

Code Compliance Assessment

August 2023

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Introduction

Summary

Code Compliance policies and procedures have not received significant review since 2005. A consultant was hired in 2022 to explore improvements to current policies and procedures. Staff worked with Clarion and Associates to gather background information and to interview peer counties. The Code Compliance field varies widely nationally and data regarding best practices is not readily available. Clarion's primary finding is that Larimer County has a well-functioning code compliance process that offers exemplary practices for the County's peer communities, and there are also opportunities to implement additional best practices.

Project Background & Goals

In 2005, Larimer County engaged in a Land Use and Building Code Enforcement study that evaluated the County's enforcement practices and resource allocations and made targeted recommendations to make the system more efficient and effective. The Code Compliance Division successfully implemented the recommendations in that report.

Today, after significant growth and change across Colorado and Larimer County and a cumulative workload expansion that has almost tripled the number of ordinances subject to enforcement, the Code Compliance team is reassessing and updating procedures to reflect changes in Colorado law, incorporate new tools, and build on lessons learned. 2005 Compliance Categories

Land Use
Building Code
Abatement of Dangerous Structures

Post-2005 Compliance Categories

Vacation Homes/Short-Term Rentals
Floodplain and Right-of-Way
Enforcement
Graffiti Ordinance
Rubbish Ordinance
County Humane Society Contract
Administration
Marijuana Resolution
Damage Assessment and Recovery
Wildlife Protection Ordinance

Key Code Compliance data and performance metrics can be found in Exhibit A.

This assessment identifies opportunities for improvement and requests policy direction from the Board of County Commissioners (BCC). The assessment will also inform the BCC of changes already made based on practices utilized by peer counties.

2023 Code Compliance Assessment Goals:

- 1. Identify opportunities for greater efficiency and effectiveness in the code compliance process,
- 2. Explore best practices in use by peer counties for potential application to Larimer County, and
- 3. Build on locally successful education and outreach approaches that are helpful to property owners and the community at large.

Key Policy Choices

Policy decisions that will be discussed in-depth in this report include:

- 1. What options should the County explore to address illegal businesses when there is no path to voluntary compliance?
- 2. Would it be beneficial for Larimer County to implement a business registration program?
- 3. When is it appropriate to require building code violations to be resolved prior to planning approval, if applicable?
- 4. How should the Priority Ratings be revised, particularly the "catch-all" Type B ratings?
- 5. Should the fee structure for As-Built permits be updated to accurately reflect the time Code Compliance staff spends on compliance efforts?

Operational Changes

The Code Compliance Division, in partnership with the County Attorney's Office, is already in the process of implementing certain best practices identified through peer county research, including:

- 1. Expanding the use of legal enforcement tools:
 - a. Use of County Court
 - b. Use of Stipulated Agreements pursuant to Colorado Rules of Civil Procedure 307D
- 2. Utilizing the Clerk & Recorder process developed in 2010, but never implemented.
- 3. Modifying business process regarding number of days to respond to notification letters.

Peer Community Comparison

Staff and the consultant team spent many hours in conversation with peer counties to explore best practices and opportunities that could be utilized by Larimer County. The counties interviewed include:

- Adams County
- Arapahoe County
- Boulder County
- Douglas County
- Jefferson County
- Summit County

Comparatively speaking, Larimer County already utilizes several of the tools identified by other counties. Of the 6 counties interviewed, Adams, Boulder and Jefferson Counties operate in a somewhat similar fashion to Larimer County. A summary of the comparisons is attached as Exhibit B. Key observations include:

- No other county performs comprehensive property research the way that Larimer County does.
- Only Boulder County jointly enforces the Building and Land Use Codes in the way Larimer County does. (However, they have a substantially larger County Attorney staff.)
- Douglas County has "deputized" their Code Compliance staff to be able to issue summons and tickets.
- Summit County has been recording Notices of Violation on properties with building code violations and considers it beneficial to the community.

Current Code Compliance Practices

A Cooperative & Comprehensive Approach

Information gathered with Clarion's assistance found that Larimer County is a regional leader in code compliance practices. It is likely also a state-wide leader, but this study focused on peer counties located primarily along the Front Range, plus Summit County.

Larimer County is one of the few Colorado counties to comprehensively approach code enforcement, with a single team of inspectors evaluating compliance with land use, building, engineering, and other regulations. This combined approach began in 2005 and has significant benefits, including:

- Greater efficiency of resources (reduces duplication of effort)
- Integrated enforcement approach on properties with multiple types of violations
- Improved customer service (single point of communication and interface)
- Greater opportunities for cross-training and workforce resiliency

As a statutory county, Larimer's approach to code compliance relies upon online information, personal communication, in-person outreach, education, and assistance. This approach is typically termed "cooperative compliance" or "facilitative" due to the inability to issue tickets and impose fines without having to file a civil court case. This process is in keeping with best practices and is similar to most of the peer counties. Through the years, Code Compliance has developed strong relationships with other County departments and outside agencies to provide a more comprehensive and holistic approach to bring properties into compliance. Staff works closely with several County Departments (Planning, Building, Engineering, Health, Sheriff's Office, etc.) as well as many outside jurisdictions (fire districts, CDOT, municipalities, etc.). As opportunities arise to better align with other departments and agencies, Code Compliance staff proactively reaches out to initiate those conversations (e.g., Adult Protective Services).

The Code Compliance Division operates based on complaints or discovery of a violation through the comprehensive research process. Once a violation is verified, inspectors follow a standard process to provide notice of the violation and then work with the property owner to educate and encourage voluntary compliance. This process is detailed in Exhibit C.

Code Compliance cases are initiated in one of four ways:

- 1. Proactively (with approval from the Community Development Director)
- 2. Upon receipt of a complaint
- 3. In response to building violations discovered by Building Inspectors or other staff
- 4. Based on research completed for a land use application, a prospective buyer, a mortgage or insurance company, etc.

Larimer County is unique in its combined building/zoning compliance approach, which is supported by in-depth property research – a methodology that has proven to be very effective for the County. Staff performs research on all planning applications, in response to complaints, and as requested by a customer. This research creates an inventory of all known violations to prevent repetitive or

duplicative work and to address the property in a comprehensive manner. Larimer County's comprehensive approach can result in complex cases that include violations of several regulations from different Divisions, Departments and other outside jurisdictions. For example, a single property may have floodplain, land use and building code violations that must all be resolved to ensure public health and safety.

Priority Ratings

To manage a high workload and ensure that the most critical violations receive the greatest attention, staff prioritizes cases according to an established rating system. Cases are assigned a priority level between A and D, and staff processes the cases in order of priority. Some issues are only investigated if a written complaint is submitted, while others may be investigated proactively (without a complaint) based on priority level.

- **Type A** complaints are violations that have life, safety, or health concerns.
- Type B complaints are violations that have significant, negative impacts on surrounding properties, property values, and/or the quality of life enjoyed by owners in the area.
- Type C complaints have a moderate negative impact on surrounding properties, property values, and/or the quality of life enjoyed by owners in the area.
- Type D complaints have low, little, or no negative impact on surrounding properties, property values, and/or the quality of life enjoyed by owners in the area.

A full list of priority ratings is available in Exhibit D and on the County website at: https://www.larimer.gov/sites/default/files/uploads/2022/priority_ratings.pdf.

