Welcome

- Meet the instructor
- Participant introductions
- Why are you here?

In order to obtain CEUs for this course you will need to:

- be present for the entire course and
- be actively participating in activities and discussions and
- complete the Course Workbook.
Description

- This course provides knowledge and skills for effectively writing reports and violation notices for code professionals of all levels.
- You will learn the importance of writing a good report, writing professional sentences and choosing the correct terminology to use.
- Examples and practice opportunities are provided to participants so that you will be better skilled at writing and editing your work.

Goal

- To become a report writing expert, or at least an aspiring expert.

Objectives

Upon completion, participants will be better able to:

- Write a building code inspection report that communicates clearly, is accurate, descriptive and sites the code or ordinance quickly and without error.
Objectives
Upon completion, participants will be better able to:

- Write an efficient report that contains details, uses appropriate terminology for the intended audience and defines terms that may be unclear for the reader by:
  - Employing the Six W’s for writing reports.
  - Using terminology to correctly describe issues.
  - Gathering details to write an inspection report.
  - Writing effective sentences that clearly and professionally describe issues.

Objectives
- Upon completion, participants will be better able to:
  - Write a report that minimizes the potential for litigation.

Course Overview
Module 1  Why Efficient Report Writing is Essential to Code Enforcement?
Module 2  The Elements of an Efficient Report.
Module 3  Construction Inspection
Module 4  Existing Property Inspection - Fire/Property Maintenance/Complaints
Module 5  Citations, Prosecution & Legal Documents
Why Efficient Report Writing is Essential to Code Enforcement

Module 1

Why efficient report writing is essential to code enforcement.

- If it isn’t on paper, it didn’t happen.
- It’s better to Educate than Litigate.
- Minimize legal exposure and maximize prosecutorial leverage.
- Give them every chance to do the right thing.
- It will make your job easier.

We are unable to approve your plans as submitted. Please incorporate the items listed below into revised drawings and resubmit, a minimum of two sets, for further review. All items requested in this review letter shall be addressed prior to approval.

- If you choose to resubmit anything less than a complete set, please be prepared to disassemble and properly reassemble.
- Any response noted as “by other”, “design-build”, “N.I.C.”, etc. shall be rejected unless accompanied by the requested information.
- Please cloud and date each change, and provide a written response keyed to this review letter by item number. Please be aware that a “cut and paste” of a review comment or code citation/text will probably constitute an inadequate response.

If it isn’t on paper, it didn’t happen.
If it isn’t on paper, it didn’t happen.

We are unable to approve your plans as submitted. Please incorporate the items listed below into revised drawings and resubmit, a minimum of two sets, for further review. All items requested in this review letter shall be addressed prior to approval.

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- It’s better to Educate than Litigate.
  - BiSSo only works for a short period of time
  - Establish your role as an expert
  - Give them a reason to do the right thing
  - Verbal Judo

- Minimize legal exposure and maximize prosecutorial leverage.
  - Give them every chance to do the right thing.
  - Use uniform language throughout the process.
Why efficient report writing is essential to code enforcement.

- It will make your job easier.

A Code Official will need to write many different reports

1. Plan Reviews

A Code Official will need to write many different reports

2. Departmental Requests & Reports

December 6, 2018
City of Shorock
Preferred Amendments to 2018 International Property Maintenance Code

Chapter 3 Definitions

Responsible Party: Except as otherwise specified herein, the owner of the property in question shall be responsible for the maintenance of buildings, structures and grounds on the property and shall be responsible for the repair and replacement of any structural elements of the property. In the event of a dispute between the owner and the building official, the building official shall have the final say in the matter. The building official shall be responsible for the repair and replacement of any structural elements of the property. In the event of a dispute between the owner and the building official, the building official shall have the final say in the matter.

Cost Impact: There is no cost associated with this proposed amendment.

