



Chol Majok's Mayoral Policy for Better Code Enforcement & Quality of Life

Building a Cleaner, Safer, and More Livable Syracuse

Introduction

A clean, safe, and well-maintained city is essential for fostering strong communities, attracting businesses, and improving overall quality of life. However, Syracuse struggles with inefficient code enforcement, neglected properties, and outdated permitting processes that hinder progress.

As mayor, I will modernize our code enforcement department, streamline permitting, strengthen community engagement, and leverage advanced technology to ensure Syracuse is a clean, well-managed, and inviting city for all residents.

I. Modernizing the Code Enforcement & Permitting Process

Efficient and transparent code enforcement benefits everyone. My administration will implement digital solutions and proactive strategies to create a seamless process for residents and businesses.

Key Initiatives:

- Online Application & Live Tracking
 - Develop a real-time application tracking system for permits, inspections, and code violations, eliminating unnecessary office visits and phone calls.
 - Ensure full transparency by allowing applicants to check the status of their requests online, reducing delays and frustration.
- Automated Notifications & Digital Communication
 - Introduce text message and email alerts to notify residents and businesses of code violations, permit approvals, and application updates.
 - Shift focus from punitive fines to proactive compliance, ensuring residents have ample opportunity to address issues before penalties apply.
- Transparent Fee Structure
 - Publish all licensing, permit fees, and code violation fines publicly on the city's website for easy access and transparency.

II. Enhancing Customer Service & Permit Approvals

An effective code enforcement department must be well-staffed, responsive, and resident-focused. My administration will ensure a streamlined system that supports businesses, property owners, and residents.

Key Initiatives:

- Reducing Permit Processing Delays
 - Expedite permit reviews by outsourcing technical assessments while maintaining local oversight to ensure accountability.
 - Establish fast-track permitting for projects that meet pre-approved criteria, reducing delays for developers and homeowners.
- Proactive Support for Residents & Businesses
 - Implement a "customer-first" approach, where city staff proactively assist applicants by guiding them through required documentation before delays occur.
 - Train city employees to prioritize customer service excellence, ensuring residents feel supported, not burdened.

- Eliminating Unnecessary Fees & Barriers
 - Review and eliminate redundant permit fees, reducing financial strain on homeowners, small businesses, and developers.
 - Create affordable permit options for small-scale home renovations and property improvements.

III. Strengthening Community Engagement in Code Compliance

A well-maintained city requires collaboration between government and residents. My administration will empower residents to take an active role in reporting and preventing code violations.

Key Initiatives:

- Anonymous Online Reporting Portal
 - Establish a secure, anonymous reporting system for residents to submit concerns about neglected properties, illegal dumping, and safety hazards.
 - Encourage proactive enforcement by responding swiftly to resident reports.
- Neighborhood Code Captains
 - Recruit and train volunteer neighborhood ambassadors to monitor and report code violations such as trash accumulation, overgrown lots, and vacant properties.
 - Facilitate monthly check-ins between neighborhood leaders and code enforcement officials to ensure ongoing communication.
- Community Clean-Up & Incentive Programs
 - Launch block-by-block cleanup challenges, where neighborhoods receive city resources and incentives for maintaining clean, code-compliant communities.
 - Offer property maintenance grants for elderly and low-income homeowners struggling to keep their properties up to standard.

IV. Leveraging Advanced Technology for Code Enforcement

Using modern tools will make code enforcement more effective, ensuring violations are detected and resolved faster.

Key Initiatives:

- Drone Monitoring for Illegal Dumping & Property Neglect
 - Deploy drones and cameras to monitor vacant lots, illegal dumping sites, and overgrown properties to enhance city-wide cleanliness.
 - Collaborate with community agencies to promptly address violations and punish habitual offenders.
- GIS Mapping for Targeted Enforcement
 - Implement Geographic Information System (GIS) mapping to track problem areas, ensuring code inspectors prioritize high-risk neighborhoods.
 - Use data analytics to identify trends and allocate resources effectively.

V. Enforcing Accountability & Maintaining Standards

A strong code enforcement system must be fair, consistent, and effective in holding landlords and property owners accountable while supporting responsible ownership.

Key Initiatives:

- Holding Negligent Property Owners Accountable
 - Strengthen rental registry requirements to ensure landlords maintain safe, habitable housing for tenants.
 - Implement tiered penalties for repeat code violations, escalating consequences for landlords who fail to comply.
- Property Owner Support & Incentives
 - Provide financial assistance and low-interest loans to help homeowners bring properties up to code.
 - Establish rehabilitation incentives for landlords committed to improving low-income housing units.
- Clear & Enforceable Standards for All Properties
 - Standardize inspection schedules for rental and commercial properties to ensure compliance.
 - Establish clear, publicly available guidelines on property maintenance responsibilities for homeowners, landlords, and business owners.

VI. Policy Implementation & Oversight

A strong policy is only effective if properly enforced and continuously evaluated. My administration will ensure accountability through public reporting and oversight committees.

Key Initiatives:

- Create a Code Enforcement Oversight Committee
 - Establish a resident-led advisory board to review code enforcement policies and ensure fairness.
 - Host quarterly public forums to discuss code enforcement challenges and solutions.
- Public Tracking & Transparency
 - Develop a real-time code enforcement dashboard where residents can track violations, response times, and resolutions.
 - Require annual progress reports on the effectiveness of code enforcement initiatives.

A Cleaner, Safer, and More Efficient Syracuse

Syracuse deserves a code enforcement system that works for everyone—not just as a penalty mechanism, but as a tool for building a cleaner, safer, and more vibrant city.

Under my leadership, we will:

- ✓ Modernize code enforcement through technology and process improvements.
- ✓ Support residents and property owners with education, incentives, and resources.
- ✓ Engage the community in keeping neighborhoods clean and safe.
- ✓ Hold negligent landlords and property owners accountable.

A better quality of life starts with better policies, stronger enforcement, and active community participation. Together, we can make Syracuse a city we are all proud to call home.