a day. Don't check it 15 times a day!



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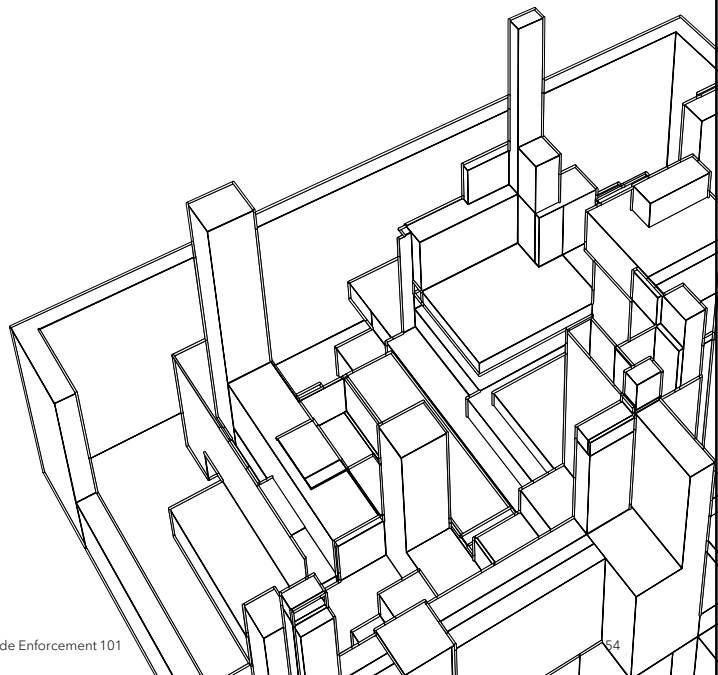
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TYPES OF WRITTEN COMMUNICATION

Inspection results
 Correction notice or order
 Note to file
 Documentation (photos, reports)
 Letters such as form letters or templates (cut & paste)
 Emails



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WRITTEN COMMUNICATION

RULES

- Make sure the subject of your message is clear.
- Make sure you clearly state what is expected for action by the recipient
- It is respectful & timely
- You include an offer to assist

RULE OF THUMB

- Make sure it is written so that if it appeared on the front page of the local newspaper, the message would be clear, fair and does not place you or the town in an embarrassing position.
- FOIA and Discovery

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REPORT WRITING

RULES

- Be accurate and brief
- Be objective
- Give a clear description of what the issue is.
- Say what needs to be done to correct the situation
- Always include code section, date due, right to appeal, etc...

Remember...

- Use names
- Don't offer opinions or anything that isn't supported
- Be specific - don't generalize
- Don't use code jargon or anything that can be misinterpreted (be clear)

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DIFFERENCES IN REPORT CONTENT CAN YOU TELL THE DIFFERENCE?

- Missing jack studs
- Driveway missing culvert
- Truss not installed correctly

Framing corrections necessary
– install the following: Include list.

If other agency is involved, tell them who to contact and the contact information (tel #)

Include instructions:

OK to insulate but leave correction areas exposed.
Please call for reinspection when ready.

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USING CORRECTION ORDERS OR NOTICES

Town of Lyman 11 South Waterboro Road Lyman, ME 04002 Phone 207-499-7562 Fax 207-499-7563	FIELD CORRECTION ORDER	FCO # _____ No: 0369 _____ PERMIT# _____ MAP _____ LOT _____
	LOCATION _____	
	ISSUED TO _____	

UPON INSPECTION, THE FOLLOWING VIOLATIONS OF THE _____ CODE
WERE FOUND _____

PLEASE CALL FOR INSPECTION WHEN CORRECTIONS HAVE BEEN COMPLETED. ACCEPTANCE AND APPROVAL BY AN INSPECTOR OF THIS DEPARTMENT IS REQUIRED. ALL CORRECTIONS MUST BE MADE ON OR BEFORE _____ RE-INSPECTION FEE REQUIRED _____

DATE _____ BY _____

WHITE • OFFICE YELLOW • OWNER/AGENT INSPECTOR

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FORMAL LETTERS NOTICE OF VIOLATION, DENIAL OF PERMIT

DENIAL OF PERMIT (ANY KIND)

- STATE CLEARLY WHY THE PERMIT IS BEING DENIED.
- CITE CHAPTER AND VERSE
- OFFER TO MEET AND DISCUSS MATTER FURTHER TO SEE IF CHANGES CAN BE MADE
- ALWAYS INCLUDE WHAT THE APPLICANT CAN DO TO MAKE AN APPEAL

