

NEIGHBORHOOD SERVICES

October 20, 2025

City of Des Moines

Presentation will cover:



Federal Funds



Neighborhood Inspections



Property Improvement



Zoning



Housing





Federal Funds

Federal Funds

Overview of Responsibilities

- Federal Grant administration of:
 - Community Development Block Grant (CDBG)
 - HOME Investment Partnerships (HOME)
 - Emergency Solutions Grant (ESG)
 - Continuum of Care (CoC) programs
- Support and technical assistance to Neighborhood Associations
- Property redevelopment of blighted and tax delinquent properties
- Other collaboration

Federal Funds

Grant Administration

- CDBG
 - Metrics:
 - Expenditures by quarter
 - Development agreements
- HOME
 - Metrics:
 - Expenditures by quarter
 - Development agreements



Alley Landing (HOME)



Varsity Lofts (CDBG)



Beacon Village
(HOME/CDBG)

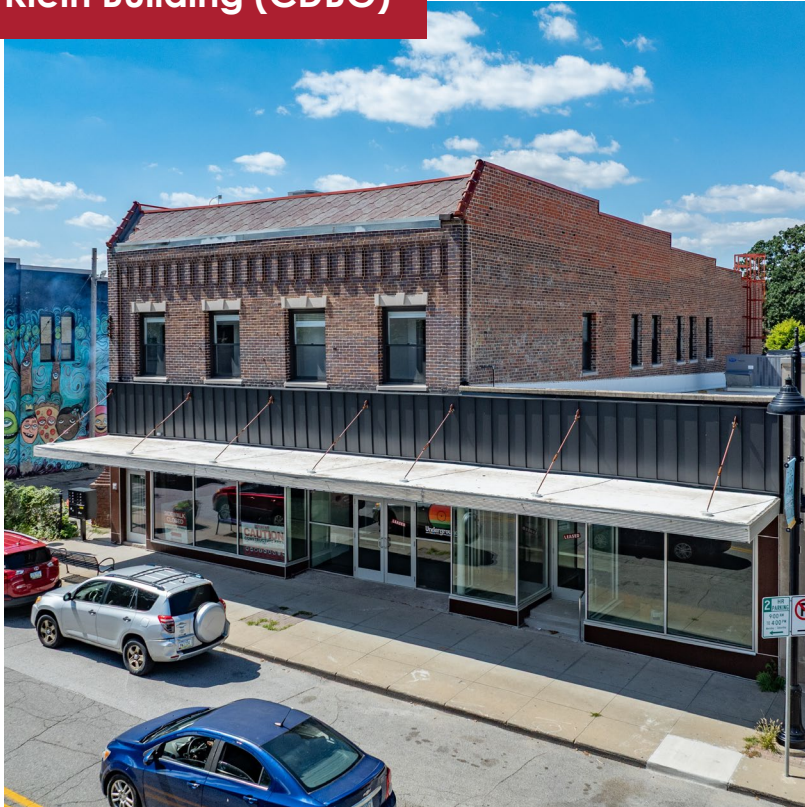


Casa Vista (CDBG)

Federal Funds

Grant Administration

Klein Building (CDBG)



Before / After

Federal Funds

Grant Administration

- ESG
 - Metric:
 - Open subrecipient agreements
- CoC
 - Metric:
 - Open subrecipient agreements



Families Forward (ESG)



CISS (ESG/CDBG)



Anawim (CoC)



**Primary Health Care
(ESG/CoC)**

Federal Funds

Support and Technical Assistance to Neighborhood Associations

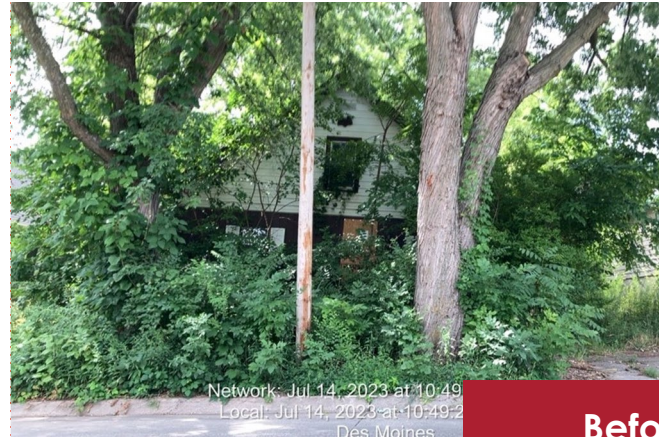
- Leadership workshops
- Neighborhood toolkit
- Neighborhood Outreach Advisory Committee (NOAC)
- Technical assistance, such as strategic planning
- Party Pod
- Block Challenge Grant (retiring)
- Neighborhood Grants (retiring)



Federal Funds

Property Redevelopment

- Blighted Property Rehabilitation Program
- Tax delinquent properties
- Lien waiver and release program
- Metrics:
 - Tax delinquent or blighted properties acquired by City
 - Vacant or blighted properties disposed to developers for redevelopment
 - Tax certificates assigned to affordable housing developers for redevelopment



Before/After



Before/After

Federal Funds

Coordination and Strategy Planning

- Inter-governmental:
 - Aligning with County or State
 - Community Land Trust
 - Fair Housing Plan
- Inter-departmental:
 - Bloomberg-Harvard study to address unsheltered homelessness
 - Engage DSM: Resident's Academy
 - Citywide Housing Strategy
 - Development and Projects
- Inter-divisional:
 - ION, when applicable
 - Rental Housing Enhancement
 - Planning RE: Homelessness
 - NEW: Deficient Property (DFPR)

BEFORE



Fremont St Sidewalks
(DS + Engineering)

AFTER



Birdland Sports Courts

Federal Funds

Upcoming Plans

- Citywide Housing Strategy Implementation
- Community Land Trust
- Board and Commissions Training

Federal Funds

Deficient Properties (DFPR)

- ~~Blitz on Blight~~ DFPR
- Cross-collaboration with:
 - Neighborhood Services
 - Development Services
 - Legal
 - Engineering – Real Estate Division



Public Nuisance



**Property
Improvement**



Redevelopment

Federal Funds

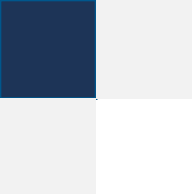
Deficient Property Programs

Program Name	Program Manager	Outcome
Deficient Property	NID	Centralized intake, source to other cases
Public Nuisance	NID	Demolition
657A	NID/FF	Change of Title to Property
Sheriff Sale/Lien Foreclosure	FF	
Tax Sale	FF	
ION	PID	Owner Occupancy, Minimum Maintenance Standards
Property Maintenance Code	PID	Minimum Maintenance Standards

Federal Funds

NID Programs – Deficient Property Meetings

- Since January, staff from NID, Fed Funds, PID, Zoning, OED, Engineering, Legal, and Planning have met every 4 – 6 weeks to discuss what the most appropriate path forward is for properties that are particularly tricky
- 848 properties managed through this code case, 811 inspections completed
- 70 properties reviewed by the committee
- NID staff researches permit history, code violation history, occupancy, utility billing
- Fed Funds staff researches the taxes, special assessments, suitability for redevelopment in line with the Housing Strategy, liens, and judgements
- The case is used to store data on the point in time that we visited and reviewed the property. It will be used and referenced in the future to compare conditions and document the decision making for each property and case



Neighborhood Inspections

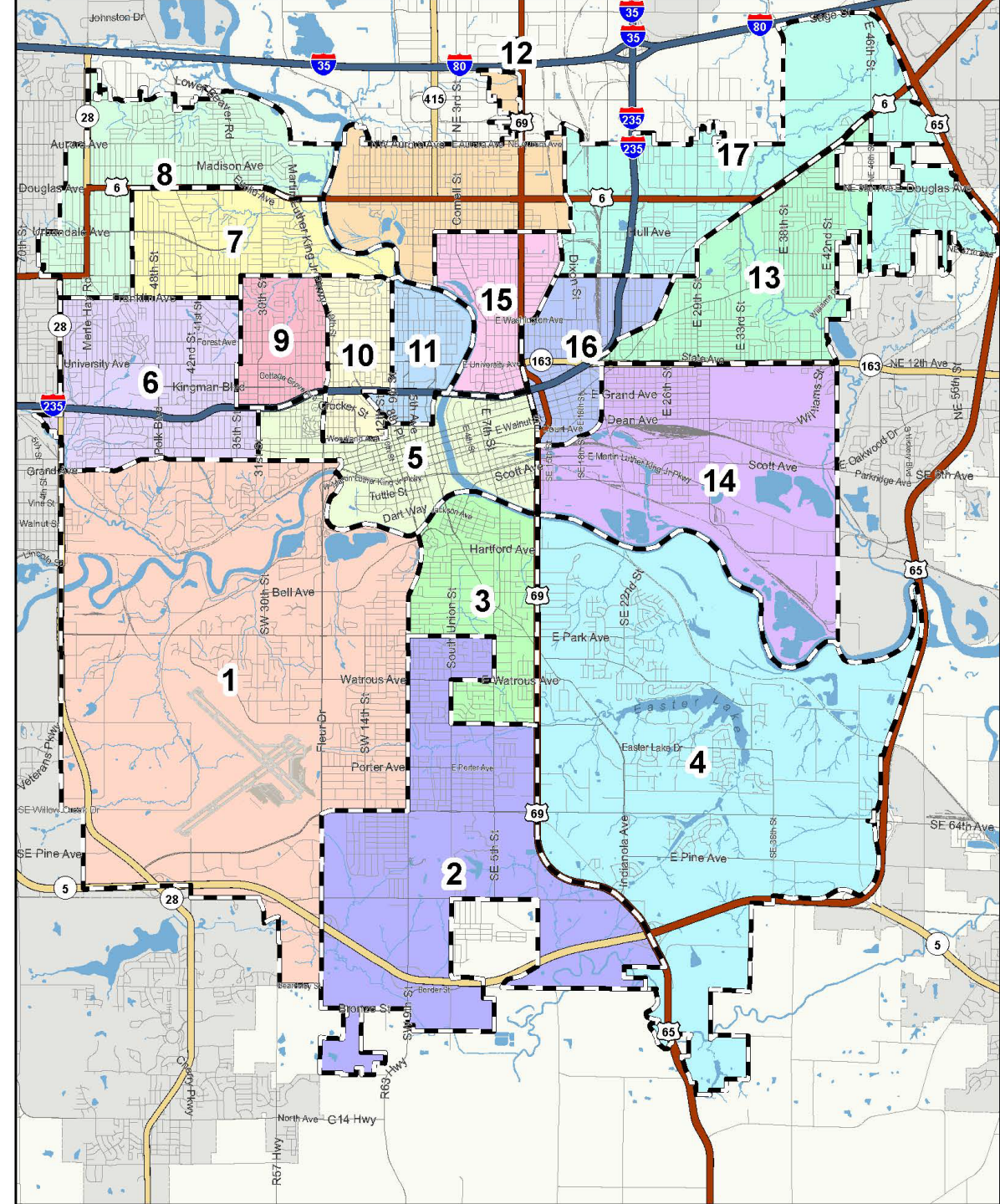
Neighborhood Inspections (NID)

