

STOCKTON POLICE DEPARTMENT	Section: xx-NS
<b>NEIGHBORHOOD SERVICES SECTION (NSS)</b>	Page 1 of 4
<b>POLICY AND PROCEDURE MANUAL</b>	Reviewed by: _____ Deputy City Attorney      Date
<b>Subject:</b>	Date Approved:
<b>ADMINISTRATIVE HEARINGS AND APPEALS</b>	Approved By:
Peter Lemos, Police Services Manager _____ Jeff Hunt, Code Enforcement Field Manager _____	Eric Jones, Chief of Police

**1. PURPOSE:**

To provide the affected entity the opportunity to obtain an administrative hearing related to administrative actions as allowed for or required by the Stockton Municipal Code (SMC).

**2. POLICY:**

Hearings are scheduled and administered in accordance with the procedures outlined in SMC 1.44.010 - 1.44.130 and the City Manager's Policies & Procedures for Administrative Hearings.

**3. PROCEDURE:**

A. Appeals

- 1) Appeals may be requested by any person directly affected by a code enforcement action and must be submitted in writing within 10 business days from the date of issuance of the disputed notice or action to the Neighborhood Services Section (NSS) on the Hearing Request Form (attachment #1) or an alternative written form may be accepted provided all the necessary information is contained therein. The request must include the required non-refundable filing fee. Appeals submitted by mail will be considered received as of the date of the postmark unless otherwise stated in the notice issued.
  - a) Filing an appeal does not stay a Notice to Vacate, nor does it prevent additional code enforcement actions.
  - b) Appeals submitted after the tenth day will only be accepted upon the approval of the Police Services Manager, or designee.
  - c) When one or more party has been cited in the same action and both parties appeal, only one hearing will be scheduled.
  - d) Any subsequent actions or notices issued for the same violation will be considered at the hearing. A separate appeal is not required for the subsequent actions.
  - e) A hearing for confirmation of costs will only be scheduled for a hearing if an appeal is filed as outlined in the Policy and Procedure for Administrative Hearings.

- 2) Appeals will be scheduled for the next available hearing date which allows time to send the Notice of Hearing at least 10 business days before the scheduled hearing.

**B. Hearings**

- 1) Hearings are held twice a month unless additional hearings are warranted.
- 2) The Hearing Clerk shall obtain a list of available Hearing Officers and schedule tentative hearings for twelve months in advance.
  - a) Appeals will be scheduled for the next open hearing date based on the date requests are received by the Hearing Clerk.
  - b) Requests for a specific hearing date(s) are to be submitted in writing and approved by the Hearing Clerk.
  - c) Additional or special hearings will be scheduled as needed.
- 3) An alternate Hearing Officer shall be scheduled for each hearing to provide for unforeseen circumstances
- 4) Hearing Clerk will notify all Code Enforcement Officers (CEO's) of the case(s) for which they are scheduled to appear.
- 5) CEO will submit to the Hearing Clerk all available evidence that is to be included in the evidence packet within five business days of the Hearing Clerk's notification to the CEO of the hearing date.
  - a) The documents will be stamped and marked as evidence.
  - b) The documents must be submitted in order of anticipated use.
- 6) If a CEO is unavailable, they must notify their immediate supervisor.
  - a) Supervisor will assign either a replacement CEO or request a continuance from the Hearing Clerk.
- 7) The Hearing Clerk will forward the hearing notice, agenda, and evidence at least 10 calendar days prior to the hearing to the following:
  - a) The Appellant by regular and certified mail

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- b) The CEO via electronic mail
  - c) The City Attorney by interoffice mail
- 8) Hearings may be rescheduled one time by the Appellant [see section 3.11 of the City Manager's Policy and Procedures for Administrative Hearings].
- 9) An Appellant may send a representative to the hearing provided that:
- a) The representative has a signed authorization for representation form or acceptable alternative.
  - b) The person is willing to testify under oath that they are authorized to represent the Appellant.
  - c) Testimony given by the authorized representative is binding upon the Appellant.
- 10) The Appellant may submit written testimony to the hearing clerk, in lieu of an appearance at least 24 hours prior to the hearing.
- 11) If a translator is required, it will be the responsibility of the Appellant to provide one.
- 12) Failure of the Appellant to appear, send an authorized representative, or submit written testimony will result in a waiver of the right to a hearing. The Hearing Officer will issue an Administrative Order and the decision will be final.
- 13) For General guidelines on administrative hearings refer to section four of the City Manager's Policy and Procedure for Administrative Hearings.
- C. Decision of the Hearing Officer
- 1) The Hearing Officer will submit all Administrative Orders to the Hearing Clerk within 10 days of the hearing. The Administrative Order will be mailed to the Appellant by certified and regular mail and is considered issued at the time of the mailing.
  - 2) Once an Administrative Order is issued, it is considered final. A Writ of Mandate in Superior Court must be filed to appeal the decision, unless the Hearing Officer, for good cause, grants a new hearing in a case. There can be no ex-parte communication. A request for a new hearing

<b>Subject: Administrative Hearings and Appeals</b>	Page # 4 of 4
<b>Date Approved:</b>	Approved By: Eric Jones, Chief of Police

must be submitted to the Hearing Officer in writing and a copy mailed to the opposing party. The Hearing Officer will make the final determination as to whether or not the circumstances merit a new hearing on the matter.



# CITY OF STOCKTON

## OFFICE OF THE CITY ATTORNEY

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## **POLICIES GOVERNING ADMINISTRATIVE HEARINGS UNDER CHAPTER 1.44 OF THE STOCKTON MUNICIPAL CODE**

### **I. AUTHORITY AND PURPOSE**

Under Chapter 1.44 of the Stockton Municipal Code, the City Attorney shall promulgate rules and procedures as are necessary to establish a pool of qualified persons who are capable of acting on behalf of the City as Hearing Officers (SMC 1.44.020); shall develop policies and procedures relating to the appointment and compensation of Hearing Officers (SMC 1.44.030); shall promulgate rules and procedures for the disqualification of a Hearing Officer (SMC 1.44.040); shall develop policies and procedures relating to the issuance of subpoenas in administrative hearings, including the form of the subpoena and related costs (SMC 1.44.050(b)); shall appoint a Hearing Officer and to schedule a day, time and place for the hearing (SMC 1.44.080); shall promulgate procedures concerning the process and format of administrative hearings (SMC 1.44.090); and, promulgate procedures concerning issuance of a written administrative order (SMC 1.44.110).

The purpose of these written policies is to put into effect an established system governing the administrative hearings process within the City of Stockton pursuant to SMC Chapter 1.44. The City Attorney reserves the right to amend these policies as necessary for consistency of process and adherence to law.

### **II. RECRUITMENT, QUALIFICATIONS AND APPOINTMENT OF HEARING OFFICERS**

#### Recruitment

The City Attorney shall, in his/her discretion from time to time, solicit applicants for the position of Hearing Officer. During any period of recruitment, a solicitation must be sent to the San Joaquin County Bar Association. Any such solicitation shall include a copy of, or a link to, these policies.

#### Qualifications

A Hearing Officer shall be an attorney admitted to practice before the courts of the State for at least five (5) years prior to appointment, be in good standing with the State Bar, and have no record of professional discipline with the State Bar. Ideal candidates will be an attorney admitted to practice before the courts of the State for at least ten (10) years prior to appointment, be in good standing with the State Bar, have no record of professional discipline with the State Bar, and be familiar with municipal law, rules of evidence, civil trial, and administrative hearing procedures.

Prior to serving as a Hearing Officer, the Hearing Officers are encouraged to complete "Introduction to Judicial Ethics for Temporary Judges" provided by the Judicial Council of California with their submittal to become a Hearings Officer. The training is found here:

<http://www2.courtinfo.ca.gov/protem/courses/je/>

A Hearing Officer shall not be qualified if:

(a) they or their law firm served as retained legal counsel for the City in other matters which concluded less than five (5) years immediately preceding their appointment;

(b) they or their law firm participated in a lawsuit for money damages or equitable relief against the City where the lawsuit was resolved less than five (5) years immediately preceding their appointment; or,

(c) they were employed by the City within the six (6) months immediately preceding their appointment.

The City will consider non-attorney applicants for Hearing Officers if the applicant can demonstrate via their submittal that they possess the requisite knowledge, skills, and experience necessary to fairly and impartially adjudicate disputes between parties and that they have sufficient background experience in municipal issues, weighing of evidence, and administrative hearing procedures.

#### Appointment

To be considered for appointment, an applicant must submit their resume or curriculum vitae (CV) and, if an attorney, proof of standing with the State Bar. Non-attorney applicants for Hearing Officer must also submit documentation of their proficiency, training, or education in a particular municipal field which they believe qualifies them to serve as a Hearing Officer. Attorney applicants may, but are not required to, provide a writing sample no more than 15 pages which is representative of their ability to exercise sound legal judgment. Non-attorney applicants must submit the above writing sample. The materials must be submitted in response to the recruitment posted by the City Attorney

Each applicant to the position of Hearing Officer shall submit proof of qualifications to the City Attorney and the discretion to approve or not approve an applicant to be a Hearing Officer resides in the City Attorney. Selected qualified applicants shall be appointed to a panel of Hearing Officers maintained by the City Clerk's Office.

### **III. COMPENSATION OF HEARING OFFICERS**

All Hearing Officers shall be compensated at the same rate, that rate being determined by the City Attorney. The maximum allowable compensation to be provided to a Hearing Officer to discharge their duties in any single matter shall not exceed \$5,000.00.

Upon the conclusion of a matter and the issuance of a written administrative order, the Hearing Officer must provide under penalty of perjury a verified accounting of their time spent in order to be compensated. Travel expenses shall not be reimbursable.

Funding to compensate the Hearing Officer shall be borne by the Department whose decision, finding, or order is being appealed and is the subject of the proceeding.

#### **IV. TERM OF HEARING OFFICER**

A Hearing Officer shall serve for three (3) years from appointment. If a Hearing Officer is in the process of hearing a matter when their term expires then that Hearing Officer shall continue to hear that matter until it is complete. A Hearing Officer may apply for re-appointment to an additional term during the final six (6) months of an existing term. Re-appointment shall be at the sole discretion of the City Attorney.

#### **V. INDEPENDENT AUTHORITY OF HEARING OFFICERS**

Hearing Officers act as a judge to hear and rule on cases involving appeals between citizens of Stockton and the City's various departments. The employment, performance evaluation, compensation, and benefits of a Hearing Officer shall not be directly or indirectly conditioned upon the outcome of hearings conducted. Hearing Officers are intended to be independent, unbiased, fair, and impartial towards all parties to the administrative hearing. Hearing Officers are not employees of the City, nor are they a partner, agent, or joint venturer of the City. Hearing Officers are not entitled to and shall not obtain any rights to retirement benefits, workers' compensation benefits, or any other benefits which accrue to City employees.

#### **VI. DISCLOSURE AND DISQUALIFICATION**

Any person designated to serve as a Hearing Officer is subject to disqualification for bias, prejudice, interest, or for any other reason for which a judge may be disqualified in a court of law. Upon the commencement of the hearing or any time before, any party may raise objections to the Hearing Officer for the record and ask that the Hearing Officer disqualify themselves. A party must allege facts that demonstrate the challenged Hearing Officer is contaminated with bias or prejudice. Bias and prejudice are never implied and must be established by clear averments. A party's unilateral perception of an appearance of bias is not itself ground for disqualification.

Any party that does not timely object and/or request disqualification on the grounds of bias, prejudice, interest, or for any other reason for which a judge may be disqualified in a court of law, is deemed to have waived any such objection. The time to object or move to disqualify a Hearing Officer expires when any party to the proceeding begins the presentation of the merits (i.e., opening statements) of their case before the Hearing Officer.

A Hearing Officer shall disqualify themselves from serving as Hearing Officer in a particular matter where they have a conflict of interest within the meaning of the Political Reform Act (section 87100 et seq. of the Government Code) and shall otherwise comply with the disqualification provisions of the California Code of Judicial Ethics, including but not limited to, Canon 3.E.

[https://www.courts.ca.gov/documents/ca\\_code\\_judicial\\_ethics.pdf](https://www.courts.ca.gov/documents/ca_code_judicial_ethics.pdf)

#### **VII. REMOVAL AND/OR REVOCATION OF HEARING OFFICER FROM PANEL**

Prior to the expiration of their term, a Hearing Officer may be removed from the Hearing Officer Panel as follows:

(a) Hearing Officers may be terminated at any time without cause and their tenure from the panel deemed terminated.

(b) A Hearing Officer may be terminated by the City at any time for cause, including but not limited to failure to discharge their duties timely or competently; failure to disqualify themselves from presiding over a matter when these rules or other applicable law required it; engaging in rude, disparaging, obscene or otherwise inappropriate decorum towards any party during a hearing.

(c) If a Hearing Officer is disbarred, suspended, or put on involuntary inactive status by the California State Bar, or resigns membership to the California State Bar, then the Hearing Officer's appointment will be automatically revoked.

(d) A Hearing Officer shall be removed by the City if, while they are currently an active member of the City's Hearing Officer Panel, they or their law firm are retained as legal counsel for the City in other matters; if they or their law firm file a claim or lawsuit for money damages or equitable relief against the City; or if they are hired as a City employee.

(e) If a Hearing Officer is removed, or their appointment automatically revoked, then any matter currently assigned to that Hearing Officer shall be reassigned to another Hearing Officer pursuant to the rotation system governing assignment of matters.

(f) A Hearing Officer shall receive notification upon their removal by written, mailed notice to the address provided by the Hearing Officer to the City.

### **VIII. SELECTION OF HEARING OFFICER**

Where a party appeals an action by the City in writing pursuant to Chapter 1.44 of the SMC, and pays the administrative appeal fee, a Hearing Officer shall be selected pursuant to a rotation system. If the selected Hearing Officer is unable to serve or is disqualified, then the next Hearing Officer due to preside over a hearing based on the rotation from the panel of Hearing Officers shall be appointed. At no time shall any party, including the City, have the authority or discretion to select any particular hearing officer for a particular administrative hearing.

The City will make reasonable attempts to maintain a panel that consists of multiple Hearing Officers at any given time. If for any reason the City is unable to locate a Hearing Officer from the available panel to conduct a hearing within a reasonable amount of time from the date a party requests an appeal, the City may contract with someone outside of the panel of Hearing Officers who has the proper qualifications and expertise necessary to effectively conduct the hearing. This individual shall have the same authority as and be subject to the same rules and regulations as a Hearing Officer from the panel.

### **IX. SCHEDULING AND CALENDARING OF ADMINISTRATIVE HEARINGS**

It shall be the responsibility of the department issuing the notice or taking the action which is the subject of the appeal to determine when a hearing is required and to notify the City Attorney. The City Attorney shall select a Hearing Officer and select a hearing date as soon as reasonable so as to allow for proper notice to all involved parties. The department shall be responsible for reserving a hearing room and sending appropriate notice to all parties.



Hearings shall be conducted in person at the Council Chambers located at Stockton City Hall, 425 N. El Dorado Street, 2<sup>nd</sup> Floor, Stockton CA 95202. Scheduling of the Council Chambers and calendaring of the administrative hearing will be performed by City staff. Communications that pertain to the scheduling and calendaring of the hearing between representatives of the City with the Hearing Officer is acceptable.

Upon the written stipulation and consent of all parties and the Hearing Officer, a hearing can be conducted at a mutually agreed location within the City of Stockton or County of San Joaquin. If the location is moved, it is incumbent upon the Hearing Officer to then provide the requisite equipment necessary to ensure the hearing will be properly audio recorded and that all procedures governing the process of the hearing can be followed. The City will not provide any extra equipment for this purpose. If not all parties consent or these procedures cannot be followed at the location, the hearing must take place at the Council Chambers.

Upon the stipulation and consent of all parties and the Hearing Officer, a hearing may be conducted via video-teleconferencing (e.g., Zoom). All parties must utilize a laptop and/or desktop computer with a serviceable webcam to facilitate the hearing via video teleconference and have an uninterrupted connection to high-speed internet. If utilizing video-teleconferencing to conduct the administrative hearing, it is incumbent upon the Hearing Officer to then provide the requisite equipment necessary to ensure the hearing will be properly audio recorded and that all procedures governing the process of the hearing can be followed. The City will not provide any extra equipment for this purpose. If utilizing video-teleconferencing to conduct the administrative hearing, it is incumbent upon the parties to secure the remote attendance of their witnesses. If not all parties consent to the hearing via video-teleconference or these procedures cannot be followed while utilizing video-teleconference, the hearing must take place at the Council Chambers.

## **X. NOTICE ADMINISTRATIVE HEARING**

Upon the scheduling and calendaring of the administrative hearing, the City shall give notice of the hearing date, time, and location to all parties to the hearing by any one of the methods listed in Section 1.04.080 of the Municipal Code at least 10 days before the hearing date. Electronic service of the notice is acceptable if a party is represented by counsel. (See e.g., Code Civ. Proc., § 1010.6(e).)

## **XI. ADMINISTRATIVE HEARING PROCEDURES**

In addition to the procedures described in SMC 1.44 et seq., Hearing Officers assigned to conduct administrative hearings conducted by the City of Stockton shall adhere to the following general rules and format governing the administrative hearings process.

(a) Failure to Appear: Failure to appear at the hearing shall constitute a waiver to present evidence or argument in support of that party's position, a waiver of any right to object to the decision of the Hearing Officer, and the decision or order that was the subject of the appeal shall be summarily affirmed.

(b) Representation of Parties: During the hearing the parties may be represented by counsel or another representative of the party's choice. Appellants are encouraged to personally attend the hearing as opposed to only sending a representative to appear on their behalf.

(c) Subpoenas: The Hearing Officer shall issue subpoenas for the attendance of witnesses and the production of documents pursuant to SMC 1.44.050(B). Compliance with section 1985 et seq. of the Code of Civil Procedure shall be a condition precedent to the issuance of a subpoena. Any amount required to be paid to witnesses appearing pursuant to a subpoena under section 1985 et seq. shall be borne by the party at whose request the witness was subpoenaed.

(d) Witnesses: Each party shall have the right to call and examine witnesses, introduce exhibits, cross-examine opposing witnesses, impeach any witness, and to rebut evidence. It is recommended that three (3) copies of any exhibits intended to be introduced at the hearing be provided (1 for the submitting party, 1 for other party, 1 for the Hearing Officer).

(e) Oath/Affirmation: In any proceeding before the Hearing Officer, oral testimony offered as evidence shall be taken only on oath or affirmation administered by the Hearing Officer. The witness, or witnesses together, shall be asked to raise their right hand and to swear, or at their election affirm, that the testimony they shall give will be the truth, the whole truth, and nothing but the truth.

(f) Evidence: The technical rules relating to evidence, including but not limited to the California Evidence Code or the Federal Rules of Evidence, will not apply during the hearing. The Hearing Officer may allow any relevant evidence to be admitted. The Hearing Officer may reject any evidence they deem to be unreliable, irrelevant, or unduly repetitious. The Hearing Officer shall not consider any oral or documentary evidence presented to them outside of the hearing unless the parties stipulate in writing to such evidence and the stipulation is made part of the hearing record.

(g) Inspection: The Hearing Officer may inspect any subject premises provided that they (1) give reasonable notice to the parties of the date and time of the inspection, (2) the parties are given an opportunity to be present during the inspection, (3) the Hearing Officer states on the record any material facts observed and their conclusions drawn therefrom, and (4) allows each party the right to rebut or explain any of the Hearing Officer's observations and conclusions.

(h) Briefs: Briefs are not required; however, any party may elect to submit a brief concerning the subject of the administrative hearing. The Hearing Officer may also request that the parties to the appeal submit written briefs or statements of their position prior to the hearing. Any such briefs or statements of position shall be provided to the Hearing Officer and all parties. Briefs shall not exceed 15 pages, but exhibits, evidence or other attachments to the brief may. Amicus briefs are not permitted.

(i) Order of Proceeding: The Hearing Officer should follow this order of proceeding in each hearing. The Hearing Officer may vary this order if they determine circumstances exist which justify the variance:

(1) Announce the beginning of the proceedings and begin the tape recording of the hearing;

(2) Identify the hearing;

(3) Request that all attendants at the hearing state their names and swear in all attendants who intend to provide testimony during the hearing;

- (4) Explain to attendants how the hearing will proceed and address any necessary notifications required by these procedures;
- (5) Hear any preliminary motions or objections;
- (6) Allow parties to make opening statements;
- (7) Allow the City to present evidence and witnesses, and for cross examination of those witnesses by the other side;
- (8) Allow appellant to present evidence and witnesses, and for cross examination of those witnesses by the other side;
- (9) Allow parties to present rebuttal evidence and witnesses;
- (10) Allow parties to make closing statements;
- (11) Explain the issuance of the final written decision and appeals procedures; and
- (12) Close the hearing and terminate the tape recording of the hearing.

(j) Rules of Civility: The Hearing Officer and all parties and persons present at the administrative hearing shall act in a professional manner, be courteous, respectful, and civil towards one another. Use of abusive, demeaning, or humiliating language in written or oral communications during any part of the proceeding is prohibited. Interrupting the testimony of a witness or the proceeding in general is similarly prohibited. Any person actively engaging in abusive, demeaning, or humiliating language or who is otherwise engaging in rude, disparaging, obscene or inappropriate decorum towards any party, a witness, or the Hearing Officer, or who is disrupting the proceedings shall be subject to being expelled from Council Chambers by the Hearing Officer after one warning. (E.g., a party is warned about making disparaging comments about the witness while the witness is testifying, distracting the Hearing Officer and others during the proceeding. The party is warned that they are to stop and are informed to stop or else they will be expelled from the proceeding. In spite of being warned they continue to exhibit the same behavior. The party can be removed from the Council Chambers by the Hearing Officer.)

If a party to a proceeding or their witness is expelled from the hearing pursuant to this rule prior to their giving testimony in the matter, the right to submit that testimony is forfeited and will not be considered.

(k) Privilege: The technical rules relating to evidence, including but not limited to the California Evidence Code, or the Federal Rules of Evidence, will not apply during the hearing but the California rules governing attorney-client communication and attorney work product privileges shall apply.

(l) Recording: The Hearing Officer or employee of the City shall record the hearing with an electronic recording device and make that recording available to all parties by request as a recording. Any party may, at their own expense provide for the taking of the testimony by a qualified stenographic reporter.

(m) Continuance: The Hearing Officer may grant continuances from time to time upon request and for good cause, or upon their own motion. A continuance requested on the date of the hearing is disfavored.

(n) Motions: Any motions by the parties shall be in writing or made orally on the record during the hearing and shall clearly state the action requested and the grounds relied upon (e.g., disqualification, request for a continuance). Motions that are unnecessarily lengthy or are ancillary to the dispute at issue of the hearing are generally disfavored. The time to submit a prehearing motion to the Hearing Officer expires when any party to the proceeding begins the presentation of the merits (i.e., opening statements) of their case before the Hearing Officer.

(o) Burden of Proof: The City bears the burden of proof at an administrative hearing to establish the findings supporting the order at issue, the existence of a violation of the Municipal Code or applicable State codes. The standard of proof to be used by the Hearing Officer in deciding the issues at an administrative hearing is by a preponderance of the evidence.

(p) Communication with the Hearing Officer: All substantive oral communications with the Hearing Officer concerning the merits of a particular shall be held in the presence of all parties at the administrative hearing. The Hearing Officer shall disclose any unilateral communications with any party during the hearing, except for communications that pertained only to the scheduling and calendaring of the hearing with representatives of the City.

(q) Disclosure and Disqualification: See Section VI above. Any party may raise objections for the record to the Hearing Officer and ask that the Hearing Officer disqualify themselves. The time to object or move to disqualify a Hearing Officer expires when any party to the proceeding begins the presentation of the merits of their case before the Hearing Officer. The Hearing Officer shall make the decision to grant or deny the request for disqualification.

(r) Administrative Order: At the conclusion of the hearing, the Hearing Officer shall issue a written decision and order, titled "Administrative Order" that affirms, reverses, or modifies the City's action based on their review of all relevant documents, evidence, and testimony. The Administrative Order shall be in writing, be based on the record, and include a statement of the factual and legal basis of the decision.

(1) The Hearing Officer's Administrative Order should identify those parties in attendance at the hearing, their counsel of record or representatives (if present), and also clearly identify within the Administrative Order who the "prevailing party" in the appeal is.

(2) The Hearing Officer's Administrative Order should state the reasons for the determination and indicate the evidence relied on for their findings. The Hearing Officer should make findings to bridge the analytic gap between the raw evidence and ultimate decision or order. The findings need not be extensive or detailed but should be adequate enough for a subsequent reviewer to trace and examine the Hearing Officer's mode of analysis that supported the decision.

(3) Extra-record evidence (evidence not submitted at the hearing or in any of the party's submittals) shall not be considered. The statement of the factual basis for the decision shall be based exclusively on the evidence of record in the proceeding and on matters officially noticed in the proceeding. The Hearing Officer's experience, technical competence, and specialized knowledge may be used in evaluating evidence.

(4) The Hearing Officer cannot assign or transfer responsibility for drafting the Administrative Order to an associate, paralegal, intern, sub-contractor, agent, or any other person or entity. The Hearing Officer must author and sign the Administrative Order.

(5) In the case of a notice and order of civil penalty, the administrative order may affirm, modify, or reject the daily rate or duration of the civil penalties depending upon the review of the evidence and may increase or decrease the total amount of civil penalties and costs assessed. Hearing Officer may issue an administrative order that requires the responsible person to cease from violating the Municipal Code or applicable State codes and to make necessary corrections within a specific time frame. As part of the administrative order, the Hearing Officer may establish specific deadlines for the payment of penalties and costs and condition the total or partial assessment of civil penalties on the responsible person's ability to complete compliance by specified deadlines. The Hearing Officer may issue an administrative order which imposes additional civil penalties that will continue to be assessed until the responsible person complies with the Hearing Officer's decision and corrects the violation. The Hearing Officer may schedule subsequent review hearings as may be necessary or as requested by a party to the hearing to ensure compliance with the administrative order.

(6) The Hearing Officer shall author and deliver to the City their Administrative Order within twenty-eight (28) days of the conclusion of the hearing, unless the parties agree to a longer period.

(7) The Hearing Officer's Administrative Order shall become final on the date of service of the order. The Administrative Order shall be served on all parties by any one of the methods listed in Section 1.04.080 of the Municipal Code. Electronic service of the order is acceptable if a party is represented by counsel. (See e.g., Code Civ. Proc., § 1010.6E.) Once an Administrative Order becomes final as provided in Chapter 1.44, the time in which judicial review of the order must be sought shall be governed by California Code of Civil Procedure section 1094.6 or as may be amended hereafter.

(s) Scope of Hearings: Administrative appeal hearings are limited in scope by the Municipal Code section(s) which govern the use of the particular remedy which is being employed. A summary of the scope of some matters is described in this document. The Hearing Officer should consider the scope when determining what evidence is pertinent to each case.

#### Administrative Abatement

1. Existence of a public nuisance.
2. Due process requirements.
3. Method of collection of costs (i.e., special assessment, code enforcement lien, etc.).

#### Cost Confirmation Hearings (Abatements)

1. Verification of the work performed to achieve the abatement and the costs which may be charged to the responsible person.
2. Due process requirements.
3. No review of the need to abatement or the underlying abatement order.

### Administrative Civil Penalties

1. Whether the responsible person has caused or maintained a violation of the Municipal Code or applicable State code and that such provision existed on the dates specified in the Notice and Order.
2. Whether the amount of civil penalties assessed by the department is consistent and reasonable.
3. Due process requirements.
4. Award of administrative costs.

### Administrative Citations

1. The existence of the violation(s) on the date(s) cited.
2. The amount of penalty to be assessed and date by which it is to be paid.
3. Conditions or deadlines for corrective action.
4. Due process requirements.
5. Award of administrative costs.

### Recordation of Notice of Violation

1. Whether the condition listed in the Notice of Violation violates the Municipal Code or applicable State codes.
2. Due process requirements.