NOTICE OF VIOLATION

- STATE CLEARLY WHAT THE VIOLATION IS AS WELL AS THE WHO, WHAT, WHERE AND WHEN AS WELL AS WHO WITNESSED THE VIOLATION.
- CITE CHAPTER AND VERSE
- BE CLEAR ON WHAT NEEDS TO BE DONE TO CORRECT THE VIOLATION AND THE TIME FRAME
- ADVISE OF APPEAL RIGHTS
- STATE POSSIBLE PENALTIES FOR NON-COMPLIANCE

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EXAMPLE OF APPEAL LANGUAGE

An aggrieved party may appeal a decision of the CEO regarding a zoning violation, a building permit or a certificate of occupancy in those cases where it is alleged the CEO has made an error of law, or has abused their discretion, or the evidence of record compelled a different decision. An aggrieved party may also appeal to the BoA if a permit holder has meaningfully exceeded the authority granted in their building permit or their certificate of occupancy.

An appeal filed hereunder must be brought within thirty (30) days of the alleged act, action or failure to act. This provision is intended to effectuate the process set out by the Legislature in 30-A M.R.S. §2691 (4). The appeal review shall be de novo as set out below in §XVI5(G). The BoA may affirm, reverse or modify the decision of the CEO, and that decision may be appealed as set out in this Article.

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EXAMPLE OF PENALTY LANGUAGE

Penalties for non-compliance are as follows: Any person, firm, corporation, or other business association being the owner or having control of any land, building, or other structures, or any part thereof, which violates any of the provisions of this ordinance shall be penalized in accordance with Title 30-A, MRS§ 4452, with fines of not less than \$100 nor more than those amounts set forth in that same title. Each day may constitute a separate offense. Fines shall apply following issuance of a Notice of Violation, signed by the Code Enforcement Officer. Such notice shall be mailed by Certified Mail, Return Receipt Requested or served in person by the Code Enforcement Officer.

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WHEN SHOULD WE USE ONE OF THESE TO COMMUNICATE?

LEGAL NOTICE

Date _____

WHEREAS, violations of { Article _____, Section _____ of the Zoning Ordinance
Article _____, Section _____ of the Building Code
Article _____, Section _____ of the _____ Code
M.R.S.A. _____ Chapter _____ } have been found on

these premises, IT IS HEREBY ORDERED in accordance with the above Code that all persons cease, desist from, and

STOP WORK

at once pertaining to construction, alterations or repairs on these premises known as _____

All persons acting contrary to this order or removing or mutilating this notice are liable to arrest unless such action is authorized by the Department.