- Organizational Structure
- Programs and Metrics
- Performance
- Accomplishments
- Upcoming Initiatives



Neighborhood Inspections

Organization



Neighborhood Inspections

Current Programs and Services

- Rental Inspections
- Code Enforcement (Junk and Debris)
- Weed and Grass
- Deficient Property
- Encroachment Enforcements
- Mosquito Control
- Odor

Neighborhood Inspections

Rental Inspections Overview

- Each unit must be inspected periodically – varies between nine months and three and a half years.
- Inspections are conducted to verify compliance with maintenance standards that are outlined in Chapter 60 which are set by the International Property Maintenance Code.
- Approximately **33,000** rental units across the City are licensed.

Rental Type	Sum of Number of Units
Common Area Occupancy	12
Condominium	463
Duplex	3,410
Mobile Home	230
Multi-Family	21,358
Rooming House	733
Single Family	6,514
Grand Total	32,720

Neighborhood Inspections

FY 25 Rental Inspections By the Numbers



730

Rental Complaints
Received



9,340

Rental Inspections
Conducted



19,421

Rental Unit Inspections
Conducted



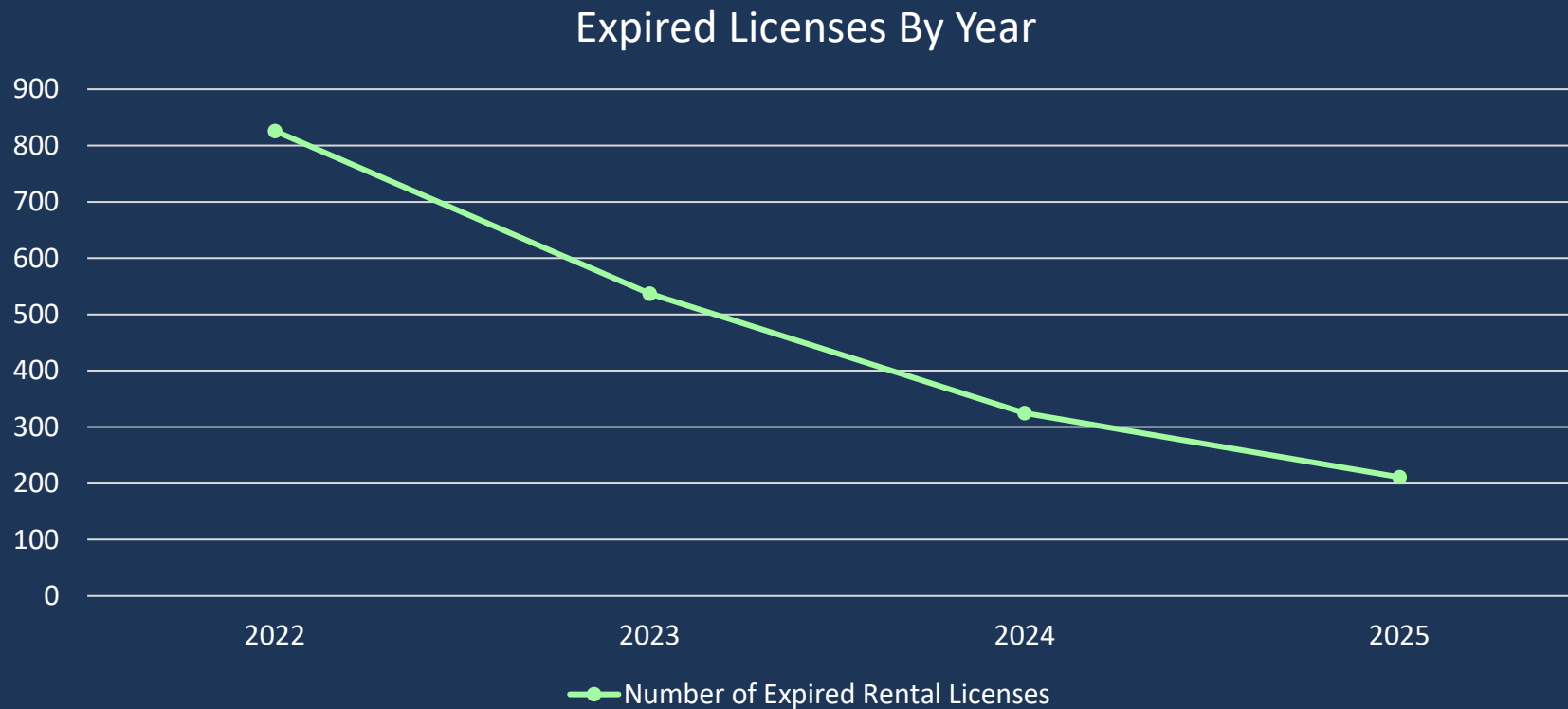
4,621

Rental Licenses Issued

Neighborhood Inspections

Rental Inspection Statistics

In FY25, we implemented a system to complete rental inspections on units a minimum of 35 days prior to current license expiration so that there is a drastically reduced number of expired rental licenses.



Neighborhood Inspections

Rental Inspections



Before / After

Neighborhood Inspections

Code Enforcement

- Most commonly cited violations are inoperable and unregistered vehicles, junk, and trash.
- Property owners are given a Notice of Violation and an opportunity to correct the issue.
- If the violation persists after the notice has expired, we put through a cleanup order and have it abated.
- Costs are invoiced to the property owners. If they go unpaid the costs are either assessed or occasionally sent to collections.
- The fastest that a case can go from complaint → cleanup is about 6 weeks because of due process and noticing requirements.
- Most cases take about two months to get resolved if the City has to do the cleanup.

11,963

Inspections for Junk
and Debris Violations
Conducted in FY25

3,885

Code Enforcement
Cases for Junk and
Debris in FY25



Neighborhood Inspections

Code Enforcement Statistic

Calendar Year	HLTH Inspections	HLTH Cases	Average Days to Compliance	City Abatements
CY22	8,112	3,546	174	548
CY23	12,377	3,655	88	392
CY24	11,366	3,508	59	356
CY25	11,963	3,885	30	315

Neighborhood Inspections

Code Enforcement Examples



Before / After

Neighborhood Inspections

Code Enforcement Examples



Before/After

Neighborhood Inspections

Code Enforcement Examples



Before/After

Neighborhood Inspections

Code Enforcement Examples



Before/After

2,085

Enforcement Cases
Work in CY25*

3,700

Inspections Completed
in CY25*

* CY25 date current to 9/10/2025



Neighborhood Inspections

Nuisance Vegetation

Calendar Year	WGCC Cases	WGCC Inspections	City Abatements
CY24	2,137	3,778	482
CY25	2,085*	3,700*	372*

**2025 figures are through 9/10/2025*

Neighborhood Inspections

Nuisance Vegetation



Before / After



Neighborhood Inspections

Encroachment Enforcements

- NID enforces on encroachments with code language that restricts unauthorized structures or occupancy on City owned property. NID handles property violations but has no authority to enforce on criminal or behavioral issues.
- It takes minimum 7 days from complaint to cleanup. If there is an appeal filed, it can take several months.