Funding & Staffing

Code Compliance operations are funded by both the General Fund and the Building Special Revenue Fund, in partnership with the Planning Division, Building Division and Engineering Department. The Code Compliance team is composed of 6 FTE and one temporary position, as follows:

- Code Compliance Supervisor (1 FTE)
- Building and Code Compliance Coordinator (1 FTE)
- Code Compliance Inspectors (2 FTE)
- Code Compliance Specialist (1 FTE)
- Research Technicians (1 FTE + 0.5 Temp)

The Building & Code Compliance Coordinator and Inspectors oversee specific geographic areas within the County's 2600 square mile area. Each Inspector has a case load of approximately 500-600 cases, with an "active" caseload of 150-200 cases based on the established priority ratings. Cases are assigned based primarily on location. The Code Compliance Specialist conducts larger research projects, assists inspectors with cases, and participates in special projects and process improvements. Comparisons of staffing levels in peer counties can be found in Exhibit B.

Opportunities for Improvement

The Code Compliance Division has a history of successfully managing challenging code violations and working with property owners to achieve compliance. The recommendations in this assessment rely on the well-functioning processes and practices already in place. Some improvements were identified that can easily be implemented right away, as well as several that require more substantial policy discussions with the Board of County Commissioners.

Operational Changes

Opportunities were identified to make existing processes more consistent, efficient and effective. In some cases, staff has already started to implement the changes. Other improvements may require additional staffing resources (or re-allocation of existing resources) to accomplish.

1. EXPAND LEGAL ENFORCEMENT TOOLS

1.1 Use of County Court

The County Attorney's Office has historically focused their resources on larger, complex, and high impact compliance cases. Code Compliance staff works closely with the attorneys, who do an excellent job of successfully obtaining District Court orders for injunctive relief or to motivate a property owner to clean up a site. Because more impactful cases are prioritized, it leaves many smaller cases without an option for legal action. County Court provides an alternative, relatively streamlined process to address a range of smaller cases and offers the option to impose fines after judgment has been entered. This is a tool the Code Compliance Division is not currently using to a large extent.

As a pilot, in 2023 the team has used the County Court for several short-term rental properties who have received Cease & Desist letters but have been non-responsive. This approach has proven to be quite effective in motivating property owners to contact the Community Development Department to pursue compliance options.

1.2 Use of Stipulated Agreements

The Colorado Rules of Civil Procedure (Section 307(d)) allow for the use of "stipulated agreements" to ensure that commitments are met within a certain timeframe. Prior to a **FUNDING IMPLICATIONS** – Fines could serve as a partial funding source.

staffing implications – Would be challenging to fully implement within current staffing levels.
Coordination, assisting with County Court pleadings, drafting Stipulated Agreements, and tracking cases would require additional administrative work at a Code Compliance Specialist level. Could also impact County Attorney staffing.

PEER COUNTY COMPARISON -

Counties using the County Court system report that it is fairly straightforward and effective, particularly with the use of a Stipulated Agreement. Typically, other counties allow staff to file County Court cases without seeking additional Board permission.

legal action being filed, the County and a property owner can enter into a Stipulated Agreement that becomes binding.

The Agreement identifies the terms by which the property will be brought into compliance. During this time, the County agrees to hold-off pursuing the case in the legal system. If the violation is remedied, the Agreement is withdrawn. If the violation is not cured, the County is able to "convert" the Stipulation to a court case, have judgment enter and impose fines until the property is brought into compliance with minimal staff time spent.

DISCUSSION TOPICS:

- Should staff prioritize the expanded use of the County Court system?
- Does the BCC support the use of Stipulated Agreements to bring properties into compliance?
- Should the County consider increasing staffing levels to effectively expand use of these enforcement tools?

2. UTILIZE THE CLERK & RECORDER PROCESS DEVELOPED IN 2010

Code Compliance staff often hear from a new property owner, "Why didn't anybody tell me about this expired permit?" Recording a Notice of Violation would allow for an existing violation to be discovered in a title search and inform a potential buyer so that it can be remedied or addressed between the buyer and seller prior to a real estate transaction. Staff sees this as a benefit to the community.

In 2010, the County has already established a process whereby a Notice of Violation would be recorded on **verified** building code violations (expired permits, illegal additions and decks, etc.). Dubbed the "Clerk & Recorder" process, it was approved by the County Attorney's Office but has never been implemented due to a lack of staffing.

Any life-safety violations would be recorded and would be handled per the County's normal business process as higher priorities. In addition, all building permits issued in Larimer County now include a requirement that, if the permit expires **FUNDING IMPLICATIONS** – Could result in fee revenue if sellers or buyers decide to remedy violations or account for the remedy in the sale price.

STAFFING IMPLICATIONS – Would require additional staffing to administer, at the Code Compliance Specialist level.

PEER COUNTY COMPARISON -

Summit County uses a similar system and reports a very positive outcome, viewing it is a service to their residents.

without all of the required inspections, the permit holder agrees to a Notice of Violation being

DISCUSSION TOPICS:

Should the County consider increasing staffing levels so that the Clerk & Recorder process can be implemented?

recorded with the Clerk & Recorder's Office. A quality-control process has been developed to ensure the violation is verified prior to recording so as not to improperly "cloud" title.

3. MODIFY NUMBER OF DAYS TO RESPOND TO NOTIFICATION LETTERS

The current business process involves sending a 15-day letter as the first communication to a property owner. In this letter, the violation is explained, and the owner is asked to contact staff to gain information on remedies. Staff then works with the owner to bring the property into compliance.

If there is no response or if a case "stalls out," staff then sends a second letter termed 30-day letter with more resolute verbiage and the threat of legal action. Staff **FUNDING IMPLICATIONS** – None.

STAFFING IMPLICATIONS – None.

PEER COUNTY COMPARISON -

Many peer counties are already less lenient than the proposed timeframe.

intends to shorten this timeframe of this second letter from 30 days to 15 days, which may be appropriate in cases where owners have been non-responsive or have stopped making progress. This would allow the process to proceed more quickly and efficiently toward a final resolution. This aligns to the policy discussions above regarding County Court and Stipulated Agreements.

DISCUSSION TOPICS:

Does the BCC support the change in deadline from 30 days to 15 days?

Key Policy Choices

Based on Clarion's assessment and conversations with peer communities, several best practices were identified that require a greater level of discussion and consideration. This section identifies potential improvements that would require more significant policy decisions by the BCC.

4. ADDRESSING ILLEGAL BUSINESSES

Addressing illegal businesses, either to bring them into compliance or to cease operations, is a persistent and challenging problem in Larimer County. This is a common challenge for peer counties as well. It can be difficult to proactively address illegal businesses due to uncertainty about when the business began and understanding the details of the operation (e.g. is that type of business allowed in a zone district, number of vehicle trips, are there lifesafety issues present, etc.).

The process of shutting down a business can be viewed by the community as "harsh" or overstepping. However, in some cases there is no path to compliance for the business – either because the zoning would not allow it or major safety hazards or site constraints are present (e.g., floodplain).

It is important that a consistent approach is in place to ensure businesses and property owners are treated fairly. **FUNDING IMPLICATIONS** – None.

STAFFING IMPLICATIONS – Current CC staff is adequate to address illegal businesses following policy clarification.

PEER COUNTY COMPARISON – Peer counties take different approaches, either allowing illegal business to remain open or requiring them to close while pursuing compliance.

Many utilized Stipulated

Agreements. Some allow continued operation unless there are life-safety issues present or a high-priority issue is identified.

