



SHAKER HEIGHTS

Building & Housing Department Overview

Safeguarding Buildings &
Strengthening Neighborhoods

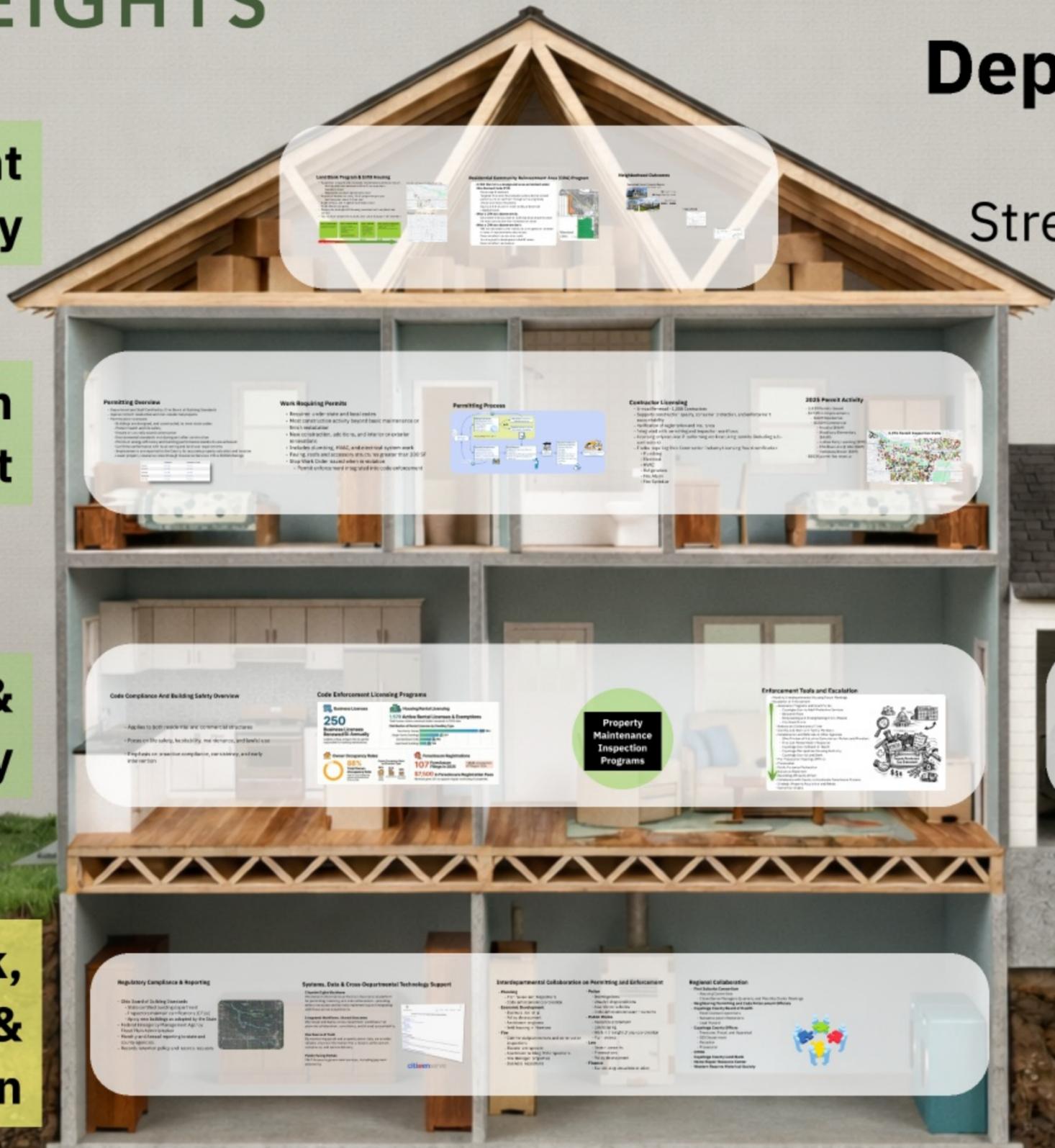


Neighborhood Development & Housing Policy

Permitting & Construction Oversight

Code Enforcement & Housing Quality

Operational Framework, Regulatory Compliance, & Collaboration



LocalBook Program & 5100 Housing

Residential Exterior Maintenance Area (REMA) Program

Neighborhood Outcomes

Permitting Overview

Work Requiring Permits

Permitting Process

Contractor Licensing

2025 Permit Activity

Code Compliance and Building Safety Overview

Code Enforcement Licensing Programs

Property Maintenance Inspection Programs

Enforcement Tools and Escalation

2026 Policy Focus Areas

Updated Housing Plan

Residential C&A Program Reforms

Public-Only (PO) Program - Phase II

Regulatory Compliance & Reporting

Systems, Data & Cross-Departmental Technology Support

Interdepartmental Collaboration on Permitting and Enforcement

Regional Collaboration

Why Building and Housing Matters

Aging homes: Older housing stock requires ongoing care and reinvestment.