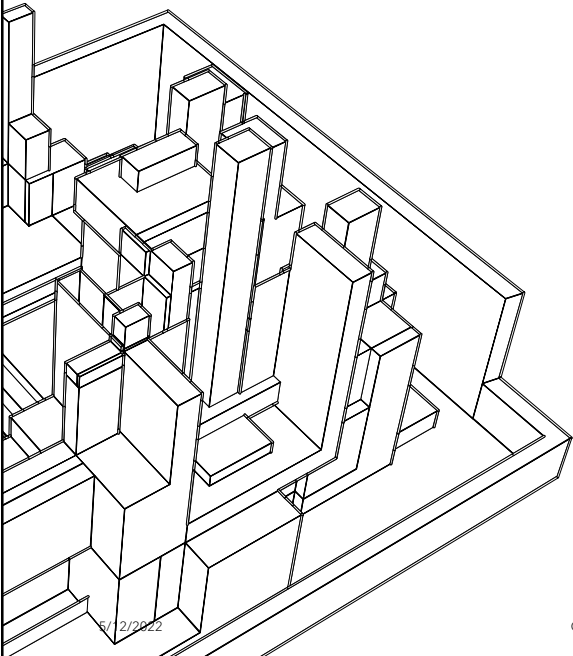
BUILDING OFFICIAL

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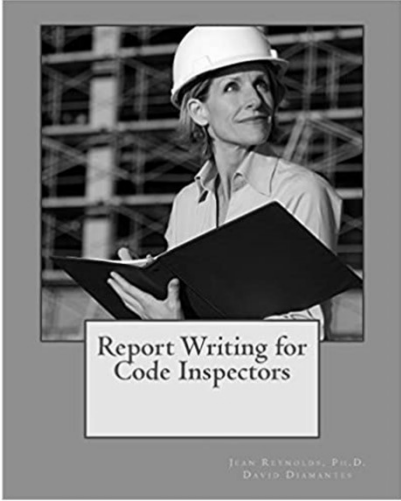
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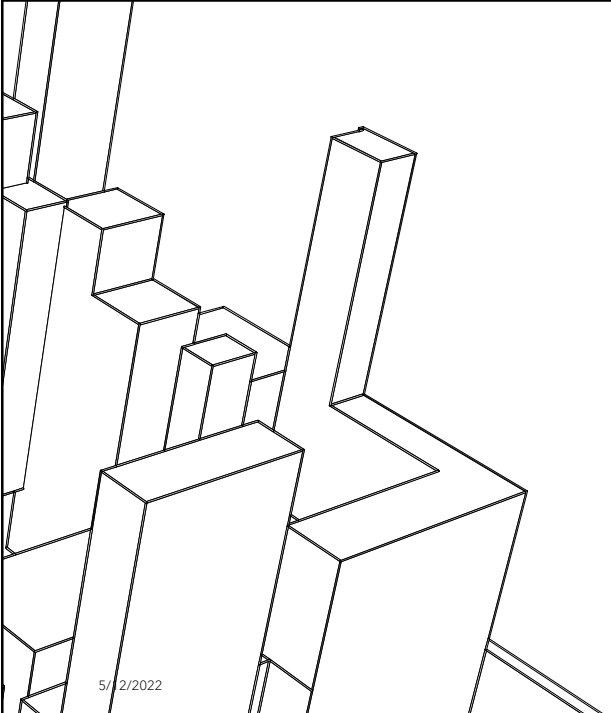
REPORT WRITING



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EMAILS

ALWAYS ASSUME YOUR EMAIL WILL BE FRONT PAGE NEWS

USE THE SUBJECT LINE TO EXPLAIN YOUR OBJECTIVE

DON'T RELY ON JUST THE EMAIL TO CONVEY YOUR MESSAGE. ALWAYS FOLLOW UP BY PHONE OR IN PERSON

DON'T ADD UNNECESSARY PERSONS TO THE CC LIST. IF A MANAGER OR ELECTED OFFICIAL ASKS, YOU CAN ALWAYS SEND A COPY AT THAT TIME.

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NOTIFICATIONS ON YOUR PHONE

How to control your productivity

Email notifications

- Research that shows it takes 25 minutes to resume a task after being interrupted by an email notification and an extra 15 minutes to return to the same state of "flow" as before the interruption.

Other notifications

- Facebook
- Twitter
- Messenger
- News Feeds

These are all productivity killers! Turn them off and check your emails 1-2 times daily. Set time aside for this.

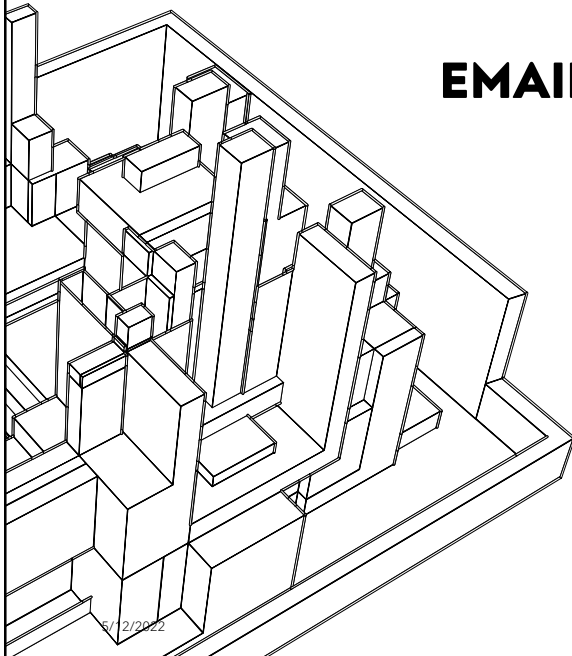
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EMAILS HAVE THEIR PLACE



Can act as field notes that can be placed in the record.

Can reach multiple parties (contractor, design professional, owner) at once and conveys the same message.

Contractor has instructions on what needs to be done in writing so he/she can refer to it.

