

City of San Clemente Code Compliance Framework and Case Prioritization

Introduction:

The City of San Clemente is committed to the safety, health, and well-being of our community. Our code compliance framework strategically categorizes code violations into priority levels, facilitating efficient resource allocation and ensuring appropriate responses based on the severity of each issue.

Code Compliance Priorities Overview:

Our policy emphasizes the importance of community engagement and collaborative resolution, particularly for urgent issues. The table below provides an overview of our priority levels, response times, example case types, and community engagement policies:

Priority Level	Response Time	Example Case Types	Community Engagement Policy
Priority One	Immediate to 24 Hours	Uninhabitable/dangerous living conditions, inadequate pool/spa barriers, severe environmental hazards, severely damaged/falling structures and signs, unsecured/abandoned structures, live exposed electrical wires, conditions posing immediate danger to children, discharge to/from storm drains, construction sites, land erosion.	<i>Anonymous complaints may be considered due to the critical nature of these issues. Confidentiality of the complainant's information is assured, barring a legal requirement for disclosure.</i>
Priority Two	As soon as possible, up to 3 Business Days	Substandard housing not creating an immediate threat, illegal short-term lodging units/boarder houses, unpermitted construction/demolition, excessive storage/hoarding, illegal conversions and dwellings, homeless encampments on private property, unpermitted special activities/events, CUP violations, illegal land uses, inoperable vehicles on private property, illegal massage parlors, mold related violations, vermin infestations, fire hazards, vegetation clearance.	<i>Complaints require the submission of contact information to be actionable. However, City staff may take action based on information provided if sufficient to substantiate a valid concern. The City ensures the confidentiality of all complainant details, aiming to distribute enforcement efforts equitably among community concerns.</i>
Priority Three	Typically within 5 Business Days	Noise complaints, lighting, gas leaf blowers, illegal vendors, home occupations, unpermitted signs, CUP violations on weekends and evenings (primarily bars/restaurants), non-emergency building/electrical/plumbing/mechanical violations,	<i>Complaints require the submission of contact information to be actionable. However, City staff may take action based on information provided if</i>

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Priority Level	Response Time	Example Case Types	Community Engagement Policy
		parking issues, landscaping issues, business license violations, prohibited RV storage, ROW encroachment/obstructions not creating an immediate threat, storage of nonessential items, visual blight, trash bins and storage containers in public view.	<i>sufficient to substantiate a valid concern. The City ensures the confidentiality of all complainant details, aiming to distribute enforcement efforts equitably among community concern</i>

Note: *Certain Priority 3 violations may necessitate an expedited response due to the specific nature of the complaint and potential time-sensitive implications if not addressed promptly.*

Detailed Priority Explanations:

- **Priority One:** Focuses on immediate threats to public health, safety, or the environment, requiring swift action within 24 hours to mitigate risks.
- **Priority Two:** Concerns issues that could escalate into significant threats if not addressed promptly. These are attended to as soon as possible, within a maximum of 3 business days, to prevent escalation, ensuring equitable attention to community concerns.
- **Priority Three:** Involves violations impacting community aesthetics or order without posing direct threats to public health or safety. These cases are typically addressed within 5 business days, aiming to enhance community aesthetics and ensure equitable enforcement efforts.

Conclusion:

The City of San Clemente's code compliance strategy underscores our proactive, transparent, and effective enforcement efforts. By categorizing complaints according to their urgency and potential impact, and prioritizing community engagement, we are dedicated to upholding the safety, health, and environmental quality of our community, ensuring San Clemente remains a safe and welcoming place for all residents and visitors.

City of San Clemente Anonymous Complaint Policy

Introduction

The City of San Clemente is deeply committed to ensuring the safety, health, and well-being of its community members. Central to our code compliance efforts is the thoughtful handling of public complaints, which play a vital role in identifying and addressing potential code violations. This document outlines our approach to managing anonymous complaints, aligning with our broader compliance objectives.

Policy Overview:

We recognize every complaint as an essential tool for detecting possible code infractions and maintaining our community's standards. The effectiveness of our response significantly depends on the nature of the complaint and the details provided by the complainant.

Confidentiality Assurance:

In our commitment to encouraging community engagement and reporting, we assure all complainants that their privacy is paramount. The City guarantees the confidentiality of complainant information, with personal details shielded from disclosure unless explicitly permitted by the complainant or mandated by legal proceedings. This assurance is intended to foster a spirit of cooperation, limiting the sharing of complainant information to only those directly involved in resolving the case.

Handling of Anonymous Complaints:

Priority One Cases:

For immediate threats that compromise public health, safety, or environmental integrity, such as critical living conditions or severe hazards, the City may act on anonymous complaints, recognizing the urgency of these situations.

Priority Two and Three Cases:

When dealing with less critical threats (Priority Two) or issues primarily affecting community aesthetics (Priority Three), the City typically will not proceed on the basis of anonymous complaints alone. Effective resolution of these matters often necessitates further dialogue or clarification, which requires the complainant's contact information. While we uphold the utmost confidentiality of this information, we encourage community members to provide their details when reporting non-immediate concerns, aiding in the more efficient and effective resolution of issues. To ensure fair and attentive consideration of all community concerns, the City also monitors the number of submissions from any single source, and may limit responsiveness to facilitate equitable use of staff time.

Rationale:

Our approach is designed to empower residents to report concerns without fear of retribution, while also enabling the City to conduct thorough investigations and achieve resolutions. By differentiating between the levels of complaint urgency and emphasizing the importance of complainant information for Priority Two and Three issues, we enhance our ability to address concerns more effectively. This nuanced policy reflects our dedication to fostering a collaborative community atmosphere and ensuring the judicious use of our resources.

Future Considerations:

The City remains committed to continuously refining our code compliance strategies, including the management of anonymous complaints. This policy will be periodically reviewed and adapted as needed, informed by community feedback, emerging best practices, and the evolving needs of San Clemente.

Conclusion:

San Clemente's anonymous complaints policy is designed to optimize our response to code violations, building community trust and participation. By distinguishing between urgent and non-urgent complaints and emphasizing the value of complainant information for more comprehensive resolutions, we reaffirm our commitment to maintaining a safe, healthy, and welcoming environment for all who call San Clemente home.