### Lien and Assessment Hearings

1. Due process requirements.
2. Whether the amount subject to the lien to be recorded or forwarded to the County for assessment has been paid.

(u) Administrative Record: The official administrative record of an appeal proceeding heard by a Hearing Officer should be comprised of the following: all written notices and proofs of service; all briefs, motions, responses, or objections filed with the Hearing Officer prior to or during the proceeding; all exhibits admitted as evidence during the proceeding; a list of participants present at any session of the hearing; the recording of the proceeding; and, the Hearing Officers' rulings, including all findings, decisions, and orders. The official administrative record shall be collected by the responsible department and delivered to the City Attorney for storing. The City shall maintain the Official Record for five years. Where a party requests the administrative record be prepared by the City to be produced to them, the party requesting the record shall be responsible for all reasonable and necessary costs associated with the preparation and duplication of the record, including but not limited to, staff time spent compiling and duplicating the record and court reporter fees.

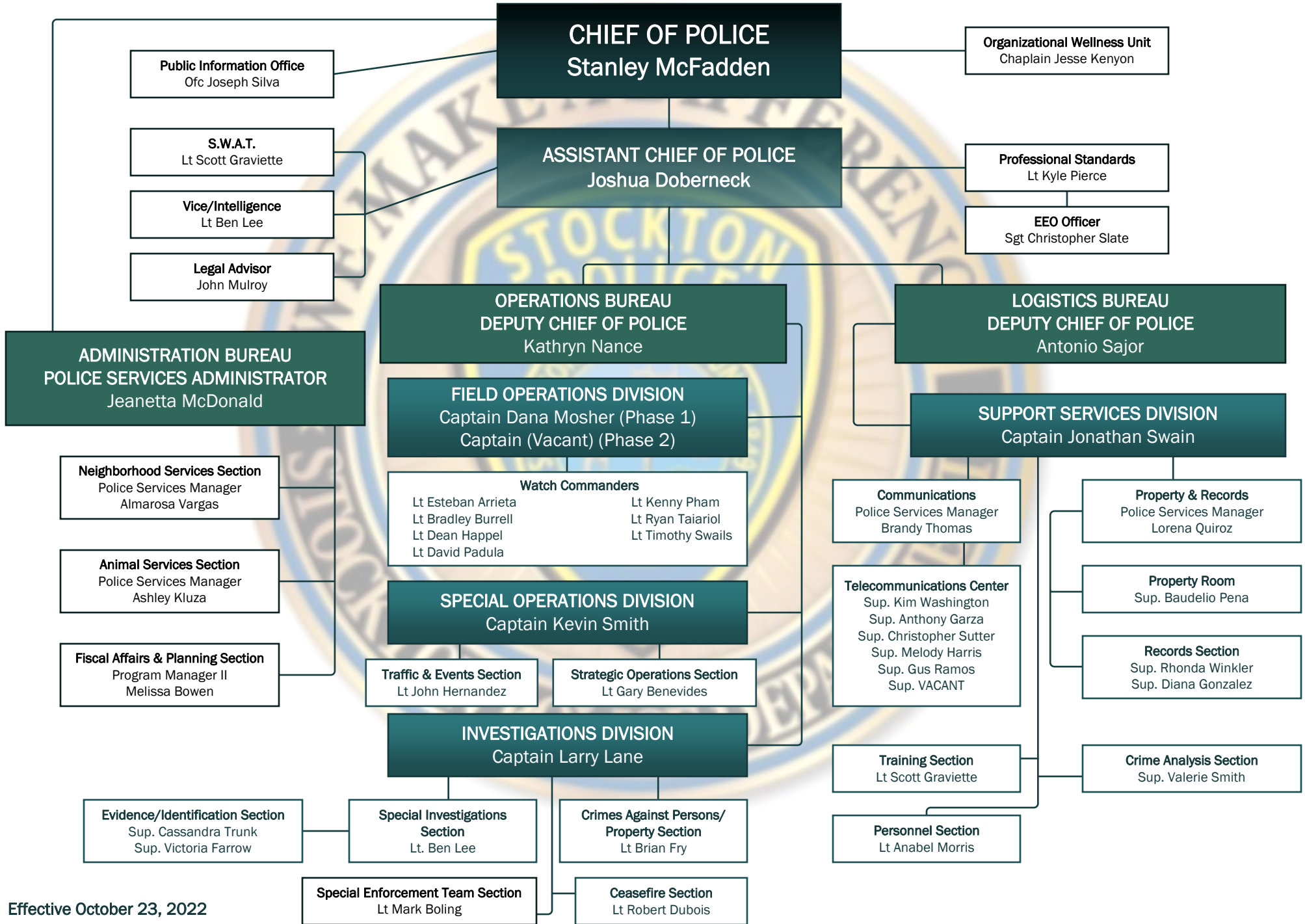
## **XII. AVAILABILITY OF THESE POLICIES AND PROCEDURES**

These policies and procedures shall be provided to all Hearing Officers and shall be made available within a reasonable time to any person or party to an administrative hearing who requests a copy by submitting a request in writing or e-mail to the Office of the City Attorney.

*Adopted on 4/1/2022*

*Last updated on 4/1/2022*

# Stockton Police Department



Effective October 23, 2022

STOCKTON POLICE DEPARTMENT	Section: XX-NSS
<b>NEIGHBORHOOD SERVICES SECTION (NSS)</b>	Page 1 of 3
<b>POLICY AND PROCEDURE MANUAL</b>	Reviewed by: _____ Deputy City Attorney      Date
<b>Subject:</b>	Date Approved:
<b>CASE PRIORITIES</b>	Approved by:
Peter Lemos, Police Services Manager: _____ Jeff Hunt, Code Enforcement Field Manager	Eric Jones, Chief of Police

## 1. **PURPOSE**

To prioritize complaints received by the Neighborhood Services Section (NSS) to ensure life threatening and/or health and safety issues are assigned and investigated prior to non-life threatening cases.

## 2. **POLICY**

The NSS shall prioritize incoming complaints into three categories: Emergency, Priority, and Routine. Prioritization of complaints which may endanger the health, welfare, and safety of the public facilitates a rapid response.

## 3. **PROCEDURE**

Information received on a new complaint determines the priority of the response by the Code Enforcement Officer (CEO). The CEO may adjust the case priority higher or lower based on the severity of the violations.

### A. Priorities:

- 1) Emergency: Complaints that are life threatening or are an immediate danger to the health and safety of the public.
  - a) These include but are not limited to: dangerous buildings, raw sewage in or around a dwelling, unsecured swimming pools, energized electrical wiring or fixtures exposed to the public, lack of egress, no heat during winter months, no utilities, lack of hot and/or running water, and illegal bars on bedroom windows.
  - b) Emergency requests by the Police or Fire Department (i.e. vacant, unsecured dwelling that is deemed unsafe to the public or obvious signs of inhabitants by transients/drug users).

### Steps to be taken:

- a) Support staff immediately notifies Code Enforcement Field Manager, who validates need for an emergency inspection and assigns a CEO.



<b>Subject: Case Priorities</b>	Page 2 of 3
<b>Date Approved:</b>	Approved By: Eric Jones, Chief of Police

- b) Support staff will immediately notify the assigned CEO by cell phone and e-mail the necessary information.
  - c) CEOs will assign top priority to the case:
    - i. If the CEO is unable to inspect the property immediately, it is their responsibility to notify the Supervisor regarding the circumstances preventing an immediate inspection.
    - ii. The Supervisor will determine if the case is to be reassigned or to advise the CEO to handle the case and complete the initial inspection within 24 hours.
    - iii. If the case is to be reassigned, the support staff shall be notified to update the case in HTE.
- 2) Priority: Complaints that do not fall into the Emergency definition above, but are considered urgent.
- a) These include but are not limited to: broken/missing window glass, exterior doors that will not close major electrical /appliance problems (including stove, refrigerator), exterior dilapidated structures (non-life threatening), general plumbing, and leaking roofs.
  - b) Complaints that impact a larger group of people or a neighborhood.
    - i. These complaints are to be processed after Emergency complaints.
- Steps to be taken:
- a) Support staff will create the case and schedule the inspection in HTE.
  - b) The CEO shall complete initial inspection within three (3) calendar days (72 hours) of the complaint.
- 3) Routine:
- a) Graffiti:
    - i. CEO shall issue a Violation Warning Notice and schedule an inspection for three (3) calendar days from the date of the VWN.
    - ii. The property owner is responsible for mitigation of the graffiti within 48 hours from the posting of the VWN.
  - b) Noise: During business hours (8:00 a.m. to 5:00 p.m. Monday through Friday), NSS is responsible for responding to noise complaints in residential/commercial areas.

<b>Subject: Case Priorities</b>	Page 3 of 3
<b>Date Approved:</b>	Approved By: Eric Jones, Chief of Police

- i. CEOs will handle noise complaints as soon as possible; response should not be prioritized ahead of an Emergency complaint
  - ii. The Stockton Police Department is responsible for noise complaints in public parks, public buildings, public right of ways, and residential/commercial buildings, after business hours and on weekends and holidays.
- c) Garbage in Public Right of Way: During business hours (8:00 a.m. to 5:00 p.m. Monday through Friday) NSS is responsible for responding to complaints of garbage in a public right of way in residential/commercial areas.
- i. Support staff will treat these complaints similar to Emergency complaints in that the case will be given to a CEO as soon as possible, even if the CEO is in the field.
  - ii. CEOs will handle these complaints as soon as possible, but response should not be prioritized ahead of an Emergency complaint.
- d) Other complaints that do not fall into the Emergency or Priority definitions above are routine and assigned to an area CEO or CSO. These complaints include but are not limited to: fences and hedges, garbage and debris, abandoned vehicles, garage sales, and totes in public view. These complaints affect only a few people and are non-life threatening.

Steps to be taken:

- a) Support staff will take the complaint and open the case in HTE. .
- b) CEO to conduct the preliminary action within five (5) calendar days of the complaint.
- c) When a Violation Warning Notice is issued, the responsible party may be given up to 30 calendar days to correct the violation before a re-inspection is undertaken.

STOCKTON POLICE DEPARTMENT	Section: xx-NSS
NEIGHBORHOOD SERVICES SECTION(NSS)	Page 1of 4
POLICY AND PROCEDURE MANUAL	Reviewed by: _____ Deputy City Attorney      Date
Subject:	Date Approved:
CASE PROCESSING	Approved By:
Peter Lemos, Police Services Manager _____ Jeff Hunt, Code Enforcement Field Manager _____	Eric Jones, Chief of Police

## 1. PURPOSE

To establish a consistent and effective procedure for processing cases from the time the complaint is received until the case is complete.

## 2. POLICY

It is the policy of the Neighborhood Services Section (NSS) to handle all valid complaints in a manner which allows for the resolution of the complaint in the shortest reasonable time.

## 3. PROCEDURE

A. Complaint is received by NSS.

1) Support staff opens case in HTE.

- a) A Code Enforcement Officer (CEO) is assigned to case.
- b) Support staff schedules a preliminary action (for next working day) in HTE.
- c) Support staff prints (DMS) report (see attached) and forwards it to assigned CEO. CEO may view scanned case files of the subject address.

B. EMERGENCY CASE – emergency response (maximum response time - 24 hours).

1) CEO conducts on-site investigation

- a) Invalid or reprioritize complaint:
  - i. Document as invalid or reprioritize complaint based on findings.
  - ii. CEO records findings from inspection and closes HTE case with appropriate action. Case information returned to support staff to scan and maintain hard copy according to retention schedule.
  - iii. CEO closes invalid complaints in HTE; no fees are charged and case information is shredded.

<b>Subject: Case Processing</b>	Page 2 of 4
<b>Date Approved:</b>	Approved By: Eric Jones, Chief of Police

- 2) Valid complaint: CEO documents preliminary action; no fee.
  - a) CEO uses appropriate Code Enforcement remedies based on type and severity of complaint. CEO issues VWN; NOV; AC and enters appropriate HTE action codes for action taken. CEO attempts to contact property owner and/or responsible party by looking at business licenses, old permits, old case notes, Property Detail report and/or OnBase to obtain contact information.
  - b) CEO brings paperwork to assigned support staff. Support staff will process and mail all notices, create a file, and return completed file to CEO.
- 3) Initial inspection:
  - a) CEO investigates complaint to determine if violation is corrected or if significant improvement has been made to bring the violation into compliance or if there are other extenuating circumstances.
  - b) CEO will either charge appropriate fees and/or fines per fee schedule (6-NSS) or justify waiving the fee/fine. If fee/fines are waived, justification must be noted in the case file and forwarded to immediate supervisor for signature before sending to support staff.
    - i. CEO to provide a copy of the Citation when requesting a Notice to Record. CEO e-mails a separate list of violations to support staff if a Notice to Vacate is requested.
- 4) Re-inspections:
  - a) CEO conducts additional inspections to determine if violation is corrected, if significant improvement has been made to bring the violation into compliance, or if there are other extenuating circumstances. CEO documents re-inspection in HTE with notes on case findings. CEO enters appropriate HTE action codes
  - b) CEO will either charge appropriate fees and/or fines per fee schedule or justify waiving the fee/fine. If fee/fines are waived, justification must be noted in the case file.
  - c) CEO forwards case file or mailing copies of VWN or NOV to support staff for mailing, regular and certified.
  - d) Support Staff documents WALZ mailer information and date citation was mailed in HTE.

<b>Subject: Case Processing</b>	Page 3 of 4
<b>Date Approved:</b>	Approved By: Eric Jones, Chief of Police

- 5) Property in compliance, no fee charged.
    - a) CEO documents inspection results in HTE and closes case.
    - b) CEO enters appropriate closed action (i.e. CL = closed pending action, CM = in compliance, IC = invalid complaint, VO = error in creating case) in HTE. CEO brings closed case file to support staff to scan and store according to retention schedule.
- C. Green Files – Routine Response (maximum response 5 days):
1. CEO conducts on-site investigation
    - a) Invalid or re-prioritize complaint.
    - b) Document as invalid or re-prioritize complaint based on findings.
    - c) CEO documents inspection findings and closes HTE case with appropriate action. Returning case information to support staff to scan and maintain hard copy according to retention schedule.
    - d) CEO closes invalid complaints in HTE; no fees. No case file is made and case information is shredded.
  2. Valid complaint – CEO documents preliminary action; no fee.
    - a) CEO uses appropriate Code Enforcement remedies based on type and severity of complaint. CEO issues VWN; NOV; AC and enters appropriate action codes in HTE.
    - b) CEO brings paperwork to assigned support staff. Support Staff will process and mail all notices, create a file, and return completed file to CEO.
  3. Initial inspection:
    - a) CEO investigates complaint to determine if violation is corrected or if significant improvement has been made to bring the violation into compliance or if there are other extenuating circumstances.
    - b) CEO will either charge appropriate fees and/or fines per fee schedule or justify waiving the fee/fine. If fees/fines are waived, justification must be noted in the case file.

<b>Subject: Case Processing</b>	Page 4 of 4
<b>Date Approved:</b>	Approved By: Eric Jones, Chief of Police

- c) CEO to provide clear copy of Citation to support staff when CEO requests a document to be recorded. CEO emails a separate list of violations to support staff if a Notice to Vacate is requested.

4. Re-inspections:

- a) CEO conducts additional inspections to determine if violation is corrected or if significant improvement has been made to bring the violation into compliance or if there are other extenuating circumstances. CEO documents re-inspection in HTE with notes on case findings. CEO enters appropriate HTE action codes
- b) CEO will either charge appropriate fees and/or fines per fee schedule or justify waiving the fee/fine. If fee/fines are waived, justification must be noted in the case file.
- c) CEO forwards mailing copies of VWN or NOV to support staff for mailing, regular/certified.
- d) Support Staff documents WALZ information and date citation was mailed in HTE.

5. Property in compliance; no fee charged.

- a) CEO documents inspection findings in HTE and closes case.
- b) CEO enters appropriate closed action (i.e., CL = closed pending action, CM = in compliance, IC = invalid complaint, VO = error in creating case) in HTE. CEO brings closed case file to support staff to scan and store according to retention schedule.



# Code Enforcement Officer Field Training Manual

PROBATIONARY \_\_\_\_\_

HIRE DATE \_\_\_\_\_

# SECTION I

## CEO FIELD TRAINING MANUAL

### (Office and Field Equipment/Orientation)

#### EQUIPMENT CHECKLIST

##### CUBICLE OFFICE

- LAPTOP
- DESK PHONE
- CELL PHONE
- OFFICE SUPPLIES-stapler, hole puncher, paper clips, sticky notes, masking tape, pens, notebooks

City Tag:

City Tag:

Phone Number:

##### FIELD EQUIPMENT

- FACILITY KEY
- ELECTRONIC SONITROL KEY
- KNOX BOX KEY
- PROVIDE KEY CODE TO SEB BUILDING
- FLASHLIGHT
- RADIO
- O.C. (PEPPER SPRAY) (review policy and procedure)
- SAFETY VEST
- HARD HAT
- GOGGLES
- GLOVES
- BED BUG SPRAY
- BOOTIES
- RECEPTACLE TESTER
- MOISTURE DETECTOR
- INFRARED THERMOMETER
- BODY WORN CAMERA (review policy and procedure)
- TRUCK
- PRINTER INSIDE TRUCK
- FLARES
- FIRE EXTINGUISHER

Received:

Received:

Received:

Received:

Received:

Number:

Received:

Received:

Received:

Received:

Received:

Received:

Received:

Received:

Received:

Received:

Received:

Received:

Number:

Received:

City Tag:

Received:

Received:

Received:

##### SOFTWARE AND MATERIAL



- RULES AND REGULATION
- GENERAL ORDERS
- SETS REVOLUTION TIMESHEET/ATSPRINTFREEDOM.COM LOG IN
- STOCKTON MUNICIPAL CODE
- UNIFORM HOUSING CODE
- UNIFORM HOUSING CODE AND DANGEROUS BUILDING CODE
- MICROSOFT 365 – SharePoint/case files
- AS400
- ACCELA
- MAPGEO/LANDMASTER
- LANDVIEWER
- NEKO
- ONBASE
- ASK STOCKTON /MOBILE APP

**USER ID/PASSWORD CHECKLIST:**

Laptop/Outlook Log-in:	Date_____	FTO_____
ATSPRINTFREEDOM.COM	Date_____	FTO_____
SETS Log-in (TIME SHEET):	Date_____	FTO_____
AS400:	Date_____	FTO_____
Accela:	Date_____	FTO_____
Microsoft 365:	Date_____	FTO_____
Mapgeo:	Date_____	FTO_____
Neko:	Date_____	FTO_____
AskStockton:	Date_____	FTO_____

**AGENCY ORIENTATION:**

FTO      PROB      DATE

The CEO knows the organization structure, the functions, and the chain of command of the Stockton Police Department and Neighborhood Services Section.

\_\_\_\_\_

The CEO has reviewed and understands City/Departmental policies and procedures (see Informational Training Supplement section A1a)

\_\_\_\_\_

The CEO can give, by name, each member within his or her chain of command.

\_\_\_\_\_

**PERSONAL EQUIPMENT:**

The CEO knows the operation of and policy regarding assigned equipment used by CEO in the field.

\_\_\_\_\_

The CEO can explain the policy on departmental property damage and loss of department equipment to include procedures related to vehicle accidents and/or personal injuries on the job.

\_\_\_\_\_

The CEO demonstrates the procedures obtaining the following items:

\_\_\_\_\_

- A. Vehicle- gas, car wash, PMI
- B. Body worn camera
- C. Supplies

**AGENCY FACILITIES:**

The CEO can explain the procedure regarding the security of Police Department facilities: including the differences between SEB, main PD, and Corpyard.

\_\_\_\_\_

- A. Facility key
- B. Door Codes
- C. Electronic Key
- D. SEB- First floor, Second floor, Third floor, Fourth floor, and lobby personnel

**ASSIGNED VEHICLES:**

The CEO is familiar with their assigned vehicle, its equipment, and proper uses of the departmental vehicle.

FTO	PROB	DATE
_____	_____	_____

- A. Pre-shift inspection
- B. Equipment
- C. Fueling (corpyard)

The CEO has learned and understands the policy on repair and servicing of vehicles and the procedure for turning in a damaged or mechanically deficient vehicle; including reports if required.

_____	_____	_____
-------	-------	-------

The CEO can describe the policy regarding requests for vehicle service in the field.

_____	_____	_____
-------	-------	-------

The CEO can explain the policy regarding the parking of city assigned vehicles.

_____	_____	_____
-------	-------	-------

**Other City Departments/Outside Agencies:**

The CEO knows the location and general function of each of the following (list address):

_____	_____	_____
-------	-------	-------

- A. City Hall\_\_\_\_\_
- B. Superior Court  
\_\_\_\_\_
- C. City Manager’s Office\_\_\_\_\_
- D. City Council Chambers\_\_\_\_\_
- E. City Attorney’s Office\_\_\_\_\_
- F. Community Development Department/ Permit Center (Planning and Building Division)  
\_\_\_\_\_
- G. City Corpyard\_\_\_\_\_
- H. Animal Services\_\_\_\_\_
- I. IT Dept.\_\_\_\_\_
- J. Public Works\_\_\_\_\_
- K. MUD\_\_\_\_\_
- L. Administrative Services  
Finance/Licensing.\_\_\_\_\_
- M. Economic Development Dept.  
\_\_\_\_\_
- N. Fire Department  
Admin\_\_\_\_\_
- Prevention\_\_\_\_\_
- O. SJ County Health Dept.\_\_\_\_\_
- P. Calwater\_\_\_\_\_

**Procedural Justice:**

**FTO      PROB      DATE**

The CEO shall attend the next available procedural justice training.

\_\_\_\_\_

The CEO shall attend the next available customer service training course.

\_\_\_\_\_

The CEO has learned and applies good customer service techniques and practices.

\_\_\_\_\_

The CEO is courteous, professional, unbiased, clear, and concise in all dealings with the public.

\_\_\_\_\_

The CEO understands that people (the public) are always watching and judging. Just because the CEO does not see the public does not mean they are not watching your actions and interactions.

\_\_\_\_\_

The CEO has reviewed, understands, and can explain the tenets of procedural justice.

\_\_\_\_\_

SECTION II  
CEO FIELD TRAINING MANUAL  
(GENERAL KNOWLEDGE)

*Treat People with Mutual Respect*

*Remain Neutral*

*Give Others a Voice*

*Leads to TRUSTWORTHINESS*



**Computer Programs/Software**

FTO      PROB      DATE

The CEO has learned the proper use of all required programs and software

\_\_\_\_\_

The CEO knows the importance of prompt response and follow up for email requests.

\_\_\_\_\_

The CEO knows the procedures related to electronically requesting actions and documents via email.

\_\_\_\_\_

The CEO has learned to promptly upload all photos related to active code enforcement cases.

\_\_\_\_\_

The CEO has learned to promptly enter all notes related to actions (i.e., telephone calls, field actions, office actions, Inspections etc.) into the case management system.

\_\_\_\_\_

**Officer Safety**

The CEO shall sign up for the next available officer safety course.

\_\_\_\_\_

The CEO understands the importance of officer safety practices in the field.

\_\_\_\_\_

The CEO understands and practices officer safety related to cases involving vacant buildings, grow houses, gang related activity, meth labs, aggressive animals, and any physical hazards.

\_\_\_\_\_

The CEO knows how to deal with confrontation and understands that often the best course of action is to leave the scene and return with backup.

\_\_\_\_\_

**RADIO COMMUNICATIONS:**

The CEO has become familiar with the policy and use of the police radio.

\_\_\_\_\_

The CEO has reviewed and can summarize agency policy on communications control and coordination and radio call numbers.

\_\_\_\_\_

The CEO is familiar with the phonetic alphabet and the nine codes as used by the Stockton Police Department.

\_\_\_\_\_

The CEO can demonstrate and explain the proper use of the radio.

\_\_\_\_\_

**LEGAL ASPECTS:**

FTO      PROB      DATE

The CEO is familiar with the Stockton Municipal Code Sections related to our authority to inspect property and enforce the Municipal Code.

\_\_\_\_\_

The CEO is familiar with the protections granted under the US Constitution.

\_\_\_\_\_

The CEO understands that as civil service employees, we are tasked with protecting the rights of the citizens we work with.

\_\_\_\_\_

The CEO understands the implications of a violation of a person's 4th amendment right to privacy, in relation with our regular job duties.

\_\_\_\_\_

The CEO understands the 14<sup>th</sup> amendment, and how it relates to our department's enforcement actions.

\_\_\_\_\_

**USE OF FORCE:**

The CEO knows and understands the legal and moral consideration and legal ramifications and civil liability pertaining to the use of force regarding O.C. spray or any other use of force.

\_\_\_\_\_

**BODY WORN CAMERA**

The CEO knows and understands the policy and procedures for the use of the Body-Worn Camera (BWC)

\_\_\_\_\_

The CEO knows how to operate the BWC and how to download video, categorize, title, and review it.

\_\_\_\_\_

# SECTION III

## CEO FIELD TRAINING MANUAL (INTRODUCTION TO THE SMC)

### Stockton Municipal Code

#### **Chapter 1.** General Provisions

*At a glance-* This is the administrative section of our code. It establishes our authority to inspect for violations, issue notices of violations, and governs other administrative actions.

#### **Chapter 5.** Business Licenses and Regulations

*At a glance-* This chapter relates to business licenses, hotel/motels, camp cars, motorized food wagons and other business-related topics.

#### **Chapter 6.** Animals

*At a glance-* This chapter governs animal services and animal regulations within the City.

#### **Chapter 8.** Health and Safety

*At a glance-* This chapter relates to public health, safety and welfare and governs everything from tall weeds and trash to abandoned vehicles and graffiti. Topics are mostly related to blight and property maintenance.

#### **Chapter 9.** Public Peace and Welfare

*At a glance-* This chapter covers the trespassing ordinance and penal offenses such as obstructing the sidewalk.

#### **Chapter 12.** Streets, Sidewalks and Public Places

*At a glance-* This chapter relates to regulations pertaining to public places such as obstruction of sidewalks by shrubs/trees and mooring restrictions.

#### **Chapter 13.** Public Services

*At a glance-* This chapter relates to wastewater, sewer use and connections, stormwater, and water conservation.

#### **Chapter 15.** Buildings and Construction

*At a glance-* This chapter covers the adoption of all model codes, identifies conditions that contribute to substandard housing, regulates vacant properties, and lists other building regulations.



**Chapter 16. Development Code**

*At a glance-* This chapter covers regulations related to land use, zoning districts, development regulations and zone-specific standards.

FTO      PROB      DATE

**COMPLAINT INTAKE PROCESS:**

The CEO is familiar with the different NSS Districts and their boundaries. \_\_\_\_\_

The CEO understands the different ways complaints are submitted and received by our office. \_\_\_\_\_

The CEO understands how and when proactive work is necessary. \_\_\_\_\_

The CEO knows the different case types (ie. Public Nuisance, Housing, Zoning etc.) \_\_\_\_\_

The CEO understands how to prioritize cases based on the violation and case type. See NSS204 Policy on Case Priorities. \_\_\_\_\_

**CONDUCTING INSPECTIONS:**

The CEO knows what the case information sheet is and how to get the pertinent information from it. \_\_\_\_\_

The CEO understands how to conduct preliminary research for a property. (ie. AS400 case history, OnBase, permit checks etc.) \_\_\_\_\_

The CEO makes contact with the person responsible for the violation(s) and conducts themselves in a professional manner. \_\_\_\_\_

The CEO knows how to gather additional facts related to the case (ie. Reporting Party, Responsible Person, Neighbors etc.) \_\_\_\_\_

The CEO understands the importance of always citing the responsible party. \_\_\_\_\_

The CEO properly takes notes during inspections and documents all actions in AS400. \_\_\_\_\_

The CEO properly photographs all violations and uploads all photographs into OnBase. \_\_\_\_\_

**CASE PROCESSING:**

**FTO      PROB      DATE**

The CEO has reviewed and understands the NSS Case Processing Policy and Procedure. \_\_\_\_\_

The CEO is proficient at navigating the Code Enforcement module of AS400 and can properly enter actions and notes. \_\_\_\_\_

The CEO uses Landviewer to accurately find property information. \_\_\_\_\_

The CEO can properly request actions and document preparation from support staff. \_\_\_\_\_

The CEO understands support staff responsibilities as they relate to their regular job duties. \_\_\_\_\_

The CEO has developed a system of organizing case files, both inside the case files and all their active case files (ie. where and how they keep their active case files). \_\_\_\_\_

The CEO has developed a system of case management that helps them to ensure timely response on all their cases both for follow up and new complaints. \_\_\_\_\_

The CEO practices good time management and properly prioritizes important tasks. \_\_\_\_\_

# SECTION IV

## CEO FIELD TRAINING MANUAL

### (ENFORCEMENT)

**CITATIONS:**

The CEO understands the differences between a violation warning notice, administrative warning notice, and an administrative citation.