Neighborhood Inspections

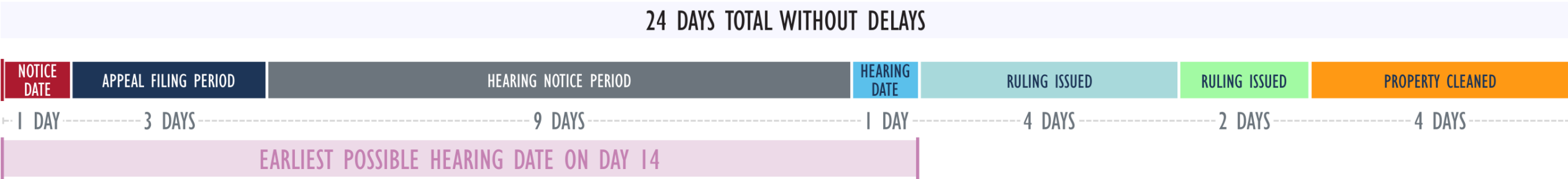
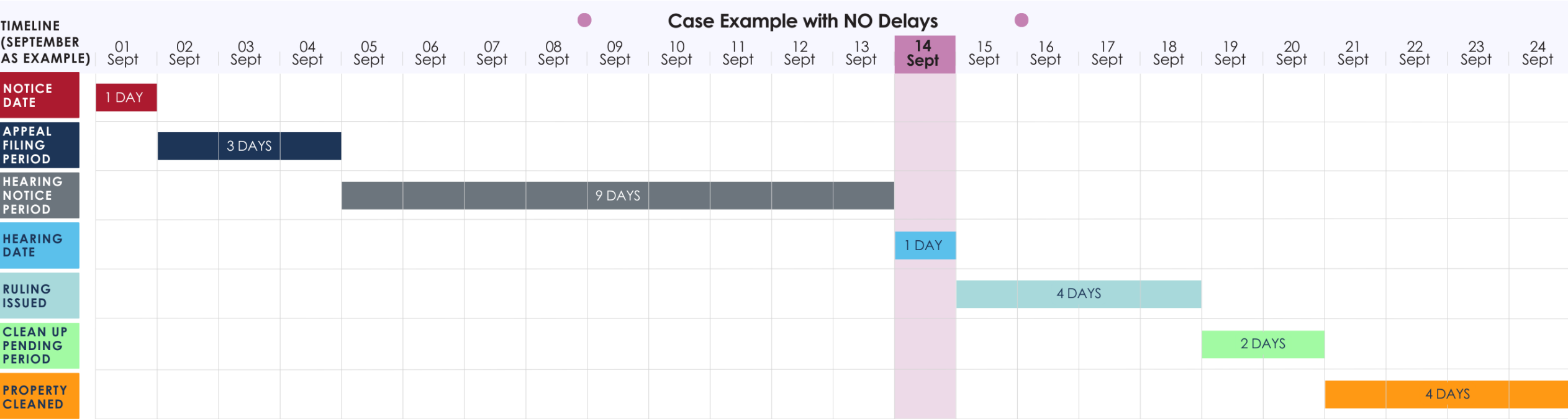
Encroachment Enforcements

Fiscal Year	ENCC Started	ENCR Started	ENCC/ENCR Inspections Completed	Cleanups Completed
FY23	74	37	29	58
FY24	380	171	343	110
FY25	434	205	813	155
FY26	96	41	181	29

- The City adopted a three-day notice in September 2024 in place of the old ten-day notice.
- NID has a solid working relationship with PHC to coordinate for services when needed or requested.
- A report goes out to dozens of community stakeholders every day with the location of new camps that are under enforcement so that service providers can go out in the field and try to get the people help before the camp is cleaned up.
- Aside from the Downtown Core, the encroachment enforcement program is 100% complaint-based.
- The Police Department enforces on issues relating to encroachments within City Parks as of last summer.

Neighborhood Inspections

Encroachment Enforcements



Neighborhood Inspections

Environmental Health

Mosquito Control



- The city eliminated spray missions from the budget for the CY25 mosquito control program
- An aerial larvicide drop was completed in May over areas that had standing water to try to keep larva populations down



Odor Control

- We are on the third year of the odor monitoring project in the area near the MSCII

Calendar Year	Odor Complaints
CY16	246
CY17	297
CY18	391
CY19	252
CY20	131
CY21	152
CY22	350
CY23	460
CY24	441
CY25	200

Neighborhood Inspections

Accomplishments

- Fee review and update on the rental program in December 2024 for the first time in 8 years
- Built new processes for the encroachment enforcement ordinance
 - Automated reporting to Primary Healthcare (PHC) and other stakeholders
 - Process mapping with PHC
 - Storage container and business process for personal belongings
- Complete overhaul of the rental code
- Border area enforcement collaboration with Engineering and Public Works
- With the assistance of IT, built a dashboard for customers to view rental license status and code case history in their neighborhoods
- Worked with peers to build and implement the Deficient Property Program

Neighborhood Inspections

Upcoming Initiatives

- Review and amend the ordinance relating to front yard parking and illegal street parking
- Fee update in the late spring of 2026
- Adoption of the 2024 IPMC
- Activate the Customer Self Service Portal for NID related business transactions with customers
- Encroachment Enforcement Memorandums of Understanding with the state of Iowa

Neighborhood Inspections

Data Transparency

- There is a new dashboard online where customers can see three years of code enforcement activity and the status of rental licenses.
- You can also find the dashboard by going to DSM.city/NIDMap
- There is also capability to provide automatic email reports with 6 months of code enforcement data in your neighborhood. To get signed up, please reach out to your neighborhood inspector.

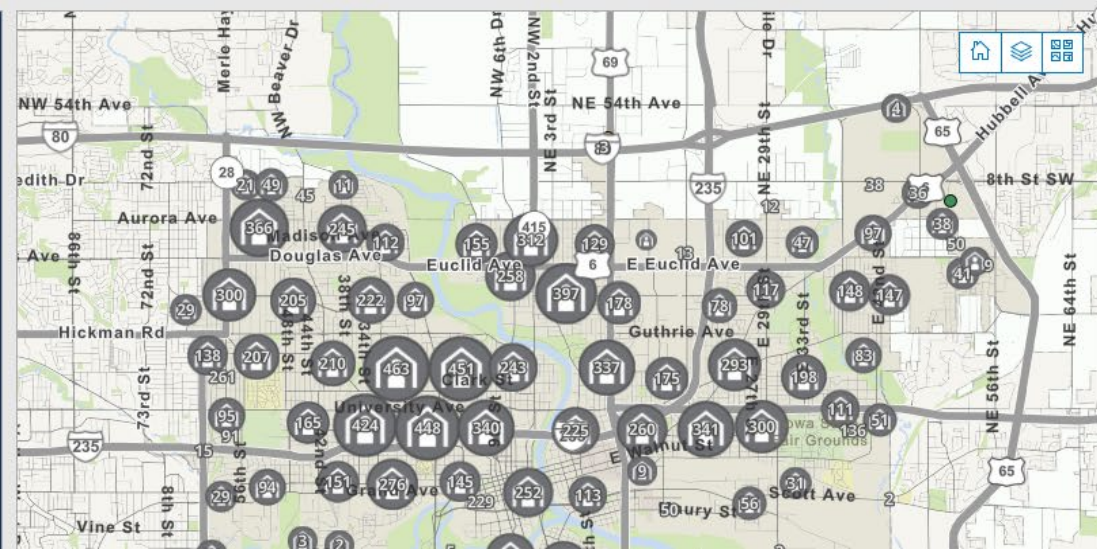
Code Cases and Active Rental Licenses

The Neighborhood Inspections Division shares information about rental homes and code enforcement in your neighborhood. This tool lets you see data from the past three years and check if rental homes have a license. The information is updated every week.

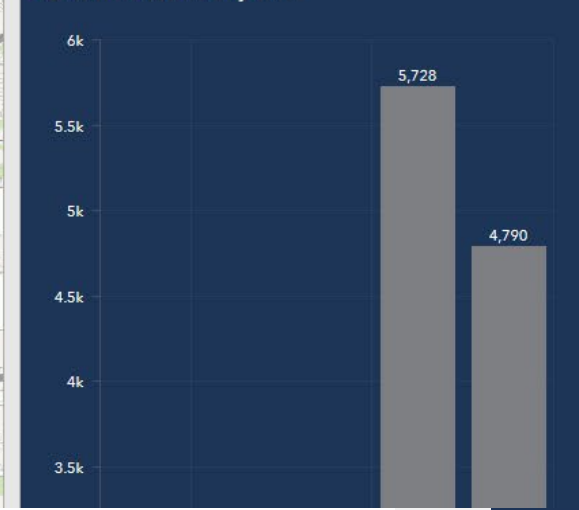
Dashboard functionality:
You can click one or multiple bars on any chart to filter the data across the dashboard. To turn off a filter, click on the selected bar data again.
To turn off all filters, use the refresh

button  at the top of your browser to refresh the webpage. Every section, including the map, can be maximized by clicking on the right corner four arrow icon 