There is no current policy directing whether illegal businesses can continue to operate while working toward compliance, or whether Code Compliance staff can act immediately to close an illegal business that are prohibited by the Land Use Code. Additional guidance is needed on the level of enforcement action that would be supported by the BCC.

DISCUSSION TOPICS:

- For businesses with life-safety issues: Should staff instruct owners to close until the business has been brought into compliance?
- For businesses without life-safety issues and a path to compliance: Should staff, using their professional discretion and with attention to consistency, allow an illegal business to continue operations while seeking planning approval and/or building permits?
- For illegal businesses with no path to compliance: Should staff instruct the business that it must cease operations?

5. CREATE A BUSINESS REGISTRATION PROGRAM

Colorado counties, while not authorized to require or issue business *licenses* (short-term rentals being the exception), are authorized, as of 2021, to require the registration of businesses (C.R.S. 30-15-401(t)):

To require registration of businesses in the unincorporated portions of the county, except that such power does not include the power to license, collect a fee, or collect fines for such registrations. The County shall only publish registration information in a manner such that the business type is aggregated and does not allow for segregation of individuals or business who supplied the information.

Requiring businesses to register would allow not only Code Compliance, but also other departments (e.g., Building, Engineering, Health) to track business activity in the community. This would help to ensure a property remains in compliance with various code requirements and reduce the number of businesses that start up illegally. Maintaining compliance is particularly challenging when a new tenant occupies an existing building, as the new business may not be aware that a planning or building process is necessary to protect health and safety or comply with zoning.

FUNDING IMPLICATIONS – To be determined.

STAFFING IMPLICATIONS – The County would need to determine what type of staffing would be needed for a business registration program and who would administer the program, both for initial establishment of the program and ongoing monitoring and tracking.

PEER COUNTY COMPARISON -

Adams County is the only county interviewed with a business registration program. They allow businesses to sign up to receive updates on county resources and other relevant news. The registration is free and open to all businesses located within the county.

A business registration program would provide a mechanism to collect baseline information about commercial uses to prevent future violations, bring current violations into compliance, and reduce neighbor compatibility complaints.

Other benefits Colorado Counties, Inc., used in their presentation to the State Legislature in 2021 include:

The ability to issue business licenses in the unincorporated areas of the county would enhance a county's ability to track business activities to ensure equitable tax liabilities among similar businesses, establish a level playing field for businesses operating outside the city limits, enhance consumer protection from fraudulent activities and provide counties the tools to ensure public health, safety and welfare.

DISCUSSION TOPICS:

Should the County further explore the benefits and options for a business registration program?

6. BUILDING CODE VIOLATIONS DURING THE PLANNING PROCESS

Prior BCC direction was to allow land use applications to continue forward even if building code violations were present on the property (e.g., an unpermitted addition or accessory building). Accordingly, it became a policy that land use applications are processed without regard to building code violations (if any). If building violations are not required to be resolved prior to planning approval, staff's leverage to correct those violations is generally diminished.

In contrast, the Short-Term Rental process requires all building code violations to be rectified prior to a license being granted, which has supported a higher level of building code compliance on those properties.

FUNDING IMPLICATIONS – None.

STAFFING IMPLICATIONS – None.

PEER COUNTY COMPARISON – Peer counties who only enforce land use codes generally do not encounter this issue. Many counties include Code Compliance in the development review process and place some type of hold or condition on continued development until compliance issues are addressed.

"As-built" building permits could be required prior to a land use application being approved, or this could be included as a Condition of Approval. In general, Conditions of Approval are more difficult for Code Compliance staff to monitor over time, so the processes for communication and tracking conditions would need additional focus. In the case of building code violations that impact life-safety, there is a greater level of urgency to ensure those issues are resolved.

DISCUSSION TOPICS:

 When is it appropriate and effective to require building code violations to be resolved prior to planning approval for land use code applications?

7. REVISE CODE COMPLIANCE PRIORITY RATINGS

Given the amount of change that has occurred since the priority ratings were first established, a comprehensive look at the current priority ratings is warranted. While zoning and building code violations are reflected in the ratings, many of the Ordinances that have been adopted over the years are not.

Type B classifies most land use code and building violations at the same level of priority, so further categorizing Type B violations would help clarify where staff should allocate time and resources. New priority levels would allow staff to work on more critical violations (such as illegal dwellings and sleeping areas vs. a utility shed that may not meet setbacks).

Alternatively, defining very small/low impact violations that could be dismissed with minimal staff time would allow staff to prioritize more impactful violations. For example, a single unlicensed vehicle on a property may not be critical to enforce.

FUNDING IMPLICATIONS – None.

STAFFING IMPLICATIONS – None.

PEER COUNTY COMPARISON -

While many peer counties recognize priorities, no other county had a specific rating system. Generally, all peer counties placed violations with life-safety issues as the top priority and a few mentioned some targeted violation types. For example, Arapahoe County puts greater focus on commercial businesses and Jefferson County focuses more on illicit discharges.

Finally, recognition of a category of cases where "substantial compliance" is sufficient to meet the intent of an applicable code would be beneficial. Often after working diligently with a property owner, at some point, in the discretion of the Code Compliance staff, the property is "as good as it's going to get" and it's time to spend staff time and resources on violations with a more significant impact. The ability to document substantial compliance would assist with additional complaints that may be received in the future.

DISCUSSION TOPICS:

- Should staff explore revising the priority ratings and bring specific suggestions back to the BCC?
- Are there specific priorities that the BCC would like staff to review?

8. UPDATE FEE STRUCTURE FOR AS-BUILT PERMITS

Larimer County has an existing process that allows property owners to obtain a permit for construction work that was done without a building permit, known as the As-Built process. Contacting the property owner, explaining the violation and the process to get an As-Built permit, and collecting all required documentation takes several hours of staff time. If the current property owner did the illegal work, a "penalty fee" is charged, which doubles the permit fee upon application. No penalty fee is charged to current owners who did not do the work that required a permit, but staff spends the same amount of time on these cases as well.

FUNDING IMPLICATIONS – This could be an additional funding source for the Code Compliance Division.

STAFFING IMPLICATIONS – None.

PEER COUNTY COMPARISON – This topic was not discussed, as most peer counties don't utilize an As-Built process.

Code Compliance staff and the Chief Building Official have discussed allowing the Code Compliance Division to charge an additional flat fee for all as-built permits, and this is supported by both divisions.

DISCUSSION TOPICS:

• Should staff revise the fee structure of As-Built permits to recover the cost of time spent bringing property owners into compliance?

Next Steps

Following Board of County Commissioner review and discussion of the draft Code Compliance Assessment, staff will incorporate the Board's policy preferences and recommended updates and release a public version of the Code Compliance Assessment. Staff will then move forward with agreed-to regulatory and process changes.

Based on the direction of the BCC, additional resources, or re-allocation of existing resources, may be necessary to maintain or expand the Code Compliance level of service.

Just as the scope of the Code Compliance Division has grown over time, new and emerging priorities are expected to add to an already heavy workload. With each new priority that is added, careful consideration should be given to the resources needed to effectively meet the expectations of customers and the broader community.

