

## Community Focus Statement C: Maintain and enhance Helendale’s aesthetic value

**Action Statement C.2: Design and promote education materials to help residents understand what constitutes potential code violations and how to report illegal dumping activities.**

2

**Benchmark:** Educational materials prepared and disseminated to property owners and businesses related to illegal dumping and recognizing code violations specific to Helendale so that information is easily accessible to all community members.

**Champion:** Volunteer group or person or can be identified by the community

**Estimated Cost:** \$2,000–\$10,000



*Piles of junk, particularly those visible from roadways or trails, constitute a code violation. Volunteers can help identify these violations and report them to County staff so they can be resolved. Photo source: Marlon Doss*

Violations of property-related regulations intended to protect the health, safety, and welfare of a community are known as code violations. There are numerous code violations, which may include piles of junk on private property, abandoned cars, or unsafe buildings. In San Bernardino County, the County’s Land Use Services Department’s Code Enforcement section employs professional code enforcement staff to enforce these regulations and remove code violations. Community members can be involved to be on the lookout for code violations in Helendale and to report these violations to the Code Enforcement section.

The County’s Land Use Services Department would work together with community members to create a guide that educates volunteers on how to identify and document code violations and assist in gaining compliance in Helendale. This guide would allow the professional code enforcement staff who

work for the County to focus their efforts on addressing more serious and complex issues that go beyond the volunteers’ responsibilities.

Volunteers must be familiar with what constitutes a code enforcement violation in order to assist with these duties. It is important that volunteer code enforcers receive training on the primary code enforcement issues present in the Lake Arrowhead communities and other information pertinent to their volunteer activities, including how to document any suspected violations they may observe. Program organizers should also hold recurring training sessions to provide refreshed and updated information. It is not the responsibility of volunteers to directly confront property owners, as this more involved role is best left to professional staff. However, it is still important for volunteers to receive training on proper interaction with property owners, which can allow them to de-escalate any tensions that may inadvertently occur. In accordance with community policing ideals, volunteers should meet regularly with professional code enforcement staff and law enforcement officers, as this improved connection can help build enhanced trust and connections. Volunteers should also be visible members of the community, which

can include participating in community events and serving as liaisons between code enforcement staff and other members of the public.

When establishing a volunteer code enforcement program, it is important to consider how often to provide training and what material should be covered. It is important for volunteers to receive adequate resources, including equipment needed for documenting violations and any appropriate identification. As with other community policing efforts, it is critical that the volunteers are representative of Helendale. It is essential that efforts be made to secure volunteers who can participate for a reasonably long time (at least six months, ideally a year or more), as individuals with a longer-term presence may be viewed as more trustworthy. In addition, a process should be established for members of Helendale to provide feedback on the volunteer code enforcement participants so that any issues can be resolved quickly.

Action	Action Leader	Timeline	Resources
1. Establish a committee to create code enforcement pamphlets and other education materials.	Champion	Month 1	San Bernardino County, Code Enforcement <a href="http://cms.sbcounty.gov/lus/CodeEnforcement/CodeEnforcementHome.aspx">http://cms.sbcounty.gov/lus/CodeEnforcement/CodeEnforcementHome.aspx</a>
2. Coordinate with the County Land Use Services Department to ensure code enforcement materials are consistent with regulations.	Code enforcement committee	Months 2–6	Center for Community Progress: Community Code Enforcement Partnerships <a href="http://www.communityprogress.net/tool-3--community-code-enforcement-partnerships-pages-269.php">http://www.communityprogress.net/tool-3--community-code-enforcement-partnerships-pages-269.php</a>
3. Use online resources, newsletters, and presentations at association and district meetings and community events to distribute educational materials to community members. Educate community of phone app to report dumping and graffiti.	Code enforcement committee	Months 6–12	Helendale Community Service District <a href="https://helendalecsd.org/">https://helendalecsd.org/</a>
4. Establish a mechanism to obtain ongoing dialogue with community members on code enforcement issues.	Code enforcement committee	Ongoing	
5. Revise the code enforcement education materials to ensure that information is current and up to date.	Code enforcement committee	Annually	