FTO	PROB	DATE
_____	_____	_____

The CEO understands what pieces of information are required on a citation.

_____	_____	_____
-------	-------	-------

The CEO understands when to charge cost recovery fees and where to find the amounts.

_____	_____	_____
-------	-------	-------

The CEO knows how to request to record a Notice of Violation and when to do so.

_____	_____	_____
-------	-------	-------

The CEO understands our policy and procedure for issuing Administrative Fines.

_____	_____	_____
-------	-------	-------

The CEO understands intent to abate and what kind of violations can and should be abated.

_____	_____	_____
-------	-------	-------

**ABATEMENTS:**

The CEO understands the difference between regular abatements and summary abatements.

_____	_____	_____
-------	-------	-------

The CEO understands the concept of the expectation of privacy and how it relates to abatement of violations.

_____	_____	_____
-------	-------	-------

The CEO has demonstrated the ability to get the next available contractor, conduct a job walk, and schedule abatements.

_____	_____	_____
-------	-------	-------

The CEO understands the different cost thresholds and when multiple bids/supervisor approval is required.

_____	_____	_____
-------	-------	-------

The CEO understands the required elements of a summary abatement and can properly process the required paperwork for summary abatement.

_____	_____	_____
-------	-------	-------

The CEO can process contractor invoices in a timely manner.

_____	_____	_____
-------	-------	-------

The CEO understands all appeal rights related to abatement.

_____	_____	_____
-------	-------	-------

**ADMINISTRATIVE HEARINGS:**

FTO      PROB      DATE

The CEO understands appeal rights related to Code Enforcement Actions. \_\_\_\_\_

The CEO understands how to properly assemble an evidence packet in preparation for an administrative hearing. \_\_\_\_\_

The CEO understands proper dress code for an Administrative Hearing. \_\_\_\_\_

The CEO shall possess the ability to prepare and furnish courtroom testimony in such manner as to reflect professionalism and fair administration of justice. \_\_\_\_\_

The CEO shall explain the value of impressive and professional courtroom demeanor and appearance. \_\_\_\_\_

The CEO shall identify and explain the principles of effective testimony. The principles shall minimally include: \_\_\_\_\_

- A. Honesty
- B. Clarity
- C. Clear and Concise
- D. Objectivity
- E. Emotional Control

Given a courtroom appearance, the CEO shall furnish testimony in a professional manner. \_\_\_\_\_

- A. Appropriate Attire
- B. Review Report
- C. Bring Evidence

The CEO can define the following terms as recognized in Administrative Hearings: \_\_\_\_\_

- A. Administrative Hearing Officer
- B. Appeal

The CEO has participated in either a Mock Hearing or an Administrative Hearing. \_\_\_\_\_

**CHAPTER 8 – PUBLIC NUISANCE CASES**

The CEO has read and understands Chapter 8 of the Stockton Municipal Code, particularly the sections related to public nuisances. \_\_\_\_\_

The CEO is comfortable and competent with issuing citations related to public nuisance violations. \_\_\_\_\_

The CEO understands that public nuisances can occur at any type of property, regardless of the use. \_\_\_\_\_

FTO      PROB      DATE

The CEO understands that Public Nuisance cases are the most common, but still an important aspect of our duties.

\_\_\_\_\_

The CEO understands that Public Nuisance cases are often the most visible in the public eye and these types of cases are often what people judge Code Enforcement compliance based on.

\_\_\_\_\_

The CEO understands that Ask Stockton cases related to public nuisances must be given priority and completed in a timely manner with thorough documentation.

\_\_\_\_\_

**CHAPTER 15 – VACANT/DANGEROUS BUILDINGS**

The CEO understands the purpose and importance of issuing a Notice to Secure for vacant unsecured properties.

\_\_\_\_\_

The CEO understands the vacant property ordinances and how/when to enforce them.

\_\_\_\_\_

The CEO can identify dangerous conditions at properties and will get assistance with addressing them.

\_\_\_\_\_

**CHAPTER 16 – ZONING, DEVELOPMENT CODE**

The CEO is familiar and understands the purpose and intent of the Development Code.

\_\_\_\_\_

The CEO understands and can differentiate between the different established zoning districts.

\_\_\_\_\_

The CEO understands and can locate the Allowable Land uses and permit requirements Table 2-2.

\_\_\_\_\_

The CEO is familiar with setbacks and can locate setback requirements by zoning district.

\_\_\_\_\_

The CEO is familiar with fencing rules and regulations and can locate applicable sections for enforcement.

\_\_\_\_\_

**TEST CHECKLIST:**

FTO, as Probationary CEO satisfactorily completes tests, document the date and score. The tests may be taken as many times as needed to earn the passing score.

**TESTS**

Policy and Procedure	Score_____	Date_____	FTO_____
Stockton Municipal Code	Score_____	Date_____	FTO_____
Issuing Notices	Score_____	Date_____	FTO_____

STOCKTON POLICE DEPARTMENT	Section: xx-NSS
NEIGHBORHOOD SERVICES SECTION (NSS)	Page 1 of 1
POLICY AND PROCEDURE MANUAL	Reviewed by:
	Deputy City Attorney _____ Date _____
Subject:	Date Approved:
GRAFFITI ABATEMENT	Approved By:
Peter Lemos, Police Services Manager _____ Jeff Hunt, Code Enforcement Field Manager _____	Eric Jones, Chief of Police

## 1. PURPOSE

To identify and abate graffiti.

## 2. POLICY

Neighborhood Services Section (NSS) will abate graffiti on private property, with a Hold Harmless Agreement consent form on file, public property, and designated areas.


## 3. PROCEDURE

### A. Graffiti Complaints:

- 1) Complaints are received from the Police, the Graffiti Hotline, or proactively in the field.
- 2) Graffiti Abatement Technician checks HTE system to see if property has a Hold Harmless Agreement authorizing NSS to remove graffiti tags.
  - a) If agreement is not on file, Graffiti Abatement Technician attempts to make contact with property owner/store proprietor to sign agreement to remove tags.
  - b) If contact cannot be made, Graffiti Abatement Technician refers property to support staff to create a case and assign a CEO.
- 3) If agreement is on file, Graffiti Abatement Technician documents evidence of tags by photograph and forwards pictures to the Gang Suppression Unit of the Police Department.

### B. Abatement:

- 1) Graffiti trailer is set-up for applying paint, solvent, or other material necessary to abate graffiti.
- 2) Caution cones and drape tarps are put out to protect surrounding area from overspray. Caution tape is applied to area if paint is wet.
- 3) Graffiti Abatement Technician mixes appropriate color and abates graffiti, leaving excess paint and brush with responsible party to abate any recurrences.

HOUSING AND REDEVELOPMENT	Section 22-NS
NEIGHBORHOOD SERVICES DIVISION (NSD)	Page 1 of 4
POLICY AND PROCEDURE MANUAL	Reviewed by: Lori S. Whittaker 1/4/02 Deputy City Attorney Date
Subject:	Date Approved
HOTEL, MOTEL AND RESIDENTIAL HOTEL/MOTEL INSPECTIONS	Approved By: 
Steve Pinkerton, Director; Ron Girard, Program Manager; Karen Daly, Code Enforcement Field Manager	Steve Pinkerton, Director

1. **PURPOSE:**

To ensure code compliance of hotels/motels and residential hotels/motels as set forth by Stockton Municipal Codes 5-120 and 7-111 through 7-111.47 and to establish the responsibilities of those City departments and individuals designated to implement the Hotel/Motel Permit to Operate Ordinance.

2. **POLICY:**

Neighborhood Services, Police, Fire Departments, San Joaquin County Public Health, and other city and county agencies (as may be deemed necessary) will exercise all lawful actions to safeguard the resident's welfare residing within hotels and motels, ensure hotels and motels meet minimum housing, fire, health, security, safety and sanitation requirements, and verify "Management Plan" requirements are being adhered to, per California Health and Safety Codes, ICBO Uniform Series Codes and all other applicable codes adopted by the City of Stockton.

3. **PROCEDURE:**

A. Annual Permit to Operate

1) Renewal of existing Permit to Operate

- a) Permits set to expire on December 31, 2001 will be extended on a Conditional Permit basis until annual inspection is scheduled by Neighborhood Services.
  - i. Once inspection is scheduled and completed, the new Permit to Operate will be issued and will expire one year from that date.
- b) Office Research
  - i. Assigned inspector should review previous inspection files to familiarize themselves with history of business.
  - ii. Contact City of Stockton Finance Department and verify current business license, Transient Occupancy Tax and Property Owner's Commercial Rental Tax is current.



**Date Approved: 01/04/02**

Approved By: Steve Pinkerton, Director

- iii. Contact City of Stockton and San Joaquin County Departments (i.e., Public Health, Fire, Building, etc.) to co-ordinate inspection date.
- iv. Prepare Notice of Intent to Conduct Annual Permit to Operate Inspection
  - a. Post and/or serve to Operator at least 48 hours prior to the inspection (not required for new businesses)
- c) Preliminary Action
  - i. Conduct inspection of exterior of building and grounds.
  - ii. Conduct inspection of all common areas, including, but not limited to, kitchens, bathrooms, game rooms, hallways, entryways, lobbies, etc.
  - iii. Conduct inspections of rooms.
    - a. A minimum of 15% of the total number of rooms are to be inspected.
    - b. Rooms to be inspected are at the discretion of the inspector, not the hotel owner, operator and/or manager.
  - iv. Conduct inspection of basement, attic and roof areas.
  - v. Conduct inspection of adjoining businesses within the same building.
    - a. This inspection is only for those hotels where businesses are located under the hotel/motel. The inspection is for the purpose of determining proper fire separation between the commercial businesses and the hotel and/or any hazards that may affect the safety of the hotel/motel guests. Fire separation does not pertain to "vacant" commercial units, unless that space is being used as a storage area.
  - vi. Inspector is to make arrangements to have copies of participating agency's reports forwarded to him/her.
  - vii. Complete Code Enforcement Inspection report and forward to support staff to create case number.
  - viii. If no violations exist, close case and calendar inspection for the following year.
- d) Notice of Violation
  - i. Prepare and mail regular and certified, return receipt requested, to the property owner and operator.
- e) Initial Inspection
  - i. If all violations are in compliance, close case and calendar for next annual Permit to Operate inspection.

<b>Subject: Hotel, Motel and Residential Hotel/Motel Inspections</b>	<b>Page # 3 of 4</b>
<b>Date Approved: 01/04/02</b>	<b>Approved By: Steve Pinkerton, Director</b>

- ii. If violations are not in compliance by the end of the correction period as determined by the CEO, quarterly inspections will commence until the next annual Permit to Operate inspection. Review case file with supervisor to determine which of the following options may be pursued:
  - a. Issue extension
    - 1. May be done if Operator has made substantial progress in correcting violations.
    - 2. Charge reinspection fee, if appropriate, and schedule reinspection.
  - b. Prepare Notice of Intent to Record Notice of Violation
  - c. Issue Administrative Citation
    - 1. May be done if Operator has made little or no progress in correcting the violations.
    - 2. Charge reinspection fee, if appropriate, and schedule reinspection.
  - d. Issue Notice to Appear Citation
  - e. Proceed with Civil Penalty Action
    - 1. Review with Deputy City Attorney
  - f. Proceed with Criminal Complaint Action
    - 1. Review with Deputy City Attorney
  - g. Revoke Permit to Operate
    - 1. May be done with supervisor approval if Operator has made little or no progress
    - 2. Prepare Revocation Notice and mail regular and certified, return receipt requested to the property owner and the operator.

2) Permit to Operate inspection due to a change/transfer of ownership

- a) Complete steps 3.A.1)a) Office Research through d) Initial Inspection stated above.

3) Permit to Operate inspection of new hotel/motel prior to opening for business.

- a) Complete steps 3.A.1)a) Office Research through d) Initial Inspection stated above.

**B. Quarterly Inspections**

- 1) Quarterly inspections are based on the date the Permit to Operate was issued.

<b>Subject: Hotel, Motel and Residential Hotel/Motel Inspections</b>	Page # 4 of 4
<b>Date Approved: 01/04/02</b>	Approved By: Steve Pinkerton, Director

- 2) Quarterly inspections are conducted per steps 3.A.1)a) Office Research through d) Initial Inspection stated above.

C. Investigating Complaints

- 1) If a complaint is received and determined valid by the CEO, an initial inspection is scheduled per Case Processing Policy and Procedure (4-NS).
- 2) If violations are in compliance at the time of the initial inspection, quarterly inspections will not be required and the case is closed.
- 3) If violations are not in compliance at the time of the initial inspection, quarterly inspections will commence until the next annual Permit to Operate inspection. An extension may be granted at the discretion of the CEO with supervisor approval.

Title 5 BUSINESS LICENSES AND REGULATIONS

**Chapter 5.80 HOTELS—MOTELS—LODGING AND ROOMING HOUSES**

5.80.010 Short title.

5.80.020 Purpose.

5.80.030 Definitions.

5.80.040 Permit required.

5.80.050 Application.

5.80.060 Documents accompanying application.

5.80.070 Additional information required for residential hotel/motel.

5.80.080 Investigation.

5.80.090 Required conditions of the premises—Required management plan.

5.80.100 List of room charges.

5.80.110 Quarterly inspections—Exemptions.

5.80.120 Business license.

5.80.130 Time within which to grant or deny permit to operate.

5.80.140 Grounds for denial of a permit to operate.

5.80.150 Alternate procedure—Issuance of permit with conditions imposed.

5.80.160 Inspection.

5.80.170 Business name.

5.80.180 Business location change.

5.80.190 Sale or transfer of hotel, motel, and residential hotel/motel establishment interest.

5.80.200 Display of permits.

5.80.210 Records.

5.80.220 Pre-existing operators and managers.

5.80.230 Summary suspension of a permit to operate.

5.80.240 Suspension or revocation by City Manager.

5.80.250 Grounds for revocation or suspension of permit to operate.

5.80.260 Rights of appeal from denial, suspension, or revocation of permit to operate/hearing procedure.

5.80.270 Action of Administrative Hearing Officer as to permit to operate—Final and conclusive.

5.80.280 Return of permit to operate—Closure of premises.

5.80.290 Hotel, motel, and residential hotel/motel manager's work permit required.

5.80.300 Manager's permit eligibility.

5.80.310 Application for a manager's permit.

5.80.320 Investigation of manager permit applications.

5.80.330 Time within which to grant or deny a manager's permit.

5.80.340 Grounds for denial of a manager's permit.

5.80.350 Summary suspension of permit.

5.80.360 Notice of summary suspension.

5.80.370 Suspension and revocation by City Manager.

5.80.380 Grounds for revocation or suspension of manager's permit.

5.80.390 Return of permit.

5.80.400 Rights of appeal from denial, suspension, or revocation of a manager's permit—Hearing procedure.

5.80.410 Action of Administrative Hearing Officer as to manager permits final and conclusive.

5.80.420 Renewal of manager's permit.

5.80.430 Administrative procedure and authority of Administrative Hearing Officer.

5.80.440 Violations and penalties.

5.80.450 Appeal of administrative citation issued hereunder.

5.80.460 Permits issued for one year.

5.80.470 Other licenses, permits required.

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## **Contact:**

City Clerk: 209-937-8459

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# HOTEL/MOTELS (2023)

<b>JANUARY</b>	Sutter Manor	Econo Studios	Best Western Heritage Inn	Budget Inn & Suites of Stockton	
<b>FEBRUARY</b>	Budget Motel	American Inn	Cosmos Motel	Bella Vista Inn (Motel 6 #8865)	
<b>MARCH</b>	The Fair Hotel	Main Hotel	Paradise Hotel	Alhambra Motel	La Quinta
<b>APRIL</b>	Merrill Hotel	Sunset Motel	Lido Hotel	Inn @ Palms	
<b>MAY</b>	Delta Motel	Oxford Hotel	Crest Motel	Red Roof Inn	Motel 6 (#1323)
<b>JUNE</b>	Relax Inn	Hilton Stockton			
<b>JULY</b>	Stay Inn Suite	Pacific Express Motel	Deluxe Inn	Courtyard by Marriott	Diamond Swiss Inn
<b>AUGUST</b>	Capri Motel	Stockton Motor Inn	Stockton Civic Inn	Studio 6 Stockton	
<b>SEPTEMBER</b>	Brevia Inn & Suites	I-5 Inn	Main Street Manor	Hotel Stockton	
<b>OCTOBER</b>	Motel 6 (#1330)	Residence Inn	Executive Lodge Inn	Pheonix House	
<b>NOVEMBER</b>	Budget Inn	Union Street Apartments	Holiday Inn Stockton	University Plaza	Americana Inn
<b>DECEMBER</b>	Stockton City Motel	White House	Extended Stay America		

# HOTEL/MOTEL PERMIT TO OPERATE

## RENEWAL APPLICANTS MUST SUBMIT THE FOLLOWING ANNUALLY:

1. Permit to Operate (PTO) Application (3 pages)
2. Police Clearance Form (1 page)
3. Bring or attach two (2) passport photos
4. Copy of Business License
5. Copy of current state-issued identification (i.e. Drivers License, Passport, etc.)
6. Proof of Pest Control clearance for the last 3 consecutive months
7. Fees

### PER UNIT INSPECTION FEE

**\$ 261.00** Hotel/Motel Permit Investigative Fee  
**\$** Hotel/Motel per Unit Inspection Fee  
**\$** TOTAL "RENEWAL" PTO Fees\*\*

# OF UNITS	INSPECT FEE
6-12 units	\$212.00
13-25 units	\$317.00
26-50 units	\$525.00
51-90 units	\$895.00
91 + units	\$1,157.00

## NEW APPLICANTS MUST SUBMIT THE FOLLOWING ITEMS:

1. Permit to Operate (PTO) Application (3 pages)
2. Police Clearance Form (1 page)
3. Request for LIVE SCAN – Fingerprint (1 page)
4. Bring two (2) passport photos
5. Copy of current state-issued identification
6. Copy of Management Plan
7. Copy of Business License
8. Proof of Pest Control clearance for the last 3 consecutive months
9. Fees

### PER UNIT INSPECTION FEE

**\$ 261.00** Hotel/Motel Permit Investigative Fee  
**\$ 32.00** State Fingerprint Fee  
**\$ 25.00** City Fingerprint Fee  
**\$** Hotel/Motel per Unit Inspection Fee  
**\$** TOTAL "NEW" PTO Fees\*\*

# OF UNITS	INSPECT FEE
6-12 units	\$212.00
13-25 units	\$317.00
26-50 units	\$525.00
51-90 units	\$895.00
91 + units	\$1,157.00

The City of Stockton will annually send out the Permit to Operate Fee Invoice thirty (30) days prior to expiration. All required items must be submitted together and prior to the expiration to Neighborhood Services.

Questions? Contact Flo Medina in Neighborhood Services at (209) 937-7543



Fingerprint Appointment: \_\_\_\_\_

Bus. Lic# \_\_\_\_\_

CURRENT YEAR \_\_\_\_\_

**CITY OF STOCKTON  
HOTEL, MOTEL AND/OR RESIDENTIAL HOTEL/MOTEL  
PERMIT TO OPERATE APPLICATION**

Residential Hotel/Motel

Hotel/Motel

New

Renewal

Name of Hotel/Motel: \_\_\_\_\_

Location Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone # \_\_\_\_\_ Fax # \_\_\_\_\_

Business License Holder: \_\_\_\_\_ Phone # \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Property Owner: \_\_\_\_\_ Phone # \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Lease Holder: \_\_\_\_\_ Phone# \_\_\_\_\_

Mailing Address: \_\_\_\_\_

**Please list all Managers employed at this facility (attach additional paper if necessary):**

Manager: \_\_\_\_\_ Phone# \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Manager: \_\_\_\_\_ Phone# \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Manager: \_\_\_\_\_ Phone# \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Manager: \_\_\_\_\_ Phone# \_\_\_\_\_

Mailing Address: \_\_\_\_\_

1. Are you currently or have you ever owned/operated, managed or worked at a hotel, motel and/or residential hotel/motel?  Yes  No

- If so, please provide the following information and answer the following questions separately for each facility (you may attach an additional sheet of paper if necessary):

Name of facility(s): \_\_\_\_\_  
 \_\_\_\_\_

Address of facility(s): \_\_\_\_\_  
 \_\_\_\_\_

- How long did you own/operate or work at the facility(s)? \_\_\_\_\_
- What was your capacity at the facility(s) (i.e., Manager, desk clerk, etc.,)? \_\_\_\_\_
- Was the facility(s) you listed above ever cited for health, safety, fire and/or building code violation(s)?  Yes  No
  - If so, were all corrections and/or repairs of those violations completed and approved within the time required on the citation?  Yes  No
- During your involvement with the facility(s), has there been repeat citations for health, safety and/or building code violations?  Yes  No
- In the past five years, has the facility(s) ever been cited for violations, and subsequently vacated due to corrections/repairs not being completed?  Yes  No

2. How many managers do you employ at your facility? \_\_\_\_\_

3. In the past three years, have you ever had a Permit to Operate denied, revoked or suspended within the State of California?  Yes  No

- If so, please provide the reason for denial, revocation and/or suspension and the location that the permit was denied, revoked and/or suspended: \_\_\_\_\_

\_\_\_\_\_

4. Have you ever applied for a Permit to Operate using a different name?  Yes  No

- If so, please provide the other name: \_\_\_\_\_

5. As the property owner, operator, manager and/or lessee of a hotel/motel, within the last five years, have you terminated your lease, defaulted on your loan, or otherwise discontinued your association with the property while violations, as cited in a Notice of Violation, Notice and Order, Administrative Citation, etc., were still outstanding?

Yes  No

- If so, please describe: \_\_\_\_\_

- 6. Are you currently on probation or parole?  Yes  No
  - If so, are you required to register each year:  Yes  No
- 7. The Permit to Operate Application must include contact information for all manager(s) and/or other person(s) connected to the management of the business **(SMC §7-111.5)**
  - Department of Justice Background Check Application
  - Two passport-size identity prints of the applicant
  - Written evidence that the applicant is 18 or older (i.e. copy of legal form of identification showing date of birth)
  - Proposed Management Plan
  - Pest Control Certification (must be dated not more than 30 days prior to application date)
  - Copy of Current Business License

**Residential Hotel/Motel Applications MUST also include the following (§7-111.6)**

- Request for variance for required Common Indoor Space (if applicable)
- Signed statement that the Residential Hotel/Motel shall not operate without an on-site Manager or designee in charge of the premises at all times.

**I hereby certify under penalty of perjury that that above information is true and correct to the best of my knowledge and belief.**

**AUTHORIZED SIGNATURE** \_\_\_\_\_

**DATE** \_\_\_\_\_

**P Number:** \_\_\_\_\_

**Business License Number:** \_\_\_\_\_  
**Business Control Number:** \_\_\_\_\_

**POLICE CLEARANCE APPLICATION  
 CHIEF OF POLICE  
 CITY OF STOCKTON, CALIFORNIA**

**INDIVIDUAL INFORMATION REQUIRED FOR CLEARANCE - APPLICATION MUST BE COMPLETELY FILLED OUT AND SIGNED**

**TYPE OF CLEARANCE: (Check One)**

TRANSIENT PHOTOGRAPHER  
 PRIVATE SECURITY                       BINGO  
 PEDDLER                                       SOLICITOR  
 MESSAGE OWNER                       MESSAGE TECH  
 CARD ROOM OWNER                       CARD ROOM  
 TAXI CAB DRIVER                       DEALER  
 OTHER: HOTEL/MOTEL PERMIT TO OPERATE

**Appointment Date/Time:**  
 \_\_\_\_\_

**APPLICATION: NEW** \_\_\_\_\_ **RENEWAL** \_\_\_\_\_

In applying for a license in the  
 CITY OF STOCKTON,  
 I offer the following information regarding myself:

**NAME:** \_\_\_\_\_ **TELEPHONE:** (\_\_\_\_) \_\_\_\_\_  
LAST FIRST MIDDLE
**A.K.A.(S):** \_\_\_\_\_

**MAILING ADDRESS:** \_\_\_\_\_ **CITY:** \_\_\_\_\_ **STATE:** \_\_\_\_\_ **ZIP:** \_\_\_\_\_

**BUSINESS NAME:** \_\_\_\_\_

**BUSINESS ADDRESS:** \_\_\_\_\_ **CITY:** \_\_\_\_\_ **STATE:** \_\_\_\_\_ **ZIP:** \_\_\_\_\_

**AGE:** \_\_\_\_\_ **DATE OF BIRTH:** \_\_\_\_\_ **PLACE OF BIRTH:** \_\_\_\_\_

**HEIGHT:** \_\_\_\_\_ **WEIGHT:** \_\_\_\_\_ **SEX:** M \_\_\_ F \_\_\_ **EYE COLOR:** \_\_\_\_\_ **HAIR COLOR:** \_\_\_\_\_

**(CHECK ONE) MARRIED:** \_\_\_\_\_ **SINGLE:** \_\_\_\_\_ **DIVORCED:** \_\_\_\_\_ **SEPARATED:** \_\_\_\_\_

**DRIVER'S LICENSE NUMBER OR IDENTIFICATION NUMBER:** \_\_\_\_\_ **STATE:** \_\_\_\_\_

**SOCIAL SECURITY NUMBER:** \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

**PREVIOUS EMPLOYERS:**

COMPANY NAME	ADDRESS	CITY	STATE	COUNTRY
1. _____	_____	_____	_____	_____
2. _____	_____	_____	_____	_____
3. _____	_____	_____	_____	_____

**REFERENCES:**

NAME	ADDRESS	CITY	STATE	ZIP
1. _____	_____	_____	_____	_____
2. _____	_____	_____	_____	_____
3. _____	_____	_____	_____	_____

**RECORD OF ARRESTS (If none, initial here \_\_\_\_\_)**

DATE OF ARREST	LOCATION OF ARREST	CHARGE(S)

**IMPORTANT NOTICE:** I declare under penalty of perjury that the statements made on this application are true and correct to the best of my knowledge and belief. I understand that any false statements are grounds for denial or revocation of the Regulatory work permit. I also understand I will be fingerprinted upon my initial application and will be photographed annually. I am aware that all fees associated with this application are non-refundable.

\_\_\_\_\_ **SIGNATURE OF APPLICANT**                      \_\_\_\_\_ **DATE SIGNED**  
**SMC CODE SECTION ISSUED**

**\*\*Fees are effective from 07/01/2022 – 06/30/2023**

# HOTEL/MOTEL MANAGER PERMIT

## **RENEWAL MANAGER APPLICANTS** Must submit the following items annually:

1. Manager Application (2 pages)
2. Police Clearance Form (1 page)
3. Two (2) passport photos
4. Copy of current state-issued identification (i.e. Drivers License, Passport, etc.)
5. Submit imprinted check for fees

**Note:** All Managers are required to attend a Manager's Training Class scheduled annually in September.

\$ 261.00	Hotel/Motel Permit Investigative Fee
\$	Hotel/Motel Manager Training Fee
<b>\$ 261.00</b>	<b>Total Renewal Manager Permit Fees**</b>

---

## **NEW MANAGER APPLICANTS** Must submit the following items:

1. Manager Application (2 pages)
2. Police Clearance Form (1 page)
3. Request for Live Scan – Fingerprint (1 page)
4. Two (2) passport photos
5. Copy of current state-issued identification (i.e. Drivers License, Passport, etc.)
6. Submit imprinted check for fees

**Note:** All Managers are required to attend a Manager's Training Class scheduled annually in September.

\$ 261.00	Hotel/Motel Permit Investigative Fee
\$	Hotel/Motel Manager Training Fee
\$ 32.00	State Fingerprint Fee
\$ 25.00	City Fingerprint Fee
<b>\$ 318.00</b>	<b>TOTAL New Manager Permit Fees**</b>

The City of Stockton **DOES NOT** send out invoices for renewing Manager Permits. All required items must be submitted together and prior to expiration to Neighborhood Services.