Emerging and potential future enforcement needs include:

- Increased short-term rental enforcement
- Unpermitted tiny homes
- Grading permits
- Outdoor lighting regulations
- Mobile Home Community outreach

Exhibit A: Code Compliance Data and Metrics

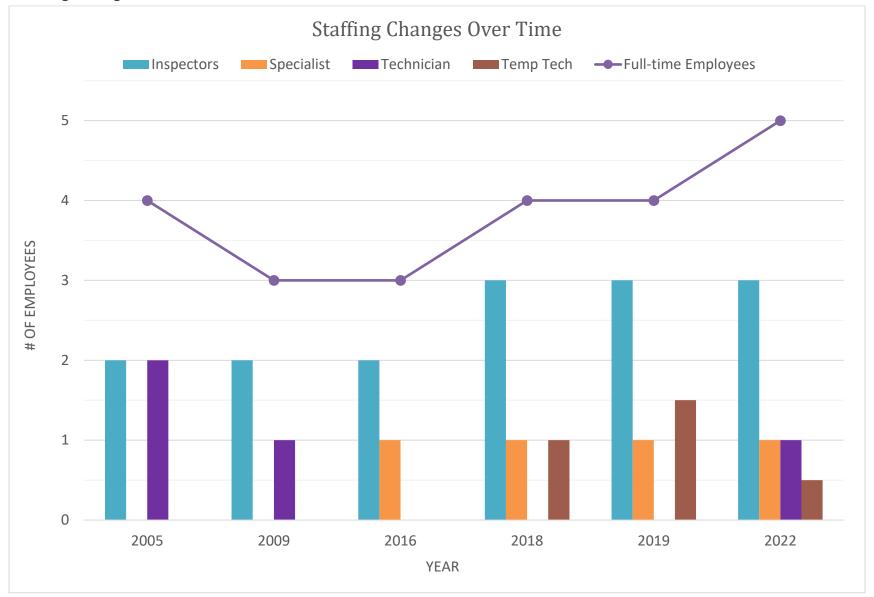
The figures in the following exhibit illustrate the overall workload and performance of the Code Compliance Division over time, including the following areas of focus:

- Areas of enforcement
- Staffing changes over time
- Overall caseload volume
- Average days to close cases
- Caseload numbers by priority level
- Caseload numbers by employee
- Cumulative backlog of building permit violations

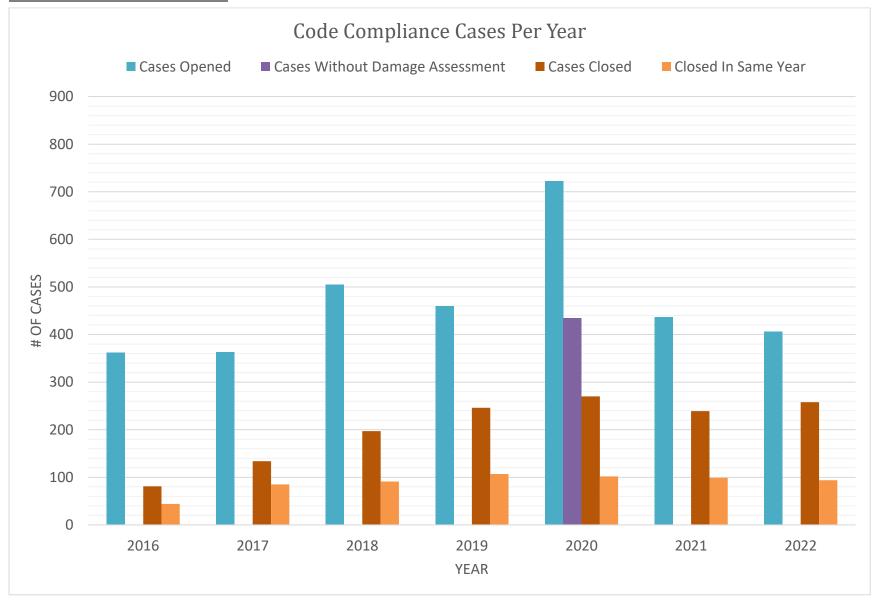
Areas of Enforcement: 2005-2022

	2005	2010	2012	2016	2017	2018	2019	2020	2021	2022
Building Code										
Land Use Code										
Abatement of Dangerous Structures (IPMC)										
Graffiti Ordinance (2007)										
Rubbish Ordinance (2008)										
LC Humane Society Contract Administration										
Damage Assessment and Recovery										
Marijuana Resolution										
Vacation Homes/Short-Term Rentals										
Wildlife Protection Ordinance										
Floodplain and Right-of-Way Enforcement										
STR Enforcement Ordinance										
TOTAL ORDINANCES ENFORCED	3	6	7	7	10	11	11	11	12	12