Resilient tax base: Strong residential, retail, commercial, and office spaces

Vibrant neighborhoods: Well-maintained buildings strengthen quality of life and business districts.

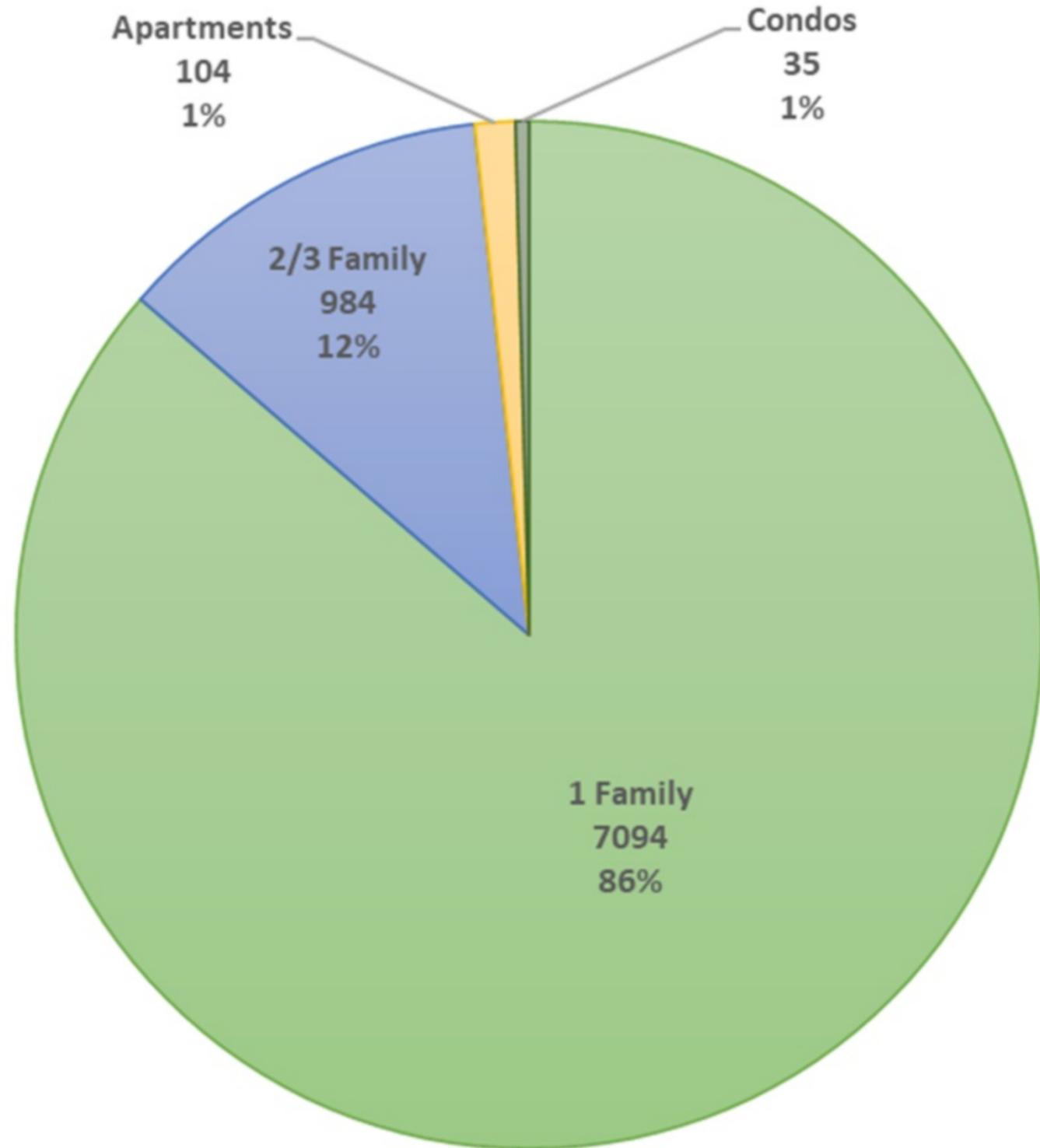
Quality housing: Safe, well-kept options for owners, renters, and businesses.

Modern needs: Adapting older buildings to today's standards and expectations.



