



NCI Pilot Program Workshop #4

September 9th, 2025

Code Enforcement: Information & Listening Session





NCI Pilot Program Info and Listening Session

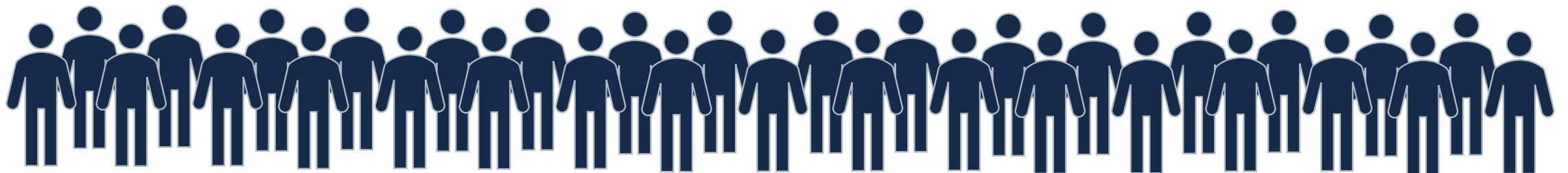
Code Enforcement Division

Agenda

- **Code Enforcement Team**
- **Code Enforcement process**
- **How to report violations and follow up**
- **What is a violation, how to address**
- **Resident responsibilities**
- **Communication & messaging tips**
- **Services, resources, and partners**
- **Code Enforcement Sweep**

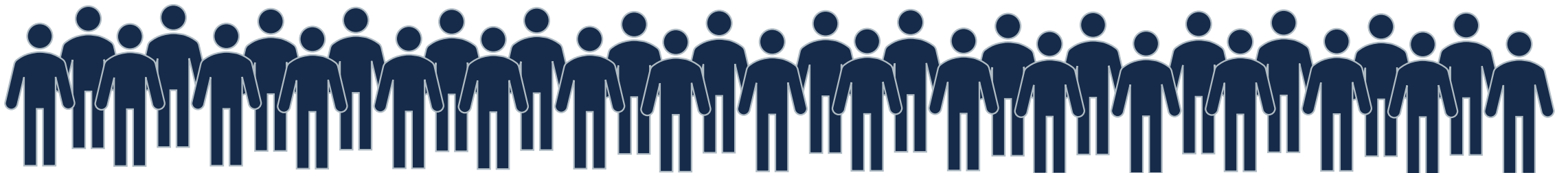
Our Team

- 29 Positions
 - 1 Manager, 3 Supervisors
 - 2 Coordinators, 8 Leads
 - 14 Code Officers
- 3 Teams
 - Primary, Special Investigations, Support/Admin



Our Team

- Nuisance, Zoning, Property Maintenance
- Other city ordinances as referred
- 15,000 – 17,000 cases per year
- That is an average of 1,800 cases a year per code officer working primary cases
- March to October – Growing Season