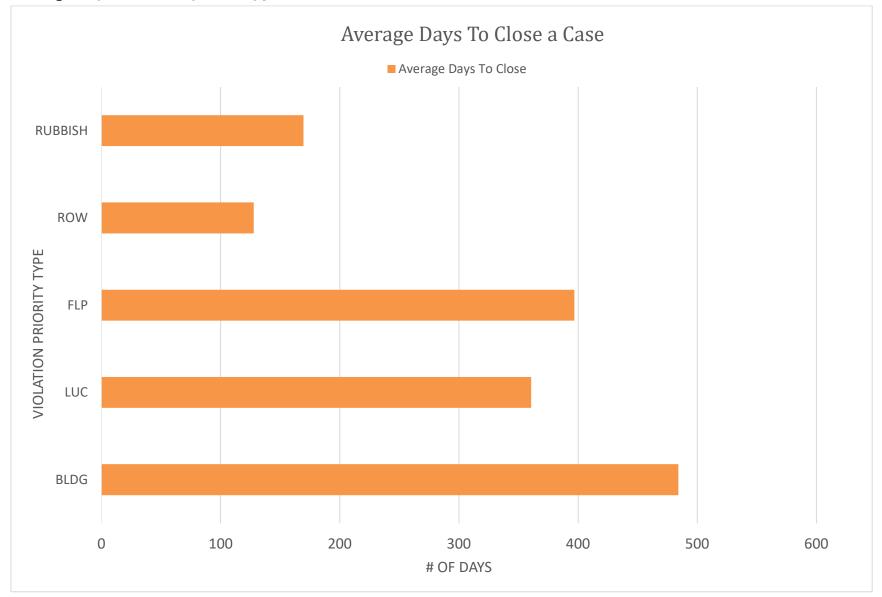
Staffing Changes: 2005-2022



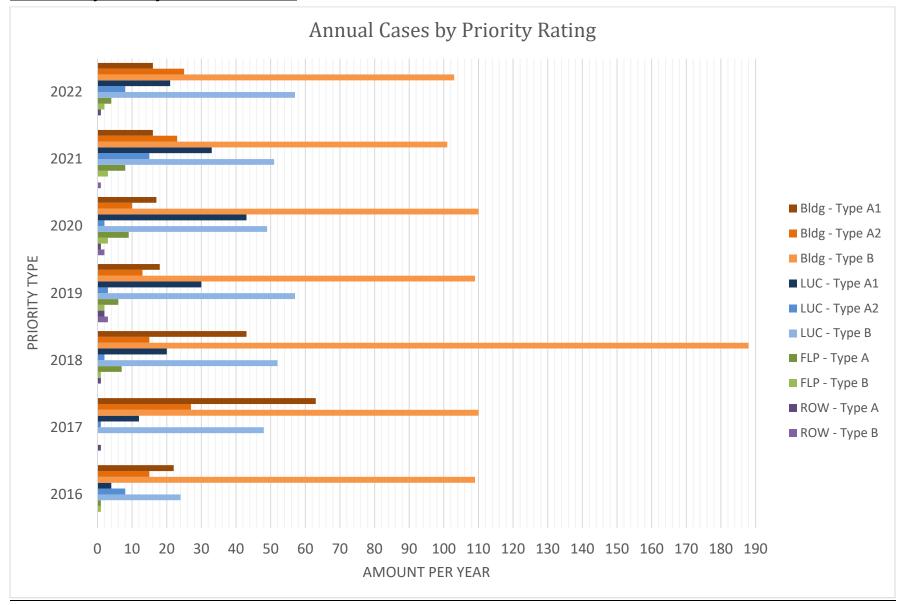
Caseload Volume: 2016-2022



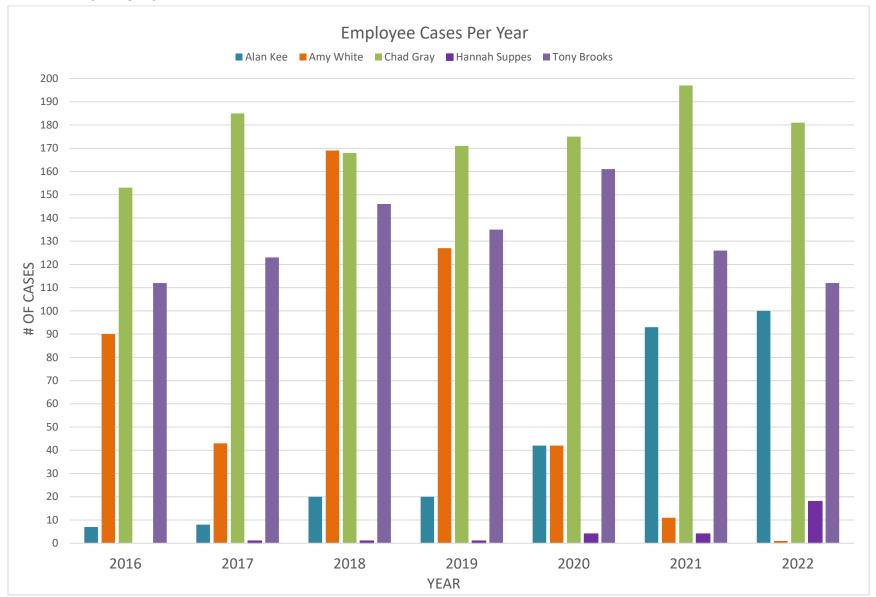
Average Days to Close by Case Type: 2016-2022



Caseload by Priority Level: 2016-2022



Caseload by Employee: 2016-2022



Cumulative Building Permit Backlog: 2010-2022

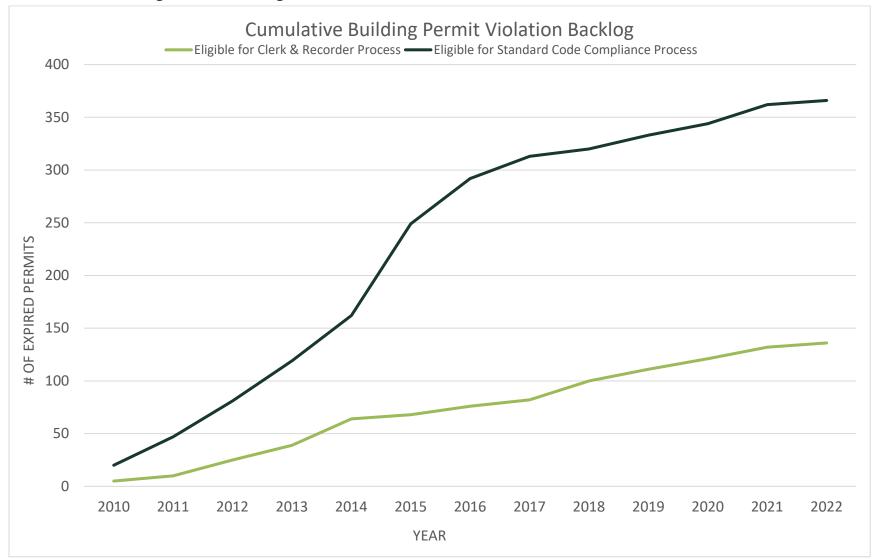


Exhibit B: Peer County Comparison

The following exhibit summarizes and compares key findings from three counties that are considered similar to Larimer County in many respects:

- Boulder County, CO
- Jefferson County, CO
- Adams County, CO

In-depth interviews were also conducted with Arapahoe County, Douglas County, and Summit County. While the code enforcement functions in those counties are less directly comparable to Larimer County, key findings and best practices identified through those interviews have been incorporated throughout the Code Compliance Assessment.

	PEER COUNTY INTERVIEWS				
	BOULDER COUNTY	LARIMER COUNTY			
County Snapshot					
Population (2021)	329,543	362,533			
Total County Area (Sq. Mi.)	726.29	2595.77			
Staffing	 1 Supervisor 2 Inspectors (no territories) 1 Noxious Weeds Inspector(part-time) 	 1 Supervisor 3 Inspectors (territories assigned) 1 Specialist 1.5 Research Technicians 			
Types of violations handled	 Rubbish Unlicensed/Inoperable vehicles Recreational Vehicles Building violations Illegal Construction Land Use Violations Dark Sky violations Weeds (seasonally) 	 Building Violations Illegal Construction Land Use Illegal Businesses /Use not allowed Recreational Vehicles Junk & Debris Unlicensed/Inoperable vehicles Outdoor Storage Floodplain violations Right-of-Way Violations Short-term Rental Enforcement Rubbish Ordinance Wildlife Protection Ordinance Graffiti Ordinance Marijuana resolution 			
Anonymous Complaints?	Yes, with caveat that info is provided if a CORA request is submitted.	Prefer not but limited through BCC.			
Proactive or complaint required?	Complaint required.	Complaint required for zoning violations but not building code violations.			
Number of cases in 2022	150 (As of Sept 2022)	320 (As of Sept 2022)			
Key Differences					
Comprehensive Parcel Research	Does not perform	590 Research projects in 2022. Performs, and available to customers at no cost.			
Record Violations with Clerk and Recorder	No, however, case information is available on the Assessor's website and via a public portal.	Clerk & Recorder process in place, but currently not being used due to staffing issues. Would be useful to give a potential buyer notice of any <i>building code</i> violations.			

Other Observations

- Stipulated agreements pursuant to C.R.C.P. 307(d) assist Boulder County to resolution.
- Boulder County, like Larimer County, wants a solution for new homeowners to be aware of property violations prior to purchase. The Clerk and Recorder process can assist in this matter, possibly through state statute for property sale and disclosure.
- Use County Attorneys on around 50 cases.
- Planning approval "held-up" until all issues are resolved.
- Illegal businesses are allowed to continue if there are no health or life-safety issues involved until approval.
- Boulder County would like to work towards changing State statutes for property sale and disclosure.

