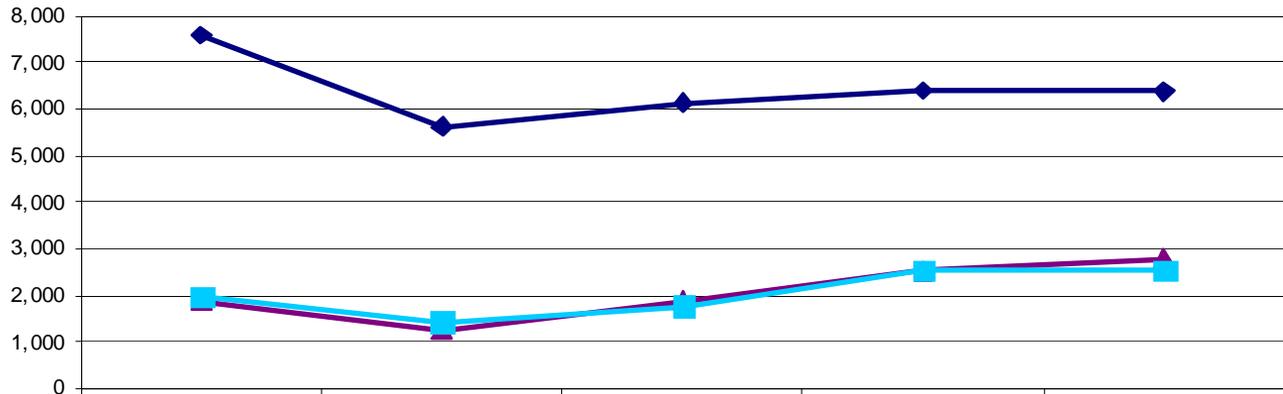


Housing and Community Development Department Code Enforcement Division



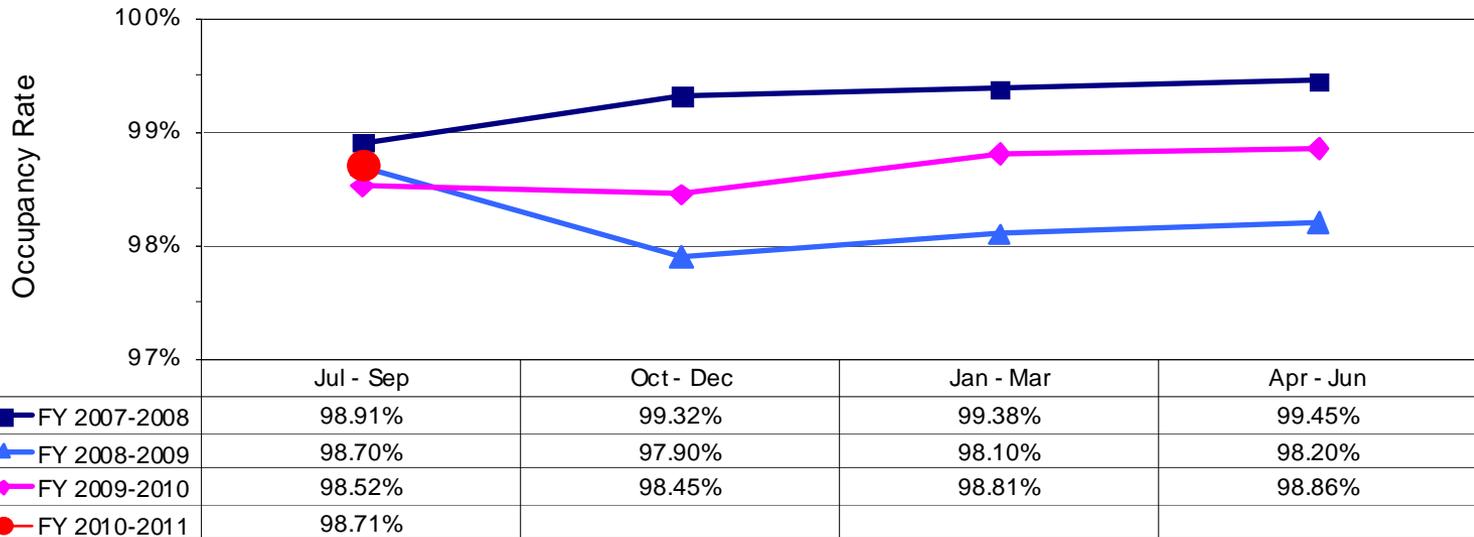
	July - September 2009	October - December 2009	January - March 2010	April - June 2010	Jul - September 2011
Violations issued (number)	1,885	1,240	1,882	2,522	2,787
Calls received (number)	7,586	5,616	6,120	6,383	6,380
Cases created (number)	1,968	1,424	1,767	2,540	2,545

This chart shows the code enforcement activity of the Housing and Community Development Department between July 2009 and September 2011. The data displayed includes the total number of calls received by the Code Enforcement Division's call center, the number of code enforcement cases created, and the number of code violations issued.

A fairly large gap exists between the number of calls received and the number of cases created. The Code Enforcement Division is often the first point of contact for citizens reporting a complaint. Once a call is received, the Division's call center staff determines the type of complaint being reported. Many calls may actually be the responsibility of other agencies, for example, trash container violations (Environmental Services), permit information (Planning and Development Services), on-street parking violations (ParkWise), green pools/mosquitoes (Pima County Health Department), and tenant/landlord disputes (Southern Arizona Legal Aid). These calls are forwarded by staff to the appropriate agency.

If a call is for enforcement of the code for which the Housing and Community Development Department is responsible, a case is created by staff for an inspector to conduct a field inspection. Generally, the field inspection may result in a violation being issued to the property owner. However, this is not always the case. For instance, the property owner may have corrected the issue prior to the inspection or the complaint that was reported is not actually a violation of the code. When this occurs, the case can be closed without a violation being issued.

Housing and Community Development Department Housing Management Division



This chart shows the occupancy rate of the City's Public Housing Program during fiscal years 2008, 2009, 2010 and 2011. The City's portfolio of 1,505 units includes high-rise and multi-unit housing complexes for the elderly and disabled, family multi-unit housing complexes, and single-family homes. The portfolio also includes 60 family Low Income Housing Tax Credit units.

The Public Housing Program occupancy rate is graded yearly by the federal Department of Housing and Urban Development (HUD). An occupancy rate of 98% or greater receives a score of "A." A rate of 96% - 98% is a "B;" 94% - 96% is a "C;" 90% - 94% is a "D." Anything less is a total fail. The City's Housing Management Division is mandated to maintain a high occupancy rate or face the possibility of losing funding for the Public Housing Program.

The City maintained a grade of "B" or higher during fiscal years 2008, 2008, and 2010. A slight decline in the occupancy rate of approximately 1% occurred between fiscal years 2008 and 2009. A rate change may occur for various reasons; however, occupancy is generally affected by changing economic conditions and the availability of other affordable housing options. The occupancy rate experienced an increase during fiscal year 2010, maintaining a grade of "A" and approaching a rate of 99%.