Code Cases by Year



Active Rental Licenses by Year



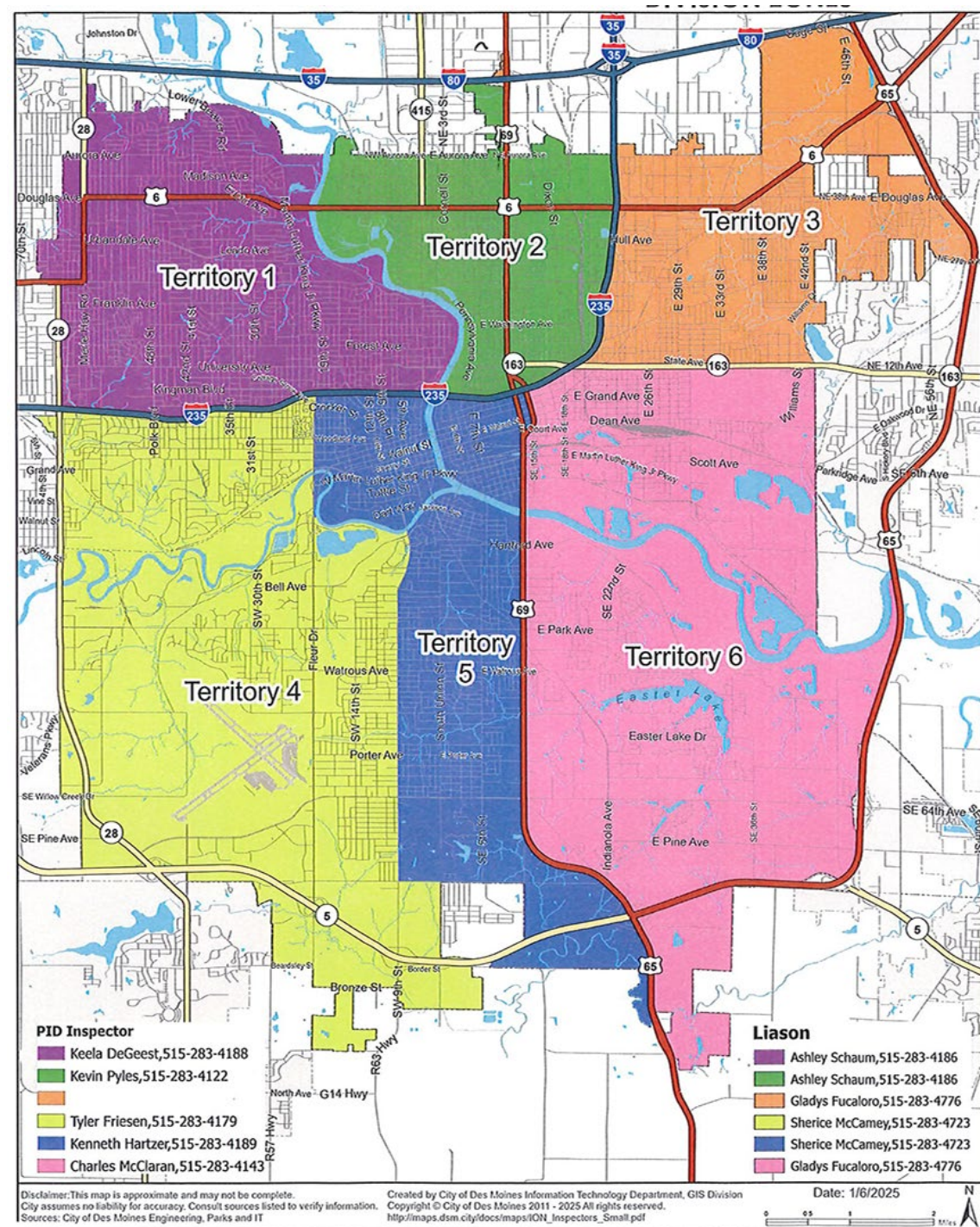
Questions



Property Improvement

Property Improvement Division

Territories



Property Maintenance Code

Chapter 61

Staff will inspect the following:



Roof is in good repair and weather tight



Gutters and trim are in good repair



Siding is weather tight



Windows and doors are in good repair and not boarded shut



Exterior paint is not flaking or chipping, exterior wall in good repair



Sidewalks are free of trip hazards



Weeds and bushes are not in fences along lot lines (unless part of a garden)



The lot is not overgrown or have volunteer trees that threaten the property condition and use

Property Maintenance Code

PMC Case Flow

- PMC case is opened after the Deficient Property case (DFPR) review
- An inspection is assigned and completed
- If violations exist, a notice is sent with a 30-day compliance
- Owner occupied residential properties are also sent an ION introduction letter and application (If the owner qualifies the PMC case is discontinued, and ION begins its process)



Property Maintenance Code

PMC Case Flow (continued)

- Commercial properties are referred to the Office of Economic Development.
- A reinspection on non-ION properties takes place and if violations still exist, a certified notice is sent with a 30-day compliance period. At this point a renovation agreement can be entered.
- After 30 days or the expiration of the renovation agreement, a follow up inspection is completed.
- If there are no violations, the case is closed. If there are still violations the case is referred to legal



Property Maintenance Code

Safety Net

Ensuring PMC compliance will include help with repairs through the assistance of:

01

City Resources

low income, must be verified
by staff

02

Neighborhood Group Involvement

03

Service Organizations and Local Nonprofit Groups

04

Grants and loans

05

ION Exemption from PMC enforcement

low income, must be verified
by staff – ION participation
triggers exemption

Property Maintenance Code By the Numbers

2025 Property Maintenance Code Cases

Since implementation in February 2025,
634 PMC cases have been opened.

305

Properties

have been closed
through compliance or
are being sold.

69

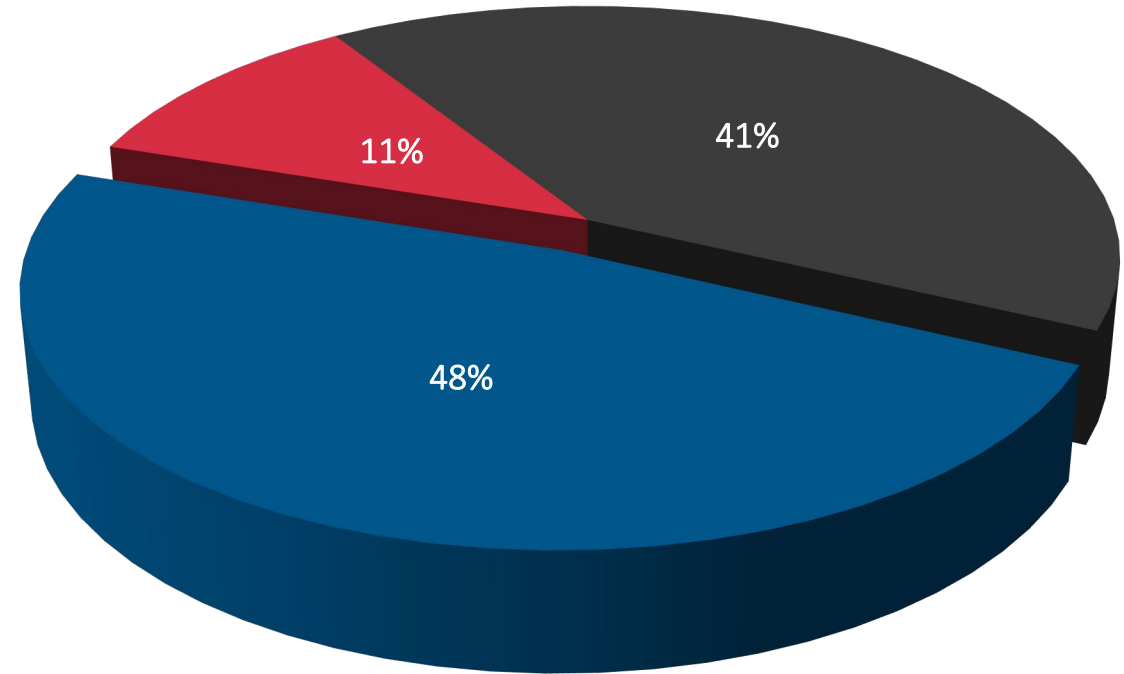
Properties

have reached the
final stages of
enforcement.

260

Properties

are still being
monitored.



Property Maintenance Code By the Numbers

2025 Vacant Property Licenses

There have been **290** vacant property licenses opened in 2025.

24

Properties

became owner occupied.

11

Properties

became rentals.

10

Properties

were sold and in process of repair.

125

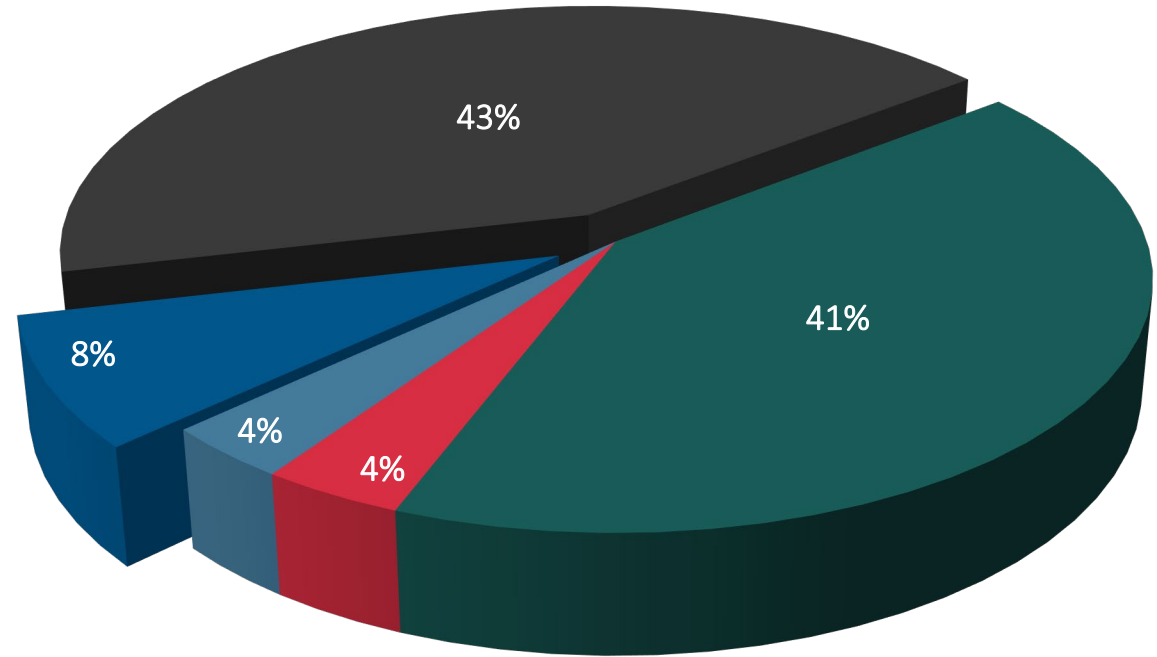
Vacant Property Licenses

have been issued.