Questions? Contact Flo Medina in Neighborhood Services at (209) 937-7543

**CITY OF STOCKTON**  
**HOTEL, MOTEL AND/OR RESIDENTIAL HOTEL/MOTEL**  
**MANAGER'S PERMIT APPLICATION**

Applicant's Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

Name of Hotel/Motel: \_\_\_\_\_

Location Address: \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

1. Are you currently or have you ever owned/operated, managed or worked at a hotel, motel and/or residential hotel/motel?  Yes  No

If so, please provide the following information and answer the following questions separately for each facility (attach an additional sheet of paper if necessary):

Name of facility(s): \_\_\_\_\_

\_\_\_\_\_

Address of facility(s): \_\_\_\_\_

\_\_\_\_\_

How long did you own, operate or work at the facility(s)? \_\_\_\_\_

What was your capacity at the facility(s) (i.e., Manager, desk clerk, etc.)? \_\_\_\_\_

Was the facility(s) you listed above ever cited for health, safety, fire and/or building code violation(s)?  Yes  No

➤ If so, were all corrections and/or repairs of those violations completed and approved within the time required on the citation?  Yes  No

During your involvement with the facility(s), have there been repeat citations for health, safety and/or building code violations?  Yes  No

In the past five years, has the facility(s) ever been cited for violations, and subsequently vacated due to corrections/repairs not being completed?  Yes  No

2. In the past three years, have you ever had a Manager's Permit denied, revoked or suspended within the State of California?  Yes  No
- If so, please provide the reason for denial, revocation and/or suspension: \_\_\_\_\_
- 
3. Have you ever applied for a hotel, motel and/or residential hotel/motel manager's permit using a different name?  Yes  No
- If so, please provide the other name: \_\_\_\_\_
4. As the property owner, operator, manager and/or lessee of a hotel/motel, within the last five years, have you terminated your lease, defaulted on your loan, or otherwise discontinued your association with the property while violations as cited in a Notice of Violation, Notice and Order, Administrative Citation, etc. were still outstanding?  Yes  No
- If so, please describe: \_\_\_\_\_
- 
5. Are you currently on probation or parole?  Yes  No
- If so, are you required to register each year:  Yes  No
6. Each manager and/or other person connected to the management of the business must complete a separate application and attach the following information **(SMC §7-111.31)**
- Department of Justice Background Check Application
  - Two passport-size identity prints of the applicant (can be obtained through the Police Department at the time of fingerprinting at an additional cost)
  - Registration for Residence Course of Study
  - Written evidence that the applicant is 18 or older (i.e. copy of legal form of identification showing date of birth)

**I hereby certify under penalty of perjury that that above information is true and correct to the best of my knowledge and belief.**

\_\_\_\_\_  
**AUTHORIZED SIGNATURE**

\_\_\_\_\_  
**DATE**

**P Number:** \_\_\_\_\_

**POLICE CLEARANCE APPLICATION  
CHIEF OF POLICE  
CITY OF STOCKTON, CALIFORNIA**

**Business License Number:** \_\_\_\_\_

**Business Control Number:** \_\_\_\_\_

**INDIVIDUAL INFORMATION REQUIRED FOR CLEARANCE –APPLICATION MUST BE COMPLETELY FILLED OUT AND SIGNED**
**TYPE OF CLEARANCE: (Check One)**

- |  |                                       |
|--|---------------------------------------|
| <input type="checkbox"/> TRANSIENT PHOTOGRAPHER                                | <input type="checkbox"/> BINGO        |
| <input type="checkbox"/> PRIVATE SECURITY                                      | <input type="checkbox"/> SOLICITOR    |
| <input type="checkbox"/> PEDDLER   | <input type="checkbox"/> MESSAGE TECH |
| <input type="checkbox"/> MESSAGE OWNER   | <input type="checkbox"/> CARD ROOM    |
| <input type="checkbox"/> CARD ROOM OWNER                                       | <input type="checkbox"/> DEALER       |
| <input type="checkbox"/> TAXI CAB DRIVER                                       | <input type="checkbox"/> DEALER       |
| <input checked="" type="checkbox"/> OTHER: <u>HOTEL/MOTEL MANAGER'S PERMIT</u> |                                       |

**Appointment Date/Time:** \_\_\_\_\_

**APPLICATION: NEW** \_\_\_\_\_ **RENEWAL** \_\_\_\_\_

In applying for a license in the  
CITY OF STOCKTON,  
I offer the following information regarding myself:

**NAME:** \_\_\_\_\_ **TELEPHONE:** (\_\_\_\_) \_\_\_\_\_  
LAST FIRST MIDDLE
**A.K.A.(S):** \_\_\_\_\_

**MAILING ADDRESS:** \_\_\_\_\_ **CITY:** \_\_\_\_\_ **STATE:** \_\_\_\_\_ **ZIP:** \_\_\_\_\_

**BUSINESS NAME:** \_\_\_\_\_

**BUSINESS ADDRESS:** \_\_\_\_\_ **CITY:** \_\_\_\_\_ **STATE:** \_\_\_\_\_ **ZIP:** \_\_\_\_\_

**AGE:** \_\_\_\_\_ **DATE OF BIRTH:** \_\_\_\_\_ **PLACE OF BIRTH:** \_\_\_\_\_

**HEIGHT:** \_\_\_\_\_ **WEIGHT:** \_\_\_\_\_ **SEX:** M \_\_\_ F \_\_\_ **EYE COLOR:** \_\_\_\_\_ **HAIR COLOR:** \_\_\_\_\_

**(CHECK ONE) MARRIED:** \_\_\_\_\_ **SINGLE:** \_\_\_\_\_ **DIVORCED:** \_\_\_\_\_ **SEPARATED:** \_\_\_\_\_

**DRIVER'S LICENSE NUMBER OR IDENTIFICATION NUMBER:** \_\_\_\_\_ **STATE:** \_\_\_\_\_

**SOCIAL SECURITY NUMBER:** \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

**PREVIOUS EMPLOYERS:**

COMPANY NAME	ADDRESS	CITY	STATE	COUNTRY
1. _____	_____	_____	_____	_____
2. _____	_____	_____	_____	_____
3. _____	_____	_____	_____	_____

**REFERENCES:**

NAME	ADDRESS	CITY	STATE	ZIP
1. _____	_____	_____	_____	_____
2. _____	_____	_____	_____	_____
3. _____	_____	_____	_____	_____

**RECORD OF ARRESTS (If none, initial here \_\_\_\_\_)**

DATE OF ARREST	LOCATION OF ARREST	CHARGE(S)

**IMPORTANT NOTICE:** I declare under penalty of perjury that the statements made on this application are true and correct to the best of my knowledge and belief. I understand that any false statements are grounds for denial or revocation of the Regulatory work permit. I also understand I will be fingerprinted upon my initial application and will be photographed annually. I am aware that all fees associated with this application are non-refundable.

**SMC CODE SECTION ISSUED**
**SIGNATURE OF APPLICANT**
**DATE SIGNED**



# **NEIGHBORHOOD**

## *Clean-up Day*

**Saturday, Date, from 8:00 a.m. to 12:00 p.m.**  
**Help Keep Your Neighborhood Clean!**

**Together with residents, property owners, business owners, and members of area churches and community-based organizations, we all share a common interest in improving our neighborhoods. We encourage you to become actively involved and engaged in your community.**

**The boundary of the enforcement area will be: Sixth Street on the north, Tenth Street on the south, Sacramento Street on the west, and Scribner Street on the east.**

**On Saturday, Date, from 8:00 a.m. to 12:00 p.m., the City of Stockton will provide collection bins at address location Stockton CA. Residents within the boundary of enforcement will be given an opportunity to dispose the following items for free:**

### **Acceptable Items**

- -Furniture;
- -Appliances;
- -E-waste (TVs, computer monitors, VCRs);
- -Up to six (6) 30-gallon bags of household waste;
- -Tires without rims- a maximum of five (5); and
- -Yard Waste.

### **Unacceptable Items**

- -Dirt, rock, or concrete;
- -Loose, un-bagged items;
- -Bags over 40 pounds;
- -Engines or engine parts (lawn equipment);
- -Portable air conditioners/heaters containing hazardous fluids;
- -Hazardous waste (such as paint, motor oil, pesticides, pool chemicals, batteries, etc.);
- -Medical waste ; and
- -Infectious waste.

## **Make sure your property is up to code!**

**On Start Date of Warnings, Code Enforcement Officers will be issuing citations for code and blight violations. Examples of violations include:**

- Overgrown grass, hedges and shrubs, or lack of front yard landscaping;
- Damaged fences;
- Graffiti;
- Sofas and other "Indoor" furniture on outdoor porches or yards;
- Inoperable vehicles;
- Zoning violations/substandard housing conditions; and
- Garbage, junk, and debris.

**To slow the spread of COVID-19, the City of Stockton will enforce the following protocols and guidelines:**

- **All drivers will remain in their vehicles;**
- **Event staff will remove the items from citizen's vehicle;**
- **All hauled material must be in the bed of a truck, trailer, or box truck; and**
- **There will be no removal of hauled material from inside any vehicle (trunks or vans).**



# CITY OF STOCKTON

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POLICE DEPARTMENT HEADQUARTERS • STEWART/EBERHARDT BUILDING  
22 East Weber Avenue, #350 • Stockton, CA 95202  
(209) 937-8813 Fax (209) 937-7264

August 24, 2022

## **CODE ENFORCEMENT ACTIVITIES IN YOUR NEIGHBORHOOD**

Dear Tenant/Occupant,

Beginning September 12, 2022, City of Stockton Code Enforcement Officers will be performing special code enforcement activities in your neighborhood. The area of enforcement will include properties within the boundaries of Sixth Street on the north, Tenth Street the south, Sacramento Street on the west, and Scribner Street on the east. Warning citations and possible penalties will be issued for such things as garbage, junk, debris, tall weeds, damaged fences, zoning violations, substandard housing conditions, graffiti, inoperable vehicles, lack of front yard landscaping, etc.

**On Saturday, October 1, 2022 from 8 a.m. to 12 p.m.** collection bins will be available at the vacant lot of 2244 S. Airport Way Stockton Ca. Please bring any items you want to dispose of (***refer to Neighborhood Cleanup flyer for acceptable and unacceptable items as well as Covid-19 protocol and guidelines***).

Under Code Enforcement ordinances approved by the City Council, Administrative Citations can be given for the violations described above. Administrative citations can be issued for \$200 and/or \$500. Property owners will be notified if their tenants receive an Administrative Citation. We are encouraging property owners and tenants to clean up properties and avoid possible citations.

Thank you in advance for your cooperation. If you have any questions, please contact Neighborhood Services at (209) 937-8813.

STANLEY MCFADDEN  
CHIEF OF POLICE

ALMAROSA VARGAS  
POLICE SERVICES MANAGER

SM:AV:be



## CITY OF STOCKTON

POLICE DEPARTMENT HEADQUARTERS • STEWART/EBERHARDT BUILDING  
22 East Weber Avenue #350 • Stockton, CA 95202

[www.stocktonca.gov](http://www.stocktonca.gov)

(209) 937-8813 Fax (209) 937-7264

Agosto 24, 2022

### **APLICACIÓN DE REGLAMENTOS Y OTRAS ACTIVIDADES EN SU VECINDARIO**

Estimado Propietario/Inquilino,

Empezando el 12 de Septiembre del 2022, Oficiales del Cumplimiento de Códigos de la Ciudad de Stockton estarán efectuando actividades especiales para la aplicación de reglamentos en su vecindario. El area incluirá las propiedades dentro de los limites de Sixth Street al norte, Tenth Street al sur, Sacramento Street al oeste, y Scribner Street al este. Citaciones de Advertencia y posiblemente multas seran emitidas por tales cosas como basura, desechos, yerba y zacate alto, cercas dañadas, violaciones de enzonamiento, viviendas en mal estado, graffiti, vehiculos descompuestos, falta de mantenimiento de jardin, etc.

**El Sabado, 1 de Octubre, 2022, de 8 a.m. a 12 p.m.,** habra contenedores para la colección de basura en el lote baldío localizado en la esquina de las calles Ninth y Airport Way. Favor de traer cualquier articulo del que usted se quiera deshacer (vea el volante titulado Dia de Limpieza del Vecindario para saber que articulos son aceptado y cuales no son aceptados también acerca protocolos y reglas sobre el Covid-19).

Bajo las leyes del cumplimiento de códigos aprovadas por la Alcaldía de la Ciudad, citaciones administrativas se pueden dar por las violaciones mencionadas arriba. Citaciones administrativas de \$200, y/o \$500 pueden ser emitidas. Los propietarios seran notificados por si acaso sus inquilinos reciben una citacion administrativa. Estamos exortando a los propietarios e inquilinos a que limpien las propiedades para evitar posibles citaciones.

Gracias por adelantado por su coperación. Si tiene alguna pregunta, por favor llame a Neighborhood Services al (209) 937-8813.

STANLEY MCFADDEN  
CHIEF OF POLICE

ALMAROSA VARGAS  
POLICE SERVICES MANAGER  
SM:AV:be

# NEIGHBORHOOD

## *Clean-up Day*

**Saturday, October 1, 2022, from 8:00 a.m. to 12:00 p.m.**  
**Help Keep Your Neighborhood Clean!**

**Together with residents, property owners, business owners, and members of area churches and community-based organizations, we all share a common interest in improving our neighborhoods. We encourage you to become actively involved and engaged in your community.**

**The boundary of the enforcement area will be: Sixth Street on the north, Tenth Street on the south, Sacramento Street on the west, and Scribner Street on the east.**

**On Saturday, October 1, 2022, from 8:00 a.m. to 12:00 p.m., the City of Stockton will provide collection bins in the vacant lot of 2244 S Airport Way Stockton CA. Residents within the boundary of enforcement will be given an opportunity to dispose the following items for free:**

### **Acceptable Items**

- -Furniture;
- -Appliances;
- -E-waste (TVs, computer monitors, VCRs);
- -Up to six (6) 30-gallon bags of household waste;
- -Tires without rims- a maximum of five (5); and
- -Yard Waste.

### **Unacceptable Items**

- -Dirt, rock, or concrete;
- -Loose, un-bagged items;
- -Bags over 40 pounds;
- -Engines or engine parts (lawn equipment);
- -Portable air conditioners/heaters containing hazardous fluids;
- -Hazardous waste (such as paint, motor oil, pesticides, pool chemicals, batteries, etc.);
- -Medical waste ; and
- -Infectious waste.

## **Make sure your property is up to code!**

**On September 12, 2022, Code Enforcement Officers will be issuing citations for code and blight violations. Examples of violations include:**

- Overgrown grass, hedges and shrubs, or lack of front yard landscaping;
- Damaged fences;
- Graffiti;
- Sofas and other "Indoor" furniture on outdoor porches or yards;
- Inoperable vehicles;
- Zoning violations/substandard housing conditions; and
- Garbage, junk, and debris.

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- **All drivers will remain in their vehicles;**
- **Event staff will remove the items from citizen's vehicle;**
- **All hauled material must be in the bed of a truck, trailer, or box truck; and**
- **There will be no removal of hauled material from inside any vehicle (trunks or vans).**

# *Dia de Limpieza* **DEL VECINDARIO**

**Sabado, 1 de Octubre, 2022 de 8:00 am a 12:00 pm**  
**Ayude A Tener Limpio Su Vecindario!**

Juntos con los vecinos, propietarios, dueños de negocios, y miembros de Iglesias y organizaciones comunitarias en el area, compartimos intereses comunes para mejorar nuestros vecindarios. Los exortamos a que se involucren y comprometan en su comunidad.

El area para la aplicación de reglamentos incluire las propiedades dentro de los limites de Sixth Street en el norte, hasta Tenth Street al sur, Sacramento Street al oeste hasta Scribner Street al este.

El Sabado, 1 de Octubre, 2022, de 8:00 am a 12:00 pm, la Ciudad de Stockton proveera contenedores para la colección de basura en el lote baldío localizado en la esquina de las calles Ninth y Airport Way. Los residentes dentro del area limite tendran la oportunidad de deshacerse de los siguientes articulos sin costo alguno:

#### **Articulos aceptables**

- Muebles;
- Aparatos electro-domesticos;
- Desechos electronicos (TVs, computadoras, monitores, VCRs);
- Hasta seis (6) bolsas de 30 galones, con basura del hogar o deshechos del jardin;
- Llantas- un maximo de cinco (5) sin los rines; y
- Desechos de jardin

#### **Articulos no-aceptables**

- Tierra, piedra o concreto;
- Articulos sueltos, sin bolsa;
- Bolsas que pesen mas de 40 libras;
- Motores o partes de motores;
- Desechos peligrosos (pintura, aceite de motor, pesticidas, quimicos para alberca, baterias, etc.);
- Desechos medicos; y
- Desechos infecciosos

**Asegure que su propiedad esté bajo el reglamento!**

**Para el día 12 de Septiembre, 2022, Oficiales del Cumplimento de Códigos (Code Enforcement) comenzarán a emitir citaciones por violaciones del Código. Ejemplos de violaciones incluyen:**

- Yardas sin mantenimiento- (zacate sin cortar, arbustos y prados sin mantenimiento);
- Cercas dañadas;
- Grafiti;
- Sofás y muebles que pertenecen dentro de la casa, localizados en el exterior;
- Vehículos dañados o descompuestos;
- Violación de enzonamiento/viviendas, que no estén en buenas condiciones para vivir; y
- Propiedades, casas, viviendas con basura, escombros o cualquier cosa que no sirva

**Para disminuir la propagacion del COVID-19, la Ciudad de Stockton efectuara los siguientes protocolos y reglas:**

- Los choferes tendran que mantenerse adentro de su vehiculo;
- Los organizadores del evento bajaran los articulos de su vehiculo;
- Todo articulo tendra que ser transportado en caja de camioneta (pickup), en remolque, o camion cerrado; y
- No se bajaran articulos del interior de ningun vehiculo (cajuelas, carros, vans).



# STOCKTON POLICE DEPARTMENT COMMUNITY MEETING

The Stockton Police Department (SPD) has chosen your area for our NBT deployment. Our goal is to improve the quality of life in your neighborhood by addressing crime and blight issues. The purpose of this meeting is to get your input on neighborhood issues that are important to you. We at the SPD are working hard to build trust and relationships, but we cannot do it without you. Let your voices be heard and your questions answered

**Date: Wednesday, September 7, 2022**

**Time: 5:30 pm**

**Location: The Table Community Foundation  
Merlo Gymnasium  
1636 E. Sixth Street  
Stockton CA**

**TOGETHER, WE CAN MAKE A DIFFERENCE!**

If you have questions or concerns  
regarding Neighborhood Betterment Team, please contact:

**Senior CEO Annie Swaim**

Neighborhood Services

Stockton Police Department

209-937-8173

[annie.swaim@stocktonca.gov](mailto:annie.swaim@stocktonca.gov)



## DEPARTAMENTO DE POLICÍA DE STOCKTON JUNTA COMUNITARIA

El Departamento de Policía de Stockton ha escogido su área para el despliegue del Neighborhood Betterment Team (NBT). Nuestra meta es mejorar la calidad de vida en su vecindario, enfocándonos en los problemas de crimen y el mal aspecto físico de las viviendas y propiedades. El propósito de ésta junta es para escuchar sus opiniones en éstos problemas y así dirigirnos en la dirección apropiada. Nosotros en el Departamento de Policía estamos trabajando duro para crear relaciones y confianza, pero no podemos hacerlo sin usted. Hagan oír sus voces y que sus preguntas sean escuchadas.

**Fecha: Miércoles, 7 de Septiembre, 2022**

**Horario: 5:30 pm**

**Lugar: The Table Community Foundation  
Merlo Gymnasium  
1636 E. Sixth Street  
Stockton CA**

**JUNTOS, PODEMOS HACER LA DIFERENCIA!**

Si tiene preguntas o inquietudes  
acerca del Neighborhood Betterment Team, por favor contacte a:

**Senior CEO Annie Swaim**

Neighborhood Services

Stockton Police Department

209-937-8173

[annie.swaim@stocktonca.gov](mailto:annie.swaim@stocktonca.gov)

## ***Dear Property Owner:***

As a South Airport Corridor area property owner and community leader, you are an important and valued stakeholder in community improvement efforts. Therefore, I am requesting your input and support as we begin the third phase of the community improvement initiative in the South Airport Corridor area.

Your neighborhood was selected for an initiative known as the Neighborhood Betterment Team (NBT) program. The NBT was created through the City of Stockton's Marshall Plan and funded through Measure A. It provides a strategic and more effective application of local government resources within narrowly-defined neighborhoods, with the primary goals of reducing crime and improving quality of life.

The NBT's approach is proactive, not reactive. We will be working hard to identify what needs to be done and then taking real steps to improve quality of life, by enforcing the removal of garbage and blight, working to reduce crime, and increasing the sense of safety in the neighborhood. We will address health and life-safety issues through the effective deployment of our Neighborhood Services Section (NSS) staff and law enforcement resources, as well as actively engaging residents in the neighborhood to work collaboratively with us.

Beginning September 12, 2022, the NBT will initiate its 90-day focused community improvement strategy in your neighborhood. You will likely notice an increased and sustained Police Department presence to include marked patrol cars and uniformed police officers, NSS staff, and other City staff. Our uniformed officers, working in accordance with our community policing philosophy, will be asking the community what they believe are the most pressing crime concerns.

NSS staff will also be going parcel to parcel within the project area, noting the condition of each property, and conducting inspections and identifying property maintenance and safety issues. As a property owner, you can assist by ensuring your property is properly maintained. To help you comply with building and health code regulations, a list of code resources, contacts, and phone numbers is being provided along with this brochure. We want to work in partnership with you to reduce blight and improve the quality of life for all residents of this neighborhood. Therefore, please take advantage of the information and resources being provided.

There will be opportunities for you to meet with my staff, learn about NBT, and provide your input. I strongly encourage you to become involved and make your voice heard as we develop and implement improvement strategies specific to your neighborhood. If you are unable to attend the NBT community meeting, please feel free to call or approach and speak with any of our officers. To ensure success, we want and need your input!

I would also ask that you strongly encourage your tenants to become involved and participate in existing or new Apartment Watch and Neighborhood Watch groups in your area. I highly recommend that you personally spend time at your property and get to know your neighboring property owners. It will take your cooperation, dedication, and the support of many agencies to make a real impact. We, at the Stockton Police Department, hope you will join us. With your partnership and support, we look forward to seeing positive results.

Stanley McFadden , Chief of Police

**POLICE DEPARTMENT**  
**Neighborhood Services Section**  
**22 E. Weber Avenue #350**  
**Stockton, CA 95202**

# ***South Airport Corridor***

## **NEIGHBORHOOD BETTERMENT TEAM PROPERTY OWNER INFORMATION**

**Improving the  
Quality of Life**



***Police Department  
Neighborhood Services  
22 East Weber Avenue, #350  
Stockton CA 95202***

***Phone: (209) 937-8813  
Fax: (209) 937-7264***

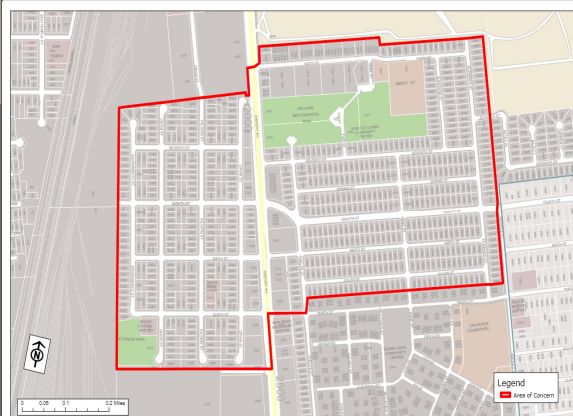


## ***Get Involved***

We hope you find the information in this pamphlet useful. The City of Stockton encourages you to become involved in your community, if you are not already. It will take your effort, support and the support of many agencies to make a real impact in the outlined area. This area was chosen after an in-depth analysis of potential target areas was conducted. Determining factors were code enforcement violations, calls for police service, F.B.I. Uniform Crime Report statistics, a blight survey, and the existence of established community groups.

### ***NBT FOCUS AREA***

Sixth Street south to Tenth Street  
Sacramento Street east to Scribner Street



### ***Building Permits***

Renovations, alterations, or repairs involving

- the disturbing of structural members or opening of walls;
- installation of heating, mechanical, or plumbing (including replacement of water heaters);
- Replacement or addition of electrical wiring and equipment; and
- room additions

require building permits. Call 209-937-8561 or visit the City of Stockton Permit Center, 345 N. El Dorado Street.

## ***Working Together***

The Neighborhood Betterment Team (NBT) was developed by the City of Stockton's Marshall Plan and funded by Measure A. This 90-day re-visit strategy is an innovative and proactive approach to "cleaning up" and improving defined geographic focus areas in Stockton that have historically struggled with high levels of violent crime and blight. The current NBT focus area is the South Airport Corridor area. The NBT will employ Neighborhood Services strategies, contemporary community policing practices guided by the principles of Procedural Justice, and active citizen engagement to collaboratively develop and implement area improvement strategies.

The NBT program will serve as a catalyst for neighborhood revitalization by assisting property owners and residents in affecting and maintaining positive changes in their neighborhood. The first and most critical step in the NBT process is the development of a neighborhood-specific strategic approach informed by substantial community input. This tailored approach is implemented by an array of county and city government agency partners, which support available resources for the greatest effect.

Primary NBT objectives include:

- Reducing blight;
- Reducing crime;
- Cleaning up streets, sidewalks, and vacant lots;
- Beautifying streetscapes and public right-of-ways;
- Encouraging community participation and ownership of neighborhood improvement efforts; and
- Engaging property owners and residents to create and sustain a safer, more livable neighborhood.

## ***Available Resources Contact List***

### **Stockton Police Department**

Non Emergency: 209-937-8377  
Emergency: 9-1-1

### **Neighborhood Services Section (NSS)**

209-937-8813  
NSS@stocktonca.gov

### **Apartment Watch/Neighborhood Watch**

NBT CSO Debbie Lopez: 209-937-8796

### **City Departments**

Building Permits: 209-937-8561  
Fire Prevention: 209-937-8271  
Public Works: 209-937-8341

### **ASK STOCKTON (For All other City Departments)**

Ask Stockton: [www.stocktonca.gov](http://www.stocktonca.gov)  
(Click on Ask Stockton Logo)

### **San Joaquin Fair Housing**

209-451-3471

## QUERIDO PROPIETARIO:

Como dueño de propiedad y líder de la comunidad, su papel es importante y valioso en los esfuerzos para mejorar la comunidad. Estoy tomando esta oportunidad para informarle y pedir su aporte y apoyo al comienzo de la tercera fase de la iniciativa de mejoramiento comunitario en la area de South Airport Corridor.

Su vecindario ha sido seleccionado para la iniciativa conocida como Neighborhood Betterment Team (NBT). El programa NBT fue creado por el Marshal Plan de la Ciudad de Stockton y financiado por la Medida A. Éste provee una aplicacion estrategica y mas efectiva de los recursos gubernamentales dentro de un vecindario definido, con la meta principal de reducir el crimen y mejorar la calidad de vida.