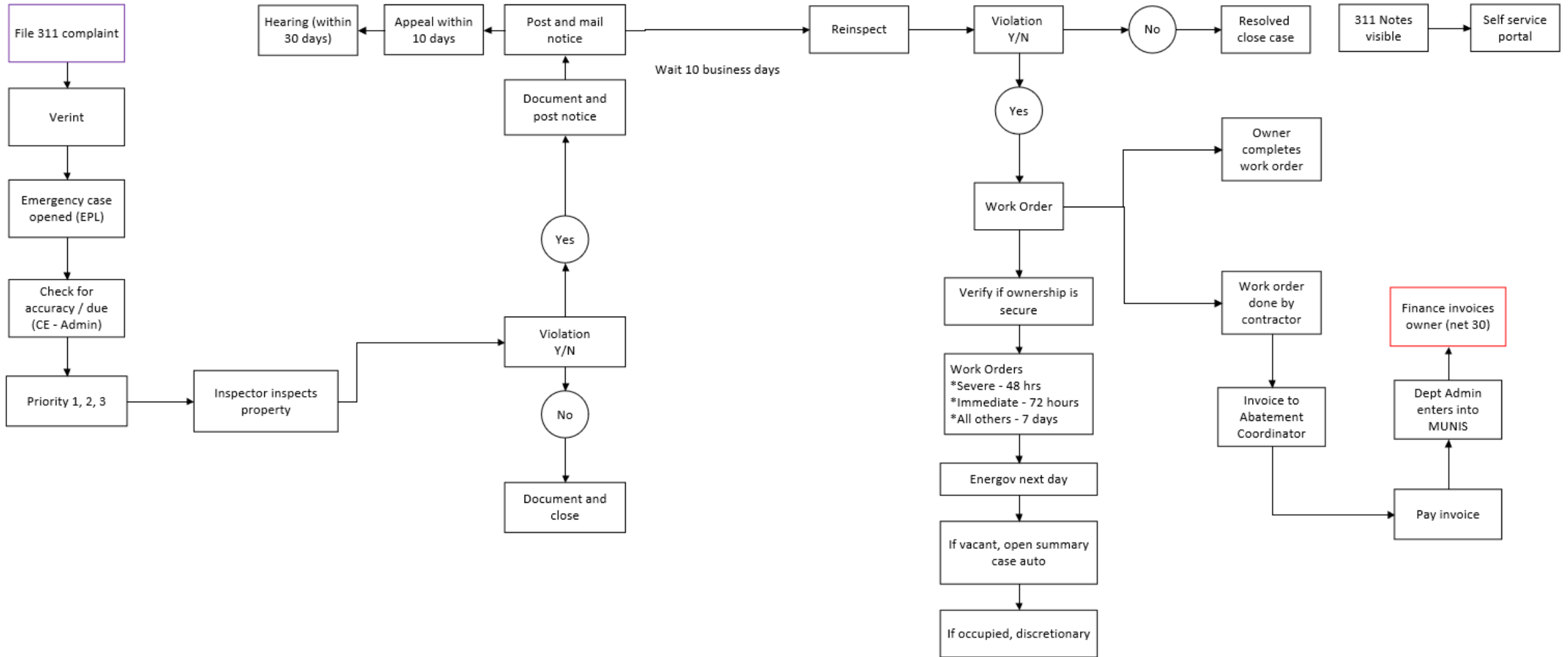


Some Data

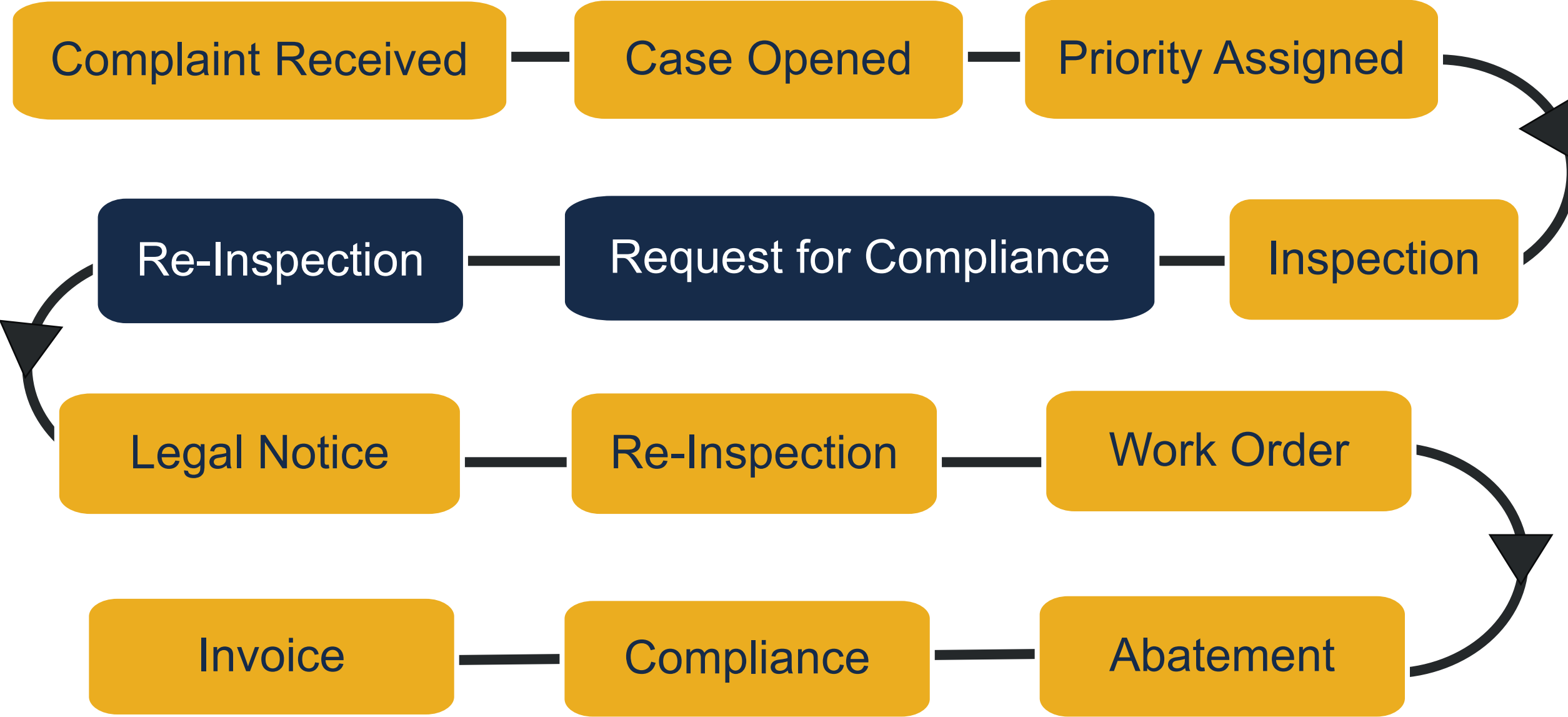
- 436 Parcels (lots)
- Abatement Costs since January 2023
 - \$25,420 (demo, trash, mowing, securing)

Type	Count
Demolition	4
Nuisance	173
Property Maintenance	45
Summary	97
Zoning	30
Total	349

Our Process



Our Process - Simplified



Our Process - Priorities

Priority 1

Unsecured structures
Vehicles on blocks
Appliances with doors intact
Blocking the sidewalk or Right-of-Way (limbs, grass, cars)
Sight Distance Triangle issues
Raw Sewage

1 – 2 Days

Priority 2

Referrals from TPD, TFD, TCSO
Referrals from other departments

3-5 Days

Priority 3

Tall Grass
Trash/Junk/Debris
Anything not classified as Priority 1 or 2

88% of cases

Up to 90 Days*

Our Process - Priorities

- Summary Cases
 - Some cases do not require a new notice for re-occurring violations.
 - No ten-day process
 - Potentially a violation can go straight to work order

How to Report a Violation

- 311 App (iPhone or Apple)
- 311 website – www.tulsa311.com
- 311 email – 311@cityoftulsa.org
- Call 311 - 311 or 918.596.2100
- Am I anonymous
 - Yes, but 311 needs good contact information for you so that Code Enforcement can make contact if needed.

How to Report a Violation

- Difference in 311's system and Code Enforcement's system
- Using **Citizen's Self Serve Portal** is the best option
- Questions for 311

What is the status of a case

- Citizen's Self Serve Portal
 - www.cityoftulsa.org/code
 - Click on “Check the Status of a Code Violation”
 - Click on “Search Public Records”
 - Switch the Search feature to Code Case
 - Search by Address

What is a violation

- Yard/Lot Maintenance
- Trash, Junk, Debris
- Unsecured Structures
- Unlawful Structure
- Utilities
- Exterior
- Accessory Structures
- Porches, Stairs, Balconies
- Inoperable Vehicle
- Parking
- Outdoor Storage
- Illegal Business
- Commercial Vehicles/Equipment
- Fencing/Screening/Walls
- Dead Trees
- Abutting Right of Way
- Obstructing Public Utility
- Graffiti
- Roof
- Windows/Doors
- Exterior Walls
- Accessory Structures
- Stairs/Porch
- Sidewalks/Driveways
- Electrical
- Plumbing
- Mechanical