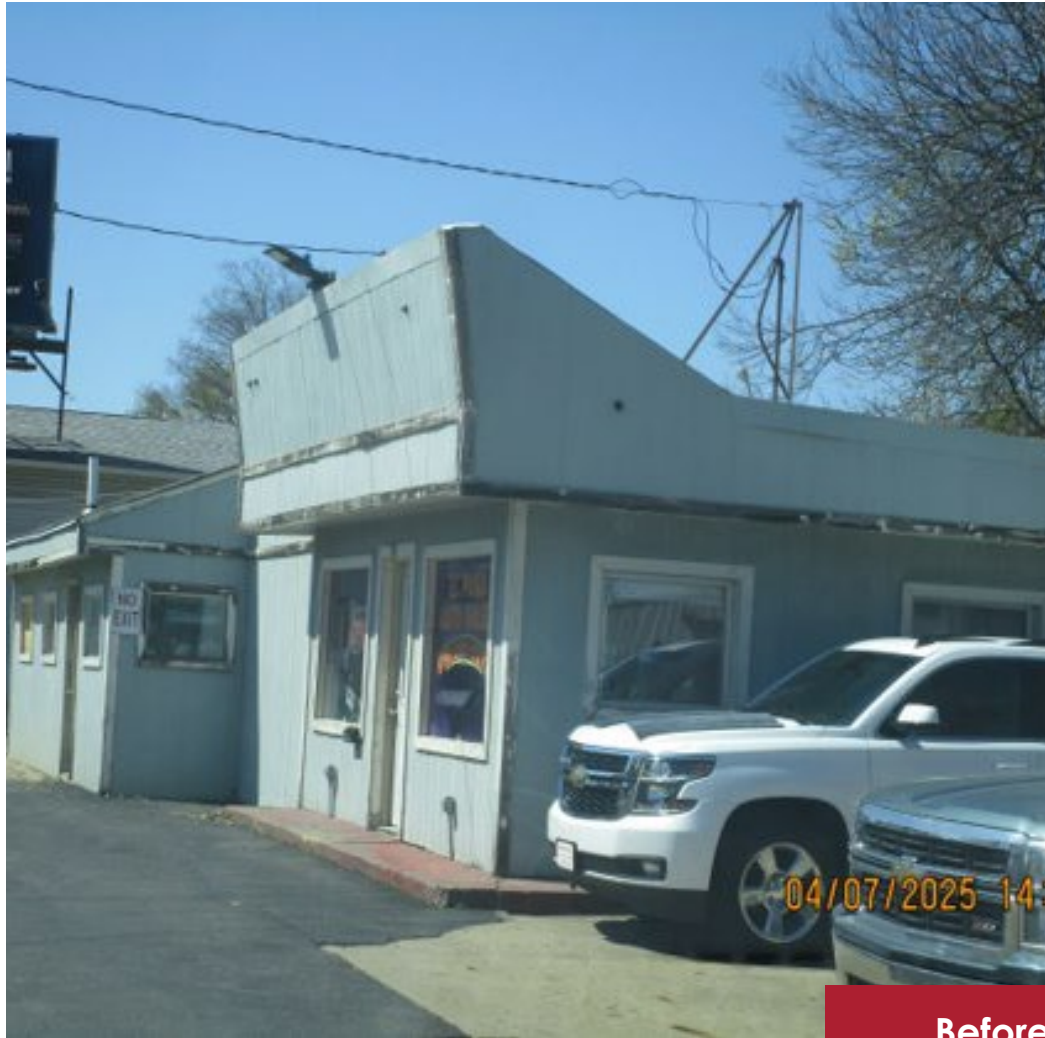
120

Vacant Property Cases

are still being enforced.



Property Maintenance Code in Action



Before / After

Property Maintenance Code in Action



Before / After



Property Maintenance Code in Action



Before / After

Improving Our Neighborhoods

2025 By the Numbers

411

(and counting)

Households have been served
by ION since inception

67

Applications Approved

5

2023 Projects still in
process

11

2024 Projects still in
process

\$887,794

YTD repairs paid

\$116,674

YTD partner
contributions



2025 numbers are
down from previous
years

\$9,194,713

Collaborated on
repairs since inception

\$1,415,110

15.4% of the \$9M

Partner's contributions

Improving Our Neighborhoods

Looking Ahead



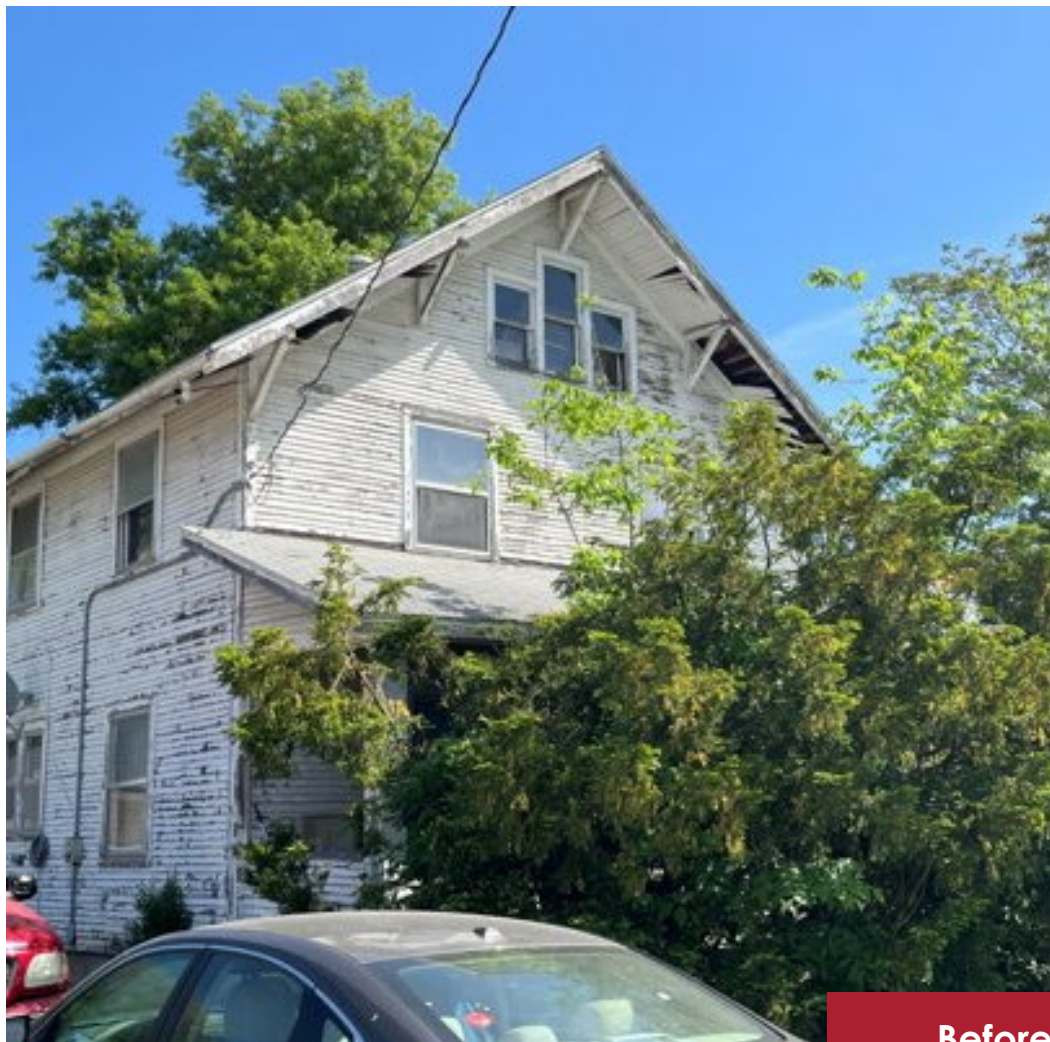
- ION will accept voluntary applications again for the 2026 construction season
 - This will bring in more households for ION projects



- ION will set numbers to maintain capacity as a safety net
 - This will provide assistance for those in a Property Maintenance Code case



