

***BIC Regular Meeting  
of  
September 20, 2023***

***Agenda Item 7e***

	January	February	March	April	May	June	July
<b>BID</b>							
Building Inspections Performed	4,500	4,645	5,470	4,789	5,173	5,329	4,722
Complaints Received	596	420	438	369	377	422	404
Complaint Response within 24-72 hours	592	418	435	367	377	420	402
Complaints with 1st Notice of Violation sent	128	103	74	74	56	68	58
Complaints Received and Abated without NOV	247	189	224	171	198	231	230
Abated Complaints with Notice of Violations	38	40	46	28	40	37	32
2nd Notice of Violations Referred to Code Enforce	24	24	35	30	17	36	29

<b>HIS</b>							
Housing Inspections Performed	1,078	1,075	1,164	1,123	1,029	899	905
Complaints Received	598	479	535	369	427	387	392
Complaint Response within 24-72 hours	584	470	504	345	410	374	384
Complaints with Notice of Violations issued	229	175	200	174	159	130	143
Abated Complaints with NOVs	371	427	460	377	422	334	464
# of Cases Sent to Director's Hearing	38	41	47	39	36	45	36
Routine Inspections	183	196	240	237	215	114	138

<b>CES</b>							
# of Cases Sent to Director's Hearing	47	67	85	65	74	66	64
# of Order of Abatements Issued	12	15	18	16	10	15	8
# of Cases Under Advisement	0	0	0	0	0	5	0
# of Cases Abated	106	123	163	127	133	102	116
Code Enforcement Inspections Peformed	482	476	554	681		577	463
# of Cases Referred to BIC-LC	1		1	0	0	1	0
# of Cases Referred to City Attorney	1	2	1	1	0	1	0

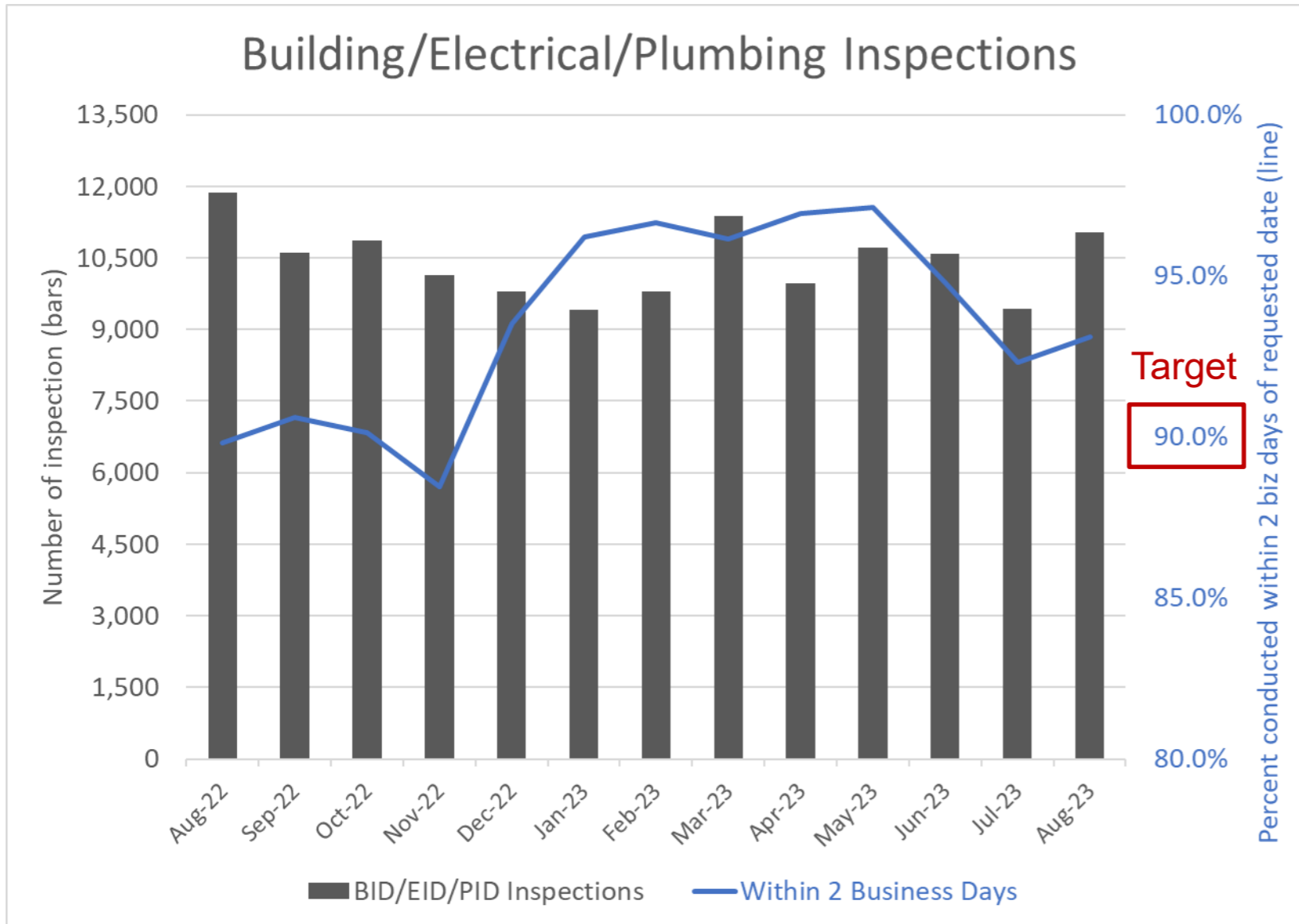
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<b>CODE ENFORCEMENT OUTREACH PROGRAMS</b>							
Total people reached out to	33,807	33,807	33,807	41,567	41,567	41,567	51,879
Counseling cases	410	410	410	486	486	486	520
Community Program Participants	4,753	4,753	4,753	7,416	7,416	7,416	15,515
Cases Resolved	787	787	787	321	321	321	468