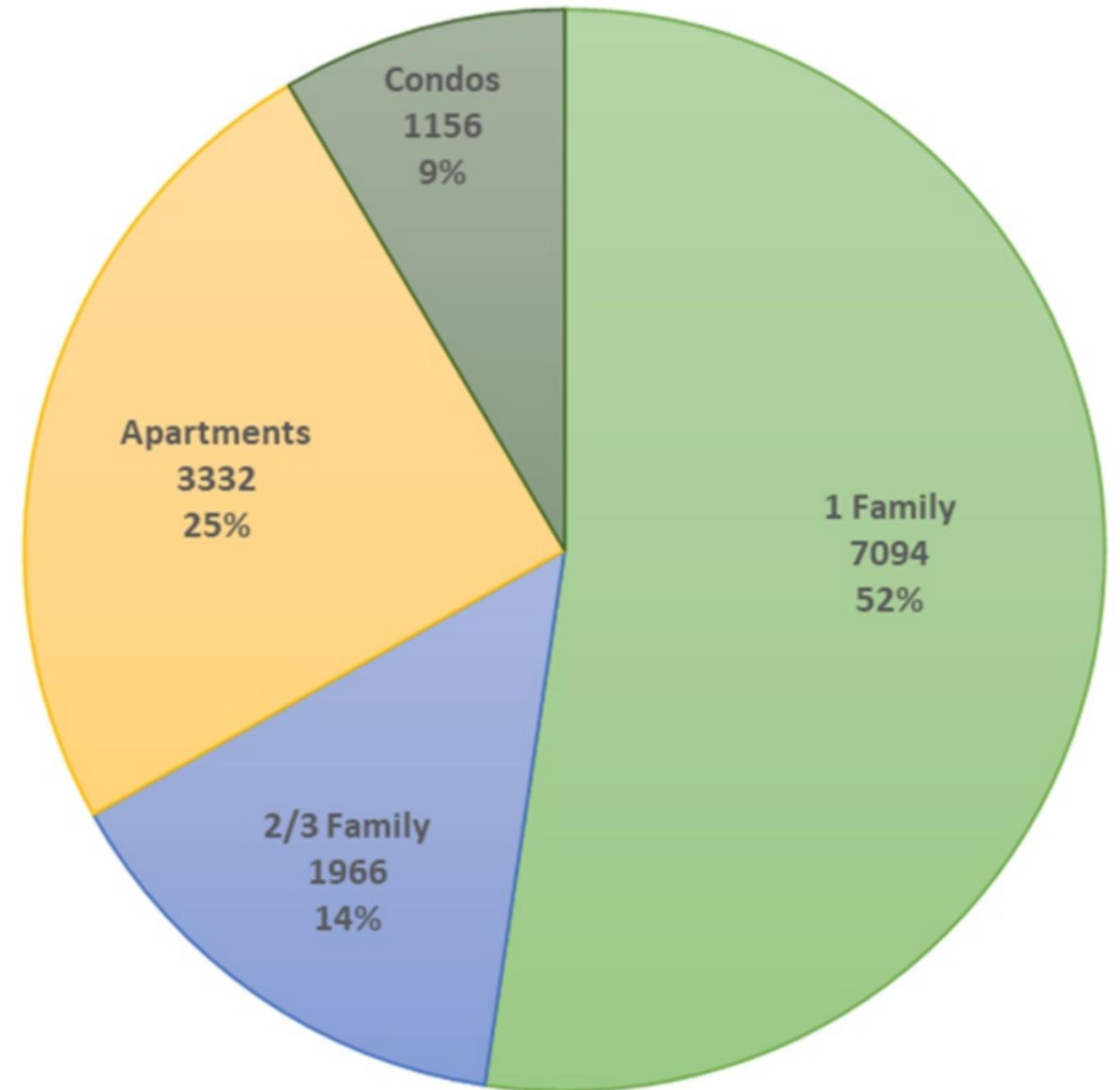
Residential Structures by Type

8,217 Total Residential Structures



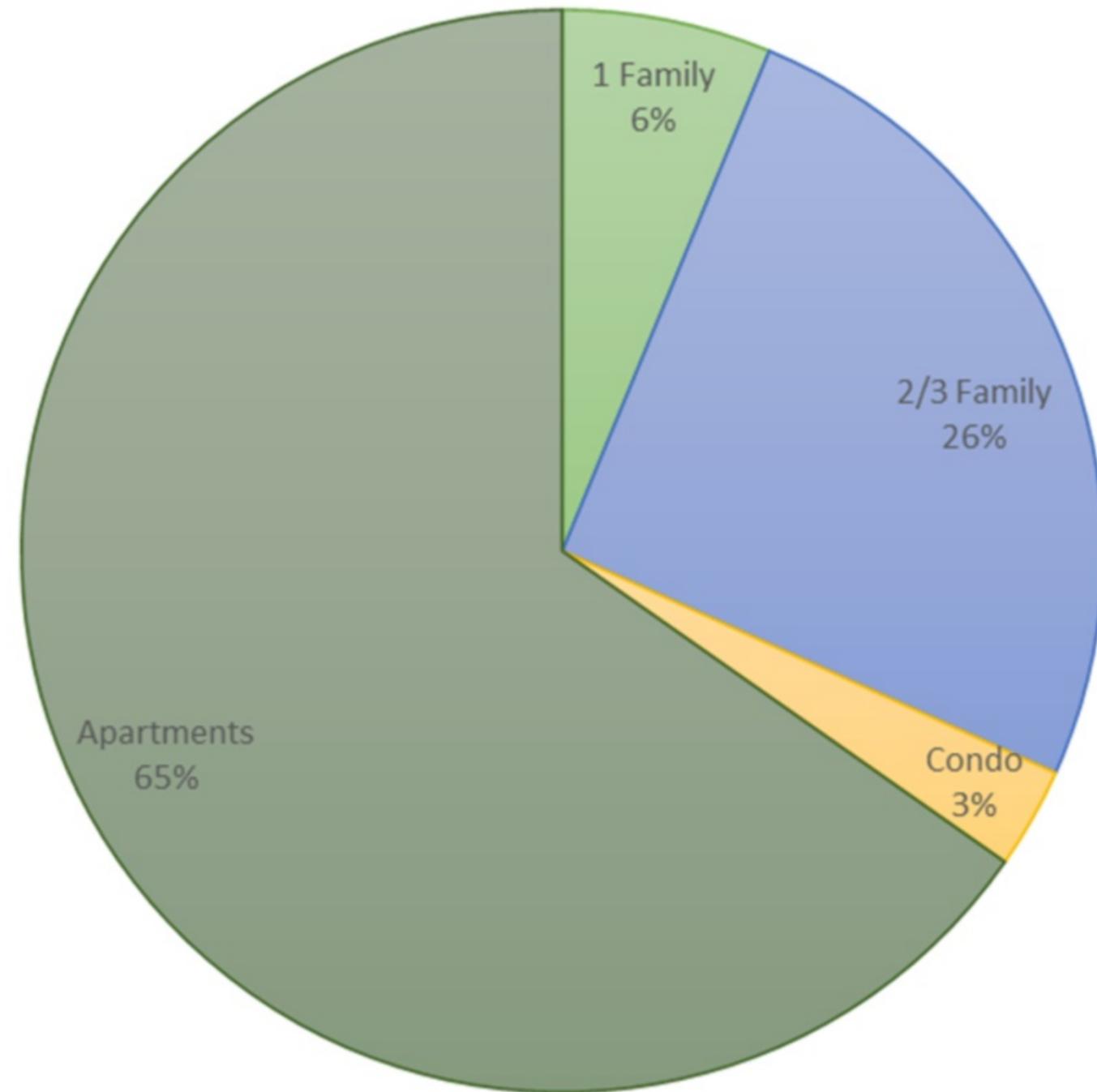
Residential Units by Type

13,510 Total Residential Units



Rental Units by Type

5037 Total Rental Units



2025 Performance: Building a More Efficient Shaker Heights

Delivering higher output and faster service through streamlined processes.



9,586 Total Inspections Performed



Increase in permit and code enforcement inspections compared to 2024.



28,255 New Code Violations Identified



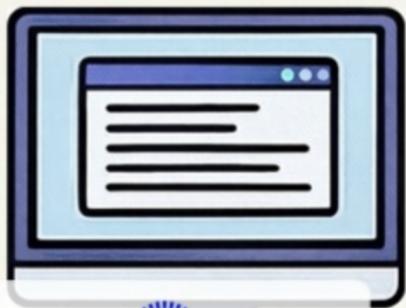
Proactive oversight led to increase in property maintenance violations identified across all structures.



Rapid Same-Day Complaint Response

3.8

Complaint inspections per day, majority completed the same day reported.