El enfoque es ser proactivo y no reactivo. Trabajaremos duro para identificar lo que es necesario para mejorar la calidad de vida en su vecindario, por ejemplo eliminando basura y deterioro urbano, reducir el crimen y aumentar su sentido de seguridad en el vecindario. Nos ocuparemos de asuntos de salud y proteccion de vida con el despliegue de la Seccion de Servicios Vecindarios y recursos policiacos, asi como tambien colaborando activamente con los residentes del vecindario.

Comenzando el 12 de Septiembre, 2022 el programa NBT iniciara 90 dias de enfoque estrategico en su vecindario, para el mejoramiento de la comunidad. Probablemente notara un aumento en la presencia de policia incluyendo patrullas, oficiales en uniforme, oficiales de aplicacion de codigos, y varios otros empleados de la ciudad. Los oficiales trabajaran de acuerdo con nuestra filosofia policiaca comunitaria y preguntaran a los residentes de estas comunidades cuales son los delitos de mayor preocupacion en su vecindario.

Inspectores de aplicacion de codigos iran a cada propiedad dentro del limite del proyecto, anotando la condicion de cada propiedad, haciendo inspecciones para identificar problemas de mantenimiento y proteccion de cada edificio. Usted como dueño de propiedad, puede ayudar asegurando que su propiedad esté mantenida apropiadamente. Para ayudarle a cumplir con el reglamento de codigos de obras y salubridad, hemos incluido una lista de recursos en este folleto. Queremos trabajar juntos hacia la reduccion del deterioro urbano y el mejoramiento de calidad de vida para todos los residents de este vecindario, asi que por favor aproveche de toda la información y recursos proporcionados.

Habra varias oportunidades para que usted se reuna con mi personal, para aprender acerca del programa NBT y compartir sus aportes. Le sugiero que participe y haga que su voz sea escuchada. Si no puede asistir a la junta comunitaria, por favor llame o hable con cualquiera de los oficiales. Para asegurar el exito, queremos y necesitamos su aporte.

Le pido que anime a sus inquilinos para que sean parte de un grupo de Vigilancia de Apartamentos o Vigilancia del Vecindario en su area, y que usted vaya a su propiedad y tome tiempo para conocer a sus vecinos dueños de propiedad.

Se tomara su cooperación y dedicación, y el apoyo de muchas agencias para hacer un impacto verdadero. Aquí en el Departamento de Policia de Stockton esperamos que se unan con nosotros. Con su apoyo y alianza, esperamos pronto ver resultados positivos.

Stanley McFadden, Jefe de Policia

POLICE DEPARTMENT  
Neighborhood Services Section  
22 E. Weber Avenue #350  
Stockton, CA 95202

## South Airport Corridor

PROGRAMA NBT  
PARA EL VECINDARIO  
INFORMACION PARA  
PROPIETARIOS

MEJORANDO LA  
CALIDAD DE VIDA



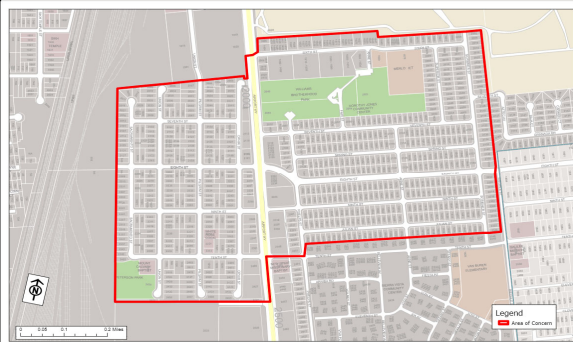
*Servicios Vecindarios del Departamento  
de Policia de Stockton  
22 East Weber Avenue, #350  
Stockton CA 95202  
Telefono: (209) 937-8813  
Fax: (209) 937-7264  
Email: [NSS@stocktonca.gov](mailto:NSS@stocktonca.gov)*

## ***Involucrese***

Esperamos que encuentre util la informacion en este folleto. La Ciudad de Stockton lo invita a que se involucre en su comunidad, si es que aun no lo esta haciendo. Se tomara su esfuerzo y apoyo, y el apoyo de muchas agencias para hacer un impacto verdadero in el area definida. Estamos pidiendo que por favor se una a nosotros para hacer una diferencia en su comunidad hoy mismo. Esta area fue elegida despues de un analisis cuantitativo y cualitativo de posibles areas para este objetivo.

### **PROGRAMA NBT AREA DE ENFOQUE**

Sixth Street al norte, hasta Tenth Street  
Sacramento Street al este, hasta Scribner Street



## ***PERMISOS DE OBRAS***

Renovaciones, alteraciones y arreglos que involucran el perturbar la estructura o abrir paredes, instalacion de calefaccion, plomeria (incluyendo instalacion de boiler), alambrado electrico o alteraciones y añadiciones, requiere permiso de obras. Llame al 209-937-8561 o visite la Oficina de Permisos de Stockton, 345 N El Dorado Street. También puede obtener información en el sitio de la internet de la Ciudad de Stockton [www.stocktonca.gov](http://www.stocktonca.gov).

## ***TRABAJANDO JUNTOS***

El Programa NBT fue desarrollado por el Marshal Plan de la Ciudad de Stockton y financiado por la Medida A. Ésta estrategia de 90 días, de volver a visitar el area, es un enfoque innovador y proactivo para “limpiar” y mejorar areas de enfoque geograficamente definidas en Stockton que historicamente han batallado con altos niveles de crimen violento y deterioro urbano. La area de enfoque actualmente, es la area South Airport Corridor. El NBT efectuara estrategias de Servicios para el Vecindario, practicas contemporaneas de Policia comunitaria, guiadas bajo los principios de Procesal Justo, y una ciudadanía activa y comprometida para juntos desarrollar e implementar estrategias para el mejoramiento de la area.

El programa NBT servira como un catalizador para la revitalizacion de vecindarios, ayudando a dueños de propiedades y residentes efectuando y manteniendo cambios positivos en su vecindario. El primer y mas critico paso en el proceso del NBT es el desarrollo del enfoque estrategico y especifico que cuente con aportes substanciales de la comunidad.

Objetivos primordiales del NBT incluyen:

- Disminuir el deterioro urbano;
- Disminuir el crimen;
- Limpiar las calles, banquetas, y lotes baldíos;
- Embellecer paisajes urbanos;
- Alentar la participacion comunitaria y adueñarse de los esfuerzos para el mejoramiento del vecindario; y
- El compromiso de propietarios y residentes para crear y sostener un vecindario mas seguro y habitable.

## **RECURSOS DISPONIBLES**

### **DEPARTAMENTO DE POLICIA DE STOCKTON**

No emergencia: 209-937-8377  
Emergencia : 9-1-1

### **CUMPLIMIENTO DEL CODIGO – NSS**

Oficina: 209-937-8813  
Correo Electronico: [NSS@stocktonca.gov](mailto:NSS@stocktonca.gov)

### **VIGILANCIA DE VECINDARIO**

Oficial Comunitario Debbie Lopez: 209-937-8796

### **DEPARTAMENTOS DE LA CIUDAD**

Prevencion de Incendios: 209-937-8271  
Obras Publicas: 209-937-8341  
Permisos de Obras: 209-937-8561

### **Ask Stockton (Para todos los otros Departamentos de la Ciudad)**

Ask Stockton: [www.stocktonca.gov](http://www.stocktonca.gov)  
(Haga click in el logotipo Ask Stockton)

### **Viviendas Justas—Fair Housing**

209-451-3471

## QUERIDOS RESIDENTES:

Tengo el gusto de avisarles que su vecindario ha sido seleccionado para la tercera fase de mejoramiento comunitario conocida como el programa Neighborhood Betterment Team (NBT). El programa NBT fue creado por medio del Marshal Plan de la Ciudad de Stockton y financiado por la Medida A. Este provee una aplicacion estrategica y mas efectiva de los recursos gubernamentales dentro de un vecindario definido, con la meta principal de reducir el crimen y mejorar la calidad de vida.

El enfoque del NBT es ser proactivo y no reactivo. Trabajaremos duro para identificar lo que es necesario para mejorar la calidad de vida en su vecindario, por medio de eliminar basura y deterioro urbano, reducir el crimen y superar su sentido de seguridad en el vecindario. Nos ocuparemos de asuntos de salud y proteccion de vida con el despliegue de la seccion de Servicios Vecindarios y recursos policiacos, asi como tambien colaborando activamente con los residentes del vecindario.

Comenzando el 12 de Septiembre, 2022 el programa NBT iniciara 90 dias de enfoque estrategico en su vecindario para el mejoramiento de la comunidad. Usted notara un aumento de presencia de policia incluyendo patrullas, oficiales en uniforme, oficiales de aplicacion de codigos, y otros empleados de la ciudad. Los oficiales trabajaran de acuerdo con nuestra filosofia policiaca comunitaria y preguntaran a los residentes de estas comunidades, cuales son los delitos de mas preocupacion en su vecindario. Inspectores de aplicacion de codigos iran a cada propiedad dentro del limite del proyecto, anotando la condicion de cada propiedad y identificando problemas con el mantenimiento y proteccion de cada edificio.

Habra varias oportunidades para que usted se reuna con mi personal, para aprender acerca del programa NBT, y compartir sus aportes. Le sugiero que participe y haga que su voz sea escuchada mientras desarrollamos e implementamos estrategias para el mejoramiento de su area especificamente. Si no puede asistir a la junta comunitaria, por favor llame o hable con cualquiera de los oficiales. Para asegurar el exito, queremos y necesitamos su aporte!

Tambien le sugiero que participe en el programa de grupos de Vigilancia de Apartamentos o Vigilancia del Vecindario en su area. Se tomara su cooperacion y dedicacion, y el apoyo de muchas agencias para hacer un impacto verdadero. Aqui en el Departamento de Policia de Stockton esperamos que se unan con nosotros. Con su apoyo y alianza, esperamos pronto ver resultados positivos.

Stanley McFadden, Jefe de la Policia

POLICE DEPARTMENT  
Neighborhood Services Section  
22 E. Weber Avenue #350  
Stockton, CA 95202

## South Airport Corridor

PROGRAMA NBT  
PARA EL VECINDARIO  
INFORMACION PARA  
RESIDENTES

MEJORANDO LA  
CALIDAD DE VIDA



*Servicios Vecindarios del Departamento  
de Policia de Stockton  
22 East Weber Avenue, #350  
Stockton CA 95202  
Telefono: (209) 937-8813  
Fax: (209) 937-7264*

*Email: [NSS@stocktonca.gov](mailto:NSS@stocktonca.gov)*

## INVOLUCRESE

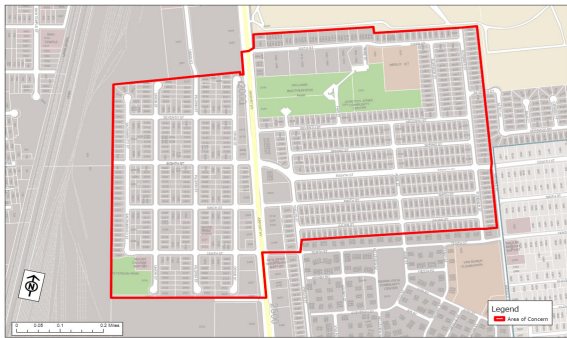
Este vecindario fue seleccionado para el programa Neighborhood Blitz Team (NBT) después de un análisis a fondo de varias áreas, revelando la necesidad de servicios policíacos y oficiales de aplicación de códigos. Factores determinantes incluyen el nivel de delitos violentos reportados, llamadas de servicios policíacos, deterioro urbano, y la existencia de grupos comunitarios ya establecidos.

La Ciudad de Stockton valora nuestras relaciones con la comunidad. Juntos con los residentes, dueños de propiedades, dueños de negocios, y miembros de iglesias y organizaciones basadas en la comunidad, todos compartimos un interés común en mejorar nuestro vecindario. Los invitamos a que sean parte de la iniciativa del programa NBT en su comunidad. Se tomará una alianza combinada y sostenida de todos los interesados para realizar un impacto duradero y positivo en las áreas mencionadas.

### PROGRAMA NBT AREA DE ENFOQUE

Sixth Street al norte, hasta Tenth Street

Sacramento Street al este, hasta Scribner Street



### Responsabilidades del Residente

Es la responsabilidad de los dueños de la propiedad e inquilinos de asegurarse que su propiedad se mantenga libre de basura, desperdicios y escombros. Incluyendo las banquetas, calles y pasos de derecho público.

Dueños de propiedad y residentes podrán ser multados por violación de las "Reglas de Mantenimiento de Propiedades".

## TRABAJANDO JUNTOS

El Programa NBT fue desarrollado por el Marshal Plan de la Ciudad de Stockton y financiado por la Medida A. Ésta estrategia de 90 días, de volver a visitar el área, es un enfoque innovador y proactivo para "limpiar" y mejorar áreas de enfoque geográficamente definidas en Stockton que históricamente han batallado con altos niveles de crimen violento y deterioro urbano. La Fase III del NBT seguirá teniendo un énfasis dirigido a la reducción del crimen violento, construyendo la confianza/compromiso de la comunidad, y utilizando alianzas para asuntos fuera de nuestro control, así como cuestiones de empleo, educación, y cuidado de la salud.

La área de enfoque actualmente, es la área South Airport Corridor. El NBT efectuará estrategias de servicios para el vecindario, prácticas contemporáneas de Policía Comunitaria, guiadas bajo los principios de Procesal Justo, y una ciudadanía activa y comprometida para juntos desarrollar e implementar estrategias para el mejoramiento de la área.

El programa NBT Fase III servirá como enfoque a largo plazo para la revitalización de vecindarios, continuando ayudando a los dueños de propiedades y residentes, efectuando y manteniendo cambios positivos en su vecindario.

Objetivos primordiales del NBT incluyen:

- Disminuir el deterioro urbano;
- Disminuir el crimen;
- Limpiar las calles, banquetas, y lotes baldíos;
- Embellecer paisajes urbanos;
- Alentar la participación comunitaria y adueñarse de los esfuerzos para el mejoramiento del vecindario; y
- Participación de dueños de propiedad y residentes para crear y sostener un vecindario más seguro y habitable.

## Recursos Disponibles

### Departamento De Policia De Stockton

No Emergencia: 209-937-8377

Emergencia : 9-1-1

Tieniente De Operaciones Estrategicas: 209-937-8667

### Cumplimiento DelCodigo – Servicios

Oficina: 209-937-8813

Correo Electronico: NSS@stocktonca.gov

### VIGILANCIA DE VECINDARIO/Apartamentos

Oficial Comunitario Debbie Lopez: 209-937-8796

### DEPARTAMENTOS DE LA CIUDAD

Prevencion De Inciendos : 209-937-8271

Obras Publicas: 209-937-8341

Biblioteca : 209-937-8221

Servicios De Animales : 209-937-8274

### ASK STOCKTON (Para todos los otros Departamentos De La Ciudad )

Ask Stockton: [www.stocktonca.gov](http://www.stocktonca.gov)  
(Haga click in el logotipo Ask Stockton )

### Otros Recursos:

Vivienda Justa (Fair Housing) 209-451-3471

Community Partnership  
for Families: 209-644-8605

El Concilio: 209-644-2600

Recursos De Familia 209-948-1553

SJ Recursos Humanos 209-468-3373

WIC: 209-468-3280

## **Dear Tenants:**

I am pleased to advise that your neighborhood has been selected for the third phase of the community improvement initiative, known as the Neighborhood Betterment Team (NBT) program. The NBT was created through the City of Stockton's Marshall Plan and is funded through Measure A. It provides a strategic and more effective application of local government resources within narrowly-defined neighborhoods, with the primary goals of reducing crime and improving quality of life.

The NBT approach is proactive, not reactive. We will be working hard to identify what needs to be done and then taking real steps to improve your quality of life, by enforcing the removal of garbage and blight, working to reduce crime, and increasing your sense of safety in your neighborhood. We will address health and life-safety issues through the effective deployment of our Neighborhood Services Section (NSS) staff and law enforcement resources, as well as actively engaging residents in your neighborhood to work collaboratively with us.

Beginning September 12, 2022, the NBT will initiate its 90-day focused community improvement strategy in your neighborhood. You will likely notice an increased and sustained police department presence to include marked patrol cars, uniformed police officers, NSS staff, and other City staff. Our uniformed officers, working in accordance with our community policing philosophy, will be asking the residents in your community what they believe are the most pressing crime concerns. NSS staff will also be going parcel to parcel, within the project area, noting the condition of each property and identifying property maintenance and significant safety issues.

There will be opportunities for you to meet with my staff, learn about NBT, and provide your input. I strongly encourage you to become involved and make your voice heard as we develop and implement improvement strategies specific to your neighborhood. If you are unable to attend the NBT community meeting, please feel free to approach and speak with our officers. To ensure success, we want and need your input.

I would also encourage you to become involved and participate in the existing or new Apartment Watch and Neighborhood Watch groups in your area. It will take your cooperation and dedication, and the support of many agencies to make a real impact. We, at the Stockton Police Department, hope you'll join us. With your partnership and support, we look forward to seeing positive results.

Stanley McFadden , Chief of Police

**POLICE DEPARTMENT**  
**Neighborhood Services Section**  
**22 E. Weber Avenue #350**  
**Stockton, CA 95202**

# *South Airport Corridor*

## **NEIGHBORHOOD BETTERMENT TEAM TENANT INFORMATION**

**Improving the  
Quality of Life**



**Police Department  
Neighborhood Services  
22 East Weber Avenue, #350  
Stockton CA 95202**

**Phone: (209) 937-8813  
Fax: (209) 937-7264**

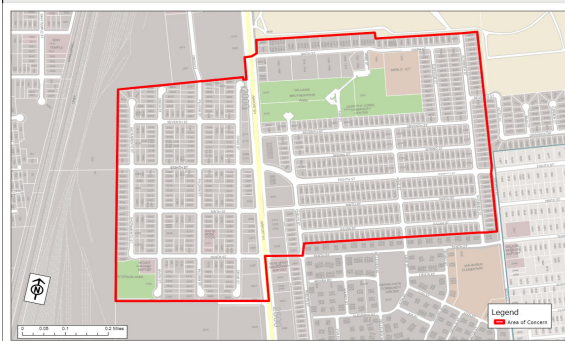
## ***Get Involved***

This neighborhood was selected for the Neighborhood Betterment Team (NBT) program after an in-depth analysis of several areas revealed an elevated need for police and Neighborhood Services (NSS) staff. Determining factors included reported violent crime levels, calls for police service, visible blight, and the existence of established community groups.

The City of Stockton values our community partnerships. Together with residents, property owners, business owners, and members of area churches and community-based organizations, we share a common interest in improving our neighborhoods. We encourage you to become actively involved and engaged in the NBT initiative in your community. It will take a combined and sustained partnership of all stakeholders to realize a lasting, positive impact in the outlined area.

### ***NBT FOCUS AREA***

Sixth Street south to Tenth Street  
Sacramento Street east to Scribner Street



### ***Tenant Responsibilities***

It is the responsibility of property owners and tenants to ensure that their property/unit is kept clear of garbage, junk, trash, and debris and is maintained in a sanitary and blight-free condition. This includes the adjacent sidewalks, streets, and public right-of-ways.

Property owners and tenants can be issued a notice for corrective actions for lack of compliance with the "Property Maintenance Ordinance".

## ***Working Together***

The Neighborhood Betterment Team (NBT) was developed by the City of Stockton's Marshall Plan and funded by Measure A. NBT Phase III is a 90-day re-visit strategy that is an innovative and proactive approach to "cleaning up" and improving defined geographic focus areas in Stockton that have historically struggled with high levels of violent crime and blight. NBT Phase III will continue to have an emphasis directed at reducing violent crime, trust-building/community engagement, and the leveraging of partnerships for areas outside our direct control, such as employment, education and healthcare.

The current NBT focus is the South Airport Corridor area. The NBT will effectively employ Neighborhood Services strategies, contemporary community policing practices guided by the principles of Procedural Justice, and active citizen engagement to collaboratively develop and implement area improvement strategies.

The NBT Phase III program will serve as a long-term approach for neighborhood revitalization by continuing to assist property owners and residents in affecting and maintaining positive changes in their neighborhood.

Primary NBT objectives include:

- Reducing blight;
- Reducing crime;
- Cleaning up streets, sidewalks, and vacant lots;
- Beautifying streetscapes and public right of ways;
- Encouraging community participation and ownership of neighborhood improvement efforts; and
- Engaging property owners and residents to create and sustain safer, more livable neighborhoods.

## ***Available Resources Contact List***

### **Stockton Police Department**

Non Emergency: 209-937-8377

Emergency call: 9-1-1

Strategic Ops Lieutenant: 209-937-8667

### **Neighborhood Services Section (NSS)**

Office: 209-937-8813

E-mail: [NSS@Stocktonca.gov](mailto:NSS@Stocktonca.gov)

### **Apartment Watch/Neighborhood Watch**

NBT CSO Debbie Lopez: 209-937-8796

### **City Departments**

Fire Prevention: 209-937-8271

Public Works: 209-937-8341

Library: 209-937-8221

Animal Services: 209-937-8274

### **ASK STOCKTON (For All other City Departments)**

Ask Stockton: [www.stocktonca.gov](http://www.stocktonca.gov)

### **Other Services**

San Joaquin Fair Housing: 209-451-3471

Community Partnership  
for Families: 209-644-8605

El Concilio: 209-644-2600

Family Resource & Referral: 209-948-1553

SJ Human Resource: 209-468-3373

WIC: 209-468-3280



# STOCKTON POLICE DEPARTMENT COMMUNITY MEETING

The Stockton Police Department (SPD) has chosen your area for our NBT deployment. Our goal is to improve the quality of life in your neighborhood by addressing crime and blight issues. The purpose of this meeting is to get your input on neighborhood issues that are important to you. We at the SPD are working hard to build trust and relationships, but we cannot do it without you. Let your voices be heard and your questions answered

**Date: Day, Date**  
**Time: Time pm**  
**Location: Meeting Site**

**TOGETHER, WE CAN MAKE A DIFFERENCE!**

If you have questions or concerns  
regarding Neighborhood Betterment Team, please contact:

**Senior CEO Annie Swaim**  
Neighborhood Services  
Stockton Police Department  
209-937-8173  
[annie.swaim@stocktonca.gov](mailto:annie.swaim@stocktonca.gov)



## Get Involved

We hope you find the information in this pamphlet useful. The City of Stockton encourages you to become involved in your community, if you are not already. It will take your effort, support and the support of many agencies to make a real impact in the outlined area. This area was chosen after an in-depth analysis of potential target areas was conducted. Determining factors were code enforcement violations, calls for police service, F.B.I. Uniform Crime Report statistics, a blight survey, and the existence of established community groups.

### **NBT FOCUS AREA**

*Description of Area Boundaries*

### **Map of area**

### **Building Permits**

Renovations, alterations, or repairs involving

- the disturbing of structural members or opening of walls;
- installation of heating, mechanical, or plumbing (including replacement of water heaters);
- Replacement or addition of electrical wiring and equipment; and
- room additions require building permits. Call 209-937-8561 or visit the City of Stockton Permit Center, 345 N. El Dorado Street. You can also obtain

## Working Together

The Neighborhood Betterment Team (NBT) was developed by the City of Stockton's Marshall Plan and funded by Measure A. This 90-day re-visit strategy is an innovative and proactive approach to "cleaning up" and improving defined geographic focus areas in Stockton that have historically struggled with high levels of violent crime and blight. The current NBT focus area is the Area Title area. The NBT will employ Neighborhood Services strategies, contemporary community policing practices guided by the principles of Procedural Justice, and active citizen engagement to collaboratively develop and implement area improvement strategies.

The NBT program will serve as a catalyst for neighborhood revitalization by assisting property owners and residents in affecting and maintaining positive changes in their neighborhood. The first and most critical step in the NBT process is the development of a neighborhood-specific strategic approach informed by substantial community input. This tailored approach is implemented by an array of county and city government agency partners, which support available resources for the greatest effect.

Primary NBT objectives include:

- Reducing blight;
- Reducing crime;
- Cleaning up streets, sidewalks, and vacant lots;
- Beautifying streetscapes and public right-of-ways;
- Encouraging community participation and ownership of neighborhood improvement efforts; and
- Engaging property owners and residents to create and sustain a safer, more livable neighborhood.

## Available Resources Contact List

### **Stockton Police Department**

Non Emergency: 209-937-8377  
Emergency: 9-1-1

### **Neighborhood Services Section (NSS)**

209-937-8813  
NSS@stocktonca.gov

### **Apartment Watch/Neighborhood Watch**

NBT CSO Debbie Lopez: 209-937-8796

### **City Departments**

Building Permits: 209-937-8561  
Fire Prevention: 209-937-8271  
Public Works: 209-937-8341

### **ASK STOCKTON (For All other City Departments)**

Ask Stockton: [www.stocktonca.gov](http://www.stocktonca.gov)  
(Click on Ask Stockton Logo)

### **San Joaquin Fair Housing**

209-451-3471

## Dear Property Owner:

As a Area name area property owner and community leader, you are an important and valued stakeholder in community improvement efforts. Therefore, I am requesting your input and support as we begin the third phase of the community improvement initiative in the South Airport Corridor area.

Your neighborhood was selected for an initiative known as the Neighborhood Betterment Team (NBT) program. The NBT was created through the City of Stockton's Marshall Plan and funded through Measure A. It provides a strategic and more effective application of local government resources within narrowly-defined neighborhoods, with the primary goals of reducing crime and improving quality of life.

The NBT's approach is proactive, not reactive. We will be working hard to identify what needs to be done and then taking real steps to improve quality of life, by enforcing the removal of garbage and blight, working to reduce crime, and increasing the sense of safety in the neighborhood. We will address health and life-safety issues through the effective deployment of our Neighborhood Services Section (NSS) staff and law enforcement resources, as well as actively engaging residents in the neighborhood to work collaboratively with us.

Beginning Date, the NBT will initiate its 90-day focused community improvement strategy in your neighborhood. You will likely notice an increased and sustained Police Department presence to include marked patrol cars and uniformed police officers, NSS staff, and other City staff. Our uniformed officers, working in accordance with our community policing philosophy, will be asking the community what they believe are the most pressing crime concerns.

NSS staff will also be going parcel to parcel within the project area, noting the condition of each property, and conducting inspections and identifying property maintenance and safety issues. As a property owner, you can assist by ensuring your property is properly maintained. To help you comply with building and health code regulations, a list of code resources, contacts, and phone numbers is being provided along with this brochure. We want to work in partnership with you to reduce blight and improve the quality of life for all residents of this neighborhood. Therefore, please take advantage of the information and resources being provided.

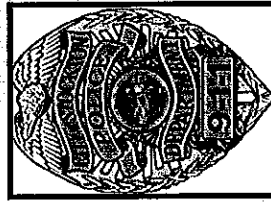
There will be opportunities for you to meet with my staff, learn about NBT, and provide your input. I strongly encourage you to become involved and make your voice heard as we develop and implement improvement strategies specific to your neighborhood. If you are unable to attend the NBT community meeting, please feel free to call or approach and speak with any of our officers. To ensure success, we want and need your input!

I would also ask that you strongly encourage your tenants to become involved and participate in existing or new Apartment Watch and Neighborhood Watch groups in your area. I highly recommend that you personally spend time at your property and get to know your neighboring property owners. It will take your cooperation, dedication, and the support of many agencies to make a real impact. We, at the Stockton Police Department, hope you will join us. With your partnership and support, we look forward to seeing positive results.

Stanley McFadden, Chief of Police

## NEIGHBORHOOD BETTERMENT TEAM PROPERTY OWNER INFORMATION

Improving the  
Quality of Life



**Police Department**  
**Neighborhood Services #350**  
**22 East Weber Avenue, #350**  
**Stockton CA 95202**

**Phone: (209) 937-8813**  
**Fax: (209) 937-7264**

**POLICE DEPARTMENT**  
**Neighborhood Services Section**  
**22 E. Weber Avenue #350**  
**Stockton, CA 95202**

## Get Involved

This neighborhood was selected for the Neighborhood Betterment Team (NBT) program after an in-depth analysis of several areas revealed an elevated need for police and Neighborhood Services (NSS) staff. Determining factors included reported violent crime levels, calls for police service, visible blight, and the existence of established community groups.