# Inspection Services Update

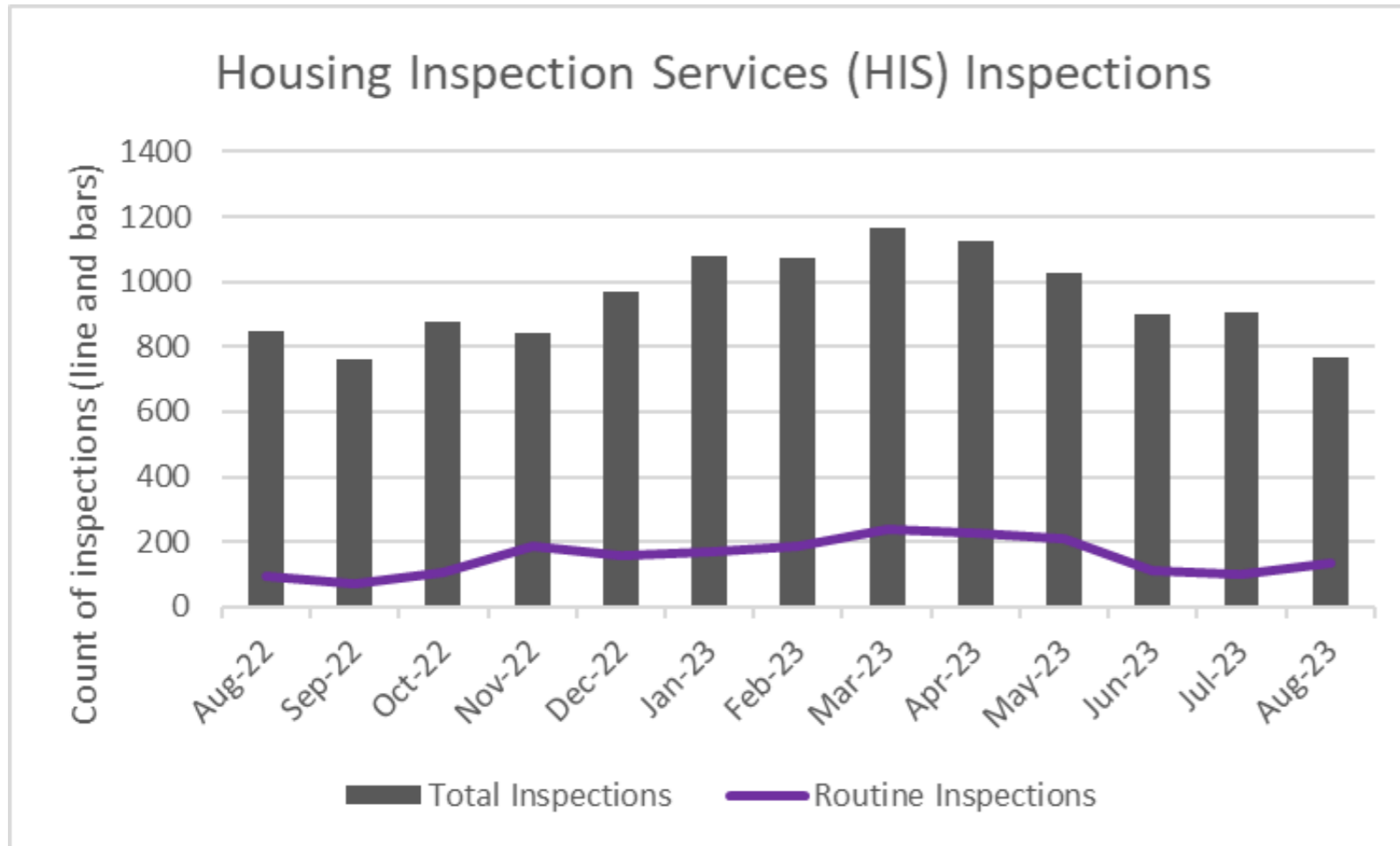
Building Inspection Commission, September 20, 2023