Discussion: This amendment will allow code enforcement personnel to address issues directly with the party that is responsible for a violation. The proposed law has been discussed in meetings with various stakeholders, including the owners and managers of the shopping center and various retail properties, it will allow the directors to address issues with landlords and they have expressed unanimous support.
A Code Official will need to write many different reports

3. Departmental Activities Reports

4. Communication with Upper Management and Elected Officials

From: Red Taggart
Date: December 6, 2018
Subject: Selective Enforcement
To: J. D. McQuillen@fireland.com

Bills,

The Delta boys are at it again. They built a small shed on Stony Rock Mountain without a permit. There appears to be a small fire with lots of smoke coming out, with a bunch of empty quart jugs scattered outside.

Sheriff Roscoe and I will be visiting the site later today.

6.

5. Press Releases

https://fitsmallbusiness.com/
A Code Official will need to write many different reports

5. Press Releases

A Code Official will need to write many different reports

6. Freedom Of Information Act (FOIA) Reports

A Code Official will need to write many different reports

7. Inspection Reports
   a. Construction
A Code Official will need to write many different reports

7. Inspection Reports
   b. Existing Property-
      1. Running Action Sheets
      2. Fire Inspection
      3. Property Standards
A Code Official will need to write many different reports

7. Inspection Reports
   b. Existing Property-

A Code Official will need to write many different reports

8. Citations & Prosecution Documents

A Code Official will need to write many different reports

9. Employee Reviews
Advantages/disadvantages of different types of inspection report formats

1. Template/Boilerplate
2. Forms
3. Blank Sheet
   a. Narrative
   b. Notes
4. Combination

Advantages/disadvantages of different types of inspection report formats

1. Template/Boilerplate

Advantages/disadvantages of different types of inspection report formats

2. Forms
Advantages/disadvantages of different types of inspection report formats

3. Blank Sheet
   a. Narrative

Advantages/disadvantages of different types of inspection report formats

3. Blank Sheet
   b. Notes

Advantages/disadvantages of different types of inspection report formats

4. Combination
The Elements of an Efficient Report

Module 2

The elements of an efficient report

- Definitions
- Use correct terminology to correctly describe issues.
- Gathering details to write an inspection report.
- Writing effective reports that clearly and professionally describe issues.
- Spelling and Grammar

Definitions & Terminology
Correct Terminology

Glossary:
- Homeworx: Homeworx is a brand name associated with the product generally known as cellular based fiber wallboard, which is similar in composition to paper-mâché, made from recycled paper that is compressed under high temperature and pressure and held together with an acrylic binder.
- T-J5 is the proprietary name of an engineered wood-laminate product manufactured by Vapourwave.
- Definitions, Inc.
  - http://www.defineonline.com/styles/
- Choked Banks: Job Year Cable Ties
- Grand Piano Cable: larger multi-conductor feeder cable

IT IS BETTER TO REMAIN SILENT AND BE THOUGHT A FOOL THAN TO OPEN YOUR MOUTH AND REMOVE ALL DOUBT.

This quote has been attributed to Abraham Lincoln, Mark Twain and Samuel Johnson, among others.
Write Effective Reports that Clearly and Professionally Describe Issues

- Who
- What
- Why
- Where
- When
- hoW
Who?

What?

What was the extent of your inspection?
### What?

**What was the extent of your inspection?**

<table>
<thead>
<tr>
<th>What?</th>
<th>Why?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOO TALL &amp; HANDHELD COMBINATION CHAINSAW (OIL BURNER)</strong></td>
<td><strong>VILLAGE OF OAK BROOK</strong></td>
</tr>
<tr>
<td><strong>DECHANGE CONTRACTOR</strong></td>
<td><strong>BUILDING &amp; ZONING OFFICE</strong></td>
</tr>
<tr>
<td><strong>DATE: 04/12/2018</strong></td>
<td><strong>TIME 09:45 AM</strong></td>
</tr>
<tr>
<td><strong>LOCATION: 2552 WISCONSIN AVENUE</strong></td>
<td><strong>OWNER: JOHN JONES</strong></td>
</tr>
<tr>
<td><strong>Bldg 07</strong></td>
<td><strong>Inspected By: DOUG SAVAGE</strong></td>
</tr>
</tbody>
</table>

### Why?

**TOO TALL & HANDHELD COMBINATION CHAINSAW (OIL BURNER)**

- **TOO TALL & HANDHELD COMBINATION CHAINSAW (OIL BURNER)**
  - **DECHANGE CONTRACTOR**
  - **VILLAGE OF OAK BROOK**
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**VILLAGE OF OAK BROOK**

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**BUILDING & ZONING OFFICE**

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  - **OWNER: JOHN JONES**
  - **Bldg 07**
  - **Inspected By: DOUG SAVAGE**
Always start with a verb.