High-Volume Administrative Throughput

5,900

Applications Processed

3,485

Violation Notices Issued

Code Compliance And Building Safety Overview

- Applies to both residential and commercial structures
- Focus on life safety, habitability, maintenance, and lawful use
- Emphasis on proactive compliance, consistency, and early intervention

Code Enforcement Licensing Programs



Business Licenses

250

Business Licenses Renewed Bi-Annually

Collects critical contact info for parties responsible for building maintenance.

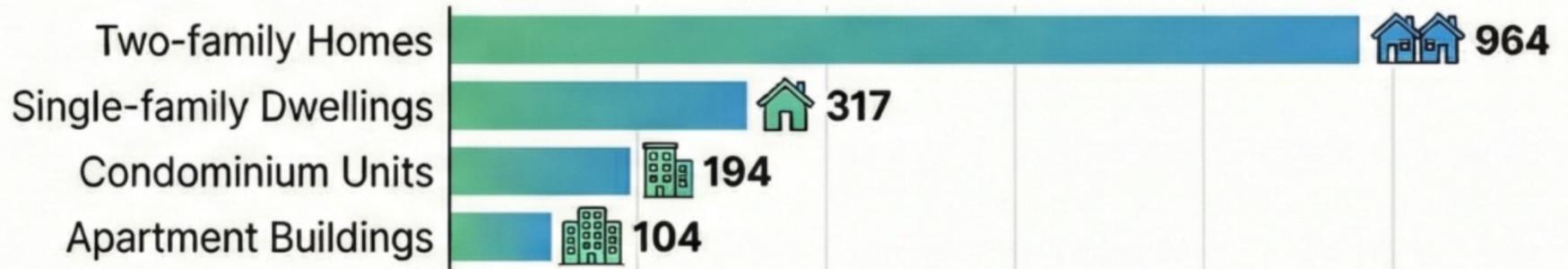


Housing Rental Licensing

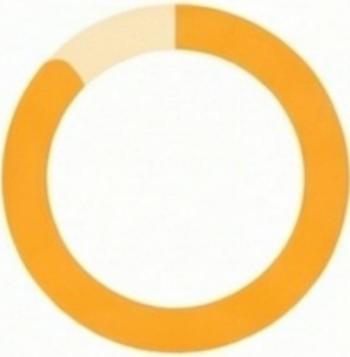
1,579 Active Rental Licenses & Exemptions

Total license volume remained stable compared to 2024 data.