Improving Our Neighborhoods in Action



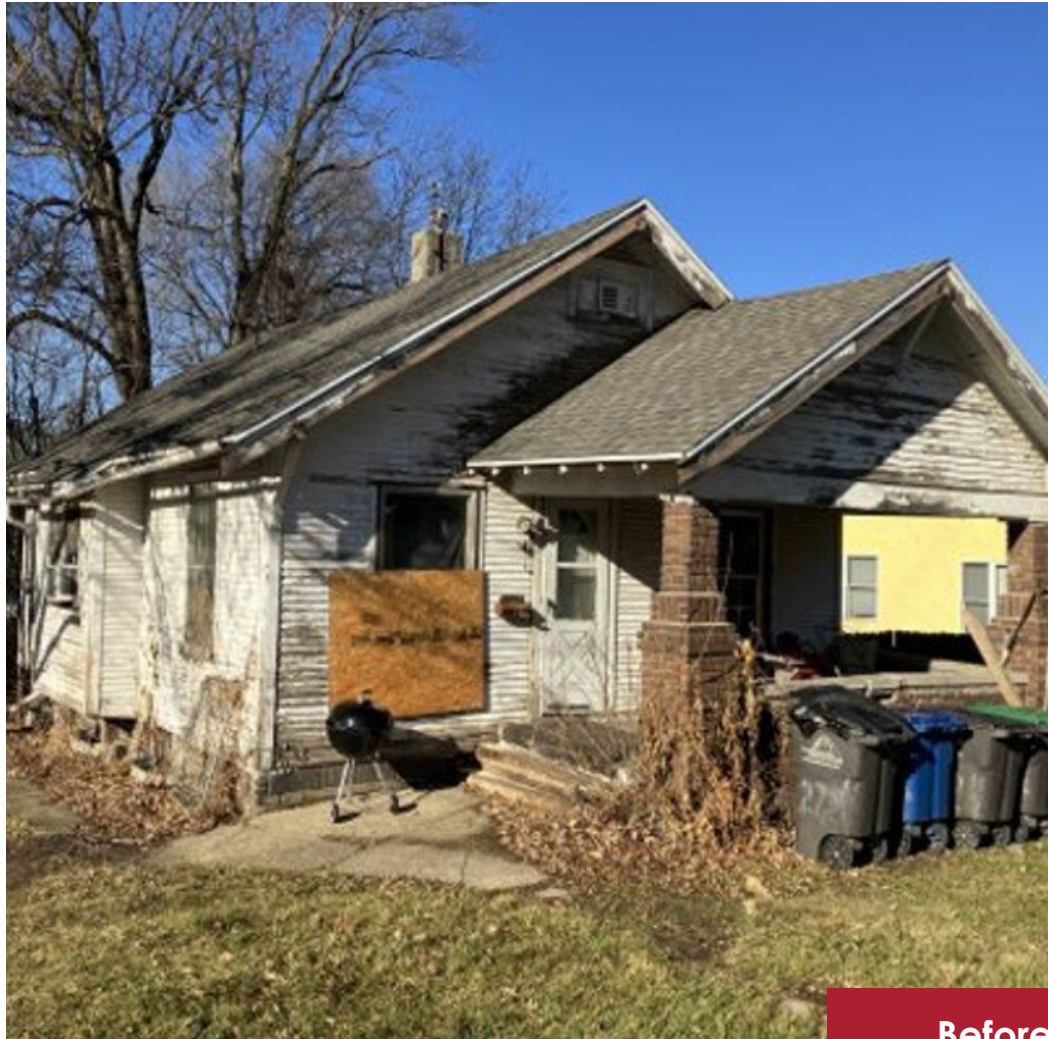
Before / After

Improving Our Neighborhoods in Action



Before / After

Improving Our Neighborhoods in Action



Before / After

Improving Our Neighborhoods in Action



Before / After

Improving Our Neighborhoods in Action



Before / After

Improving Our Neighborhoods

Client Feedback



“As a homeowner, I really appreciate the ION program.”



“Literally could not be more happy.”

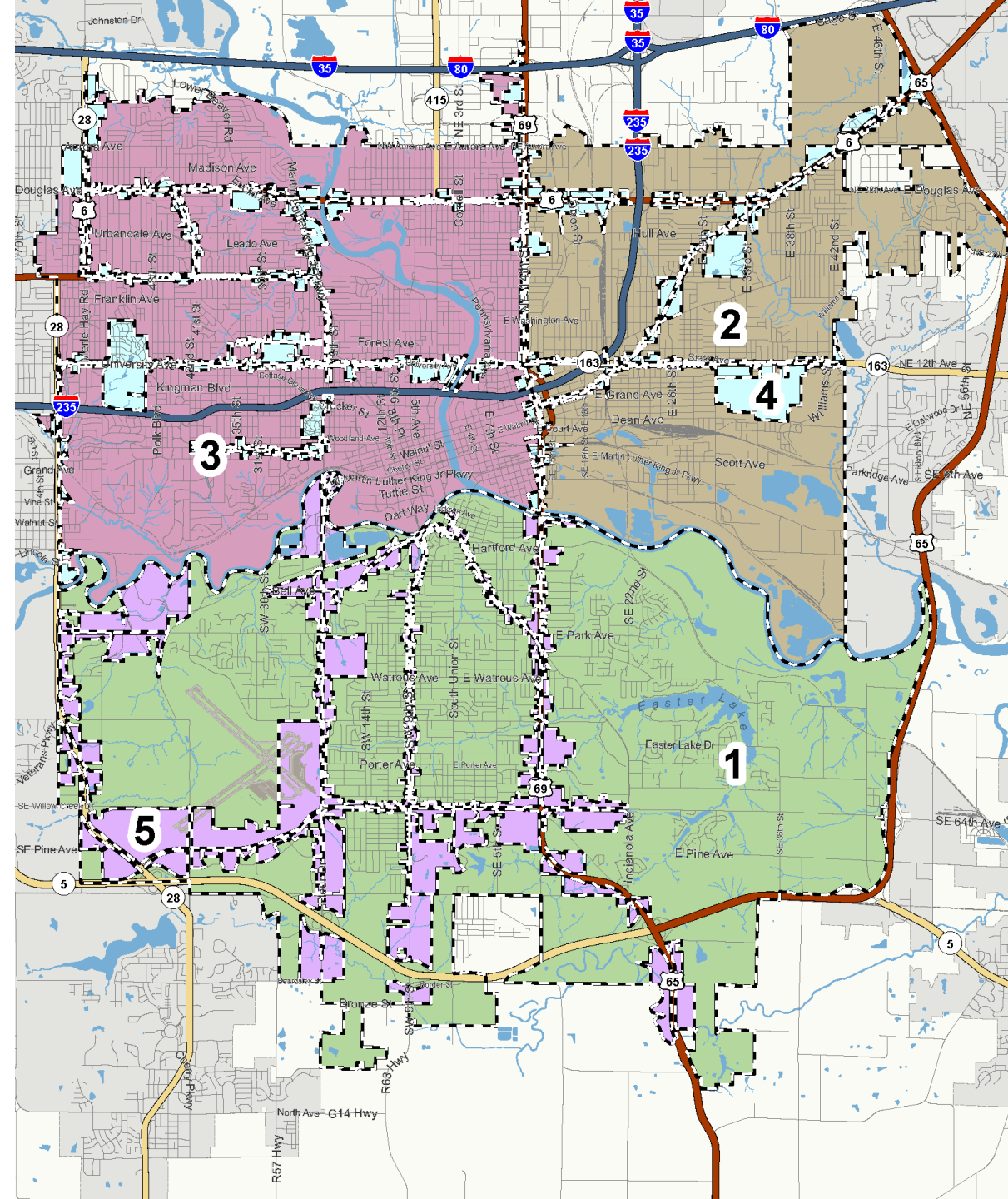


“They guided me each and every step of the way.
We didn’t just get a roof, we got hope and security.”

Questions



Zoning Enforcement



Zoning Enforcement

Overview

- **Zoning Enforcement's Role:** A City's zoning code is only effective if it's followed. Without enforcement, rules lose meaning and the city risks decline in both residential and commercial districts. With enforcement, a city's masterplan for growth becomes certain.



Zoning Enforcement

Overview

- Interpretation of the City Zoning Ordinance regulations in Chapter 134 of the Municipal Code
- Gaining compliance of development and land use activity with regulations in the Municipal Code
 - Zoning (Chapter 134)
 - Planning and Design (Chapter 135)
 - Transient Merchants/Mobile Vendors (Chapter 78 Articles III & IV)
 - Noise Control (Chapter 42 Article IV)
 - Signs and Fences (Chapter 134, 26)

Zoning Enforcement

List of Duties

- Investigating complaints of illegal land use and signage
- Business license inspections
- Review and permitting of signs and fences
- Reviewing building projects and site plans (issuance of Certificate of Zoning Compliance [COZC])
- Researching and issuing zoning verification letters
- Review and issuance of administrative zoning approvals (AZON)
- Investigation of complaints of commercial sites, fences, and signs in disrepair
- Review of Transient Merchant/Mobile Vendor licensing
- Zoning review for pre-applications, street use, sound permitting
- General Zoning inquiries
- Addressing assignment