"THE DEFENDANT KNOWINGLY FAILED TO..."
• Always start with a verb.

‘THE DEFENDANT KNOWINGLY FAILED TO…’

NEVER EVER certify blanket compliance or approval.

SOME GOOD PHRASES

• “Ok at time of inspection”
SOME GOOD PHRASES

- "Ok at time of inspection"
- "Cited violations corrected"
- "No violations cited"
- "Ok for Certificate of Occupancy at the time of inspection"
SOME GOOD PHRASES

- "Ok at time of inspection"
- "Cited violations corrected"
- "No violations cited"
- "Ok for Certificate of Occupancy at the time of inspection"
- "Ok to continue after corrections"

MORE?

Acceptable documentation addresses a MINIMUM of all six:

1. Who was involved?
Acceptable documentation addresses a MINIMUM of all six:

1. Who was involved? (Notes, signatures, note if posted on site).
2. What is the extent of your inspection? (Foundation, East wall on 2nd floor, Final, etc.)
Acceptable documentation addresses a MINIMUM of all six:

1. Who was involved? (Notes, signatures, note if posted on site),
2. What is the extent of your inspection? (Foundation, East wall on 2nd floor, Final, etc.
3. When:
   ▪ Were you there? (Date and time),
   ▪ Will there be a reinspection?

1. Who was involved? (Notes, signatures, note if posted on site),
2. What is the extent of your inspection? (Foundation, East wall on 2nd floor, Final, etc.
3. When:
   ▪ Were you there? (Date and time),
   ▪ Will there be a reinspection?
4. Why were you there?
1. Who was involved? (Notes, signatures, note if posted on site),
2. What is the extent of your inspection? (Foundation, East wall on 2nd floor, Final, etc.
3. When:
   ▪ Were you there? (Date and time),
   ▪ Will there be a reinspection?
4. Why were you there? (Inspection, Reinspection, Complaint, Call from Police/Fire, Field observation).

Acceptable documentation addresses a MINIMUM of all six:
1. Who was involved? (Notes, signatures, note if posted on site),
2. What is the extent of your inspection? (Foundation, East wall on 2nd floor, Final, etc.
3. When:
   ▪ Were you there? (Date and time),
   ▪ Will there be a reinspection?
4. Why were you there? (Inspection, Reinspection, Complaint, Call from Police/Fire, Field observation).
5. Where did this occur?

Acceptable documentation addresses a MINIMUM of all six:
1. Who was involved? (Notes, signatures, note if posted on site),
2. What is the extent of your inspection? (Foundation, East wall on 2nd floor, Final, etc.
3. When:
   ▪ Were you there? (Date and time),
   ▪ Will there be a reinspection?
4. Why were you there? (Inspection, Reinspection, Complaint, Call from Police/Fire, Field observation).
5. Where did this occur? (Address and specific location).
Acceptable documentation addresses a MINIMUM of all six:

1. Who was involved? (Notes, signatures, note if posted on site).
2. What is the extent of your inspection? (Foundation, East wall on 2nd floor, Final, etc).
3. When:
   - Were you there? (Date and time),
   - Will there be a reinspection?
4. Why were you there? (Inspection, Reinspection, Complaint, Call from Police/Fire, Field observation),
5. Where did this occur? (Address and specific location),
6. How is the recipient of the inspection report being directed to act?

Perform the Inspection

- GIVEN: You are an inspector who drives by and sees construction without the required permit behind a residence in your jurisdiction.
- Use the provided Inspection Form.
- Perform the inspection.
- Fill out the inspection form and discuss.
Perform the Inspection

- **Who:** Vernon & Petunia Dursley
- **What:**
- **When:** Today
- **Why:**
- **Where:** 4 Privet Drive
- **How:**
Perform the Inspection

Perform the Inspection

Perform the Inspection
DISCUSSION

- How many items did you cite?
- Did you order the contractor to get a permit?
- Did you stop work?
- What timeframes did you give?
- How did you phrase it?
- How do you deal with the lot line/setback issue?