PEER COUNTY INTERVIEWS					
	JEFFERSON COUNTY	LARIMER COUNTY			
County Snapshot					
Population (2021)	579,581	362,533			
Total County Area (Sq. Mi.)	764.21	2595.77			
Staffing	 1 Supervisor 4 Inspectors (no territories) 1 Administrative Assistant 	 1 Supervisor 3 Inspectors (territories assigned) 1 Specialist 1.5 Research Technicians 			
Types of violations handled	 Weeds Land Use/Zoning Junk, Trash, Debris Inoperable vehicles Illegal Businesses Living in recreational vehicles 	 Building Violations Illegal Construction Land Use Illegal Businesses/Use Not Allowed Recreational vehicles Junk & Debris Unlicensed/Inoperable Vehicles Outdoor Storage Floodplain Violations Right-of-Way Violations Short-Term Rental Enforcement Rubbish Ordinance Wildlife Protection Ordinance Graffiti Ordinance Marijuana resolution 			
Anonymous Complaint?	No.	Prefer not but limited through BCC.			
Proactive or Complaint required?	Complaint required.	Complaint required for zoning violations but not building code violations.			
Number of cases/years	600 (roughly a year)	527			
Key Differences					
Comprehensive Parcel Research	Does not perform	590 Research projects in 2022. Performs, and available to customers at no cost.			
Record Violations with Clerk	No, however, does make limited	Clerk & Recorder process in place, but			
and Recorder	information about violations available.	would be useful to give a potential buyer notice of any <i>building code</i> violations.			
Short-term Rental	20 Approved /Not Actively Enforcing	434 Approved/ Ordinance of Enforcement Active			

Other Observations

- Stipulated agreements assist in the resolution of business operations without approval alongside obtaining zoning approval.
- Administrative staff prints and mails Notice of Violations and tracks response date.
- No business registration currently but would like to start.
- Do not withhold planning approval until other violations are cured.

	PEER COUNTY INTERVIEV	VS
	ADAMS COUNTY	LARIMER COUNTY
County Snapshot		
Population (2021)	522,140	362,533
Total County Area (Sq. Mi.)	1167.65	2595.77
Types of violations handled (Highest volume ranked 1,2,3)	 1 Supervisor 5 Inspectors (no territories) 1 Graffiti Inspector(part-time) 1 Attorneys 1.5 Paralegal Assistance Land Use/Zoning Junk, Trash, Debris Illegal Businesses Property Maintenance Dark Sky Ordinance Graffiti Blight – Rubbish, Junk, Debris, overgrown grass, weeds, brush, & castoff material. 	 1 Supervisor 3 Inspectors (territories assigned) 1 Specialist 1.5 Technicians 2 Attorneys Building Violations Illegal Construction Outdoor Storage Land Use Illegal Businesses Living in recreational vehicles Short-term Rental Ordinance Rubbish Ordinance Wildlife Protection Ordinance Graffiti Ordinance Marijuana resolution
Anonymous Complaints?	Yes.	Prefer not but limited through BCC.
Proactive or Complaint required? # of cases in 2022 (Estimated Y.T.D.)	If egregious enough, they can be proactive. 3,000 violations	Complaint required for zoning violations but not building code violations. 527 (cases with several violations involved within).
Key Differences		,
Comprehensive Parcel Research	Does not perform	 Performs, and available to customers at no cost. 590 Research projects in 2022.
Record Violations with Clerk and Recorder	No, however, does make limited information available.	Clerk & Recorder process in place, but currently not being used due to staffing issues. Would be useful to give a potential buyer notice of any <i>building code</i> violations.
Short-term Rental	No Regulations/No active enforcement	434 Approved/ Enforcement Active
Other Observations		

Other Observations

- Stipulated agreements assist Adams County to case resolution.
- Access to DMV records could significantly improve our ability to find the contact information for our cases along with determining if there is a violation.
- Separate enforcement for building, Engineering, Oil & Gas, stormwater.
- Utilize administrative staff to send out notices.
- Utilize CAs, County Court system, and Stipulated Agreements.
- Because they do enforce weeds, snow, etc., they have developed a "Tool Shed" which is a free lending program with lawnmowers, snow shovels, trimmers, etc.

Exhibit C: Current Code Compliance Processes

The Code Compliance Division follows a standard, four-phase business process to achieve compliance on properties that are in violation of one or more codes. Because of the effort directed toward property owner education and assistance, not all violations proceed through all four phases. When a property becomes code compliant, the case is closed and the process is considered complete, regardless of the phase in which compliance was achieved.

Phase 1: Complaint and Verification

Code Compliance cases are initiated in one of four ways:

- 1. Proactively (with approval from the Community Development Director)
- Upon receipt of a complaint 2.
- 3. In response to building violations discovered by Building Inspectors or other staff
- Based on research completed for a land use application, a prospective buyer, a mortgage or insurance 4. company, etc.

Complaints are generally filed by residents (typically neighbors), Larimer County staff, or other County agencies. Complaints are filed electronically or in hard copy on a form provided by the Code Compliance Division. Anonymous complaints are only accepted through one of the County Commissioners. Upon receipt of a complaint, Code Compliance staff makes a site visit(s) and researches the complaint to determine if a violation exists. During the initial intake and confirmation processes preliminary case data is entered into EnerGov and the current complaint is matched with the parcel information to determine if the issue is a new complaint or a continuation of an existing issue/violation.

Phase 2: Notice and Preliminary Assistance

Phase 2 relies upon the collective experience and expertise of the Code Compliance staff to review each complaint and elevate those posing an immediate life-safety danger. Primary compliance issues are those that either pose an imminent life-safety danger or have a significant impact on the overall welfare of the County. Secondary code compliance issues do not pose an imminent life-safety danger. Specific compliance categories are prioritized as follows:



As part of this review, staff prioritizes Building Code issues, violations related to the LUC, and cases impacting multiple residents. Cases are assigned a letter priority rating between A and D and staff processes the cases in order of priority rating.

Type A complaints are violations that have life-safety, or health concerns.

- **Type B** complaints are violations that have significant, negative impacts on surrounding properties, property values, and/or the quality of life enjoyed by owners in the area.
- Type C complaints have a moderate negative impact on surrounding properties, property values, and/or the quality of life enjoyed by owners in the area.
- **Type D** complaints have low, little, or no negative impact on surrounding properties, property values, and/or the quality of life enjoyed by owners in the area.

A full list of priority ratings is available in Exhibit D and on the County website at: https://www.larimer.gov/sites/default/files/uploads/2022/priority_ratings.pdf.

Following staff categorization of the violation, property owners are given a written notice of violation and requested to contact staff within 15 days to be educated on how to bring the property into compliance.

Property owner education is provided in three ways: (1) self-help, (2) staff assistance, and (3) assistance from other or multiple departments. Self-help is available online through the Code Compliance website. Easily accessible information is organized in a straightforward FAQ manner that allows property owners to find a description of the applicable requirement, relevant additional information (such as handouts), contact information for Larimer County departments or Code Compliance staff, and follow-up information about the code compliance process.

In addition to self-help, property owners are offered (and encouraged to take advantage of) personal assistance to address their specific violation. Code Compliance staff is available by email, phone, and in person to talk through what needs to happen to make the property compliant. When needed, such as in cases where the property owner lacks required resources or skills, Code Compliance staff can and has helped pull together assistance from multiple County departments and divisions. Larimer County's facilitative approach serves a dual purpose of supporting longer-term code compliance and stronger community relationships.