Zoning By the Numbers

9/15/2024 – 9/15/2025



763

New Zoning
Enforcement Cases



3,182

All Zoning Inspections



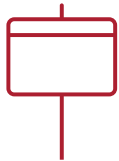
70

Court Ordered
Abatements
Completed



129

Zoning Verification
Letters Issued



485

Temporary Right of
Way Signs Removed



200

Addressing
Assignments



67

Transient Merchant
Permits Reviewed

Zoning By the Numbers

9/15/2024 – 9/15/2025



220

Tobacco Licenses
Reviewed



623

Fence Permits Issued



533

Certificate of
Occupancy (CO), Site
Plans, Re-
Inspections



543+

Liquor Licenses Issued



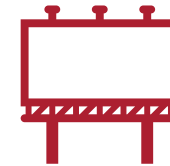
28

Administrative Use
Approvals



240

Sound Permits Issued



577

Sign Permits Issued

Zoning Enforcement



Before / After



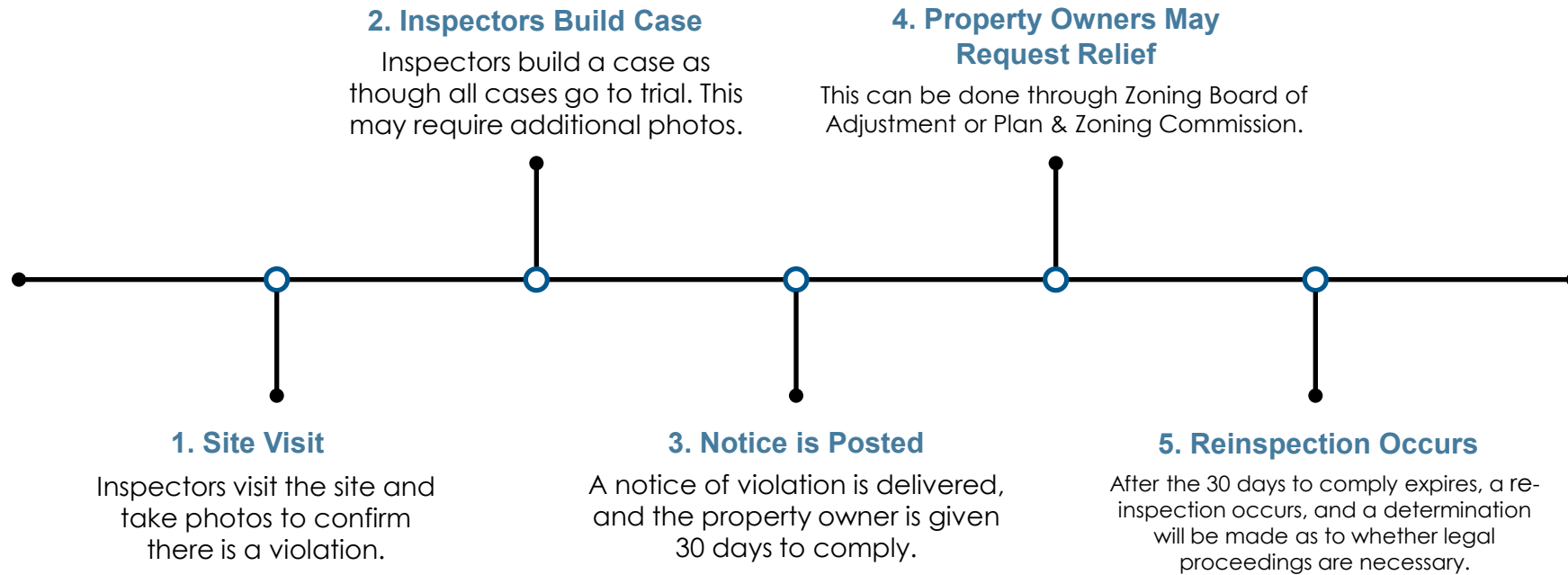
Zoning Enforcement



Before / After

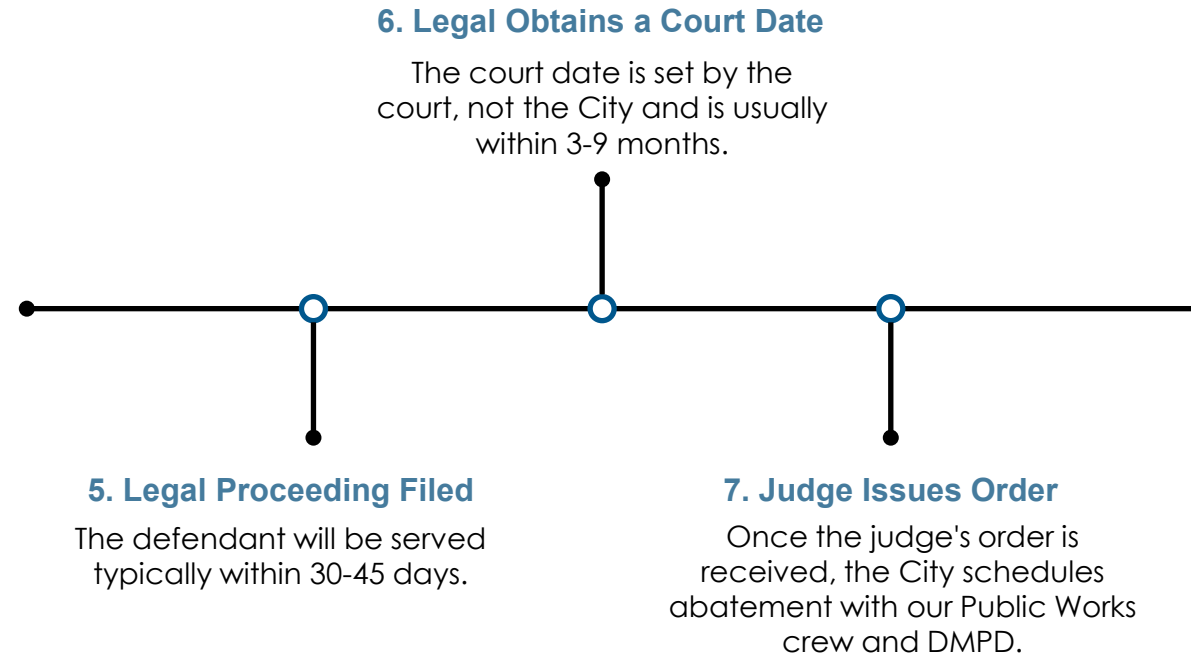
Zoning Enforcement

Notice of Violation Timeline



Zoning Enforcement

Legal Filing Timeline



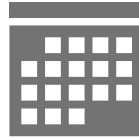
Zoning Enforcement

Permit Issuance Timeframes



7 – 10 Days

Fence Permits
Sign Permits
Sound Permits
Zoning
Communication
Administrative Use
Approval



7 Days

Certificate of
Occupancy (CO)
Certificate of Zoning
Compliance (COZC)
Certificate of Design
Compliance (CODC)
(if site doesn't require
enforcement)