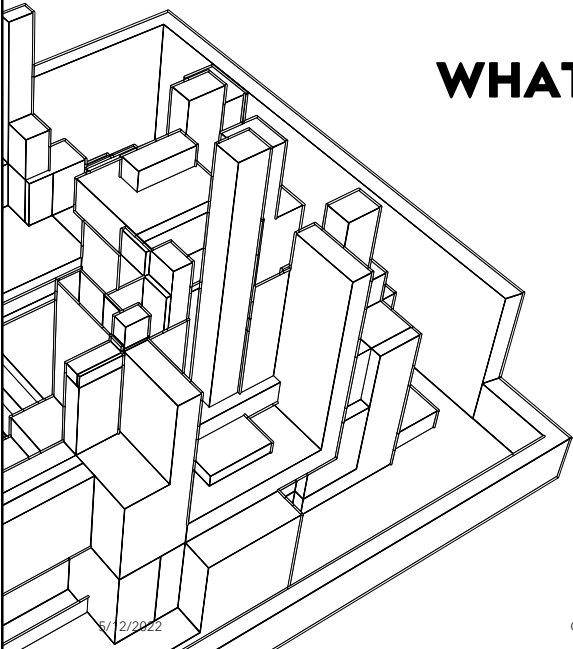
Can be responded to when convenient

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WHAT TO AVOID IN EMAILS

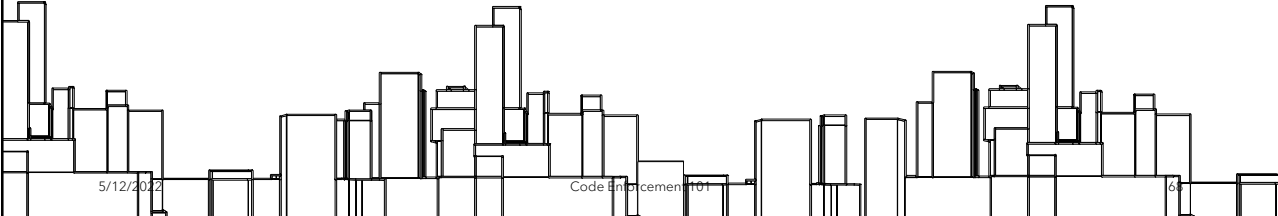
- USING ALL CAPS!
- Using all lower-case letters
- Using emoticons
- Using colors in text
- Using weird fonts
- Using stationary type back grounds
- Using underlines and bold texts

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EXAMPLES OF THINGS THAT DON'T COMMUNICATE WELL TO THE GENERAL PUBLIC

<p>Zoning Variance hardship test</p> <p>Zoning is hard enough to understand, let alone the four-point hardship test!</p>	<p>Some permit application forms</p> <p>Remember that many of the projects that are undertaken today are going to be done by do-it-yourselfers. Thank you HGTV!</p>
<p>Egress windows</p> <p>This is where a picture is worth a thousand words!</p>	<p>Subdivision regulations</p> <p>Next to impossible to decipher, especially the exemptions.</p>



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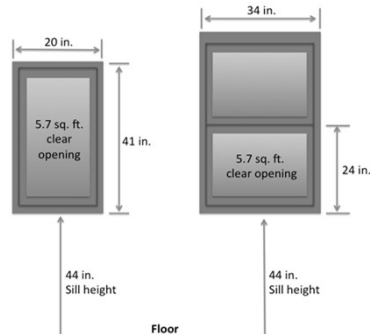
68

USE GRAPHICS WHENEVER POSSIBLE

A PICTURE IS WORTH A THOUSAND WORDS!

EGRESS WINDOWS

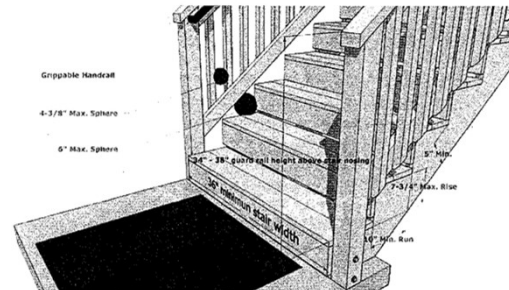
Egress Code: Minimum Size Requirements



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STAIR REQUIREMENTS



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WRITTEN COMMUNICATION TIPS

UNPROFESSIONAL

Joist hangers must be nailed properly. You skipped many nail holes! These holes are there for a reason and not advisory!

PROFESSIONAL

The IRC requires that all components must be installed per mfgs instructions. Simpson Co. joist hangers are required to be nailed fully using specified fasteners, see attached NER Report. Nail as outlined and call for reinspection when ready.



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WRITTEN COMMUNICATION TIPS

UNPROFESSIONAL

Hey dude, I haven't seen the shop drawings for the roof trusses. R u going to send them????

PROFESSIONAL

Just a note to let you know we have not received the truss shop drawings yet. Please contact the supplier and have them send us a copy so we can properly inspect them and not hold you up.



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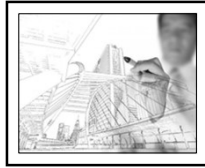
ACHIEVING GOOD CUSTOMER SERVICE

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FIRST OFF, WHO ARE OUR CUSTOMERS?



CONTRACTOR



ARCHITECTS



ELECTED OFFICIALS



INSTALLERS



HOMEOWNERS



DEVELOPERS



COWORKERS

REAL ESTATE
BROKERS

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WHY IS GOOD CUSTOMER SERVICE IMPORTANT?