Phase 3: Longer-Term Assistance to Compliance

Phase 3 encapsulates a significant number of open cases. This is the phase where Code Compliance staff is doing the time-consuming work of supporting a property owner into compliance. This phase typically includes actions (site clean-up), processes (filing and pursuing required zoning and building permit applications), and fees (e.g., for planning applications or building permits) that the property owner may not be interested in or is not properly capable of undertaking. As a result, property owners can "fall out" of the process and fail to make progress. Although each case is not pursued daily, the longer running and hard-to-close cases in Phase 3 require periodic checks by staff, along with more intensive periods of moving the property owner back on track. This phase may stretch into years as inspectors exhaust all options in working with property owners to gain compliance before a final move into compliance via legal action.

Properties can be determined to meet the County's standard of "substantial compliance" when the property owner brings the property into compliance by mitigating the most serious and significant violations. In this case, Code Compliance staff will bring this issue to the owner's attention with a notice listing those items that have been corrected and minor items which the owner should correct, but which staff will not actively pursue unless the minor violations become more serious at a later date.

Phase 4: Legal Action

Phase 4 is the final stage of the code compliance process. Code Compliance staff works with the County Attorney's Office to initiate legal proceedings against property owners who do not bring their properties into compliance.

Staffing and Resources

Inspectors do a combination of field work and office work related to their cases. Most of the initial processes associated with Phase 2, Notice and Preliminary Assistance, are done at the office. This includes case-related communication via phone calls and emails, attending meetings with property owners and other members of the Code Compliance team or other divisions/Departments (e.g. Engineering, Health Fire Districts, etc.), documenting case-related activities, and more routine administrative tasks such as entering parcel and violation information into EnerGov, verifying parcel ownership, and drafting violation letters. All inspections are done in the field, while communications related to specific cases are done both at the office and in the field. Field work can be a time and labor-intensive activity. Visits are made to discuss the violations with either the property owner or their neighbors as well as to verify whether progress on the violations is being made. The consultant team observed the inspectors as they worked in the field and in the office. Although an actual time study was not performed, each inspector spends approximately 80 percent of their time performing office tasks and about 20 percent of their time performing inspections.

The Code Compliance Specialist serves in both a quasi-Inspector position for cases involving only Building Code violations and also assists the two Research Technicians, creating a three-person research team responsible for reviewing and synthesizing publicly available data to determine whether unpermitted work has taken place, which provides supporting information to the Inspectors, partner divisions and offices, and the public. Larimer County's research function appears to be unique among the peer counties interviewed for this Code Compliance Assessment. The research team provides the Inspectors with more in-depth information about each property in a timely manner, allowing the Code Compliance staff to identify and prioritize all of the potential violations on a property at the outset.

Exhibit D: Priority Ratings

CODE COMPLIANCE PRIORITY RATINGS

Updated November 2022







Each code compliance case is assigned a letter priority rating from "A" to "D"- "A" being the highest priority. Code Compliance staff process cases in the order of the priority rating.

Some issues are only investigated if a written complaint is submitted. Other issues may be investigated without a written complaint, identified as (Proactive) below.

Proactive: The Board of County Commissioners determined some types of code violations should be reported on a "proactive" basis, which means Code Compliance staff will pursue investigation of issues without a written complaint if there is evidence to warrant investigation. Proactive investigations apply to threats to public safety and to certain situations involving illegal signs, illegal businesses (the County prefers to address these violations before a large amount of money is invested in a business that may not be allowed), or issues that have a significant, negative impact on surrounding properties, property values and/or the quality of life enjoyed by owners in the area. For example, Code Compliance staff will pursue investigation of issues without a written complaint in the following circumstances:

- 1. If a Code Compliance Inspector or Building Inspector drives by a construction site that has not received final inspection approval or a certificate of occupancy, and observes the structure is being used and/or occupied.
- 2. If County staff (other than Code Compliance staff)¹ observe a violation or see a sales brochure or a newspaper ad that advertises an illegal business or other code violation; and
- 3. if a Code Compliance Inspector drives by and sees an accumulation of junk and rubbish that, in the Inspector's judgment, has a significant, negative impact on surrounding properties, property values and/or the quality of life enjoyed by owners in the area (high visibility and high volume).

The priority ratings for Land Use Code, Building Code, Flood and Right-of-Way violations are outlined below.

Land Use Code Priority Ratings

Type A: Code Violations having life/safety/health concerns, as determined by the Code Compliance Officer or other County staff. Clear or potential danger to life, or the environment; sewage disposal and other Health Department concerns; floodplain violations; wildfire hazards. Type A violations apply to all situations, including businesses and non-conforming uses.

Exhibit D: Priority Ratings

Violation Description	Proactive & Complaint	Complaint Only
Imminent Dangers	Х	
Dangers but not Imminent	Х	

Type B: Code Violations having a significant, negative impact on surrounding properties, property values and/or the quality of life enjoyed by owners in the area, as determined by the Code Compliance Officer; violations for which a timely response is necessary or appropriate; and code violations that challenge the authority of the County and the credibility of the Code Compliance program, including but not limited to, the following:

Violation Description	Proactive & Complaint	Complaint Only
Junk or trash having significant, negative impact on surrounding properties, property values and/or quality of life enjoyed by property owners in the area.	х	
Graffiti that is or may be gang-related	х	
New Sign Code violations ²	x	
New Illegal Businesses ³	х	
Violations holding up the issuance of building permits	x	
Expansions of non-conforming businesses	x	
Change of character of non-conforming businesses	х	
Violations of County denied Land Use Code applications	Х	
Violations of conditions attached to a previous approval	х	

Type C:

Violation Description	Proactive & Complaint	Complaint Only
Junk or trash visible only to the complainant, having a moderate, negative	Complaint	X
impact on surrounding properties, property value and/or the quality of life		
enjoyed by property owners in the area.		

Type D:

	Proactive &	
Violation Description	Complaint	Complaint Only
Graffiti that is not likely to be gang-related		Х
Junk and trash not visible to a neighbor or the public, having a low, negative impact on surrounding properties, property values and/or the quality of life enjoyed by property owners in the area. (*Complainant must reside within 500 feet of property complained about).		X*
Code violations, as determined by the Code Compliance Inspector, having little or no negative impact on the surrounding properties, property values and/or the quality of life enjoyed by property owners in the area.		Х

Building Code Priority Ratings

Type A: Code violations having life/safety/health concerns. Clear or potential danger to life, property or the environment, sewage disposal and other Health Department concerns; Building, Plumbing, Mechanical and Fire Code violations where life, safety and health are concerns.

Violation Description	Proactive & Complaint	Complaint Only
Imminent Dangers	X	
Dangers but not Imminent	Х	

Type B:

	Proactive &	
Violation Description	Complaint	Complaint Only
Current construction of any type taking place without a building permit or with an expired building permit lacking final inspection approvals, or without a land use or other required approval. Situations in which continuation of construction could result in the need to remove, demolish, redesign, or alter the building/structure, or where County land use or other approvals are required but not obtained. Residential or commercial buildings constructed on or after 01/01/1988 without a building permit or with an expired building permit lacking final inspection approvals.	X	

Type C:

Violation Description	Proactive & Complaint	Complaint Only
Additions, alterations or remodels of residential or commercial buildings constructed after08/31/1998 without a building permit or with an expired building permit lacking final inspection approvals.	X	
Additions, alterations or remodels of residential or commercial buildings constructed from01/01/1988 to 08/31/1998 without a building permit or with an expired building permit lacking final inspection approvals.		X

Type D:

	Proactive &	
Violation Description	Complaint	Complaint Only
All accessory structures, including additions or remodels, constructed on or after		
01/01/1988 without a building permit or with an expired building permit lacking		
final inspection approvals. Construction of residential or commercial buildings,		
including additions, alterations or remodels, from 01/01/1972 to 12/31/1987		X
without a building permit or with an expired building permit lacking final		^
inspection approvals, unless the matter involves or has the potential to involve		
life-safety issues.		