The City of Stockton values our community partnerships. Together with residents, property owners, business owners, and members of area churches and community-based organizations, we share a common interest in improving our neighborhoods. We encourage you to become actively involved and engaged in the NBT initiative in your community. It will take a combined and sustained partnership of all stakeholders to realize a lasting, positive impact in the outlined area.

### NBT FOCUS AREA

Area Description  
Boundaries

## Map of Area

### Tenant Responsibilities

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Property owners and tenants can be issued a notice for corrective actions for lack of compliance with the "Property Maintenance Ordinance".

## Working Together

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for Families: 209-644-8605  
El Concilio: 209-644-2600  
Family Resource & Referral: 209-948-1553  
SJ Human Resource: 209-468-3373  
WIC: 209-468-3280

**Dear Tenants:**

I am pleased to advise that your neighborhood has been selected for the third phase of the community improvement initiative, known as the Neighborhood Betterment Team (NBT) program. The NBT was created through the City of Stockton's Marshall Plan and is funded through Measure A. It provides a strategic and more effective application of local government resources within narrowly-defined neighborhoods, with the primary goals of reducing crime and improving quality of life.

The NBT approach is proactive, not reactive. We will be working hard to identify what needs to be done and then taking real steps to improve your quality of life, by enforcing the removal of garbage and blight, working to reduce crime, and increasing your sense of safety in your neighborhood. We will address health and life-safety issues through the effective deployment of our Neighborhood Services Section (NSS) staff and law enforcement resources, as well as actively engaging residents in your neighborhood to work collaboratively with us.

Beginning Date, the NBT will initiate its 90-day focused community improvement strategy in your neighborhood. You will likely notice an increased and sustained police department presence to include marked patrol cars, uniformed police officers, NSS staff, and other City staff. Our uniformed officers, working in accordance with our community policing philosophy, will be asking the residents in your community what they believe are the most pressing crime concerns. NSS staff will also be going parcel to parcel, within the project area, noting the condition of each property and identifying property maintenance and significant safety issues.

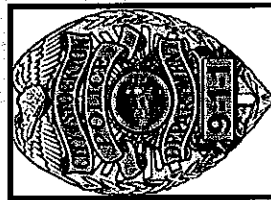
There will be opportunities for you to meet with my staff, learn about NBT, and provide your input. I strongly encourage you to become involved and make your voice heard as we develop and implement improvement strategies specific to your neighborhood. If you are unable to attend the NBT community meeting, please feel free to approach and speak with our officers. To ensure success, we want and need your input.

I would also encourage you to become involved and participate in the existing or new Apartment Watch and Neighborhood Watch groups in your area. It will take your cooperation and dedication, and the support of many agencies to make a real impact. We, at the Stockton Police Department, hope you'll join us. With your partnership and support, we look forward to seeing positive results.

Stanley McFadden, Chief of Police

**NEIGHBORHOOD  
BETTERMENT TEAM  
TENANT  
INFORMATION**

**Improving the  
Quality of Life**



**Police Department  
Neighborhood Services #350  
22 East Weber Avenue, #350  
Stockton CA 95202**

**Phone: (209) 937-8813  
Fax: (209) 937-7264**

**POLICE DEPARTMENT  
Neighborhood Services Section  
22 E. Weber Avenue #350  
Stockton, CA 95202**



# CITY OF STOCKTON

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POLICE DEPARTMENT HEADQUARTERS • STEWART/EBERHARDT BUILDING  
22 East Weber Avenue, #350 • Stockton, CA 95202  
(209) 937-8813 Fax (209) 937-7264

DATE

## CODE ENFORCEMENT ACTIVITIES IN YOUR NEIGHBORHOOD

Dear Tenant/Occupant,

Beginning Start Date, City of Stockton Code Enforcement Officers will be performing special code enforcement activities in your neighborhood. The area of enforcement will include properties within the boundaries of Street on the north, Street the south, Street on the west, and Street on the east. Warning citations and possible penalties will be issued for such things as garbage, junk, debris, tall weeds, damaged fences, zoning violations, substandard housing conditions, graffiti, inoperable vehicles, lack of front yard landscaping, etc.

**On Day of the week, date from 8 a.m. to 12 p.m.** collection bins will be available at the clean-up day location Stockton Ca. Please bring any items you want to dispose of (*refer to Neighborhood Cleanup flyer for acceptable and unacceptable items as well as Covid-19 protocol and guidelines*).

Under Code Enforcement ordinances approved by the City Council, Administrative Citations can be given for the violations described above. Administrative citations can be issued for \$200 and/or \$500. Property owners will be notified if their tenants receive an Administrative Citation. We are encouraging property owners and tenants to clean up properties and avoid possible citations.

Thank you in advance for your cooperation. If you have any questions, please contact Neighborhood Services at (209) 937-8813.

STANLEY MCFADDEN  
CHIEF OF POLICE

ALMAROSA VARGAS  
POLICE SERVICES MANAGER

SM:AV:be



**NBT #**

**AREA TITLE**

**PHASE #- TIMELINE YEAR**

- **Date:** Complete Chief's Memo & Directive and emailed
- **Date:** Tenant/Occupant and Property Owner mailing list
- **Date:** Develop NBT letter, Community Meeting Flyer, Neighborhood Clean-up Flyer & Tenant/Property Owner Brochures
- **Date:** Create maps and Power Point
- **Date:** Contact community partners
- **Date:** All info for NBT # (NBT letter, Community Meeting Flyer, Neighborhood Clean-up Flyer & Tenant/Property Owner Brochures) **emailed to Captain/Deputy Chief/Assistant Chief/Chief of Police**
- **Date:** Mailing package sent to Print Shop
- **Date:** Letters/Flyer/Brochures mailed out
- **Date:** **Community Meeting, Location- *Confirmed Location***
- **Date:** **NBT # (PHASE #) Kick-off**
- **Date:** **Clean Up Day 8am – 12pm, Location- *Confirmed Location***
- **Date:** Initial Inspections begin (Re-inspections)
- **Date:** After-hours infrastructure inspections
- **Date:** **NBT # Complete**

# HOUSING AND REDEVELOPMENT DEPARTMENT NEIGHBORHOOD SERVICES DIVISION POLICY AND PROCEDURES

Policy: Code Enforcement Sweeps/Clean Sweeps

Date Adopted July 15, 1999

## I. PURPOSE

To develop a standardized process for conducting code enforcement sweeps and clean sweeps.

## II. POLICY

The Neighborhood Services Division will conduct at least five code enforcement sweeps and clean sweeps per year. The Neighborhood Services Division may also conduct additional mini code enforcement and mini clean sweeps during the year.

## III. PROCEDURE

The Program Manager of the Neighborhood Services Division, in conjunction with the Safe Neighborhoods Committee, will determine which of the existing fifteen project areas will have a code enforcement sweep. As a result of the consensus of the committee, a schedule will be prepared listing the code enforcement and clean sweeps for the entire year. Mini code enforcement and clean sweeps may be conducted at the discretion of the Program Manager. Mini code enforcement sweeps and clean sweeps may be utilized to eliminate small pockets of code enforcement violations.

Prior to the commencement of the code enforcement sweep and clean sweep; the Neighborhood Services Division will (to the greatest extent possible) notify the property owners and the tenants in the sweep area of the impending code enforcement sweep and the clean sweep. Notification may be in the form of letters mailed to property owners and flyers and bin tags distributed by hand through out the sweep area.

Although there is no Stockton Municipal Code section requiring prior notification of a sweep; every effort will be made to provide prior notification of the sweeps so that residents can be prepared.

During the code enforcement sweep; code enforcement officers will take action as necessary to eliminate code enforcement violations that are discovered during the sweep. Appropriate action may begin with a warning citation and may escalate to an administrative citation, or other action, in order to gain compliance and eliminate code violations. Also, during the code enforcement sweep, the code enforcement officers and other staff may again distribute bin tags to the residents notifying them of the clean sweep.

Clean sweeps will take place after each code enforcement sweep and provide an opportunity for residents to dispose of garbage, junk and debris. Clean sweeps will be conducted with the aid of the local franchised waste haulers. Neighborhood Services Division staff will coordinate the operation of the clean sweep with other agencies (i.e. California Conservation Corps) and City departments, as necessary.

At the conclusion of the code enforcement sweep and clean sweep appropriate statistics will be gathered and distributed as necessary.



**DEPARTMENT OF HOUSING AND REDEVELOPMENT  
NEIGHBORHOOD SERVICES DIVISION  
POLICY AND PROCEDURES**

Policy: V.O.I.C.E. Program

Date adopted: July 15, 1999

**I. PURPOSE**

To establish uniform and consistent policies and procedures in the administration of the City's V.O.I.C.E. (Volunteers Out Identifying Code Enforcement) Program.

**DEFINITION**

The V.O.I.C.E. program is a volunteer code enforcement program that enlists citizens to help clean up their own neighborhoods. The V.O.I.C.E. Program is coordinated from the Neighborhood Services Division in cooperation with the City's Code Enforcement Unit.

**II. POLICY**

It is the policy of the City of Stockton that all V.O.I.C.E. volunteers will be:

- a. A resident of Stockton
- b. Willing to abide by the rules of the V.O.I.C.E. Program
- c. Complete an application form
- d. Attend a two-hour training class on the program, and

Be a member of a recognized association or organization that endorses the City's program (such as Neighborhood Watch, Safe Neighborhood, Homeowner's Association, Property Management, Police Advisory Board, etc.)

**III. PROCEDURE**

**A. V.O.I.C.E. VOLUNTEER'S DUTIES AND RESPONSIBILITIES**

The V.O.I.C.E. volunteers, working in teams of two, occasionally inspect their own neighborhoods looking for obvious code enforcement violations.

When a violation is found, a volunteer writes the address on a special postcard, checking boxes indicating the code violation.

The volunteers record the address and violation on a V.O.I.C.E. activity sheet.

The volunteer submits the postcards to the V.O.I.C.E. coordinator for mailing.

Ten days after the postcards were mailed, the volunteers return to the property to verify if the violations have been corrected.

The results of this follow-up inspection are recorded on the Activity Log by the volunteer and submitted to the V.O.I.C.E. Coordinator. If the violations are corrected, the case is closed.

**B. (C.S.O.) DUTIES AND RESPONSIBILITIES**

If violation still exists, the V.O.I.C.E. Coordinator routes the Activity Log along with property owner information to the Senior Community Service Officer (C.S.O.) at the Stockton Police Department, for follow-up. The (C.S.O.) has the authority to issue a Warning Administrative Citation to the person responsible for the violation.

Ten days after the Administrative Warning is issued, the (C.S.O.) returns to the property to see if the violations have been fixed.

If violations persist, the (C.S.O.) shall refer the violation to Neighborhood Services Division, which has the authority to issue Administrative Citations for \$100, \$250 and \$500.

**IV. FUNCTION**

The V.O.I.C.E. Coordinator will function at the discretion of the Director of the Housing and Redevelopment Department. The services and duties will be non-hazardous in nature.

**V. V.O.I.C.E. COORDINATOR DUTIES AND RESPONSIBILITIES**

Under general supervision, provides lead direction to V.O.I.C.E. volunteers and (C.S.O.'s); performs related work as assigned. Duties may include, but not be limited to, the following:

Provides lead direction and reviews the V.O.I.C.E. volunteers work.

Organizes, coordinates, assigns work, sets priorities and follows-up to insure completion of assigned work.

Provides, coordinates, develops, and presents training on the V.O.I.C.E. Program to V.O.I.C.E. volunteers, neighborhood groups/committees and other private and public agencies.

Prepares, writes, edits and distributes informational materials such as stats, brochures, and newsletters to V.O.I.C.E. volunteers, neighborhood groups/committee, schools, and other public and private agencies.

Plans, coordinates, and implements projects as deemed necessary by the Director of Housing and Redevelopment and Program manager of Neighborhood Services.

<b>STOCKTON POLICE DEPARTMENT</b>	Section: xx-NSS
<b>NEIGHBORHOOD SERVICES SECTION (NSS)</b>	Page 1 of 3
<b>POLICY AND PROCEDURE MANUAL</b>	Reviewed by: _____ Deputy City Attorney      Date
<b>Subject:</b>	Date Approved:
<b>NEIGHBORHOOD SWEEPS</b>	Approved By:
Peter Lemos, Police Services Manager _____ Jeff Hunt, Code Enforcement Field Manager _____	Eric Jones, Chief of Police

**1. PURPOSE**

To develop a standardized process for conducting neighborhood sweeps.

**2. POLICY**

The Neighborhood Services Section (NSS) will conduct a minimum of five neighborhood sweeps per year.

**3. PROCEDURE**

A. Annual Locations Determined:

- 1) The Police Services Manager of NSS, in conjunction with the Safe Neighborhoods Committee, determines which five of the existing fifteen project areas will have a neighborhood sweep each year. All fifteen project areas rotate through this annual selection process.
- 2) To eliminate small pockets of code enforcement violations in selected neighborhoods, additional neighborhood sweeps may be conducted at the discretion of the NSS Police Services Manager.

B. Neighborhood Sweep Notification:

- 1) Prior to the commencement of the neighborhood sweep and Clean-Up Day, NSS will (to the greatest extent possible) notify the property owners and residents in the designated area of the timeline and nature of events taking place so that possible violations can be abated prior to Code Enforcement Officers (CEO) arrival.
  - a) Notification may be in the form of letters mailed to property owners and/or fliers distributed throughout the sweep area.

C. Pre-Sweep Meeting Reminders:

- 1) Issue one citation per parcel to property owner regardless of number of units.
  - a) If citing tenants also, keep all paperwork together.

<b>Subject: Neighborhood Sweeps</b>	Page 2 of 3
<b>Date Approved:</b>	Approved By: Eric Jones, Chief of Police

- b) Property owner is always notified even if tenant is the only one cited.
- 2) All actions should be preliminary actions (VWN) unless responsible party is a repeat offender.
  - a) Can issue an initial inspection fee or up to a \$200 citation.
- 3) CEO will inquire on addresses in HTE and verify if there is an open or prior case, what type of case, and the responsible party.
  - a) We may charge both tenant and property owner per inspection.
- 4) If an open case exists, district CEO will notify coordinator so violations are not duplicated.
- 5) Cite the responsible party.
  - a) Rule of thumb: if violation is related to the building structure (housing) it is more than likely the property owner's responsibility. If it is garbage, junk, and debris, lawn maintenance under tenant's control, parking on an unapproved surface, it is likely tenant responsibility.
- 6) Give sweep coordinator results from your inspections before turning paperwork over to support staff. CEO to maintain master sheet of all cites issued.

#### D. Code Enforcement Sweep

- 1) During the sweep, CEOs will inspect the designated areas from a public right-of-way to identify conditions of blight, exterior housing violations, and/or other evident code violations.
  - a) Interior inspections may be conducted; however, a consent form from the tenant/occupant must be signed.
  - b) During the sweep, CEO will note the address of any vacant, boarded up buildings and forward the addresses to Sweep Coordinator.
    - i. Sweep Coordinator will forward all addresses to Supervising Office Assistant to verify the addresses with the Vacant Building Monitoring List in HTE.
  - c) A Violation Warning Notice (VWN) will be issued unless CEO determines other action is appropriate to gain compliance and eliminate code violations.
  - d) If a VWN is issued:

- i. CEO will attach Clean-Up Day fliers to the notice, informing residents of the upcoming Clean-Up Day.
- ii. Upon return to the office, CEO provides VWN and appropriate copies to support staff to open case in HTE and mail to appropriate parties.
- iii. Support staff will return VWN to CEO and will not make case folder.
- iv. CEO will retain copy for use on initial inspection.

E. Clean-Up Day:

- 1) A Clean-Up Day may take place after each code enforcement sweep and provide an opportunity for residents to dispose of garbage, junk, and debris.
- 2) Clean-Up Days will be conducted with the aid of the local franchised waste haulers. NSS staff will coordinate the operation of the clean-up day with other agencies (i.e. San Joaquin Regional Conservation Corps) and City departments, as necessary.

F. CEO will conduct an initial inspection to check for compliance with issued VWN.

- 1) If not in compliance, CEO shall complete case narrative and forward, with all associated paperwork, to Neighborhood Sweeps Coordinator for processing.
  - a) Case will be reassigned to a CEO in that designated area for normal handling.
  - b) When applicable, abatement of garbage, junk, and debris, graffiti, vegetation may be conducted.
- 2) If in compliance, CEO shall place VWN, in citation order, in their Neighborhood Sweep folder and forward to Neighborhood Sweep Coordinator.
  - a) When all folders are collected, Neighborhood Sweep Coordinator will forward folders to the Supervising Analyst, or designee, for final processing.
  - b) Once cases have final documentation in HTE, VWNs shall be filed in a separate Neighborhood Sweep file. All VWNs that were found in compliance shall be noted in the count and then **scanned as a SWEEP BATCH** using the sweep date as the category.

G. The Neighborhood Sweep Coordinator will gather appropriate statistics at the conclusion of each code enforcement sweep and Clean-Up Day and forward them to the NSS Police Services Manager.

STOCKTON POLICE DEPARTMENT	<b>Section: xx-NS</b>
<b>NEIGHBORHOOD SERVICES SECTION (NSS)</b>	Page 1 of 1
<b>POLICY AND PROCEDURE MANUAL</b>	Reviewed by: _____ Deputy City Attorney      Date
<b>Subject:</b>	Date Approved:
<b>NOTICE AND ORDER OF INTENT TO ABATE</b>	Approved By:
Peter Lemos, Police Services Manager _____ Jeff Hunt, Code Enforcement Field Manager _____	Eric Jones, Chief of Police

**1. PURPOSE:**

To ensure all preparations of Notice and Orders of Intent to Abate are performed in accordance with the Stockton Municipal Code (SMC) and all applicable state regulations.

**2. POLICY:**

The Neighborhood Services Section (NSS) Field Manager, or designee, will oversee the proper preparation of Notices and Orders of Intent to Abate.

**3. PROCEDURE:**

A. Pre-Preparation

- 1) Ensure deadlines for repair, inspection and approval of any previous issued Administrative Citation(s) and other Notice(s) have not been met.
- 2) Inspect violation(s) to verify it status has not changed.

B. Preparation

- 1) Give case file to Support Staff including:
  - a) a brief and concise description of outstanding violations and the specific applicable codes
  - b) Enumeration of any other consequences for failure to comply with the Notice
  - c) Terms and/or deadlines for compliance

C. Issuance

- 1) Per Neighborhood Services Policy and Procedures.

D. Recording

- 1) Per Neighborhood Services Policy and Procedures

<b>STOCKTON POLICE DEPARTMENT</b>	<b>Section: XX-NSS</b>
<b>NEIGHBORHOOD SERVICES SECTION (NSS)</b>	Page 1 of 2
<b>POLICY AND PROCEDURE MANUAL</b>	Reviewed by: _____ Deputy City Attorney      Date
<b>Subject:</b>	Date Approved:
<b>NOTICE AND ORDER TO VACATE (NON-EMERGENCY)</b>	Approved By:
Peter Lemos, Police Services Manager _____ Jeff Hunt, Code Enforcement Field Manager _____	Eric Jones, Chief of Police

## 1. **PURPOSE**

To ensure preparations of a Notice to Vacate (NOV) are performed in accordance with the Stockton Municipal Code (SMC) and all applicable State regulations.

## 2. **POLICY**

NSS Field Manager, Code Enforcement Supervisor, or designee, will oversee preparation of NTV. Non-emergency NTV to be issued with a compliance deadline of more than five (5) days, but no more than 30 days, unless otherwise approved.

## 3. **PROCEDURE**

### A. CEO Pre-Preparation of NTV:

- 1) Ensure deadlines for repair, inspection, and approval of any previous issued Administrative Citation(s) and other Notice(s) have not been met.
- 2) Inspect violation(s) to verify status has not changed and document findings by resulting inspection in HTE. NSS support staff will not prepare NTV without HTE inspection results.
- 3) Provide a request to prepare an NTV to NSS support staff with APN, case number, date and time of deadline to vacate, and list of code violations. Advise NSS support staff if NTV is with or without re-location benefits or if it is an Emergency NTV.

### B. NSS support staff preparation of NTV and placard:

- 1) Prepare NTV using the code violations provided by CEO.
  - a) Acquire Field Manager, Code Enforcement Supervisor, or designee signature.
  - b) Make copies of NTV; create WALZ mailer and mail regular and certified to tenant and property owner; give CEO copies of NTV and



<b>Subject: Notice to Vacate (Non-Emergency)</b>	Page # 2 of 2
<b>Date Approved:</b>	Approved By: Eric Jones, Chief of Police

placard for each unit of the property and original NTV and placard for case file.

- c) Make a copy of first page of NTV and give to Billing Clerk to invoice.
- d) Update HTE; add (F6) an NV code (Notice and Order to Vacate), input the NTV date in Other Action Date field and add the WALZ mailing information to notes.
- e) Notify CEO that NTV package is complete. Scan and email NTV and placard to CEO if applicable, otherwise, place completed NTV package in CEO box.

C. CEO action:

- 1) Post property, take photo of posting. Complete Proof of Service affidavit for file. Add Posting Note (CP) in HTE.

STOCKTON POLICE DEPARTMENT	Section: XX-NSS
<b>NEIGHBORHOOD SERVICES SECTION (NSS)</b>	Page 1 of 2
<b>POLICY AND PROCEDURE MANUAL</b>	Reviewed by: _____ Deputy City Attorney      Date
<b>Subject:</b>	Date Approved:
<b>NOTICE OF VIOLATION and NOTICE OF INTENT TO RECORD</b>	Approved By:
Peter Lemos, Police Services Manager _____ Jeff Hunt, Code Enforcement Field Manager _____	Eric Jones, Chief of Police

**1. PURPOSE**

To provide notice to the responsible party, document existing violations, establish time limits to bring the property into compliance, and/or record violations on the property title.

**2. POLICY**

The Notice of Violation is issued on housing code violations and other violations that cannot be abated within 30 days, and/or need to be recorded on the property title, and/or may result in Civil Penalties.

**3. PROCEDURE**

A. Notice of Violation (NOV)

1) An NOV is issued when one or more of the following exists:

- Minor violations that we want recorded and owner is unable to repair due to financial or other hardships.
- Violations that may escalate to further Code Enforcement actions.
- Failure to comply with initial NOV.

B. Issuance of a NOV with the Notice of Intent to Record box checked on the original citation.

- 1) Verify the violation(s) and take necessary photos.
- 2) Issue NOV in person or post on the property; mail by regular and certified mail, with a copy to the property owner, if different. When the Intent to Record box is checked, the NOV shall serve as the City's notice of intent to record the outstanding violations when issuing the Notice to the property owner.

<b>Subject: Notice of Violation</b>	Page 2 of 2
<b>Date Approved:</b>	Approved by: Chief Eric Jones

- a) The failure of any person with an interest in the property to receive such notice does not affect the validity of any proceedings taken under this section.
  - b) Notice by certified mail in the manner described above becomes effective on the date of mailing.
  - c) NOV issued with box checked for Notice of Intent to Record: place the Notice to Record letter with a copy of the NOV in the folder on front desk to be walked to the San Joaquin County Recorder's office for recording.
- 1) Once the violation is abated, upon request, a Notice of Compliance may be recorded with the San Joaquin County Recorder's office to remove the cloud from the title. The property owner will be responsible for the fees associated with filing the Notice of Compliance and the release of the lien.

STOCKTON POLICE DEPARTMENT	Section: XX-NSS
<b>NEIGHBORHOOD SERVICES SECTION (NSS)</b>	Page 1 of 2
<b>POLICY AND PROCEDURE MANUAL</b>	Reviewed by: _____ Deputy City Attorney      Date
<b>Subject:</b>	Date Approved:
<b>NOTICE TO VACATE - EMERGENCY</b>	Approved By:
Peter Lemos, Police Services Manager _____ Jeff Hunt, Code Enforcement Field Manager	Eric Jones, Chief of Police

**1. PURPOSE**

To inform the owner/occupant that hazardous/life threatening conditions exist and the structure is to be vacated unless violations are corrected.

**2. POLICY**

Neighborhood Services Section (NSS) may initiate proceedings for the purpose of vacating structures with identified hazardous/life threatening conditions within the time specified by the Code Enforcement Officer (CEO), but not to exceed five (5) days.

**3. PROCEDURE**

A. Determination to vacate structure:

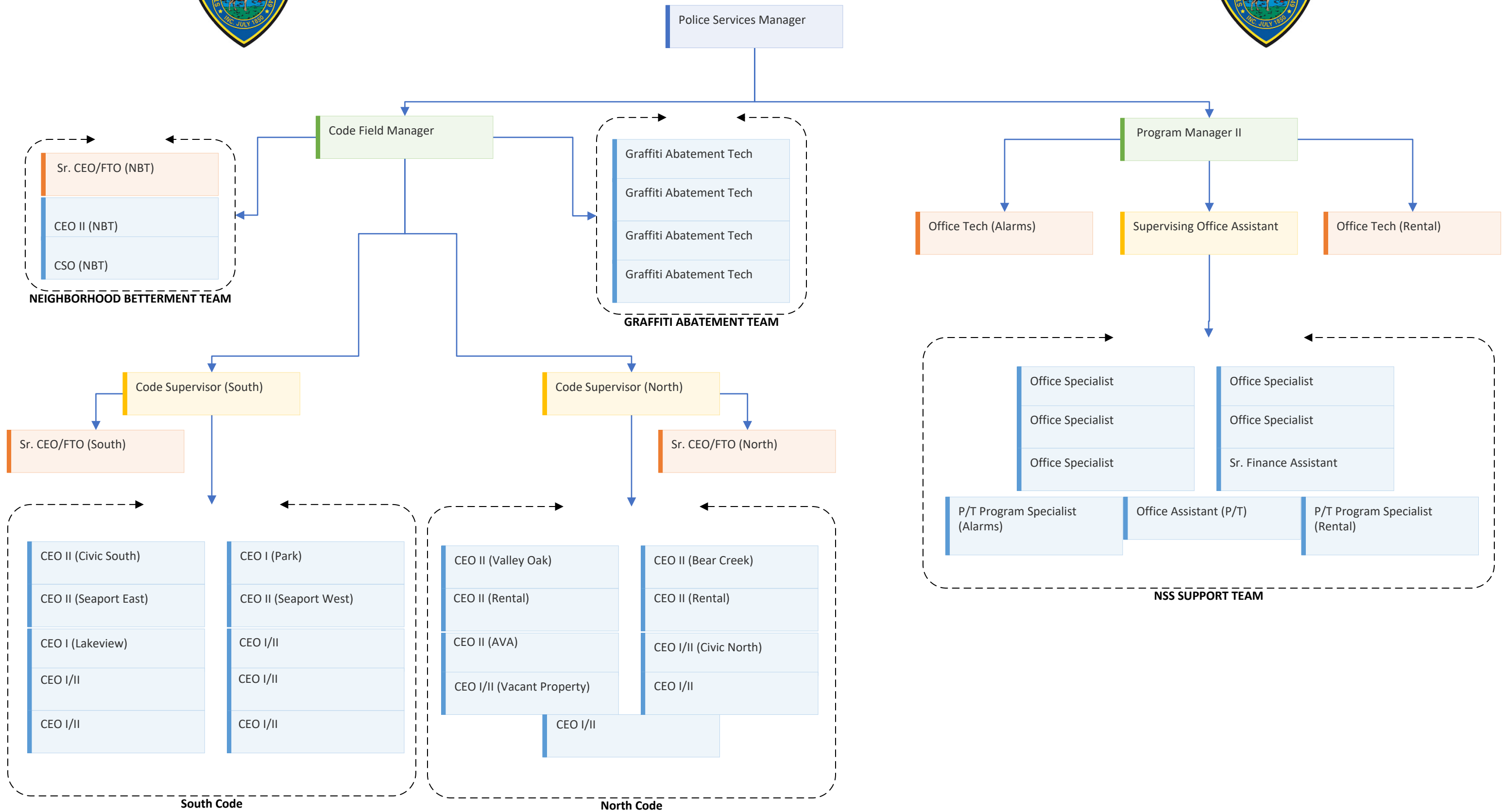
- 1) Inspection/reinspection is conducted by the CEO to determine if the structure is to be vacated for any hazardous/life threatening conditions:
  - a) CEO should reference the Uniform Code for Abatement of Dangerous Buildings to justify ordering a building vacated.
  - b) If imminent danger is present, contact the appropriate agency (i.e., Child Protective Services, Adult Protective Services, Police Department, Fire Department, PG&E, etc.)
- 2) Issuance of Notice and Order to Vacate (NTV) Emergency:
  - a) CEO determines the date structure is to be vacated, not to exceed five (5) days. Call support staff to prepare NTV with date, APN, and code sections that apply and enter notes in HTE (clerical will not prepare an NTV without HTE results).
  - b) Issue Notice to Vacate with relocation assistance, if appropriate according to SMC 1.52.020.
    - i. Refer tenants to HRD Housing and Redevelopment to complete appropriate relocation assistance forms.