- **BUILDS PUBLIC TRUST AND CONFIDENCE IN THE DEPARTMENT**
- **IT DOESN'T MEAN "THE CUSTOMER IS ALWAYS RIGHT" BUT RATHER, THE INSPECTOR NEEDS TO EDUCATE, COACH AND LISTEN TO BE ABLE TO ACHIEVE SAFE AND DESIREABLE OUTCOMES**
- **IT APPLIES TO BOTH INTERNAL AND EXTERNAL CUSTOMERS.**



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15 TRAITS OF AN INDIVIDUAL WHO MAKES A GOOD FIRST IMPRESSION.

- Watch your body language.
- Use an appropriate tone.
- SMILE!
- Listen more than you speak.
- Be on Time.
- Be positive.
- Never badmouth or gossip about others.
- Be open minded
- Be prepared (old Boy Scout motto!)
- Don't put on a show.
- Use manners.
- Always be honest
- Make eye contact
- Be memorable (in a good way)

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COUSTOMER SERVICE - WHAT IS EXPECTED OF YOU?

- You are the expert! That doesn't mean you have all the codes committed to memory. It does mean that if you don't know the answer, say "That's a good question. Let me look into that and get back to you."
- Be on time! If you are running late, a phone call should be made.
- Be courteous.
- Under promise and over deliver.
- Be honest but not to a fault.

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WHAT CAN TRIP US UP IN DELIVERING GOOD CUSTOMER SERVICE?



STRESS



RUDE PEOPLE



UNREALISTIC EXPECTATIONS

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ANOTHER THING THAT CAN TRIP US UP. HOW WE RESPOND TO COMPLAINTS.



PUT UP DEFENSE
ARE WE
AUTOMATICALLY
THINKING OF A
RESPONSE TO A
COMPLAINT?



BE SNARKY?
MANY FOLKS WOULD
GO TO THIS
RESPONSE IF THE
COULD



RETRIBUTION
JUST WAIT UNTIL I GET
BACK ON THAT
JOBSITE!



GET ANGRY
DO WE ARGUE WITH
THE CUSTOMER
WHEN YOU KNOW HE
OR SHE IS 100%
WRONG?

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TIPS ON HOW WE SHOULD RESPOND TO COMPLAINTS.



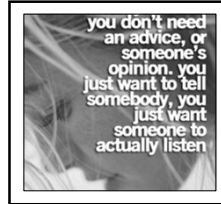
ACTIVELY LISTEN
DON'T LET YOUR
EMOTIONS KICK
IN
AUTOMATICALLY.
TRY TO FIND OUT
WHAT IS BEHIND
THE COMPLAINT.

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PUT IT IN WRITING
HAVE THE
PERSON WHO IS
COMPLAINING
WRITE OUT THE
ISSUES OF
CONCERN.

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LET THEM VENT
MANY TIMES,
THIS WILL BE
ALL THAT IS
NEEDED.



OFFER SOLUTIONS
BE CREATIVE!
THINK OUTSIDE OF
THE BOX! DON'T
ONLY POINT OUT
THE PROBLEM,
OFFER A
SOLUTION, OR
EVEN BETTER,
OFFER SEVERAL
SOLUTIONS!

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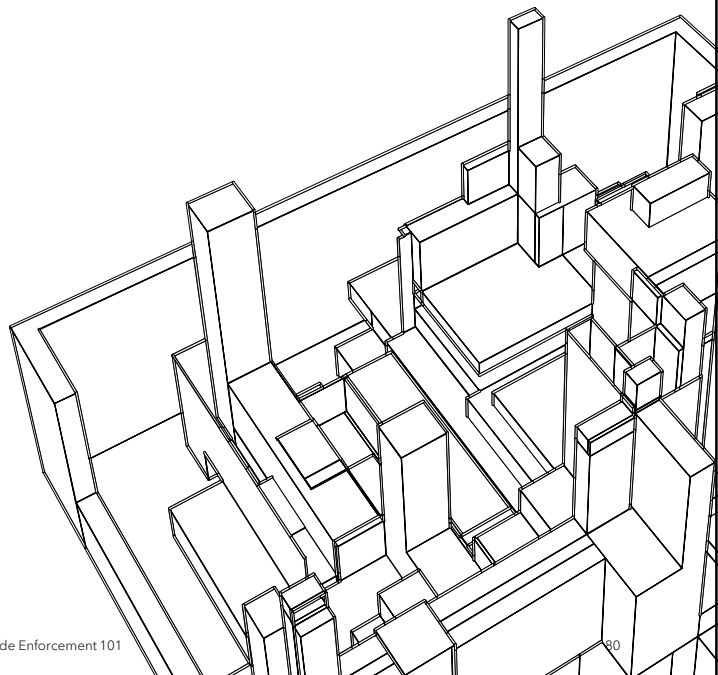
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MOST IMPORTANTLY

FOLLOW UP! MAKE SURE
EVERYONE HAS A CLEAR
UNDERSTANDING OF WHAT IS
BEING AGREED TO FOR A
SOLUTION, THE TIMELINES
INVOLVED AND WHO IS
RESPONSIBLE FOR NEXT STEPS.
ALWAYS HAVE A GOOD ATTITUDE
AND MAINTAIN PROFESSIONALISM.