Distribution of Rental Licenses by Dwelling Type



Owner Occupancy Rates

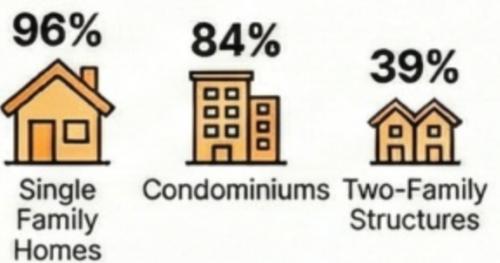


88%

Total Owner-Occupancy Rate

Rate for total residential parcels increased from 87% in 2024.

Owner Occupancy Rates by Structure Type



Foreclosure Registrations

107 Foreclosure Filings in 2025

+37.4% increase from 67 filings in 2024.

\$7,500 in Foreclosure Registration Fees

Revenue grew 25% to support regular monitoring of properties.

Property Maintenance Inspection Programs

Point of
Sale

Complaints

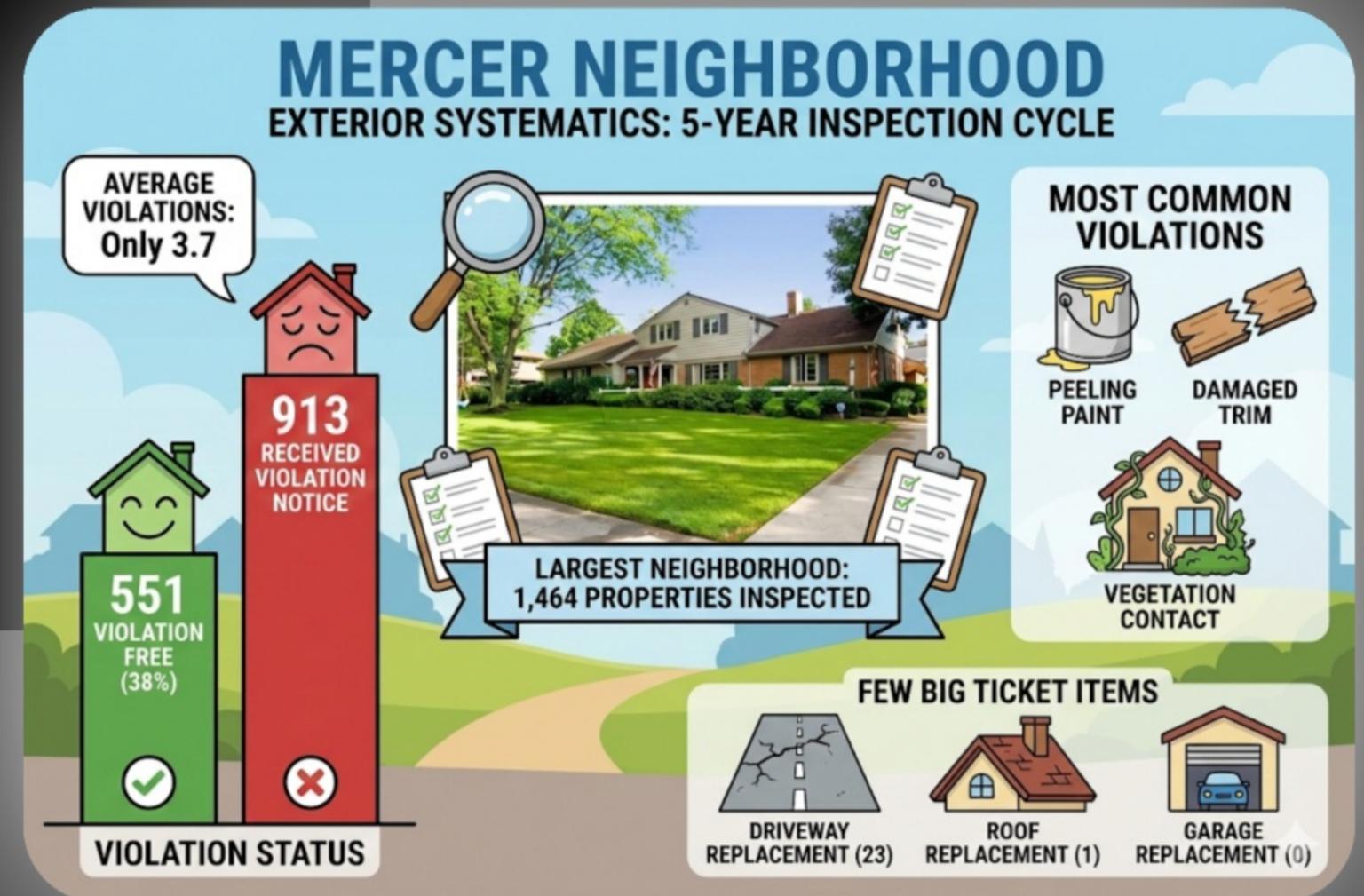
Owner
Occupied

Rental
Inspections

Vacant
Property

Owner Occupied Exterior Systematics

- Visual Inspection of the exterior every 5-6 years