Module 3

Construction Inspection Report

Construction Inspection

- Make sure you have all 6 Ws on the form.
- Don’t let the builder do less than the code, don’t make the builder do more than the code.
- Cite the appropriate code section.
- Clearly detail the nature of the violation in light of the code.
- DON’T design. “I can’t design it for you, but I can tell you that we have previously approved similar situations when they did _____, or _____. Please feel free to propose any solution that you believe would work.”
- Sometimes you need to require a licensed design professional to be involved in the project. (Architect, Engineer, Surveyor)
Who: Woody Butcher
What:
When:
Why
Where: 211 Pine St.
How:

2014 National Electric Code® Article 110.3

(B) Installation and Use. Listed or labeled equipment shall be installed and used in accordance with any instructions included in the listing or labeling.
DISCUSSION

- How many items did you cite?
- Did you stop work?
- What timeframes did you give?
- How did you phrase it?

Construction Inspection

- Who: Finn Mason
- What:
- When:
- Why:
- Where: 1313 Mockingbird Ln.
- How:
2015 IRC ²R311.7.5.1 Risers.
The riser height shall be not more than 73/4 inches (196 mm).
The riser shall be measured vertically between leading edges of
the adjacent treads. The greatest riser height within any flight
of stairs shall not exceed the smallest by more than 3/8 inch
(9.5 mm).

2015 IRC ²R311.7.8 Handrails.
Handrails shall be provided on not less than one side of each
continuous run of treads or flight with four or more risers.

2015 IRC ²R312.1.1 Where required.
Guards shall be located along open-sided walking surfaces,
including stairs, ramps and landings, that are located more
than 30 inches (762 mm) measured vertically to the floor or
grade below…
DISCUSSION

- How many items did you cite?
- Did you stop work?
- What timeframes did you give?
- How did you phrase it?

Who: Shorty Sparks
What:
When:
Why:
Where: 485 Mapleton St.
How:
2015 IBC â©714.3.1.2 Through-penetration firestop system. Through penetrations shall be protected by an approved penetration firestop system installed as tested in accordance with ASTM E 814 or UL 1479....
DISCUSSION

- How many items did you cite?
- Did you stop work?
- What timeframes did you give?
- How did you phrase it?
Report Writing for the Code Official

Construction Inspection

Who: Randy Sawyer  
What:  
When:  
Why:  
Where: 742 Evergreen Terrace  
hoW:  
2015 IRC® R602.7.2 Rim board headers.  
... Rim board headers shall be constructed in accordance with Figure R602.7.2 and shall be supported at each end by full-height studs...

DISCUSSION

How many items did you cite?  
Did you stop work?  
What timeframes did you give?  
How did you phrase it?
The ends of each joist, beam or girder shall have not less than 1-1/2 inches (38 mm) of bearing on wood … except where supported on a 1-inch by 4-inch (25 mm by 102 mm) ribbon strip and nailed to the adjacent stud or by the use of approved joist hangers.

Who: Joyce Hangar

What:

When:

Why:

Where: 1600 Pennsylvania Ave.

DISCUSSION

- How many items did you cite?
- Did you stop work?
- What timeframes did you give?
- How did you phrase it?

Who: Ted Shackleford
What:
When:
Why:
Where: 4051 Flossmoor Road
How:
2015 IRC® R316.3 Surface burning characteristics. Unless otherwise allowed in Section R316.5, foam plastic shall have a flame spread index of not more than 75 and shall have a smoke-developed index of not more than 450 when tested in the maximum thickness and density intended for use in accordance with ASTM E 84 or UL 723.

R316.4 Thermal barrier. Unless otherwise allowed in Section R316.5, foam plastic shall be separated from the interior of a building by an approved thermal barrier of not less than 1/2-inch (12.7 mm) gypsum wallboard, 23/32-inch (18.2 mm) wood structural panel or a material that is tested in accordance with and meets the acceptance criteria of both the Temperature Transmission Fire Test and the Integrity Fire Test of NFPA 275.

