



Community Enhancement & Neighborhood Services

Division Overview
Addressing Nuisance Abatement &
Protocol for Encampment Violations



City of Moreno Valley
COMMUNITY DEVELOPMENT

What We Do

Overview

The Community Enhancement and Neighborhood Services (CENS) Division responds to citizen complaints and pro-actively identifies code violations on public and private property to protect the health and safety of the community and to ensure the highest level of voluntary resolution of issues city wide by enforcement of the City's municipal codes.

Services



Code Enforcement

- › Abandoned Vehicle Abatement
- › Assists in Foreclosure Registration
- › Enforces City Codes
- › Enforces Commercial Signs and Banners
- › Enforces Parking Laws



Issues Citations

- › Administrative Citations
- › Parking Tickets

Code Enforcement Process (*Condensed Version*)



A complaint is received and a case is opened. It's referred and closed if it pertains to another department.

An investigation is launched. This may include research, interviews, sending correspondence, inspecting and making determinations.

This step may include written warnings, orders to correct, citations and fees, vacating order, and/or enforcement of permits.

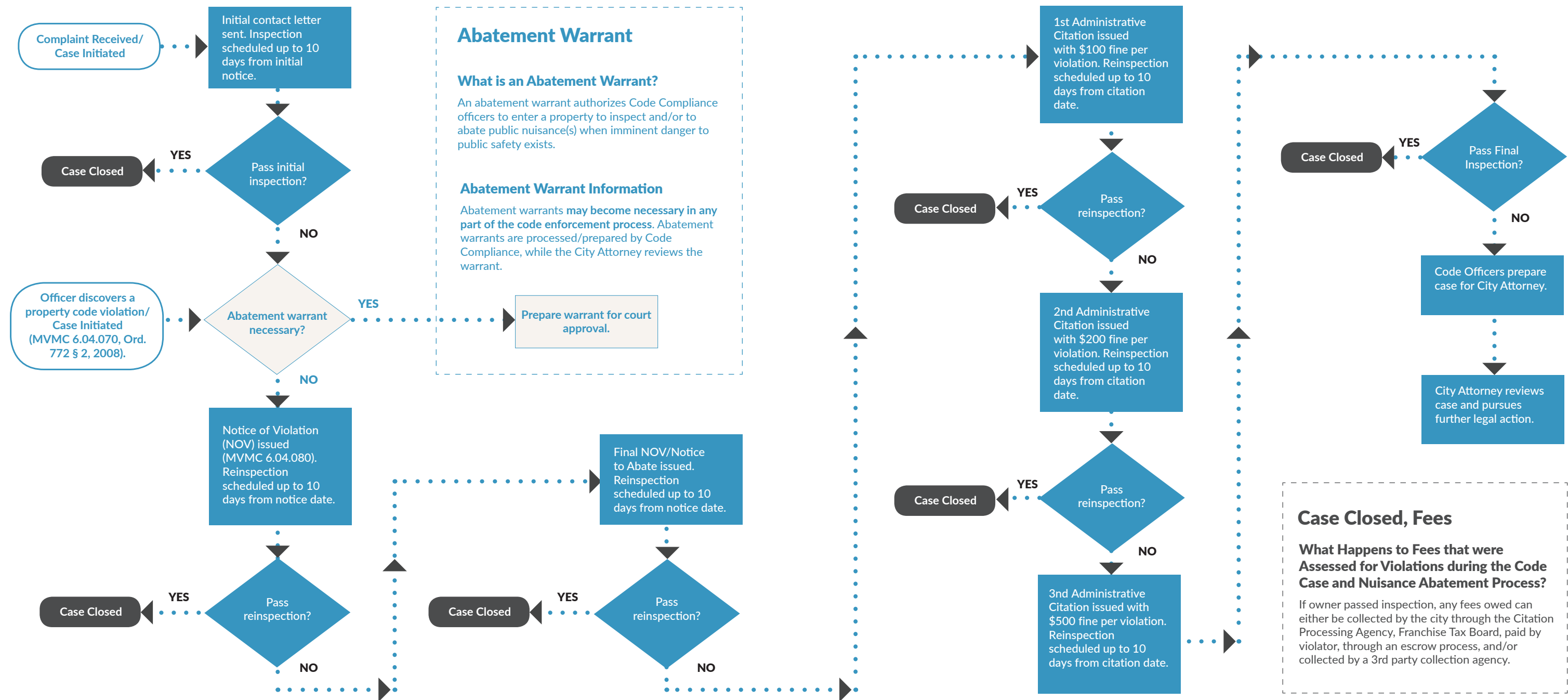
Can appeal to a hearing officer. Process includes scheduling and holding a hearing and issuing final notices. A decision is made.