- Includes Owner Occupied Two-Family Homes
- 800 - 1,500 New Inspections Annually
- **Inspection Timeline**
 - 2026-Fernway/Onaway
 - 2027-Moreland/Boulevard
 - 2028-Lomond/Sussex
 - 2029-Malvern/Ludlow
 - 2030-Mercer



Rental Inspections

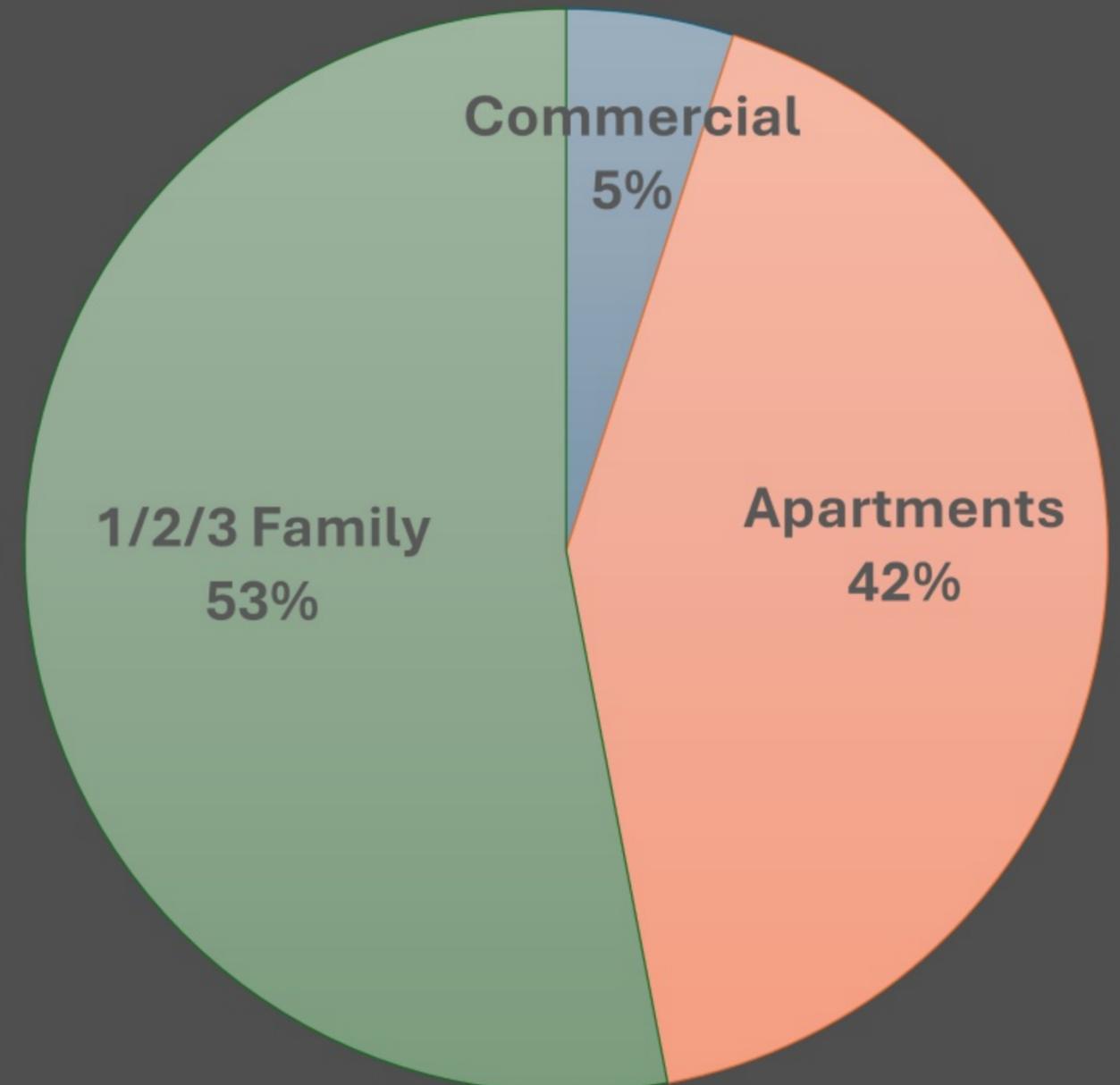
- Includes all rental properties (1/2/3 Family, Condos, and Apartments)
- Complete interior, exterior, and common areas of apartments every 3 years
- Three year cycle - Catching-Up Following COVID
 - All apartment buildings have had initial inspection within last 3 years
 - All Single Family rentals scheduled for inspection in the coming months
 - Shifting focus toward two-family