<b>Subject: NOTICE TO VACATE (EMERGENCY)</b>	Page 2 of 2
<b>Date Approved:</b>	Approved By: Eric Jones, Chief of Police

- ii. Field Manager must approve all Notices to Vacate with relocation assistance issued.
  - iii. Obtain Name and Date of Birth of occupants.
  - iv. Clerical will scan and email a signed copy to CEO for posting if CEO is out in the field and it is an emergency NTV, otherwise it will be placed in CEO's box.
- c) Notice to Vacate is prepared by Neighborhood Services support staff and mailed certified and regular mail to the responsible party. If responsible party is not the property owner, mail the notice to both. A notice preparation fee is charged to the responsible party.
- d) CEO posts copy of notice on structure and takes a photograph for file; (posting fee is charged to the responsible party).
- 3) Compliance with the Notice and Order to Vacate - Emergency:
- a) Compliance can be obtained if, upon reinspection:
    - i. Owner/occupant vacates and secures the structure, or
    - ii. Violations are corrected within the time specified by the CEO.
- 4) Enforcement of the Notice and Order to Vacate - Emergency:
- a) If upon reinspection the structure is not vacated or corrections have not been made, the following enforcement action(s) may be initiated, as appropriate:
    - i. Administrative Citation
    - ii. Civil Penalties
    - iii. Criminal Complaint
    - iv. Judicial Injunction
    - v. Abatement
    - vi. Police citation (misdemeanor).
  - b) If upon reinspection the structure is found vacant and corrections have not been made, the following action(s) may be initiated, as appropriate:
    - i. If structure is unsecured, refer to Policy and Procedure on Vacant Structures Abatement (10-NSS).
    - ii. If substandard conditions involve electrical or gas utility violations, contact PG&E to have the utilities disconnected.
    - iii. Record a Notice of Violation with the County Recorder's Office to cloud the title of the property per Lien guidelines.
    - iv. If the structure is found to be a problem property, place the property in the Vacant Building Monitoring List.



# NEIGHBORHOOD SERVICES SECTION



# HOUSING AND REDEVELOPMENT DEPARTMENT NEIGHBORHOOD SERVICES DIVISION POLICY AND PROCEDURES

Policy: Project Team

Date Adopted: July 15, 1999

## I. PURPOSE:

The purpose of the project team is to accept assignments from the City Counsel, City Manager, Police Department, Department Directors, and special concern groups. The project team will resolve these challenges with the authority of the Stockton Municipal Codes and working with the Citizens of Stockton and other jurisdictions of the City or County. The team's goal is to help citizens to reclaim their neighborhoods, eliminate blight, educate property owners to be responsible, and market the Community Development Block Grant Program in which we get our Federal Funds from.

## II. POLICY:

It is the policy of the City of Stockton and Project Team to complete objectives and identify maintenance that is required to keep target areas free of blight and monitor neighborhoods to insure the highest quality of life for our community. It is the Housing and Redevelopment Departments policy that the Project Team Counselors assist any prospective property owners to renovate their properties. See Exhibit "B" for the Project Team Process flow chart.

## III. PROCEDURES:

a. General Assignments. Assignments are issued from the Neighborhood Services Program Manager which are received from the following:

City Manager, Police Department, Department Directors, City Council, other inspectors or agencies, general public, V.O.I.C.E; or proactive.

b. The Project Team Counselor will check to see if the subject address is in the City of Stockton's AS400 computer system.

c. If an active case is found, the counselor will review the case with the Code Enforcement Officer and coordinate as needed.

- d. The Counselor will check for any previous cases connected with subject property from the storage of finalized cases in the filing cabinets.
- e. The Counselor may call and make an appointment or just inspect subject property, neighborhood, and take pictures.
- f. The Counselor may call property owner or manager to discuss complaint. A verbal discussion or agreement at the site or on the phone may resolve the problem.
- g. The Counselor may send a courtesy letter to the owner or Management Company with a re-inspection date.
- h. The re-inspection may be with the owner or a drive-by. If the work is done to the Counselor's satisfaction, a thank you letter of compliance may be sent to the owner.
- i. If the work requested in the courtesy letter is not done at the time of reinspection, an Administrative Warning Citation may be issued. The warning shall have a date for re-inspection of reasonable time. There are many other options see attached Exhibit "A".
- j. At the first re-inspection of the Administrative Warning Citation, the work shall be done or the first monetary fine of \$1 00.00 may be issued, with a re-inspection date of reasonable time. Every monetary fine may impose a re-inspection fee of \$35.00. Re-inspection fees and monetary fines may continue up to \$500.00.
- k. An assignment may be turned over to the area Code Enforcement Officer or the Project Team Counselor may continue to monitor for a period of time.

#### **IV. POSSIBLE REHAB CASE:**

When a Project Team Counselor reviews an assignment, the first intent is to determine if it qualifies for Federal Funds under the Community Development Block Grant Program. The Counselor will e-mail the Housing Program Supervisor and send a courtesy copy to the Neighborhood Services Program Manager for possible review and tracking.

If an assignment develops into a rehabilitation loan, the Housing Rehabilitation Counselor of the Housing and Redevelopment Department will follow-up and handle the case to completion.

If the owner of the subject property does not proceed with the loan, the case may be turned back over to the Project Team Counselor of Neighborhood Services.



The Counselor at this time may issue an Administrative Warning Citation or start legal abatement.

**VI. CLEAN SWEEP PROGRAM:**

- a. The purpose of the Clean Sweep Program, is to get into an area that has major garbage, junk, and debris, and provide disposal containers to eliminate blight.
  - 1. The area selected can be in an establish target area or any other area that is not a target area with major blight problems.
  - 2. The Clean Sweep should be a one day event, during the week, managed by two City employees, and not more than two streets.
  - 3. The Project Team Counselor will order and coordinate dumpsters from the rotating list of disposal companies. Send out letters of explanation, time, and date of the event to owners.

**VII. MINI SWEEP PROGRAM:**

- a. Mini Sweeps are designed to be fill-ins between the Major Sweeps. They operate the same-way as the Major Sweeps, but on a smaller scale.
  - 1. The Mini Sweep should include one day of issuing Administrative Warning Citations and one day for the disposal of garbage, junk, and debris.
  - 2. The area selected can be in an establish target area or any other area that is not a target area with major blight problems.
  - 3. The Mini Sweep should include the Code Enforcement Officers assigned to that area, Project Team Counselors, any patrol officers or Community Service Officers as needed.

**VIII. TARGETED PROGRAM-MAJOR SWEEPS:**

- a. During the Operation Clean Sweep in one of the fifteen Targeted Safe Neighborhoods, the Project Team Counselors role is to perform a survey of the existing conditions of housing in that area and identify areas of concern.
  - 1. These Major Sweeps are conducted by the Inspection Field Manager. The Neighborhood Services Administrative Analyst will coordinate letters of notification and dumpsters from the rotating list

of disposal companies which occurs one week after the major sweep on a Saturday.

2. Code Enforcement Officers will perform the door-to-door inspections, which will include what is visible from the street only, and write Administrative Warning Citations as needed.
3. The Project Team Counselors will perform their survey, door-to-door from the street only. The information on the survey is used as a marketing tool for the Housing and Redevelopment Department. The survey is in the format of a spread sheet, see Exhibit "C".

POLICE DEPARTMENT	Section: 29-NSS
NEIGHBORHOOD SERVICES SECTION (NSS)	Page 1 of 3
POLICY AND PROCEDURE MANUAL	Reviewed by: Deputy City Attorney _____ Date _____
Subject:	Date Approved:
RESIDENTIAL RENTAL PROPERTY	Approved By:
Peter Lemos, Police Services Manager _____ Jeff Hunt, Code Enforcement Supervisor _____	Eric Jones, Chief of Police

### **1) PURPOSE**

The purpose is to proactively identify blighted and deteriorated housing stock and to ensure the rehabilitation or elimination of housing that does not meet minimum building code and housing code standards, exterior maintenance standards, and site maintenance standards to attempt to create a healthy, safe, and crime-free environment, and to further preserve and enhance the quality of life for residents of the City living in residential rental units.

### **2) POLICY**

To establish a uniform and consistent policy concerning the enforcement of all applicable laws and ordinances of the City of Stockton and the State of California for residential rental properties. In addition, all residential rental units shall meet the exterior, interior, and site maintenance standards as outlined in the City of Stockton's Residential Rental Inspection Self-Certification Program's Maintenance Standards Checklist.

### **3) PROCEDURE**

Establish Database of Rental Properties

- a) Use Codes classify property within San Joaquin County by the type of activity. The Use Codes applicable to this procedure are as follows:
  - i) Single Family Residence – 1101 & 9510
  - ii) Duplex – 1102
  - iii) Triplex – 1103
  - iv) Multiple Housing – 1104
- b) Search Landmaster database for all Use Codes except single family residences. Copy to clipboard and paste in Excel spreadsheet.
- c) Run query developed by IT to identify property owners who own more than one single family dwelling. This report will convert to an Excel spreadsheet.
- d) Run query developed by IT to identify property owner of property in which the mailing address does not match site address. This report will convert to an Excel spreadsheet.
- e) Merge all Excel databases and sort by APN number to eliminate duplication. Sort database to group by APN. Divide database into four groups.

Subject: Residential Rental Property	Page 2 of 3
Date Approved:	Approved By: Eric Jones, Chief of Police

**4) Properties Electing to Participate in the Self Certification Program:**

- a) Open a case in HTE for all properties in Group I using case status type Pending Self Certification.
- b) Add action for Self Certification application and program overview letter.
- c) Mail Self Certification application giving property owner thirty (30) days to respond along with the program overview letter.
- d) Add action for Self Certification deadline.
- e) When Self Certification application is returned, add action to indicate property has met the requirements to participate in Self Certification Program.
- f) Support staff to process billing, per fee schedule (6-NSS).
- g) Once thirty (30) day deadline has expired, add action to indicate Self Certification has been denied.
- h) Ten percent of those properties participating in the Self Certification Program will be inspected. Run HTE report based on action type code to obtain list of all property owners who have met the requirements for the Self Certification Program. Once the total has been determined, multiply the total by 10% to obtain the X value. Every X number of properties on the list will be inspected. Add an action to set an inspection date.

**5) Properties Not Electing to Participate in Self Certification Program:**

- a) Run HTE report based on action type code to obtain list of all property owners who have not met the requirements for the self certification program.
- b) Add an action to set an inspection date.

**6) Notification of Inspection:**

- a) Run Case Status Summary listing on the first and 15th day of the month to determine those upcoming inspections that must be given notice. Notice must be postmarked fourteen (14) days before the inspection date. Add an action to print 14 day inspection notice for appropriate cases and mail.

**7) Inspections:**

- a) Use appropriate code enforcement remedies based on type and severity of violations. Follow the criteria as outlined in 33-NSS.
- b) If the inspection has to be canceled or rescheduled, it must be done in writing at least five (5) days prior to the inspection. Add an action to print the 5 day cancellation letter.

**8) Self Certification Program Revocation:**

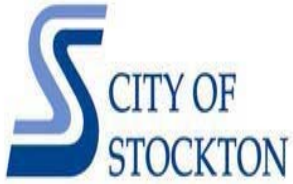
- a) Exterior and/or interior inspections that are not in compliance or as a result of a valid investigated complaint will result in property owner being cited as ineligible to participate in the Self Certification Program.
- b) The property owner shall be assessed a penalty and the full inspection fee.

Subject: Residential Rental Property	Page 3 of 3
Date Approved:	Approved By: Eric Jones, Chief of Police

- c) The property owner may not reapply for the Self Certification Program until the subject residential rental unit successfully passes an exterior and interior inspection, or for a period of twelve (12) months.

**9) Reinstatement to the Self Certification Program:**

- a) Immediate reinstatement to the Program may be accomplished by satisfying the following requirements:
  - i) Complete a City of Stockton approved Residential Rental Care Unit Class.
  - ii) Pay all fees and penalties due.
- b) Property owner will be allowed to reinstate a limit of three times.
- c) Should the property owner reinstate three times and the property is determined to be out of compliance, the property owner will be cited as ineligible to participate in the Self Certification Program for four (4) years.



**POLICE DEPARTMENT  
 NEIGHBORHOOD SERVICES SECTION  
 22 EAST WEBER AVENUE, ROOM 350  
 STOCKTON, CA 95202  
 (209) 937-8813 or (209) 937-8951  
 FAX (209) 937-7264  
 rentalprogram@stocktonca.gov**

**HOMEOWNER'S DECLARATION  
 (EXEMPTION FORM)**

As a property owner, I am requesting exemption from the Residential Rental Unit Inspection and Maintenance Program under Stockton Municipal Code section 8.32.120.

Case #: \_\_\_\_\_ APN#: \_\_\_\_\_

Property Address: \_\_\_\_\_

Property Owner(s): Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Zip code \_\_\_\_\_

Please circle the exemption you are requesting below, either (A), (B), or (C), and provide the necessary information required under that exemption.

- A. Newly constructed multi-family** residential rental units (4 or more units), are exempt for a period of five (5) years from the date shown on the building permit final. Provide a copy of the building permit showing the final date signed by the Building Division of the City of Stockton.
- B. Subsidized** residential rental unit(s). Provide a copy of the governmental agency or entity's last inspection report or provide documentation validating the subsidy received from the government agency or entity.
- C. Non-rental** structure or unit(s).

Comments: \_\_\_\_\_  
 \_\_\_\_\_

**This form must be signed as noted below by the property owner and all documentation and notifications as required above must be attached to this form and submitted to this office by \_\_\_\_\_.** Should you require additional information regarding this matter, please contact Neighborhood Service Division at (209) 937-8813 or (209) 937-8951.

\_\_\_\_\_  
 Print Name

\_\_\_\_\_  
 Date

**I certify under penalty of perjury that the forgoing is true and correct.**

\_\_\_\_\_  
 Signature

\_\_\_\_\_  
 Telephone Number



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22 EAST WEBER AVENUE, ROOM 350  
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FAX (209) 937-7264  
rentalprogram@stocktonca.gov**

## **IMPORTANT NOTICE CHANGES TO THE CALIFORNIA HEALTH AND SAFETY CODES**

**17926:** An owner of a dwelling unit intended for human occupancy shall install a carbon monoxide device, approved and listed by the State Fire Marshal pursuant to Section **13263:** In each existing dwelling unit having a fossil fuel burning heater or appliance, fireplace, or an attached garage, within the earliest applicable time period as follows:

- (1) For all existing single-family dwelling units intended for human occupancy on or before July 1, 2011.
- (2) For all other existing dwelling units intended for human occupancy on or before January 1, 2013.

**17926.1:** An owner or owner's agent of a dwelling unit intended for human occupancy who rents or leases the dwelling unit to a tenant shall maintain carbon monoxide devices in that dwelling unit consistent with this section and Section **17926. The carbon monoxide device shall be operable at the time that the tenant takes possession.**

### **INSTALLATION OF CARBON MONOXIDE/SMOKE DETECTORS**

1. On the ceiling or wall outside of each separate sleeping area in the immediate vicinity of bedrooms.
2. In each room used for sleeping purposes (Smoke Detectors).
3. In each story within a dwelling unit, including basements but not including crawl spaces and uninhabitable attics. In dwellings or dwelling units with split levels and without an intervening door between the adjacent levels, a smoke alarm installed on the upper level shall suffice for the adjacent lower level provided that the lower level is less than one full story below the upper level.
4. In enclosed common stairwells of apartment complexes and other multiple-dwelling complexes.
5. In a Group R-3.1 occupancy, in addition to the above, smoke alarms shall be provided throughout the habitable areas of the dwelling unit except kitchens.



# CITY OF STOCKTON

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POLICE DEPARTMENT HEADQUARTERS • STEWART/EBERHARDT BUILDING  
22 East Weber Avenue, #350 • Stockton, CA 95202  
[www.stocktonca.gov](http://www.stocktonca.gov)  
(209) 937-8813 Fax (209) 937-7264

## RESIDENTIAL RENTAL INSPECTION PROGRAM

### NOTICE TO PROPERTY OWNERS

**If you received this notice and your home is NOT a rental, a Homeowners Declaration is required, exempting your property from this program. Failure to submit the required documentation will result in an inspection of your property.**

On March 2, 2006, the City Council adopted a Residential Rental Unit Inspection and Maintenance Code ordinance, establishing a mandatory code compliance inspection of all rental units throughout the City of Stockton. SMC §§ 8.32.010, *et seq.*

The purpose of this ordinance was to proactively identify blighted and deteriorated housing stock and to ensure the rehabilitation or elimination of housing that does not meet minimum building or housing code standards and/or exterior or site maintenance standards. It is the goal of this program to create a healthy, safe, and crime-free environment and further preserve and enhance the quality of life for residents living in residential rental units within the City of Stockton.

The following is a brief description of the program:

All residential rental units within the City of Stockton shall be inspected at least once every five (5) years by City of Stockton staff from the Neighborhood Services Section. The inspections will be conducted in all areas associated with the rental property including parking lots, driveways, landscaping, accessory structures, fences, walls, swimming pools, hot tubs, and spas. Hotels, motels, bed and breakfast businesses, and similar occupancies are exempt from the ordinance. Newly constructed multi-family residential rental units (4 or more units) are exempt for a period of five years from the date the building permit is finalized by the City of Stockton Building Division. Subsidized residential rental units are exempt when they are inspected and pass an annual inspection by a governmental agency. Non-rental structures or units not occupied by the owner(s) may also be exempt, see attached **(Homeowners Declaration)** exempt form. The ordinance allows for a self-certification of qualified properties. The property owner or designated management entity inspects the property and certifies, under penalty of perjury, that the property meets the minimum code requirements, as listed on the Residential Rental Inspection Program Maintenance Standard Checklist. The ordinance requires a random audit of 10% of all Self-Certified properties to verify compliance. Audit inspections take place annually, generally at the end of each calendar year.



The self-certification option benefits the property owner through reduced fees and fewer on-site inspections by City staff. The self-certification packet must be received by the assigned due date found on the enclosed Self-Certification Program Affidavit to avoid a case processing fee. **(See attached fee schedule for the City's residential rental inspection fee).**

Those property owners who do not respond to the Self-Certification Program or return a Homeowner's Declaration will receive a Notice of Intent to Inspect at least twenty-one (21) days prior to the inspection date.

Where code violations are identified as a result of the initial inspection, property owners will be given adequate time to correct the deficiencies, which will depend on the nature and number of violations. Normal compliance time ranges from ten (10) to thirty (30) days. However, where a dangerous condition is found to exist, e.g., hazardous electrical wiring or lack of adequate sanitation, corrections may have to be completed within twenty-four (24) to forty-eight (48) hours. And, in rare cases, compliance procedures may result in the premises being vacated, utility services disconnected, and tenants relocated at the owner's expense until all violations have been abated.

Should you require additional information regarding this matter, please contact the Neighborhood Service Section at (209) 937-8813.

STANLEY MCFADDEN  
CHIEF OF POLICE

A handwritten signature in blue ink that reads "Almarosa Vargas". The signature is fluid and cursive, with the first name being more prominent.

ALMAROSA VARGAS  
POLICE SERVICES MANAGER

Enclosure(s)



# SELF-CERTIFICATION PROGRAM AFFIDAVIT

CITY OF STOCKTON (209) 937-8813

[rentalprogram@stocktonca.gov](mailto:rentalprogram@stocktonca.gov)

FOR INSPECTION YEAR: 2023

Office Use Only

Approved by: \_\_\_\_\_

Date: \_\_\_\_\_

This executed affidavit shall be returned to the City at the address below by: \_\_\_\_\_

Affidavits received after this date may be charged a case processing fee or rejected. If rejected this property will not be eligible to participate in the Self-Certification Program for five years.

Rental Unit(s) located at: \_\_\_\_\_ CASE #: \_\_\_\_\_

Owner of record: \_\_\_\_\_ APN #: \_\_\_\_\_

Total number of units: \_\_\_\_\_ Number of exempt units: \_\_\_\_\_

Please complete the following information and mark whom this form is being completed by:

<input checked="" type="checkbox"/> OWNER	<input type="checkbox"/> MANAGEMENT ENTITY
OWNER NAME	MANAGEMENT NAME
ADDRESS:	ADDRESS:
CITY, STATE, ZIP CODE	CITY, STATE, ZIP CODE
PHONE NUMBER	PHONE NUMBER
EMAIL ADDRESS:	EMAIL ADDRESS:

**I am submitting a self-certification.** I certify that the Owner/Management Entity has inspected the residential rental units, building exterior, and common areas at the location(s) above and they meet or exceed the minimum criteria established by the City of Stockton Self-Certification Program. **I am returning this completed form, the completed checklist, and applicable fee.**

**OR**

**I request City Inspection.** I am returning this form with the applicable fee.

PRINT NAME: \_\_\_\_\_

I certify under penalty of perjury that the forgoing is true and correct.

X

\_\_\_\_\_  
Signature of Owner/Management Entity or Responsible Party

\_\_\_\_\_  
Date

\*\*\*All Self-Certified properties are subject to the 10% audit inspection as required by the ordinance.\*\*\*

NOTE: Any change of Owner voids this Affidavit. A new Affidavit must be completed by the new owner.

**Mail to:**

City of Stockton Self- Certification Program  
22 E. Weber Avenue Room, #350  
Stockton, CA 95202

**Make Checks/Money Orders payable to:**

City of Stockton



**POLICE DEPARTMENT  
NEIGHBORHOOD SERVICES SECTION  
22 EAST WEBER AVENUE, ROOM 350  
STOCKTON, CA 95202  
(209) 937-8813  
rentalprogram@stocktonca.gov**

## **FEE SCHEDULE**

### **FEES AS SET FORTH BY THE CITY COUNCIL FOR THE RESIDENTIAL RENTAL INSPECTION AND MAINTENANCE PROGRAM**

Property owners with non-exempt rental properties have two options to comply with the inspection requirement. You can either utilize the Self-Certification method, where you conduct the inspections and certify that the property is in compliance or you can utilize the City Inspectors to conduct the inspections once every five (5) years.

If you choose to self-certify your rental property, you will need to submit the Residential Rental Inspection Maintenance Standards Checklist and Self-Certification Affidavit along with the appropriate **Self-Certification Application and Inspection Fee** noted below. The Self-Certification Application and Inspection Fee covers a five (5)-year period. Paperwork submitted without payment in full will not be accepted into the self-certification program.

#### **Self-Certification Application and Inspection Fees:**

Condominium	\$194.50
Self-Certification per Unit (i.e. Single Family)	\$202.75
Self-Certification per 2 Units (i.e. Duplex)	\$228.75
Self-Certification per 3 Units (i.e. Triplex)	\$255.00
Multifamily (4+) base fee \$232.00 plus	\$ 26.00 (per unit)

If the City of Stockton conducts the residential rental property inspection, the appropriate **City of Stockton Residential Rental Inspection Fee** noted below will be charged. The City of Stockton Residential Rental Inspection Fee also covers a five (5)-year period and must be paid in full, along with any other incidental fees, prior to receiving your final inspection.

#### **City of Stockton Residential Rental Inspection Fees:**

Condominium	\$203.00
Inspection Fee per Unit (i.e. Single Family)	\$232.00
Inspection Fee per 2 Units (i.e. Duplex)	\$339.00
Inspection Fee per 3 Units (i.e. Triplex)	\$446.00
Multifamily (4+) base fee \$232.00 plus	\$108.00 (per unit)

Please note that you should pay only one fee noted above – either the **Self-Certification Application and Inspection Fee** or the **City of Stockton Residential Rental Inspection Fee**. Should you require additional information regarding the fees, please contact the Neighborhood Services Section at (209) 937-8813.

The Self-Certification Maintenance Standards Checklist is designed to assist owners in determining whether their properties will qualify to participate in the Self-Certification Program. Each item on the checklist must be verified as being in compliance or marked as "Not applicable." Use the "Comments" section to explain actions taken if you were unable to obtain access to the unit or to relay other information about items checked. This Self-Certification Maintenance Standards Checklist is for all units at the address listed.

Owners should recognize that this Maintenance Standards Checklist is NOT all inclusive. In addition to the items listed below, owners are responsible for ensuring that their units are in compliance with applicable provisions of the Stockton Municipal Code, including the California Model Codes, the Uniform Housing Code, and the Uniform Code for the Abatement of Dangerous Buildings.

ADDRESS OF UNITS INSPECTED: \_\_\_\_\_ DATE INSPECTED: \_\_\_\_\_

UNIT #'S INSPECTED: \_\_\_\_\_

EXTERIOR INSPECTION: VERIFY COMPLIANCE	PASS	N/A	COMMENTS
1. <b>Legible and Visible Address Numbers and Unit Identification:</b> Address numbers are a minimum of 4" high, are of a contrasting color and clearly visible from the curb.			
2. <b>Foundations and Walkways</b> appear to be in functional condition. Any vent screens and/or crawl spaces are covered. Walkways are clear, safe, and are free of trip hazards.			
3. <b>Exterior walls</b> are free of major cracks and erosion, are weather and water tight, and paint is showing no signs of damage or deterioration.			
4. <b>Roofs &amp; Gutters:</b> Roof (on each unit) appears to be in good repair and is water tight. Gutters and downspouts are properly maintained.			
5. <b>Exterior lighting</b> is in good working order. Light globes are in place covering exposed bulbs			
6. Any <b>Exterior stairs, guardrails, landings, decks, balconies, treads, risers, and balusters</b> are in good condition and free from visible structural defects or deterioration.			
7. <b>Chimneys</b> are in good condition and have spark arrestors (if required).			
8. <b>Exterior doors</b> open and shut properly, have proper weatherization, and locking mechanisms. Solid core doors between garage and dwelling are maintained and self closing.			
9. <b>Window guards:</b> All exterior window guards open and have approved lock and release mechanisms for <b>emergency exit</b> .			
10. <b>Antennas, vents and similar projections or building accessories</b> are in good condition and, when applicable, are properly secured to an exterior wall or roof.			
11. <b>Accessory structures</b> are in good condition.			
12. <b>Peepholes</b> are installed on entry doors when visitor is not visible from a window.			
13. <b>Driveways, Parking Areas, Carports, and Garages</b> are in good condition.			
14. <b>Landscaping</b> is properly maintained and is free of garbage, junk, debris, and animal feces.			
15. <b>Garbage service</b> must be maintained. Adequate refuse containers must be provided on site, stored out of public view, and kept in proper enclosures by the tenant or property owner.			
16. <b>Fences and gates</b> are properly maintained and are in working condition.			
17. <b>Swimming pool</b> water appears clear and clean. Pool gates and enclosures are in compliance.			
18. <b>Windows</b> can be opened and are equipped with working locking devices that are accessible from the interior. Windowpanes must be intact, unbroken, and not cracked. All windows in bedrooms or sliding glass doors must be operable and open completely for emergency exit. Windows have proper weatherization.			
19. <b>Window screens</b> , if installed, are in good condition			
20. <b>Hot/Cold Running Water:</b> Unit must have hot and cold running water.			