Final processing occurs when the complaint is referred, unfounded, or abated. A case can be closed at any point in the process.

Flowchart

Investigative Process for a Code Case and Addressing a Nuisance Abatement

This flowchart shows a generalized Code Compliance process for addressing a nuisance abatement from start to finish. Each case is unique and the code compliance process may vary depending on the type of code violation. This flowchart outlines the general timeframe for code cases in violation (MVMC 1.01.200, 6.04.040) of City Municipal Codes and ordinances (where applicable).



Quality of Life Operations

A Compassionate, Resource-First Framework for Community Care

Our Overriding Strategic Goal:

To meet our unhoused neighbors with unconditional dignity, respect, and deep compassion. We proactively lead with supportive outreach and care—transforming vulnerable moments into lasting pathways of safety, health, shelter, and long-term individual stability.

■ Compassionate Care Partners

Twice weekly (Tuesdays and Thursdays), a collaborative partnership provides hand-in-hand support on the ground:

- **Healthcare & Wellness:** Riverside County Behavioral Health Assessment Team and Riverside University Health System deliver immediate clinical and psychological care.
- **Community Dedication:** The Salvation Army and Path of Life supply continuous stable casework, emergency housing connections, and human comfort.
- **Crisis Advocacy:** Riverside County Sheriff's Department, City Divisions, and Probation & Parole coordinate safely to support vulnerability and ensure neighborhood balance.

■ Dedicated Resource Allocation

Rather than focusing on displacement, operations deploy intensive assets directly to points of need, offering direct pathways to:

- Immediate emergency shelter & transitional housing assistance
- Tailored substance rehabilitation & behavioral health programs
- Restorative employment pathways and sustainable life skills
- Fundamental human necessities (hygiene, medical supplies, nourishment)

■ The Compassionate Care Cycle

- **Dignified Engagement:** City teams identify areas experiencing severe hardship, prioritizing outreach where unhoused neighbors may benefit most from immediate, compassionate intervention.
- **Holistic Care Connection:** Providers focus entirely on the individual's unique story, wrapping them in multi-agency supportive frameworks to design a bridge out of crisis.

■ Mindful Balance & Compliance Rules

Supportive Mission First: Enforcement mechanisms are *strictly secondary* to outreach efforts. Legal guidelines and municipal codes are utilized as supportive tools to heal environments and ensure comprehensive public safety.

Collaborative Healing: The City works actively alongside property owners using Notices to Abate to safely clean debris, restore sanitary living environments, and maintain public health standards.

Protective Frameworks: Law enforcement integration serves exclusively to ensure an environment of safety, resolving critical private property trespass issues with the utmost care when legally required.

Chart

Protocol for Encampment Violations

This chart is to help understand the roles of Community Enhancement & Neighborhood Services and the Moreno Valley Police Department (MVPD) play when handling encampment violations. The MVPD works with property owners to remove trespassers. Community Enhancement & Neighborhood Services works with property owners to remove the debris that is left behind.

Code Compliance

Inspection Performed

Immediate inspection conducted to confirm violation (junk, trash & debris). **No violation found case is then closed.** Violation confirmed, notice to abate issued and MVPD notified. 602 letter sent to owner as a courtesy. Work with owner(s) on property maintenance issues. 10 day follow up inspection scheduled.



Violation Check

Follow up inspection conducted after initial notice sent to property owner or posted at property. **Case closed if violation is corrected.** Owner cited if the property is not cleaned.



Non-Compliance

Case is closed if violation is corrected. Continued non-compliance after the third administrative citation issued will result in the following:

- File notice of non-compliance with Riverside County Assessor's office.
- Case is referred to City Attorney to pursue further legal action.

MVPD

Trespassing Issue Addressed

Trespassing issue referred to MVPD for follow up. Identify possible resources available that can assist subjects.

Notify subjects they are trespassing. Property owner signs 602 Letter (trespass letter).



Additional Actions

MVPD problem oriented policing (POP) Team contacts subjects if still present. Work with Riverside County Mental Health Services (RCMHS) to find assistance/placement. If subjects refuse then they are placed under arrest for trespassing. MVPD monitors area.