DISCUSSION

- How many items did you cite?
- Did you stop work?
- What timeframes did you give?
- How did you phrase it?
Who: Gaston Hacker
What:
When:
Why:
Where: 900 Montclair Rd.
How:

2015 IRC ©
R502.8.2 Engineered wood products. Cuts, notches and holes bored in trusses, structural composite lumber, structural glue-laminated members, cross-laminated timber members or I-joists are prohibited except where permitted by the manufacturer’s recommendations or where the effects of such alterations are specifically considered in the design of the member by a registered design professional.
DISCUSSION

- How many items did you cite?
- Did you stop work?
- What timeframes did you give?
- How did you phrase it?
Construction Inspection

- Who: Spee D. Framer
- What:
- When:
- Why:
- Where: 1200 Oak Brook Rd.
- How:

2015 IBC §107.4 Amended construction documents. Work shall be installed in accordance with the approved construction documents, and any changes made during construction that are not in compliance with the approved construction documents shall be resubmitted for approval as an amended set of construction documents.
DISCUSSION

- How many items did you cite?
- Did you stop work?
- What timeframes did you give?
- How did you phrase it?

Construction Inspection

- Who: Slim Sparks
- What:
- When:
- Why:
- Where: 3060 Saturn St #100
- How:
110.26 Spaces About Electrical Equipment. Access and working space shall be provided and maintained about all electrical equipment to permit ready and safe operation and maintenance of such equipment.

(A) Working Space. Working space for equipment operating at 600 volts, nominal, or less to ground and likely to require examination, adjustment, servicing, or maintenance while energized shall comply with the dimensions of 110.26(A)(1), (A)(2), and (A)(3) or as required or permitted elsewhere in this Code.

(1) Depth of Working Space. The depth of the working space in the direction of live parts shall not be less than that specified in Table 110.26(A)(1) unless the requirements of 110.26(A)(1)(a), (A)(1)(b), or (A)(1)(c) are met. Distances shall be measured from the exposed live parts or from the enclosure or opening if the live parts are enclosed.

(B) Occupancy. Each occupant shall have ready access to all overcurrent devices protecting the conductors supplying that occupancy, unless otherwise permitted in 240.24(B)(1) and (B)(2).

Accessible, Readily (Readily Accessible). Capable of being reached quickly for operation, renewal, or inspections without requiring those to whom ready access is requisite to actions such as to use tools, to climb over or remove obstacles, or to resort to portable ladders, and so forth.
DISCUSSION

- How many items did you cite?
- Did you stop work?
- What timeframes did you give?
- How did you phrase it?

Construction Inspection

- Who: Lucy Piper
- What:
- When:
- Why:
- Where: 500 New Jersey Avenue, NW
- How:
358.30 Securing and Supporting. EMT shall be installed as a complete system in accordance with 300.18 and shall be securely fastened in place and supported in accordance with 358.30(A) and (B).

(A) Securely Fastened. EMT shall be securely fastened in place at least every 3 m (10 ft.). In addition, each EMT run between termination points shall be securely fastened within 900 mm (3 ft.) of each outlet box, junction box, device box, cabinet, conduit body, or other tubing termination.

DISCUSSION
- How many items did you cite?
- Did you stop work?
- What timeframes did you give?
- How did you phrase it?
Construction Inspection

- **Who:** Ty Rapper
- **What:**
- **When:**
- **Why:**
- **Where:** 4000 Cooper St.
- **How:**

2015 IRC ©

106.4 Amended construction documents. Work shall be installed in accordance with the approved construction documents, and any changes made during construction that are not in compliance with the approved construction documents shall be resubmitted for approval as an amended set of construction documents.

