

Manager**Nelson Ortega****Code Enforcement Officer II
Code Enforcement Officer II
Code Enforcement Officer II/Part Time****Kyle Metcalf
Rob Sousa
Shawnasey Madison****Mission**

The mission of the Code Enforcement Department is to assure compliance with city housing and zoning ordinances in order to protect the health and safety of the community, to protect the environment, to maintain property values and to promote an aesthetically pleasing environment.

Highlights of Fiscal Year 2014

- During the period July 1, 2013 to June 30, 2014 the department has handled 1271 calls. The average number of visits for one call ranges from 4 to 6, with each taking approximately 45 to 90 minutes. This varies depending on the size and issues with the property. At end of FY14 63 cases were opened. At time of this report 125 calls are being worked on. Approximately another 2650 cases (assessing reported) remain unassigned and are being handled on a priority level.
- Housing Calls: 821
- Apartments Inspected 1288
- Urban Program Inspections: 58
- Building Comp: 74
- Zoning cases: 92
- DPW/Health: 17
- Solid Waste: 63
- Signs: 97
- Police Cases: 23 (These are cases that were referred to Police or Code answered/assisted Police)
- Other Cases: 26
- Lead Referrals to the Lead Program: 29
- Code Team, Inspections: Code Team (Code Officer, Police Officer, and when appropriate Nashua Fire Marshal and Health) has gotten together approximately 48 times during this fiscal year. During this time approximately another 500 inspections were conducted.
- District Court Summons issued: Approximately 16 with 3 arrests for performing gas connection with no gas fitters license. 1 Bench Warrant issued for failure to appear to answer to a Code Summons.

Activities Directly Related to Goals

Endeavor to be as proactive and efficient as possible in investigating and addressing code enforcement issues.

- Code Enforcement in conjunction with Urban Programs and through the Healthy Homes/Lead Grant Program has hired a part-time code officer.
- Code Enforcement has had a better and more consistent presence at the Neighborhood Watch Meetings (attending approximately 12 this fiscal year).
- Code Enforcement has prepared and has started an outreach presentation program to educate its residents and the community regarding code enforcement and its function. A large concentration has been on housing violations and bedbug issues. Approximately 6 presentations has been done this fiscal year. This presentation has been presented to our local colleges and Code has been invited to present at other colleges and universities within the tri-city area.

- The Code Enforcement Department continues to conduct drive-by inspections for housing and zoning violations. If a building appears dilapidated or property unkempt, under housing code standards, an inspection for housing code violations is scheduled.
- Code Enforcement continues to provide the Code Team. This consists of Code Officer, Nashua Police Officer, Nashua Fire and Health Officer when required.

Code continues to work with other departments and agencies to coordinate enforcement actions and to create innovative resolutions whenever necessary (Environmental Health, Police, Fire, Assessing and Public Works).

- Code Enforcement works with the NH Department of Environmental Services in coordinating wetland and wetland buffer enforcement actions on the local level.
- The Department provides technical support to the City's Legal Department regarding outstanding litigation.
- The Code Enforcement Department continues to work with Community Services when a building may be condemned and ordered vacated. If people may become homeless as a result of the condemnation, appropriate resources will be made available, if and when necessary.
- The Code Department works with all departments within Community Development as well as Police Department, Solid Waste, DPW and Assessing Departments to resolve zoning and building issues.

Increase public awareness regarding zoning, housing and building code restrictions through the media, public information brochures, neighborhood meetings, group presentation and personal contact.

- Code Enforcement currently participates in the Tree and Ledge Streets Community Revitalization Partnership Program. This is a cooperative effort between Urban Programs, the Police Department and the general community that seeks to revitalize this area through increasing economic opportunities, expanding home ownership and reducing crime through cooperative, coordinated services from both the public and private sectors.
- Code Enforcement participates with Crime Watch groups within the City and addresses housing and zoning issues brought to our attention by the group.
- The Code Enforcement Department continues to increase public awareness regarding housing and zoning ordinances by distributing educational brochures on Housing Code Enforcement, Nashua's Sign Laws, Land Use Restrictions in Residential Zones and Code Enforcement Services. In addition, an appropriate brochure is sent out with each Notice of Violation.

Continue to work with Urban Programs and social service agencies to help solve housing code problems.

- Code refers persons in need of financial resources to the Urban Programs Department as an option for assistance (if qualified) in order to improve their properties and also to Neighborhood Housing Services of Greater Nashua and Greater Nashua Habitat for Humanity. The Department also refers persons who need other assistance to the appropriate social service agency.
- Code Enforcement is active with the Nashua Healthy Home Lead Program due to the 3 years Lead Grant having been once again awarded to City of Nashua.



Bed Bug Infestation



Unsanitary Unit



Dilapidated Fence



Overgrown yard



Abandon Residence



Unsafe Wiring



Before



After



Property Rehab under Urban Programs HIP (Housing Improvement Program) to bring property into Code Compliance.



Before



After