GENERAL & INTERIOR REQUIREMENTS: VERIFY COMPLIANCE	PASS	N/A	COMMENTS
21. <b>Sewage System</b> is functioning and clear of any surfacing sewage indoors or outdoors. Exterior cleanout lines are unobstructed and in good condition.			
22. <b>Electrical Power:</b> Unit(s) must have electrical power. All electrical outlets are functional and have cover plates. All overhead lighting is operational, in good repair, and secure. There are no exposed, spliced, or bare live wires. Use of extension cords or electrical adapters are not excessive.			
23. <b>Electrical Panel:</b> All breakers must be properly labeled and identified, no open slots or exposed wires. Electrical service panels, meters and enclosures must be properly maintained and weatherized.			
24. Any required <b>GFCI' s</b> in kitchens and bathrooms must be installed properly and in working condition.			
25. <b>Smoke Alarms</b> must be working and properly installed in each room used for sleeping, hallways leading to rooms used for sleeping, and in all levels including basements.			
26. <b>Carbon Monoxide Alarms</b> must be in good working condition, and properly installed at every level including basements.			
27. <b>Heat:</b> Unit must have a functioning adequate heating source. This excludes portable heating units. Electrical or gas heaters must function properly. Wood/gas fireplace must be properly vented and maintained. The vent pipes that serve gas heating appliances are properly installed and terminated above the roofline with vent caps (Direct vent heaters are exempt).			
28. <b>Water heater</b> works properly, supplies water at a minimum of 120 degrees F, and has a working pressure relief valve and approved drain line on the pressure relief valve. The water heater is properly strapped or secured.			
29. <b>Infestations:</b> Property is free of infestations that may cause health and safety issues or, if there is an infestation, it is being actively addressed in a timely manner.			
30. <b>Mechanical:</b> All mechanical equipment in the unit(s) must properly function including: appliances, venting systems, thermostats, and air conditioning unit (if provided).			
31. <b>Plumbing:</b> Unit(s) must have proper plumbing throughout the unit. Any sinks, toilets, bathtubs, or showers are free of leaks, and drain freely.			
32. <b>Floors</b> must not be in a defective or deteriorating condition that could cause a trip or fall hazard or impact sub-flooring. Sub –flooring must be in good condition without buckling or sagging which suggest structural defects. Floor coverings are free of trip hazards.			
33. <b>Gas:</b> Gas appliances (if furnished) are free of gaseous odors. Immediately report gas leaks or odors to PG&E 800-743- 5000. All gas lines must have shut off valves at the appliance connection. All service gas lines are free of leaks.			
34. <b>Sinks, bathtubs, toilets, and/or shower surrounds</b> are in good condition, drain properly, and are free of faucet or other types of leaks. Toilets sit secure, as well as any installed towel bars or accessories. Sinks, bathtubs, and/or shower surrounds are in good condition.			
35. No visible <b>mold</b> in the unit /dwelling			
IN ADDITION TO THE ABOVE BELOW ITEMS ARE REQUIRED FOR TRIPLEXES AND APARTMENTS ONLY	PASS	N/A	COMMENTS
36. <b>Fire Extinguishers</b> must be properly serviced, labeled, stored, and installed according to the State Fire and Safety Codes.			
37. Existing <b>Fire Lanes</b> must be clearly marked with signage or paint or both.			
38. All " <b>EXIT</b> " signs and exit lighting is in working order (if applicable). ALL exits are clear, including corridors & stairs, unobstructed all the way to public right of way.			
39. If applicable: If <b>high-pressure gas boiler system</b> (not water heater) is used, the boiler heating system is maintained and works properly.			
40. <b>Storm drains</b> are clear of debris and in good condition.			
41. <b>Doors:</b> Fire doors are operable and maintained to meet fire code requirements. Swinging entry doors are equipped with deadbolt locks and passage door locks with deadlocking latches. All locks work. (If applicable). Exterior solid core doors are maintained and self closing (if required).			
42. <b>Business License:</b> In accordance with SMC 5.08.030(22), a business license is required if having 3 or more rental units and/or properties.			

# **INFORMATIONAL TRAINING SUPPLEMENT - CODE ENFORCEMENT OFFICER I**

## **INTRODUCTION**

This Training Outline is offered to provide a structured and consistent guide to prepare newly-hired Code Enforcement Officers (CEOs) with the basic knowledge and understanding necessary to perform the job functions of the Code Enforcement Officer I. Upon promotion to a Code Enforcement Officer II, additional training will be provided to introduce the CEO to more complex cases and enforcement methods.

**To the Training Officer** – This outline is prepared in a chronological progression that should be followed as such, to provide the learner with a solid foundation that can be built upon with additional training and experience. Depending on the topic, the training should be done combining classroom time and field time, to provide the trainee some variety and the opportunity to see how the training applies to the actual job.

Ample time to cover ALL topics should be allotted, and the training must be completed through the extent of the training program, regardless of pace and learning abilities. Periodic testing/review should be done to gauge the trainee's progress, and weekly evaluations must be completed using the Training Evaluation Form. The Code Enforcement Supervisor responsible for the trainee, must be provided with copies of the evaluation forms and kept informed of how the training is progressing.

The FTO will focus on explaining the training topics in a “hands-on” approach. Initially there will be reading material to cover, but an emphasis should be made to apply and explain what is learned, out in the field. It is very important that the trainee has a good grasp of each topic, to ensure that he/she is prepared to handle cases on their own.

The FTO should look for cases from other CEOs that will cover each of the training topics in conjunction to the training outline (repetition is key). At the very least, each topic should be demonstrated with real examples in the field.

All applicable Job Functions, as outlined in the Weekly Training Evaluation Form should continue to be covered, tracked, and reviewed for an objective and effective evaluation.

## 1. Section 1 - Agency Orientation

### a) City/Departmental policies and procedures (by Supervisor/Sr. CEO)

- Mission Statement (PD and NSS)
- Work Hours (Punctuality)
- Dress Code
- Emergency Plan
- PD Rules and Regulations Manual
- HR-15, City Mgr. Directive - Discrimination/Harassment Policy
- HR-20, City Mgr. Directive - Sick Leave Policy
- IT-04, City Mgr. Directive - E-Mail Access and Acceptable Use
- IT-07, City Mgr. Directive - Internet Access and Acceptable Use
- IT-12, City Mgr. Directive - Telephone Policy
- PD General Order I-2, Discrimination and Harassment
- PD Special Order 08-S-234, (Outlook) Web Access
- PD General Order I-4a, Internet Posting and Use of Social Media
- PD Special Order 08-S-180, New Wireless Laws
- PD General Order I-4, Cellular Phones/Electronic Messaging Devices
- PD General Order B-1, Radio Procedures
- PD Review R-1, Radio Procedures
- PD General Order Q-1d, OC-Pepper Spray
- NSS 221, OC Spray
- NSS 302, Identification Card Req
- NSS City of Stockton CISCO phone guide
- City Manager's Yearly Holiday Schedule
- Employee Expectations (CE Supervisor)

### b) Assigned Equipment and Vehicle

- Office Equipment and Supplies
- Dept. ID and Sonitrol Card - Should have been issued by Personnel and Training on day one.
- Police Radio (Policy Review)
- Cell Phone (Policy Review)
- Field Equipment
- City Vehicle – Use of, Parking Restrictions
- Computer - Access and Connectivity in City vehicle
- Maintaining Desk and Vehicle Clean and Orderly
- Reporting Malfunctions or Needed Maintenance
- Reporting Stolen, Lost, Missing Equipment, etc.

- c) Other City Departments/Outside Agencies (Tour/Responsibilities)
  - Public Works (Corp Yard)
  - City Attorney
  - Community Development
  - MUD
  - IT
  - Community Services
  - PG&E
  - Cal Water
  - CalTrans
  - Railroad
  - County (Code Enf., Environmental Health, Mental Health)
  - Reclamation District
  
- d) Procedural Justice at a glance (**sign up at next available training**)
  - Voice, Neutrality, Respect, Trustworthiness
  - Ethics for Code Enforcement Officers
  - Customer Service (**sign up at next available training**)
  - Personality Traits
  - Outside Influences
  - Irrate Phone Calls (Referrals to Senior/Supervisor)
  - Professionalism
  - Knowledge
  - Confidence
  - Teamwork
  - Public's Perception (In the Public's Eye)

## 2. Section 2 - General Knowledge

- a) Computer Programs-Software
  - Outlook
  - ATSPrintfreedom
  - SETS
  - AS400 (Overview)
  - Accela (Overview)
  - Microsoft Office 365
  - Landviewer (Overview)
  - Onbase (Overview)
  - Mobile Broad Band
  - Cisco (AS400 Mobile Connectivity)



b) Officer Safety (**sign up at next available training**)

- Safety Gear
- Awareness
- Driver Safety
- Vacant Buildings
- Meth Labs
- Grow Houses
- Gangs
- Aggressive Animals
  - Pepper Spray (Policy Review)
- Confrontations
- Requesting Police Assistance (Police Radio)
- Blood-borne Pathogens
- Physical Hazards (exposed wiring, broken glass, structural hazards, needles, etc.)
- Heat/Sun
- Radio Communications

e) Legal Aspects

- SMC 1.24.020 Admin. Enforcement Authority
- SMC 1.24.030 Authority to Inspect
- SMC 15.04.120 Powers and duties of Building Official
- 1<sup>st</sup> Amendment – Freedom of Speech
- 4<sup>th</sup> Amendment – The Right against unreasonable searches and seizures
- 14<sup>th</sup> Amendment – The Right to Due Process
- Use of Force
- Body Worn Cameras

3. Section 3 - Introduction to the SMC

- Chapter 1. - General Provisions
- Chapter 5. - Business Licenses and Regulations
- Chapter 6. - Animals
- Chapter 8. - Health and Safety
- Chapter 9. - Public Peace and Welfare
- Chapter 12. - Streets, Sidewalks and Public Places
- Chapter 13. - Public Services
- Chapter 15. - Buildings and Construction
- Chapter 16. - Development Code

- c) Complaint Intake Process
  - NSS Districts and Programs
  - Complaint Sources
  - Proactive
  - Case Types
  - Case Priorities
  - Case Information Sheet
  
- a) Conducting Investigations/Inspections
  - Case Information Sheet
  - Know the City
  - Preliminary Research
  - **Make(ing) Contact**
  - Gathering Facts (Reporting Party, Responsible Person, Neighbors, Property Owner, City Depts., Other Agencies, SMC, etc.)
  - **Cite the Responsible Person**
  - Case Documentation & Note-Taking
  - Taking Photographs and uploading them
  
- b) Case Processing
  - Refer to Case Processing Policy and Procedure
  - AS400 (Code Enforcement Module in Depth)
  - Landviewer in Depth
  - CEO Request Format for Email
  - Support Staff Responsibilities (for Case Processing)
    - Mailing
    - Charging Fees
    - Front Counter
    - Notice Preparation
    - Phone Calls
    - Other
  - File Organization
  - Case Management
  - Time Management

## 1. Section 4 - Enforcement

### a) Citations

- SMC 1.28
- Violation Warning Notice (Notice of Violation)
- Cost Recovery (Admin. Cite)
- **Recordation of Notice**
- Administrative Fines

### b) Abatements

- SMC 1.36
- Notice of Intent to Abate
- Expectation of Privacy
- Rotating Contractors List
- Job Walk
- Over \$1,000/\$3,000
- Summary Abatement
- Processing Contractors Invoices
- Notice of Abatement Costs
- Summary Abatement Letter

### c) Administrative Hearings

- SMC 1.44
- Burden of Proof on City
- Hearing Clerk – Scheduling the Hearing
- Evidence Packet
- Dress Code
- Presenting Testimony
  - Take Trainee to an Admin. Hearing
- Conduct a Mock Hearing

### a) SMC Chapter 15

- 15.28 Abatement of Dangerous Buildings Code (At a Glance)
  - **15.28.060 et. Seq.** (Notice to Secure In Depth)
  - Revisit Summary Abatement and differentiate from Notice to Secure
- 15.32 Maintenance, Security and Rehabilitation of Abandoned and Vacant Property
- 15.60 Building Numbers
- 15.68 Building Security Regulations

a) SMC Chapter 16

- 16.04.020 Purpose and intent of Development Code
- 16.16.020 Zoning districts established
- 16.20.020 Allowable land uses and permit requirements (Table 2-2)

**DEPARTMENT OF HOUSING AND REDEVELOPMENT  
NEIGHBORHOOD SERVICES DIVISION  
POLICY AND PROCEDURES**

Policy: V.O.I.C.E. Program

Date adopted: July 15, 1999

**I. PURPOSE**

To establish uniform and consistent policies and procedures in the administration of the City's V.O.I.C.E. (Volunteers Out Identifying Code Enforcement) Program.

**DEFINITION**

The V.O.I.C.E. program is a volunteer code enforcement program that enlists citizens to help clean up their own neighborhoods. The V.O.I.C.E. Program is coordinated from the Neighborhood Services Division in cooperation with the City's Code Enforcement Unit.

**II. POLICY**

It is the policy of the City of Stockton that all V.O.I.C.E. volunteers will be:

- a. A resident of Stockton
- b. Willing to abide by the rules of the V.O.I.C.E. Program
- c. Complete an application form
- d. Attend a two-hour training class on the program, and

Be a member of a recognized association or organization that endorses the City's program (such as Neighborhood Watch, Safe Neighborhood, Homeowner's Association, Property Management, Police Advisory Board, etc.)

**III. PROCEDURE**

**A. V.O.I.C.E. VOLUNTEER'S DUTIES AND RESPONSIBILITIES**

The V.O.I.C.E. volunteers, working in teams of two, occasionally inspect their own neighborhoods looking for obvious code enforcement violations.

When a violation is found, a volunteer writes the address on a special postcard, checking boxes indicating the code violation.

The volunteers record the address and violation on a V.O.I.C.E. activity sheet.

The volunteer submits the postcards to the V.O.I.C.E. coordinator for mailing.

Ten days after the postcards were mailed, the volunteers return to the property to verify if the violations have been corrected.

The results of this follow-up inspection are recorded on the Activity Log by the volunteer and submitted to the V.O.I.C.E. Coordinator. If the violations are corrected, the case is closed.

#### B. (C.S.O.) DUTIES AND RESPONSIBILITIES

If violation still exists, the V.O.I.C.E. Coordinator routes the Activity Log along with property owner information to the Senior Community Service Officer (C.S.O.) at the Stockton Police Department, for follow-up. The (C.S.O.) has the authority to issue a Warning Administrative Citation to the person responsible for the violation.

Ten days after the Administrative Warning is issued, the (C.S.O.) returns to the property to see if the violations have been fixed.

If violations persist, the (C.S.O.) shall refer the violation to Neighborhood Services Division, which has the authority to issue Administrative Citations for \$100, \$250 and \$500.

#### IV. FUNCTION

The V.O.I.C.E. Coordinator will function at the discretion of the Director of the Housing and Redevelopment Department. The services and duties will be non-hazardous in nature.

#### V. V.O.I.C.E. COORDINATOR DUTIES AND RESPONSIBILITIES

Under general supervision, provides lead direction to V.O.I.C.E. volunteers and (C.S.O.'s); performs related work as assigned. Duties may include, but not be limited to, the following:

Provides lead direction and reviews the V.O.I.C.E. volunteers work.

Organizes, coordinates, assigns work, sets priorities and follows-up to insure completion of assigned work.

Provides, coordinates, develops, and presents training on the V.O.I.C.E. Program to V.O.I.C.E. volunteers, neighborhood groups/committees and other private and public agencies.

Prepares, writes, edits and distributes informational materials such as stats, brochures, and newsletters to V.O.I.C.E. volunteers, neighborhood groups/committee, schools, and other public and private agencies.

Plans, coordinates, and implements projects as deemed necessary by the Director of Housing and Redevelopment and Program manager of Neighborhood Services.

### VOICE Activity Log Sheets for Corrected Violations

1. In Map Geo find APN for the Address
2. Open a new case with F6 (don't worry about open cases)
  - a. Use VO for case type
  - b. Use V for origination code
  - c. Backdate Date Established to the date on the sheet
  - d. Use VC for default inspector
  - e. Hit Enter
3. Enter through until you get to the actions screen
4. Write the case number on the activity log to the left
5. Select Voice Complaint with a 1
  - a. Enter the date as shown on the activity log sheet
  - b. Enter the issue from the activity log into the narrative
  - c. Hit Enter
  - d. Hit F6 and enter D3 for door hanger
  - e. Enter 1 before preliminary action to schedule the door hanger **before** the preliminary action
  - f. Hit enter
  - g. Select Door hanger with a 1 and hit enter twice to return to action scheduling
  - h. Select Preliminary Action with a 1 and change Schedule date to the Reinspection date on the activity log
  - i. Hit enter twice to get back to action scheduling
  - j. Select Preliminary Action with a 2
  - k. Change Inspection Result Date to the Reinspection date on the activity log
  - l. Hit Enter & control to get to line 2 and type "Violation Corrected"
  - m. Hit Enter
  - n. Hit F6 to add closing action CG
  - o. Hit enter twice put CM in case status
  - p. Hit Enter and proceed to the next case

### If the violation is not corrected :

Open a case as normal for the area inspector using VO as the case type and V as the Origination Code





# V.O.I.C.E VOLUNTEER APPLICATION FORM

NAME \_\_\_\_\_ DATE \_\_\_\_\_

ADDRESS \_\_\_\_\_ CITY/STATE \_\_\_\_\_ ZIP \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell \_\_\_\_\_

Are you at least 18 years old? \_\_\_\_\_ If not, please state your age \_\_\_\_\_

Driver's License # \_\_\_\_\_ State \_\_\_\_\_ Class \_\_\_\_\_ Exp. \_\_\_\_\_

In case of emergency, please notify:

Name \_\_\_\_\_ Phone # \_\_\_\_\_ Relationship \_\_\_\_\_

Name \_\_\_\_\_ Phone # \_\_\_\_\_ Relationship \_\_\_\_\_

Name \_\_\_\_\_ Phone # \_\_\_\_\_ Relationship \_\_\_\_\_

What do you hope to gain through your volunteer experience?

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**VOLUNTEER SCHEDULE:**

**Number of hours you wish to volunteer**

Up to 4 Hours per Week

4-8 hours per Week

Other

Days Available:

Mon

Tue

Wed

Thurs

Fri

Morning \_\_\_\_\_

Afternoon \_\_\_\_\_

Evening \_\_\_\_\_

How did you find out about the City of Stockton Volunteer Services?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Have you ever been convicted of a crime? Yes\_\_\_\_ No\_\_\_\_

(Do not include minor traffic offenses or any offense committed prior to your 18<sup>th</sup> Birthday.)

Have you ever been terminated from a position? \_\_\_\_\_

If yes, you should be prepared to discuss details and circumstances during the placement interview. You may use the "remarks" section below to provide more information if you wish.

REMARKS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

MAIL APPLICATION OR DROP OFF: Stockton Police Department  
Neighborhood Services Section  
22 E Weber Ave., Rm 350 Stockton CA 95202

Thank you for your commitment as a V.O.I.C.E volunteer! We welcome you to the team. Together we can work to make Stockton a cleaner, safer, and more attractive place to live.

## Contact

Neighborhood Services Section  
V.O.I.C.E. Coordinator  
Annie Swaim, Community Service Officer  
22 E Weber Av. Rm#350  
Stockton Ca 95202

Phone: (209)937-8173  
Email: [annie.swaim@stocktonca.gov](mailto:annie.swaim@stocktonca.gov)  
Web: [www.stocktonca.gov](http://www.stocktonca.gov)



**Stockton Police Department**  
**Neighborhood Services Section**  
22 E Weber Av. Rm#350  
Stockton Ca 95202

# V.O.I.C.E.

(Volunteers Out Identifying Code Enforcement)

# HANDBOOK



V.O.I.C.E. VOLUNTEERS MAKING A  
DIFFERENCE,  
"ONE PROPERTY AT A TIME"

**4B STOCKTON POLICE DEPARTMENT**  
**NEIGHBORHOOD SERVICES SECTION**

22 E WEBER AV RM#350 STOCKTON CA 95202

# Introduction

Welcome to the V.O.I.C.E. program which stands for “Volunteers out in identifying Code Enforcement”. This program enlists citizens to help cleanup neighborhoods within the City of Stockton. The V.O.I.C.E. program is coordinated under the Stockton Police Department operated through the Neighborhood Services Section.

## Who can qualify for the V.O.I.C.E. Program?

Requirements for the V.O.I.C.E. volunteer program:

- A resident of the City of Stockton
- Complete an application form,
- Attend a brief orientation,
- Abide by program rules outlined in this handbook,
- Be member of a recognized association or organization that endorses the City’s program. (Such as Neighborhood Watch, Homeowner’s Associations, Property Management associations, Police Advisory Board, etc.).

## Observing the neighborhood....

Once a volunteer has completed all required training, he/she will be assigned with a partner. Volunteers will be issued these three items: Courtesy Notification postcards, V.O.I.C.E. Activity Log Sheet, and Reinspection Log Cards.

### While observing the neighborhood:

- 1) Identify violation(s) in neighborhood,
- 2) Fill out Courtesy Notification postcards (Make sure addresses, violation(s), initial inspection dates, and reinspection dates are all correct),
- 3) Fill out Activity Log Sheet,
- 4) Submit copies of the Activity Log Sheet along with the Courtesy Notification postcards to the V.O.I.C.E. Coordinator at the end of the day. Postcards get mailed out the following morning.

### Reinspection

Ten days after the postcards have been mailed out, volunteers will return to the property to check for compliance. When violations are not corrected at the V.O.I.C.E. level the case will be assigned to a Code Enforcement Officer.

## Very Important Rules

As V.O.I.C.E. volunteers perform neighborhood inspections, they are to always be in the PUBLIC RIGHT OF WAY, which means on the **sidewalk or street**. It is very important for volunteers to follow these rules at all times.

- Volunteers shall not attempt to make personal contact with the property owner and/or the tenant(s),
- Volunteers will not walk onto private property,
- Volunteers shall not use the V.O.I.C.E. postcards in an unauthorized manner,
- Use of the postcards is limited to the specific problems listed on the postcards. If volunteers see other violations, they should call (209)937-8813 and report the violation.

Any paint, spray paint, markers, or other substances capable of writing, defacing, scratching or painting any structure or fence is a violation and must be removed according to SMC. (SMC 8.24.050)



The SMC states that **all inoperative, wrecked or dismantled vehicle(s) must be removed from a driveway or yard.** Inoperable vehicles can only be stored within approved enclosed structures. (SMC 8.12.010 through 8.12.140)



According to SMC **repair replace damaged or dilapidated fence(s)** in an approved manner. (SMC 8.36.040 DE 1,2,3)



## How does the V.O.I.C.E Program Work?

The V.O.I.C.E. volunteers will be inspecting neighborhoods with their assigned partner for obvious code enforcement violations, such as garbage, junk, debris, inoperative vehicles, falling fences, cars parked on the lawn, and graffiti.

Once violation(s) are found, a volunteer completes the “Courtesy Notification” postcard with the violation(s) noted. Volunteers will record their activity on their “Activity Log Sheet” on a daily basis. By the end of the day all volunteers must submit all postcards and their activity sheet to the V.O.I.C.E. coordinator. Postcards will be mailed out by the V.O.I.C.E. coordinator the following day. Ten days after the postcards are mailed, the volunteers return to the property to see if violation(s) have been corrected.

Violations that are not corrected at the V.O.I.C.E. level, the case will be referred to the designated area Code Enforcement Officer. The Code Enforcement Officer has the authority to issue Administrative Citations.

In most cases we have found that the initial “Courtesy Notification” postcards have been an effective tool. The violations are usually corrected within the 10 day period.

# Examples of violations to look for:

- Garbage and debris
- Piles of bricks
- Tires and other car parts
- Junked appliances
- Random piles of wood
- Tall weeds
- Piles of broken cement
- Junked furniture
- Plumbing fixtures
- Broken fences

The above items can make a property look blighted. **Use reasonable judgment in determining when a postcard is appropriate.**

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Every violation is important to us. If you discover violations not listed on the courtesy notification card, please call (209)937-8813 and report the violation.

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According to Stockton Municipal Code (SMC), **garbage, junk and debris** cannot accumulate and must be removed from all yards.

(SMC 8.36.040 a, f, g, h)



The SMC states that all **vehicles must be parked on approved surfaces** which shall be made of concrete, asphalt, or pavers.

(SMC 8.36.040C)



The SMC also states that **all yard landscape must be maintained** in a neat and sanitary manner. (SMC 8.36.040 B)



# STRUCTURE OF V.O.I.C.E. PROGRAM

## **NORTH VIP – Larry Coon**

BEAR CREEK DIST (WEST)- ?

BEAR CREEK DIST (EAST)- ?

LAKEVIEW DIST (WEST)- ?

LAKEVIEW DIST (EAST)- ?

VALLEYOAK DIST (NORTH)- ?

VALLEYOAK DIST (SOUTH)

## **SOUTH VIP – Pat Hampton**

CIVIC DIST (NORTH)- ?

CIVIC DIST (SOUTH)- ?

SEAPORT DIST (WEST)-?

SEAPORT DIST (EAST)- ?

PARK DIST (NORTH)- ?

PARK DIST (SOUTH)- ?

GOAL to fill each District with at least 2 volunteers.

# Be a **V.O.I.C.E.** in Stockton

**V.O.I.C.E.**, “Volunteers Out Identifying Code Enforcement”, is a volunteer code enforcement program in Stockton which enlist citizens in identifying common code violations in our community such as garbage, junk, debris, inoperative vehicles, falling fences, cars parked on lawn, and graffiti. This program provides additional support for Neighborhood Services Section (Code Enforcement Staff). Since information about code violations often times come from the general public, this program aims to stem further into neighborhood blight and foster community involvement in neighborhood upkeep by involving our residents.

**WHO QUALIFIES FOR THE PROGRAM?** The City is looking for citizens who are a resident of Stockton, are willing to abide by the rules outlined in the V.O.I.C.E. handbook, have completed a volunteer application, are willing to attend a two hour training class, and who are a member of a recognized association or organization that endorses the City’s program (such as Neighborhood Watch, property management firms, etc.)

**HOW DOES SOMEONE GET STARTED?** If interested in this program the first step is to call the City’s Volunteer coordinator, CSO Annie Swaim at (209)937-8173. CSO Annie Swaim will send you an application and will schedule you for the two hour training class.

**WHAT WILL CODE ENFORCEMENT VOLUNTEERS DO?** The procedure is fairly simple. Volunteers who have completed the required training will be given post cards with check boxes for common code problems related to garbage, junk, debris, inoperative vehicles, falling fences, cars parked on lawn, and graffiti. The volunteer identifies a possible code violation, checks the appropriate box on the post card, completes a reinspection log, and delivers the post cards to the Police Department/Neighborhood Services Section office, 22 E Weber Ave. Room #350. THAT’S IT! Well almost. The volunteer will reinspect the properties to check for compliance and those still in violation will be referred to the assigned Community Service Officer at the Police Department/Neighborhood Services Section for resolution.

**ARE THERE ANY SPECIAL RULES?** Yes! Volunteers are required to inspect properties only from the public right of way, which means either from the street in a vehicle or by walking on the sidewalk. Volunteers are never to walk onto anyone’s property to inspect it. At all times, volunteers will inspect neighborhoods with their assigned partner. Volunteers are not to make personal contact with property owners or tenants. This process is never to be used to settle differences between neighbors. Use of the postcards will be limited to the specific problems listed on the cards. Volunteers will be trained on what to do with problems that are not addressed by the post cards.

**WHO BENEFITS?** We all do!!! Neglected property allowed to remain in blighted conditions is a signal to the community that “no one cares.” This negative neighborhood environment typically leads to disregard for other aspects of the property maintenance and code compliance which will attract crime and other disorders to the neighborhood. If citizens become involved in fixing up their own neighborhoods then we can all enjoy a safer and higher quality of life in Stockton. So, don’t sit and watch because together we can do it!