R703.3 Nominal thickness and attachments. The nominal thickness and attachment of exterior wall coverings shall be in accordance with Table R703.3 (1), the wall covering material requirements of this section, and the wall covering manufacturer's installation instructions….
DISCUSSION

- How many items did you cite?
- Did you stop work?
- What timeframes did you give?
- How did you phrase it?
Who: Canuck Skinner
What:
When:
Why:
Where: 2700 S. California Ave.
How:

2015 IBC 1014.7 Clearance. Clear space between a handrail and a wall or other surface shall be not less than 11/2 inches (38 mm). A handrail and a wall or other surface adjacent to the handrail shall be free of any sharp or abrasive elements.
Construction Inspection

- Who: Marty Grass
- What:
- When:
- Why:
- Where: 400 Maple Ave.
- How:

1014.6 Handrail extensions. Handrails shall return to a wall, guard or the walking surface or shall be continuous to the handrail of an adjacent flight of stairs or ramp run. Where handrails are not continuous between flights, the handrails shall extend horizontally not less than 12 inches (305 mm) beyond the top riser and continue to slope for the depth of one tread beyond the bottom riser.... The extensions of handrails shall be in the same direction of the flights of stairs at stairways and the ramp runs at ramps.
DISCUSSION

- How many items did you cite?
- Did you stop work?
- What timeframes did you give?
- How did you phrase it?

Module 4

Existing Property Inspection - Fire/Property Maintenance/Complaints
**About the Existing Property Inspection**

This inspection typically involves citing violations or deficiencies, i.e., weed letter. A better plan is to gather information during the inspection and write the report in the office.

- Photos are essential.
- Use AutoCorrect
- Use QQ to help with filling in templates or forms
- Follow International Property Maintenance Code Section 107.2 and Section 107.3

**Construction Inspection**

The best existing property inspection report is the one you don’t have to write.

**Existing Property Inspection**

A good plan is to gather information during the inspection and write the report in the office.

Photos are ESSENTIAL
Using AutoCorrect Feature in Microsoft Word

- Step 2: Select All commands

- Step 3: Scroll down to the AutoCorrect Options choice and hit the ADD >> button
Using AutoCorrect Feature in Microsoft Word

- Step 4: Write the phrase
- Step 5: Highlight the phrase & copy

Using AutoCorrect Feature in Microsoft Word

- Step 6: Select the AutoCorrect tab

Using AutoCorrect Feature in Microsoft Word

- Step 7: Enter a non-word i.e. 3ksoils and
- Select Add (longer entries- choose Format)
Using AutoCorrect Feature in Microsoft Word

- Step 8: Test the word.
  - Type: “3ksoils” →

- Get:

Please refer to 2015 International Residential Code Table R401.4 - PRESENTIVE LOAD BEARING VALUES OF FOUNDATION MATERIALS. The jurisdiction has a variety of soils within its boundaries, many of which do not provide a presumptive value equal to or greater than that which you have specified. Please either:

  - Provide verification of the soil load-bearing capacity specified
  - By engineering soil test, or
  - By notation of soil type per Table R401.4

OR

At the sole risk of the applicant, provide a signed and notarized affidavit agreeing to:

  - Make and provide field soil tests with documentation and results
  - Accept full responsibility for making field corrections to the construction, including any delays, should the soils prove to be less than the specified capacity.

OR

3. Provide calculations for the imposed loads on a soil type of lesser presumptive bearing capacity.

Using QQ

- Ctrl + F → Find
- Search for "QQ"
- Enter will advance through each occurrence
- Esc will leave you at the chosen location ready to replace

Existing Property Inspection

- Rsru → Rake, sweep and pick up
IPMC 107.2 Form. Such notice prescribed in Section 107.1 shall be in accordance with all of the following:

1. Be in writing.
2. Include a description of the real estate sufficient for identification.
3. Include a statement of the violation or violations and why the notice is being issued.
4. Include a correction order allowing a reasonable time to make the repairs and improvements required to bring the dwelling unit or structure into compliance with the provisions of this code.
5. Inform the property owner or owner’s authorized agent of the right to appeal.
6. Include a statement of the right to file a lien in accordance with Section 106.3.
1. Existing Property Inspection

DISCUSSION

- How many items did you cite?
  - What timeframes did you give?
  - How did you phrase it?
DISCUSSION

- How many items did you cite?
  - What timeframes did you give?
  - How did you phrase it?
3. Existing Property Inspection

DISCUSSION

- How many items did you cite?
- What timeframes did you give?
- How did you phrase it?
4. Existing Property Inspection