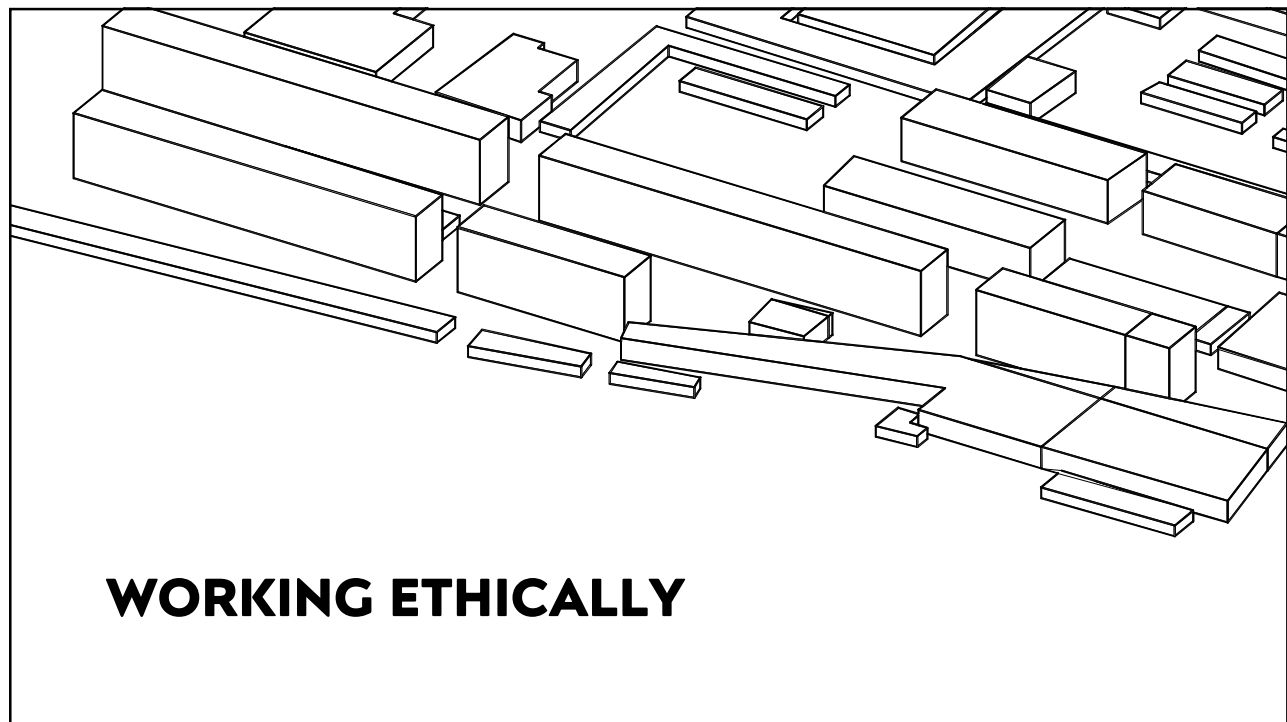
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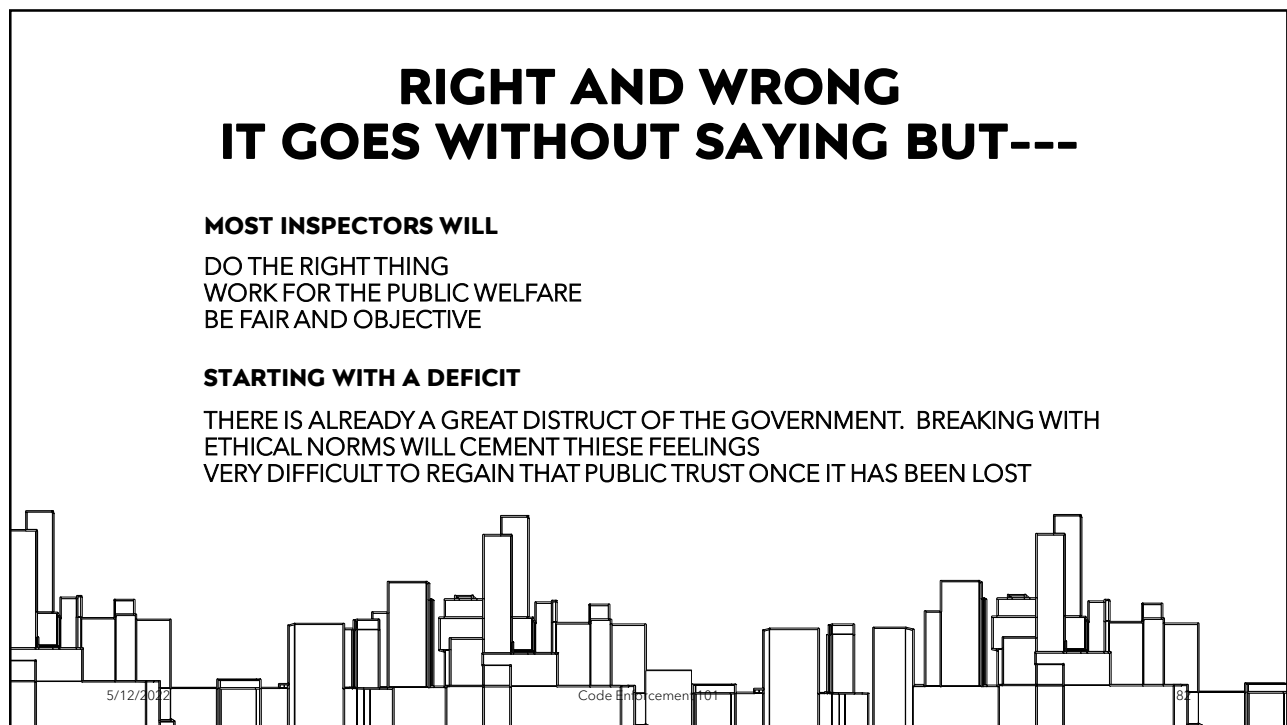