10 Days

Zoning Determination

Zoning Enforcement

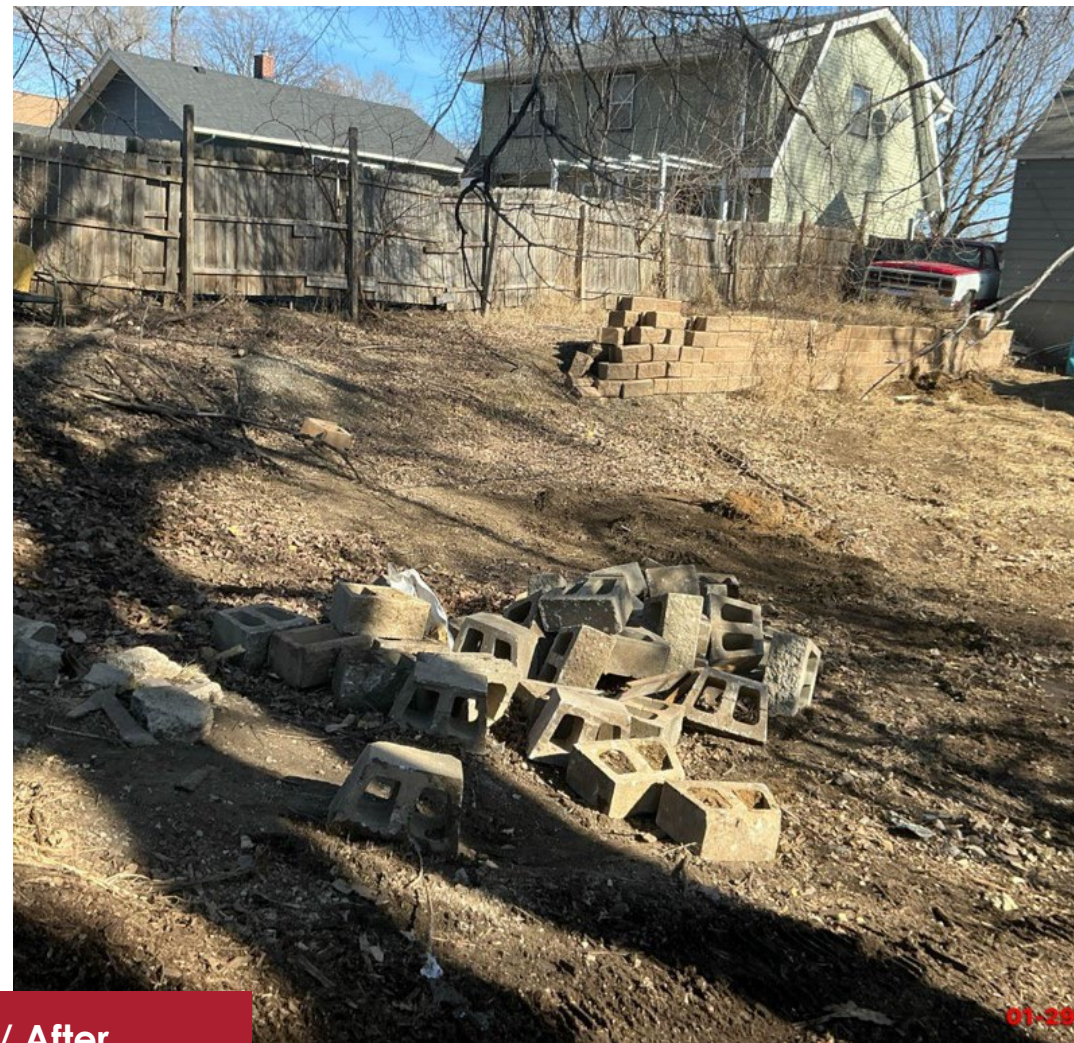
Illegal Business



Before / After

Zoning Enforcement

Illegal Business



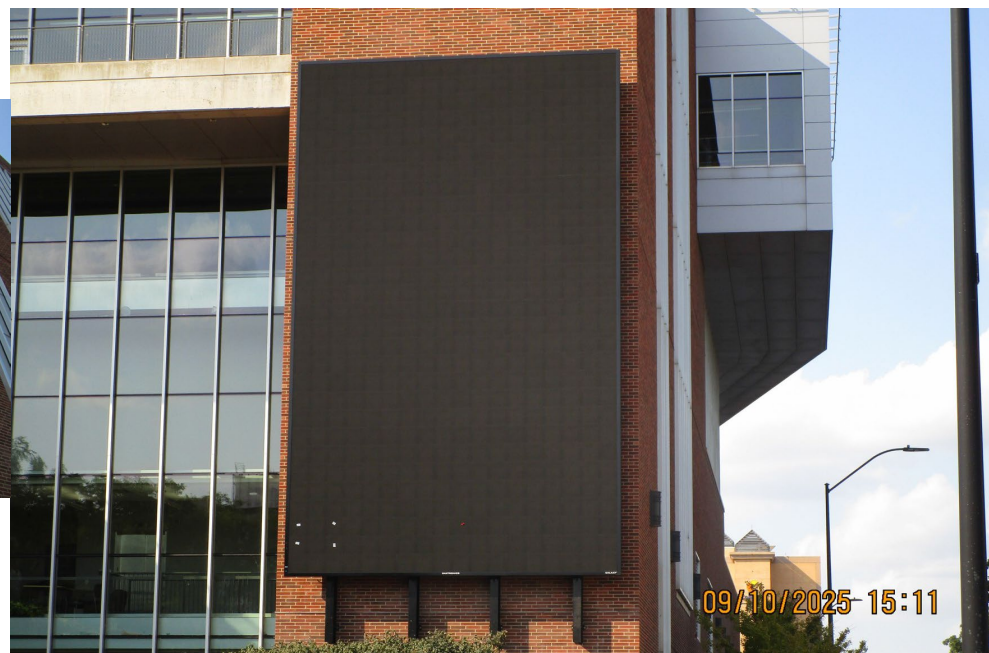
Before / After

Zoning Enforcement

Signs

- Sign code changes and interpretations
- Lit window signs luminosity and type of lit sign are enforced differently than in the past. Neon is allowed
- Proposed pole sign allowance through a code amendment
- Electronic multi-vision event center signage allowance

Zoning Enforcement Signs



Zoning Enforcement

Signs



Zoning Enforcement

Accomplishments and Ongoing Initiatives

- Adding a ZCOM case type to automate online request in EPL for rebuild letters, DOT letters, Zoning letter and Zoning determination communication.
- Coordination with NBSD and detectives in PD to share information and address problem businesses and properties.
- Centralize all research links and databases in the Sharepoint, increasing efficiency in research, cutting time on determinations and notices.
- Improve data collection from EPL to establish higher level of customer service.
- All staff currently certified ICC Zoning Inspection.
- Develop 500 ft buffer on GIS layers for tobacco/vape shops
- Expand counter backup training ensuring no interruption in permit issuance response time.
- Integration of the IPAD uploading photos and adding notices in real-time

Zoning Enforcement

Site Plan Compliance



Before / After

Questions



Housing

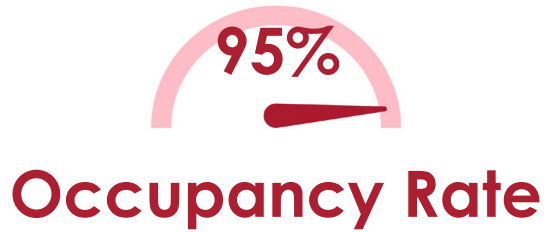
Public Housing Program

- **410 Units**
 - **390 units** in 5 manors
 - **4 single-family homes** remaining in Section 18 Disposition Application (9 sold)
 - **9 single-family homes** remaining in Section 32 Homeownership Program (5 sold)
 - **7 remaining single-family homes** will be included in amended Section 32 program



Public Housing Program

Metrics



Physical Inspection Scores



Section 8 Program

Metrics

2,914

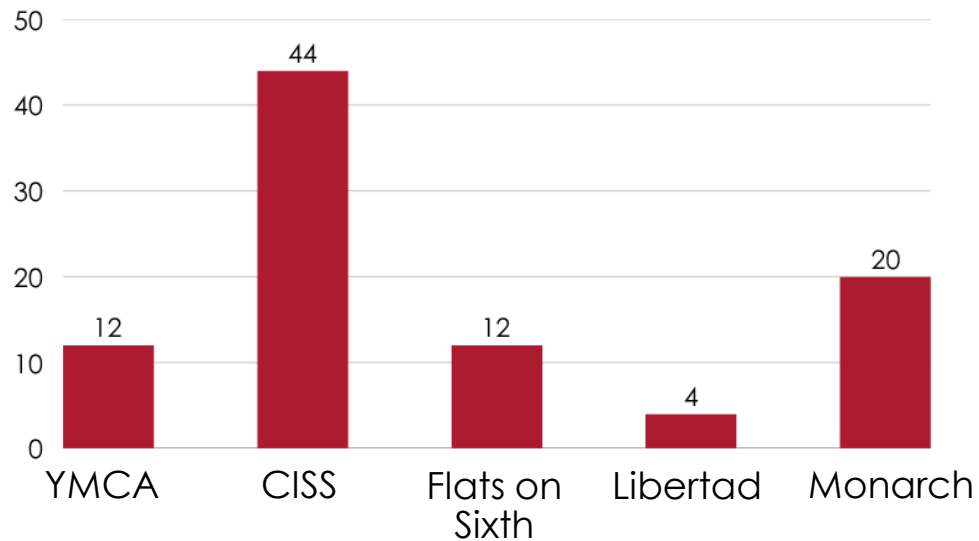
Under Lease

Portability

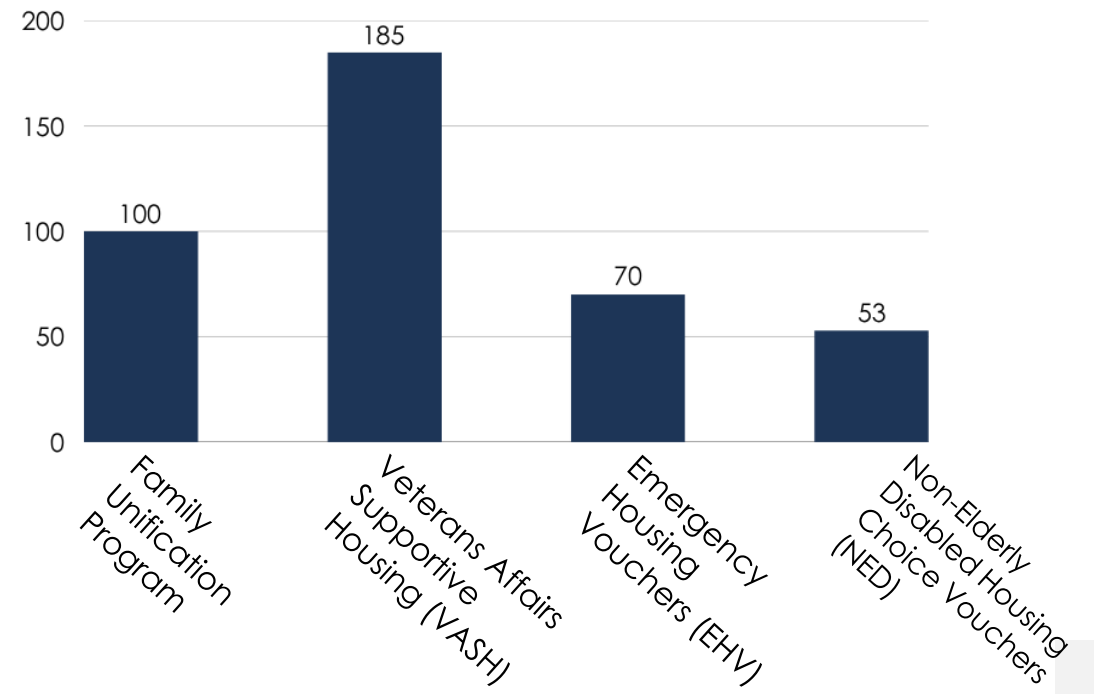
17
Ins

48
Outs

Project-Based Vouchers



Set Asides



Section 8 Program

Metrics

3,800

Total Vouchers

\$22,134,890

Total Funding

\$590

Average Housing Assistance
Payments (HAP)/Voucher

3,126

of vouchers we can
afford to lease

2,914

of vouchers under
lease

382

of vouchers out
looking

78%

Success rate

35

Attrition

485

of Clients per Case
Manager

7,501

of applications

4,500

of waiting list

High Performer

Section 8 Management Assessment
Program (SEMAP) Score

Family Self-Sufficiency

Metrics

- Family Self-Sufficiency Enrolled
 - Section 8 – 156
 - Public Housing – 12
- Escrow Balances
 - 94 average of \$5,360
 - 55 accruing \$375/month
- Graduation – Last Three
 - \$6,827
 - \$15,050
 - \$21,802



Upcoming Initiatives

- Royal View Manor
 - Section 18 Application
- Amend Section 32 Plan
 - Add final 8 single-family homes
- Blueprint to End Homelessness

Questions

THANK YOU