# Building/Electrical/Plumbing Inspection Statistics – August 2023



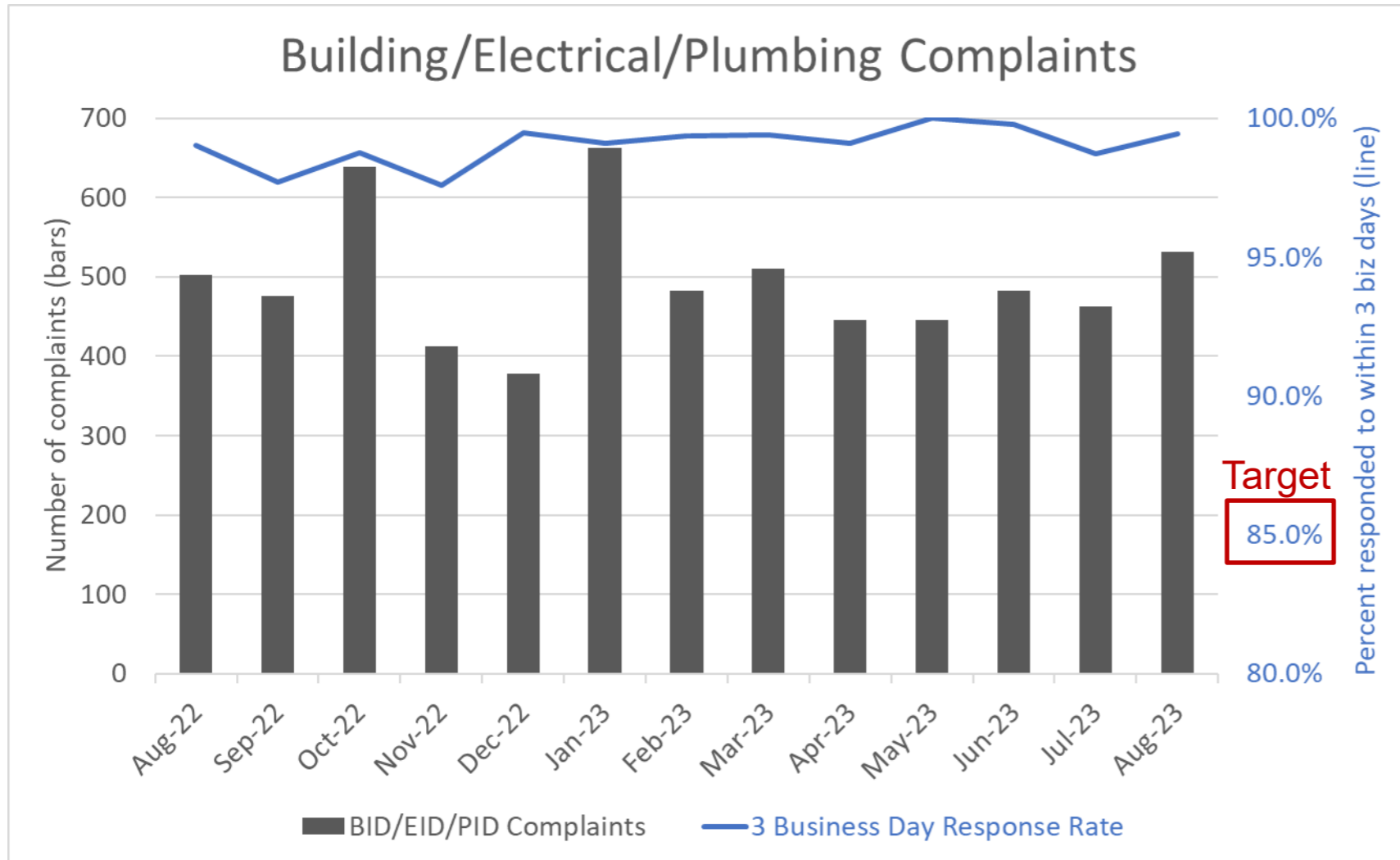
The Building, Electrical, and Plumbing Inspection Divisions completed **11,030** inspections in August, with **93%** of them conducted within 2 business days of the requested date.