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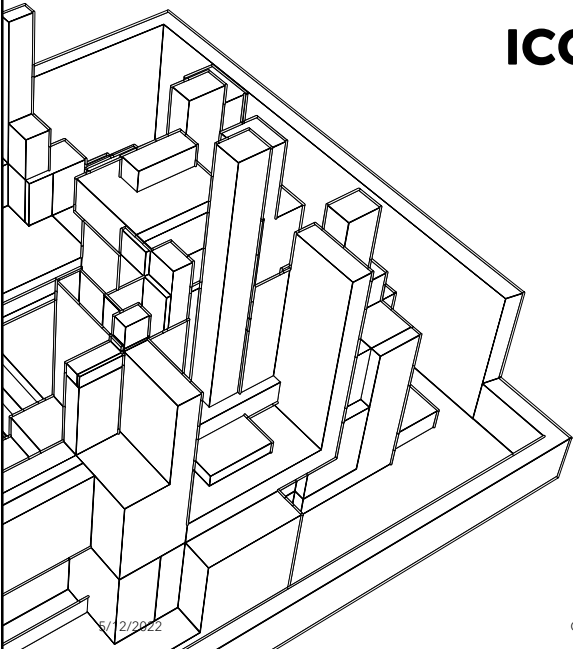
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ICC CODE OF ETHICS

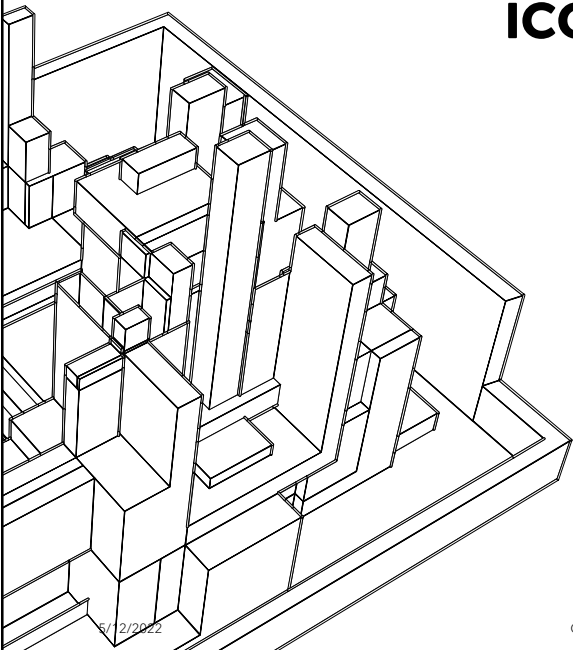
The protection of the health, safety and welfare of the public by creating safe buildings and communities is the solemn responsibility of the International Code Council ("ICC") and all who participate in ICC activities. Recognizing this, the ICC advocates commitment to a standard of professional behavior that exemplifies the highest ideals and principles of ethical conduct. The governing concepts embodied in this philosophy are characterized herein, for the benefit and guidance of those so engaged, and for the enlightenment of the public so served