Vacant Property Monitoring

- Vacant property notices
- Currently 140 vacant homes - Consistent with last several years
- 17 houses vacant for more than 10 years
- Vacant houses are checked approximately every 45 days
- Monitor Sheriff's Sales
 - 2025 Foreclosure Sales: 22 (down 31% from 2024)
 - 10 Single Family, 9 Condos, 3 vacant lots
 - 12 purchased by investors, 7 by lender, 3 to Land Bank.

Complaint Inspections

- 3.8 Complaint Inspections Per Day (26% Increase from 2024)
- Majority of complaint inspections performed same day



POS

- **POS Established in 1976**
 - **Opportune time to bring properties up to code when money is changing hands.**
 - **Ensure properties maintained their value at a time of shifting population dynamics**
- **Housing is the City's Industry.**
- **Housing stock is aging.**
- **Preserve architectural character and craftsmanship.**
- **Prevent blight**
- **Health and Safety**
- **Significant changes to POS program administration since 2019 to improve customer service and consistency.**

Escrow

- **POS Escrow Established in 2000**
- **Frequent prosecution of property owners who assumed violations that didn't have the financial means to correct them.**
- **Incentivize seller to correct violations prior to transfer.**
- **Encourages buyers to call us to schedule re-inspections once work is complete.**
- **Additional 50% escrow is an added incentive to encourage completion of the violations in a timely manner.**



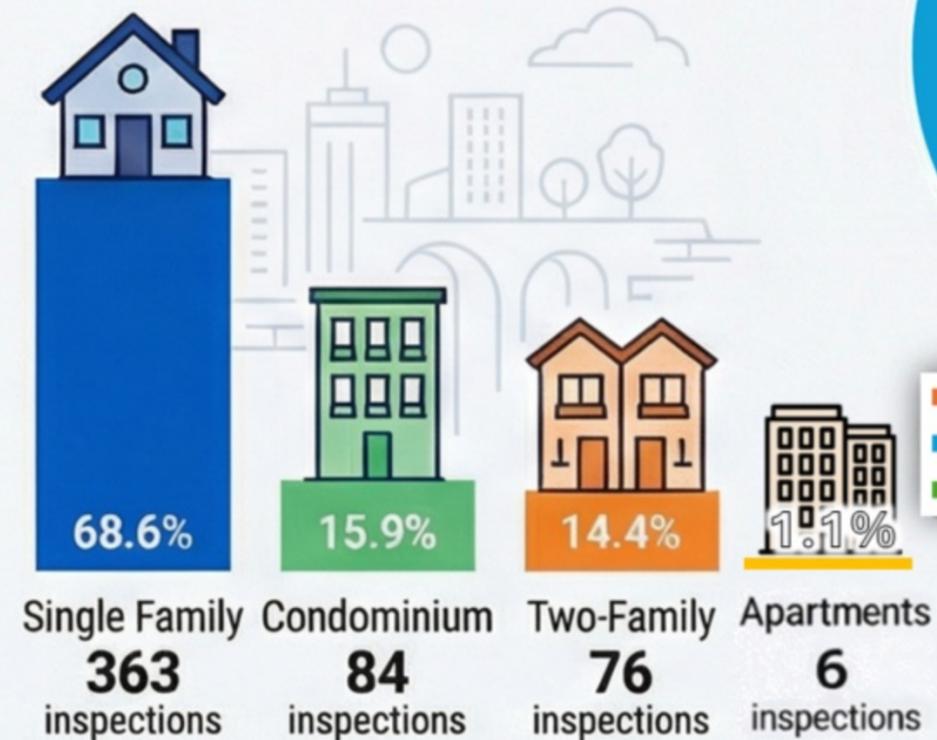
2025 POS at a Glance

POS Inspection Activity

529

New POS Inspections

Total new inspections conducted across all residential dwelling types in 2025.



- All Violations Correct at Transfer (67%)
- Established Escrow (30%)
- Transferred in Violation of POS (3%)

POS Escrow Accounts

\$5.8M

Total Escrow Balance

The year ended with over \$5.77 million held to ensure future code repairs.