Floodplain Priority Ratings

Type A: Situations that come to the County's attention from County staff, or a written or verbal complaint from a citizen that meets the standard of immediate public health, safety, property damage concern or could immediately jeopardize Larimer County's Participation in the National Flood Insurance Program. Corrective action will be implemented as soon as possible in an effort to resolve the situation using the procedures below. Examples include, but are not limited to the following:

	Proactive &	
Violation Description	Complaint	Complaint Only
Unpermitted residential/commercial structures in the floodway	Х	
Unpermitted Change of Use of a Structure in the floodplain that increases life		
safety concerns during a flood, e.g., shed converted to residential use	X	
Outdoor storage that would increase life safety concerns in the event of a flood,		
e.g., propane tanks, inoperable vehicles/RV's/boats/trailers, or other large items		
that are not readily mobile	X	
Hazardous Materials as defined in LCLUC 4.2.2.E.6, e.g., above ground propane		
tanks, gasoline or other fuel tanks, fertilizers, or chemicals	X	
Physical modifications to the floodplain, or directing of flows, that would		
immediately increase life safety or property damage concerns	Х	
Unpermitted commercial camping in the floodway	Х	
Unpermitted critical facilities in the floodplain	Х	
Unpermitted repair of a substantially damaged structure within a floodplain	Х	

Type B: For situations that come to the County's attention from County staff, or a written or verbal complaint from a citizen which do <u>not</u> meet the standard of immediate public health, safety, or property damage concern, but do jeopardize the County's Participation in the National Flood Insurance Program and must be addressed. Examples include, but are not limited to, the following:

Violation Description	Proactive & Complaint	Complaint Only
Major grading activities in the floodplain that adversely impact drainage patterns on adjacent parcels	Х	,
Major fill activity in the floodplain that adversely impact drainage patterns on adjacent parcels	X	
Unpermitted residential/commercial additions in the floodway that increase building footprint	х	
Unpermitted residential/commercial/outbuilding structures/additions in the flood fringe and doesn't meet flood protection elevation	х	
Unpermitted outbuildings in the floodway	Х	
Expansion of a non-conforming use Unpermitted Change of Occupancy of a structure in the floodplain that does not increase life safety concerns during a flood, e.g., storage shed to other non-	X	
residential use and doesn't meet flood protection elevation	X	
Unpermitted channel crossings	X	
Unpermitted commercial camping in the flood fringe Decks, patios, pavilions not requiring a building permit but require floodplain development permit in the floodway	X	
Channel modifications	Х	
Outdoor storage requiring special review approval from Planning Department	Х	
Temporary stockpiles in the floodway (less than 6 months)	X	

Type C: For situations that come to the County's attention from the County staff, or a written complaint from a citizen which does <u>not</u> meet the standard of immediate public health, safety, or property damage concerns or jeopardize the County's participation in the National Flood Insurance Program as long as a Floodplain Permit is issued, the County Engineer, or designee, will decide how to proceed on a case-by-case basis. Examples include, but are not limited to, the following.

Violation Description	Proactive & Complaint	Complaint Only
Minor grading activities in the floodplain that adversely impact drainage patterns		- Complaint Ciny
on adjacent parcels		Χ
Minor fill activity in the floodplain that adversely impact drainage patterns on		
adjacent parcels		Χ
Unpermitted residential additions in the floodway that do not increase building		
footprint, e.g., unenclosed covered porches or decks, 2 nd story	X	
Non-agricultural fencing in the floodway/flood fringe	X	
Decks, patios, pavilions not requiring a building permit but require floodplain		
development permit in the flood fringe		X
Unpermitted temporary stockpiles in the flood fringe		Χ
Unpermitted signs where the sign panel is below base flood elevation	Х	
Unpermitted signs where the sign panel is above base flood elevation		Χ
Unpermitted water systems	Х	
On-site waste disposal systems done without a floodplain development permit	Х	
Railroads, streets, roads, bridges, flood and water control structures, above and		
below ground utilities (excluding service connections), pipeline, marinas, boat		
rentals, docks, piers, and wharves built without Flood Review Board approval	X	

Right-of-Way Priority Ratings

Type A: Situations that come to the County's attention from the Road & Bridge Department, staff, or a written/verbal complaint from a citizen that meets the standard of immediate public safety, drainage, or right-of-way maintenance concerns. Corrective action will be implemented as soon as possible in an effort to resolve the situation using the procedures below.

Violation Description	Proactive & Complaint	Complaint Only
Open Trenches or Stockpile Material within the travelled portion of the roadway		, , , , , , , , , , , , , , , , , , ,
or clear zone area	Χ	
Placement of any large objects within the travelled portion or clear zone of the roadway;	Х	
Placement of gates or fencing which prevents passage of vehicles or pedestrians or prevents road maintenance.	Х	
Unauthorized placement of No Parking signs or other traffic control signs	Х	
Sight line obstructions (sight triable) on mainline County Roads per Larimer County Urban Area Street Standards – Figure 7-16		
Inappropriate or mishandled maintenance by citizens or property owners	Χ	

Type B: For situations that come to the County's attention from the Road & Bridge Department, staff, or a written complaint from a citizen which do <u>not</u> meet the standard of immediate public safety, drainage, or right-of -way maintenance concern, but must be resolved through interactions with the person or entity that is responsible for the violation.

Violation Description	Proactive & Complaint	Complaint Only
Placement of unauthorized signage within the public right-of-way outside clear		сотрыше от
zone.	X	
Storage of materials, trash or equipment within unimproved and unused portion of public right-of-way on a mainline county road		Х
Storage of equipment, trash or materials outside of travel way or clear zones on a mainline county road		Х
Placement of material or objects resulting in significant blockage of overland drainage	Х	

Type C: For situations that come to the County's attention from the Road & Bridge Department, staff, or a written complaint from a citizen which do <u>not</u> meet the standard of immediate public safety, drainage or maintenance concerns, the County Engineer and the Senior Land Agent will decide how to proceed on a case-by-case basis and notify Code Compliance staff for resolution if determined to be necessary.

Violation Description	Proactive & Complaint	Complaint Only
Storage of materials, trash or equipment within unimproved and unused portion of public right-of-way on local roads		X
Storage of equipment, trash or materials outside of travel way or clear zones on local roads		х
Placement of any large objects outside the travelled portion of the roadway;		X
Building, hardscape, and fencing encroachments;		X
Sight line obstructions (sight triangle) in Subdivision Roads per Larimer County Urban Area Street Standards – Figure 7-16		Х

Footnotes:

¹Written complaints from County staff other than Code Compliance Officers must be submitted to the Code Compliance Section through a department head or elected official unless the issue directly affects the County employee's property.

 2 "New Sign Code Violations" are code violations that commenced after the adoption of the County's new Sign Code on $^{2/22/2005}$, and off-premises signs.

³"New Illegal Businesses" are businesses that began operation after the enactment of the Larimer County Land Use Codeon January 1, 2000.

⁴"01d Sign Code Violations" are violations established prior to February 22, 2005.

 5 "0 1d Illegal Businesses" are businesses established prior to January 1,2000.