What is a violation

Violation	Description
Yard/Lot Maintenance	All grass on all properties include front yard, back yard, abutting right of way, fence line, and ditches must be maintained lower than 12 inches.
Trash, Junk, Debris	Unacceptable items can include domestic trash, auto parts, appliances, furniture, building materials, tires, paper, cardboard, plastics, tree trimmings, and limbs.
Unsecured Structures	All windows, doors, and other openings must be boarded, secured, and maintained.

What is a violation

Violation	Description
Utilities	To lawfully occupy a structure, you must have lawful utilities.
Inoperable Vehicle(s)	Cannot be parked outdoors in the yard, street, or driveway.
Parking on the grass	Vehicles cannot be parked in yards, on grass, dirt, untreated gravel.
Trees (dead or diseased)	Trees cannot remain damaged, dead, or pose a public hazard.
Abutting Right of Way	Standard maintenance of Public Right of Way is the responsibility of the abutting property owner.

What is a violation

Violation	Description
Graffiti	The failure to remove graffiti from all exterior areas is a violation.
Property Maintenance	Exterior, Doors, Windows, etc., must be maintained in “good repair”.
Sidewalks/Driveways	All sidewalks, walkways, stairs, driveways, parking spaces and similar areas shall be kept in a proper state of repair, and maintained free from hazardous conditions.

Activity:

“Is this a Violation?”





YES





NO





YES





YES





10/8

MS
11772 11777
3-7-17 3-7-17
7 8

MS
11772
3-7-17
9

NO





YES





KIDS
SAFE
PLACE

ADDDY

HINT:

Accumulations of trash which includes manure, rubbish, litter, rubble, refuse, debris, paper, combustible materials, offal or waste, or matter of any kind or form *which is uncared for, discarded, or abandoned*, or improperly stacked building materials which are potential breeding places for flies, mosquitoes or vermin;



KIDS
SAFE
PLACE

KIDZ
ONLY

KIDZ

NO





YES





FREIGHTLINER

44125

OKLAHOMA
736-125

USO

YES





NO





NO





NO



Resident Responsibility

- Who is responsible
 - The property owner
- Different types of neighbors
 - **Don't Know Yet**
 - **Won't Comply**
 - **Can't Comply**
 - **Leaders**

Resident Responsibility

- Communicating with different types of neighbors
 - **Don't Know Yet** - Help them understand the violations
 - **Won't Comply** - Educating them on the consequences
 - **Can't Comply** - Find out why they can't comply
 - **Leaders** - Help identifying the neighbors that can't comply or don't know yet.

Communication and Messaging Tips

- How to communicate with Code Enforcement
 - Call or Email the Code Officer

J Deberry
City of Tulsa - Code Enforcement
175 E 2nd Street
Tulsa OK 74103
918-596-9755
jdeberry@cityoftulsa.org

- Communication is CRUCIAL
- Be courteous

Services, Resources and Partners

- Extensions for time
- Bulky Waste Pickup
 - \$10 per 8 cubic yards
 - Scheduled the day of your regular cart pickup
- Orange Refuse Sticker
 - Up to 40 lbs
 - \$2.50 per sheet (5 stickers)
 - Purchased at QT



Services, Resources and Partners

- Complementary Bulky Waste Pickup
 - Arranged by Code Enforcement
 - Must be related to a code case
- Free dump passes
 - Arrange by Code Enforcement
 - Limited availability
- Free Paint
 - Household Pollutant Collection Facility

Important Sites and Information

- **Code Enforcement**
 - www.cityoftulsa.org/code
- **Bulky Waste**
 - www.cityoftulsa.org/bulkywaste
- **Neighborhoods Info**
 - www.cityoftulsa.org/neighborhoods
- **Household Pollution Collection Facility**
 - <https://www.cityoftulsa.org/hpcf>

Questions?
Open Discussion



THANK YOU