# Housing Inspection Statistics – August 2023



Housing Inspection Services completed **767** inspections in August, with **133** of them being routine inspections of multi-family housing.

# Building/Electrical/Plumbing Complaint Statistics – August 2023

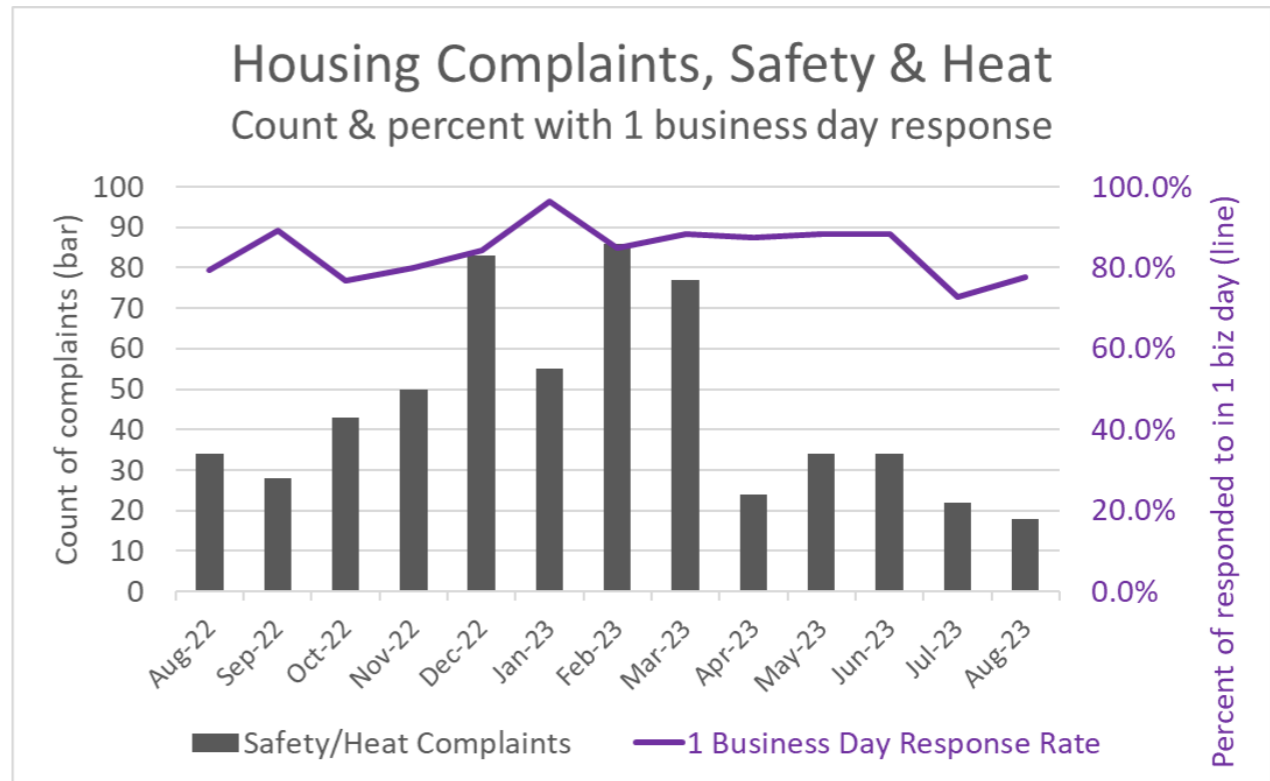
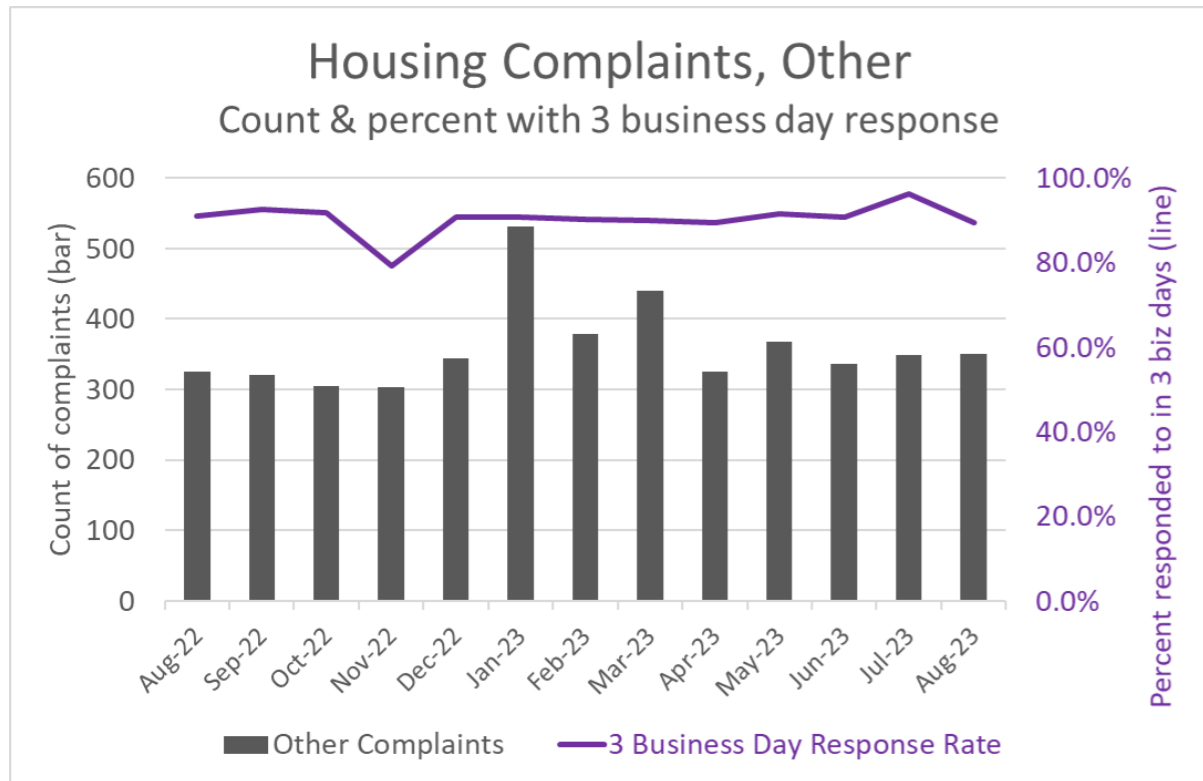


- The Building, Electrical, and Plumbing Inspection Divisions received **532** complaints in August and responded to **99%** of them within 3 business days.

