

*Spring Valley Community Planning Group*

*PO Box 1637*

*Spring Valley CA 91979*

24 August 2016

Dianne Jacob

Board Of Supervisors

County Of San Diego

1600 Pacific HWY Room 335

San Diego CA 92101

Dear Supervisor Jacob:

Spring Valley Community Planning Group (CPG) would like to comment on the enforcement of code violations over the last year or two. We have found the process to be indeterminate, prolonged and secretive. Typically, someone, who has made a complaint, is neither notified of resolution nor updated with progress. It appears that Code Compliance Division does not have the infrastructure needed for frequent and comprehensive communication with the public. Furthermore, standard operating procedure allows only two complaints per person per month. This is unacceptable. We require better, more frequent and more regular communications with and from Code Compliance Division.

There should be monthly updates at least, regarding all complaints in our jurisdiction. Such status reports are a basic technique of all organizations. Furthermore, a person, making a complaint, should be notified if a complaint, for the property, does or does not already exist. Such notification is a better organizational device than two complaints per person per month. Collation, coordination, cooperation and communication should be the hallmark of Code Compliance.

Finally, we believe that Code Compliance Division is absurdly under staffed. A case load of 400 complaints is unacceptable. No wonder it takes forever to get things done, and to communicate what's being done! We understand that Department Of Planning And Development Services (DPDS) has been authorized

to make 11 new hires. We urge DPDS to use all those hires for Code Compliance Division. And we urge DPDS to reorganize Code Compliance Division, to improve both the process of code enforcement, and communication with the public, reporting that process.

This letter represents the thinking and needs of the Planning Group. A vote was taken at the regularly scheduled meeting, 23 August 2016:

  11   Aye   0   No   0   Abstain   4   Absent

Sincerely,

A handwritten signature in cursive script that reads "Lora Lowes".

Lora Lowes, Chair

Spring Valley Community

Planning Group

CC: Mark Wardlaw