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ICC CODE OF ETHICS

- Support the mission of the ICC to provide the highest quality codes, standards, products and services for all concerned with the safety and performance of the built environment. □
- At all times, act in an ethical manner, comply with the ethical rules and regulations related to his or her profession, and avoid conflicts of interest. □
- Demonstrate integrity, honesty, and fairness while participating in ICC activities. □
- For ICC certified individuals, maintain professional competence in all areas of employment responsibility and encourage the same for colleagues and associates.

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RIGHTS AND DISCRIMINATION

WHAT DO YOU THINK OF WHEN
YOU HEAR THE WORD
"DISCRIMINATION"?

- RACE
- RELIGION
- GENDER
- AGE
- NATIONAL ORIGIN

BUT IS THIS LIST COMPLETE WITH REGARD TO
HOW WE DO OUR JOB?

WHAT OTHER SITUATIONS?

- PERCEIVED MEMBERSHIP IN A CERTAIN GROUP
- TREATING PEOPLE DIFFERENTLY SUCH AS CONTRACTORS VS. HOMEOWNERS ACTING AS CONTRACTORS
- SHOWING PREFERENTIAL TREATMENT TO FRIENDS, POLITICIANS, WHATEVER THE CASE.

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RIGHTS

**DUE
PROCESS**

**SEARCH &
SEIZURE**

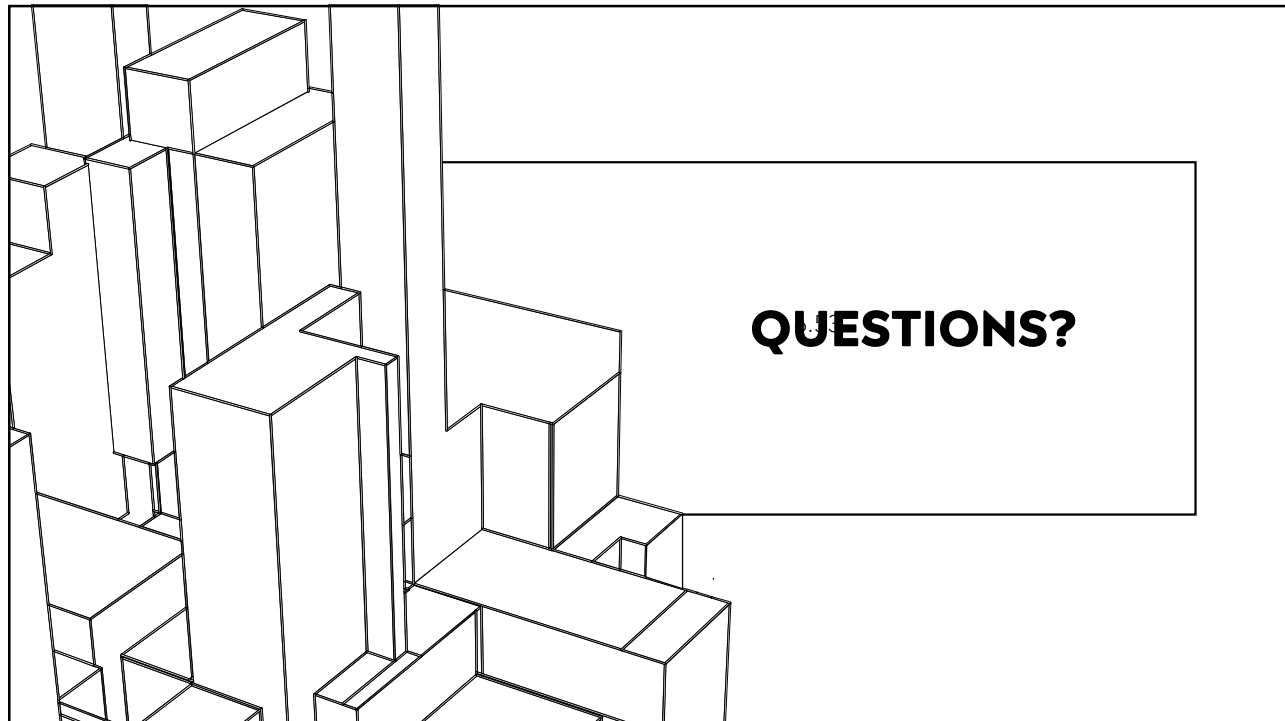
CIVIL

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