DISCUSSION

• How many items did you cite?
  • What timeframes did you give?
  • How did you phrase it?
5. Existing Property Inspection

DISCUSSION

- How many items did you cite?
- What timeframes did you give?
- How did you phrase it?
DISCUSSION

- How many items did you cite?
- What timeframes did you give?
- How did you phrase it?
Module 5

Citations, Prosecution and Legal Documents

1. It's better to educate than litigate.
2. Bark without bite is worthless.
   a) Verbal Judo
   b) Progressive discipline
3. Take your best case forward
   a) Dress appropriately
   b) Have your facts straight
   c) K. I. S. S.
   d) Check your spelling
   e) DOCUMENT!
4. You don’t have to win every one.

Citations, Prosecution, & Legal Documents

1. It’s better to educate than litigate.
   • Prosecution should be the very last resort when all else has failed to produce compliance.
   • Be tough, but fair.
2. Bark without bite is worthless.
   a. Verbal Judo

   Ask:
   "Is there anything else that
   I can do that would make
   you comply with my lawful order?"

b. Progressive discipline
   SUNY has a policy of progressive discipline for its employees:

   **Steps of Progressive Discipline for employees**
   - **Step 1:** Verbal Counseling(s) A verbal counseling is generally the first step of progressive discipline.
   - **Step 2:** Written Warning(s) A written warning is generally the second step of progressive discipline.
   - **Step 3:** Performance Improvement Plan (PIP)
   - **Step 4:** Termination of Employment.

2. Bark without bite is worthless.
   b. Progressive discipline

   Code enforcement is best applied with progressive steps:

   **Steps of Progressive Code Enforcement**
   - **Step 1:** Pre-inspection Notification may be the first step of progressive code enforcement.
   - **a. Verbal**
   - **b. Written**
   - **Step 2:** Written Notice: A violation notice is the second step of progressive code enforcement.
   - **Step 3:** OPTIONAL Reinspection and Notice of Legal Action
   - **Step 4:** Prosecution.
3. Take your best case to court
   a. Dress appropriately
   b. Have your facts straight
   c. K. I. S. S.
   d. Check your spelling
   e. DOCUMENT!

4. You don’t have to win every one.

- Different types of legal documents
  - Citations/Tickets
  - Depositions
    - For prosecution
    - For defense
  - Long form complaints
    - Violations
    - Administrative Search Warrant
    - Complaint for demolition
  - Modifications
  - Alternate Means, Methods, & Materials
Citations, Prosecution, & Legal Documents

- Depositions
  - For prosecution
  - For defense
After being notified in writing on November 27, 2018, the defendant knowingly failed to maintain the required exit for the first floor conference room so that it is readily openable from the egress side without the use of a key or special knowledge or effort, in violation of 2015 International Building Code Section 1010.1.9.

Exterior surfaces, including but not limited to, doors, door and window frames, cornices, porches, trim, balconies, decks and fences, shall be maintained in good condition. Exterior wood surfaces, other than decay-resistant woods, shall be protected from the elements and decay by painting or other protective covering or treatment. Peeling, flaking and chipped paint shall be eliminated and surfaces repainted. Siding and masonry joints, as well as those between the building envelope and the perimeter of windows, doors and skylights, shall be maintained weather resistant and water tight. Metal surfaces subject to rust or corrosion shall be coated to inhibit such rust and corrosion, and surfaces with rust or corrosion shall be stabilized and coated to inhibit future rust and corrosion. Oxidation stains shall be removed from exterior surfaces. Surfaces designed for stabilization by oxidation are exempt from this requirement.
Citations, Prosecution, & Legal Documents

- Long form complaints
  - Administrative Search Warrant
- Complaint for demolition
Citations, Prosecution, & Legal Documents

- Different types of legal documents
  - Modifications

MODIFICATIONS

Citations, Prosecution, & Legal Documents

- Different types of legal documents
  - Alternate Means, Methods, & Materials
ALTERNATE MEANS, METHODS, & MATERIALS

Final Reflection

- **What?** What happened and what was observed in the training?

- **So what?** What did you learn? What difference did this training make?

- **Now what?** How will you do things differently back on the job as a result of this training?

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