## Code Enforcement Division

- Cases sent to Director's Hearing: **88**

# Housing Complaint Statistics – August 2023



- Housing Inspection Services received **350** other complaints and responded to **89%** of them within **3** business days in August.

- Housing Inspection Services sent **52** cases to Director’s Hearing and abated **449** cases with an NOV in August.

- Housing Inspection Services received **18** safety/heat complaints and responded to **78%** of them within 1 business day.



**THANK YOU**



# HIS Case Update

September 20, 2023

# Housing Inspection Case

- A tenant in a building on O'Farrell Street complained about ceiling damage in his bathroom on Friday, March 31, 2023
- Housing Inspector Ben Ng called the tenant on Monday, April 3 to schedule an inspection
- Inspector Ng performed an inspection and issued the Notice of Violation that same day

# (Before) Photos from the Inspection



# HIS Notice of Violation

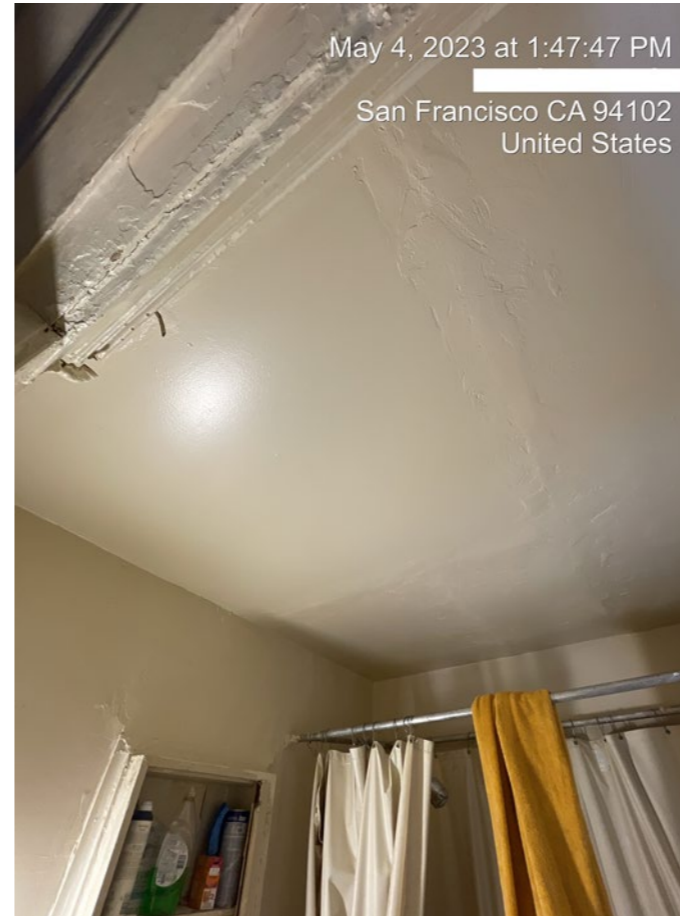
Details of the April 3 NOV:

- Repair damaged ceiling and walls (1001(b),(h),(o) HC)
- Repair huge hole in ceiling of bathroom in an approved manner; re-paint all surfaces once repairs are completed; cracks on walls also observed in main living area
- Location: bathroom

# Re-inspection

- Inspector Ng returned on May 4th, per the re-inspection date on the NOV and noted that the items were partially corrected
- He returned on May 15 for a second re-inspection and confirmed the work was complete

# After Photos





**THANK YOU**