Rising Average Escrow Deposits



Record Investor Participation



Enforcement Tools and Escalation

- Monthly Interdepartmental Housing Forum Meetings
- Escalation of Enforcement
 - Assistance Programs and Grant Funds
 - Cuyahoga County Adult Protective Services
 - Benjamin Rose
 - Empowering and Strengthening Ohio's People
 - City Grant Funds
 - Notices and Extensions of Time
 - Identify and Work with Family Members
 - Collaboration and Referrals to Other Agencies
 - Ohio Division of Industrial Compliance - Boilers and Elevators
 - First Call Mental Health Response
 - Cuyahoga County Board of Health
 - Cuyahoga Metropolitan Housing Authority
 - Cuyahoga County Land Bank
 - Pre-Prosecution Hearings (PPH's)
 - Prosecution
 - Public Nuisance Declaration
 - Nuisance Abatement
 - Recording Affidavits of Fact
 - Collaborate with County to Accelerate Foreclosure Process
 - Strategic Property Acquisition and Rehab



Permitting Overview

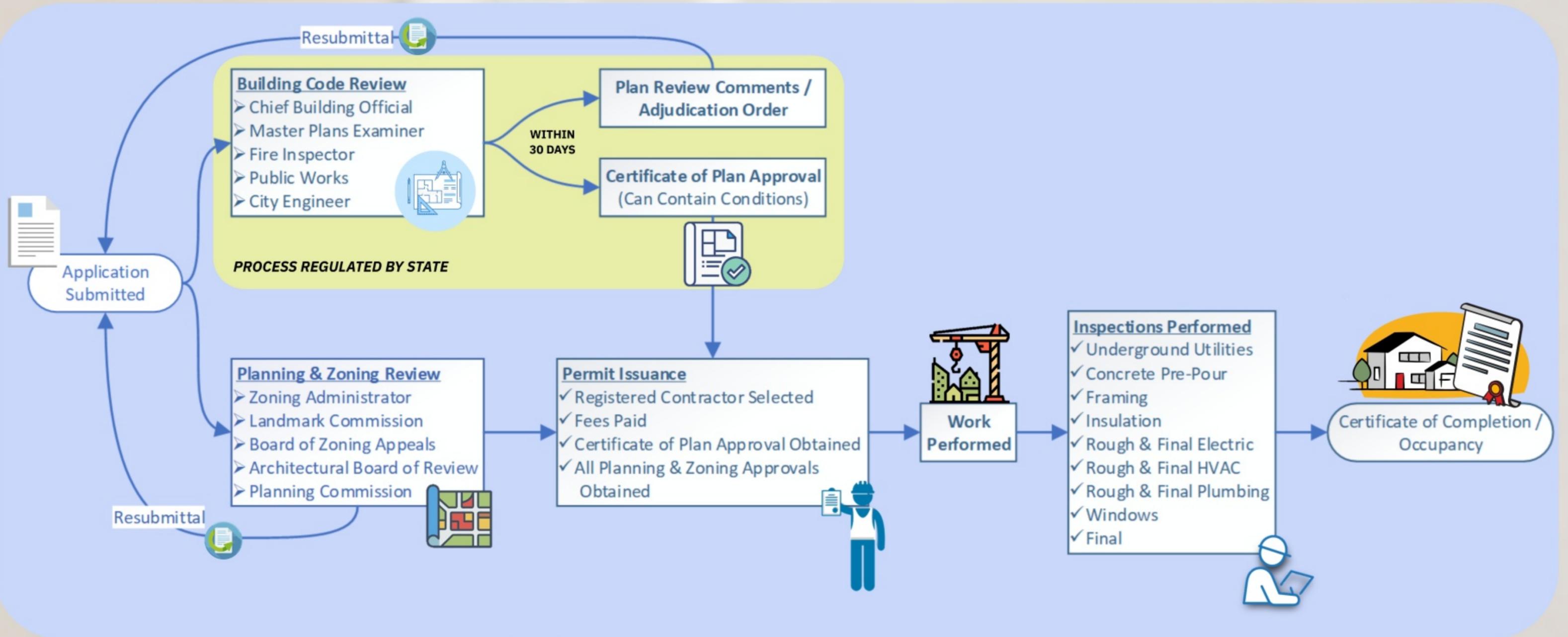
- Department and Staff Certified by Ohio Board of Building Standards
- Applies to both residential and non-residential projects
- Permits exist to ensure:
 - Buildings are designed, and constructed, to meet state codes
 - Protect health and life safety
 - Ensure structurally sound construction
 - Environmental standards met during and after construction
 - Minimum energy efficiency and building performance standards are achieved
 - Confirms conformance with local zoning and land-use requirements
 - Improvements are reported to the County for accurate property valuation and taxation
 - Lower property insurance rates through Insurance Services Office BCEGS Ratings

	<u>Commercial</u>	<u>Residential (1-3 Units)</u>
Building	OBC 2024	RCO 2019
Electrical	NEC 2023	NEC 2023
Plumbing	OPC 2024	OPC 2024
Mechanical	OMC 2024	RCO 2019
Fire Code	OFC 2017	RCO 2019

Work Requiring Permits

- Required under state and local codes
- Most construction activity beyond basic maintenance or finish installation
- New construction, additions, and interior or exterior renovations
- Includes plumbing, HVAC, and electrical system work
- Paving, roofs and accessory structures greater than 200 SF
- Stop Work Order issued when in violation
 - Permit enforcement integrated into code enforcement

Permitting Process

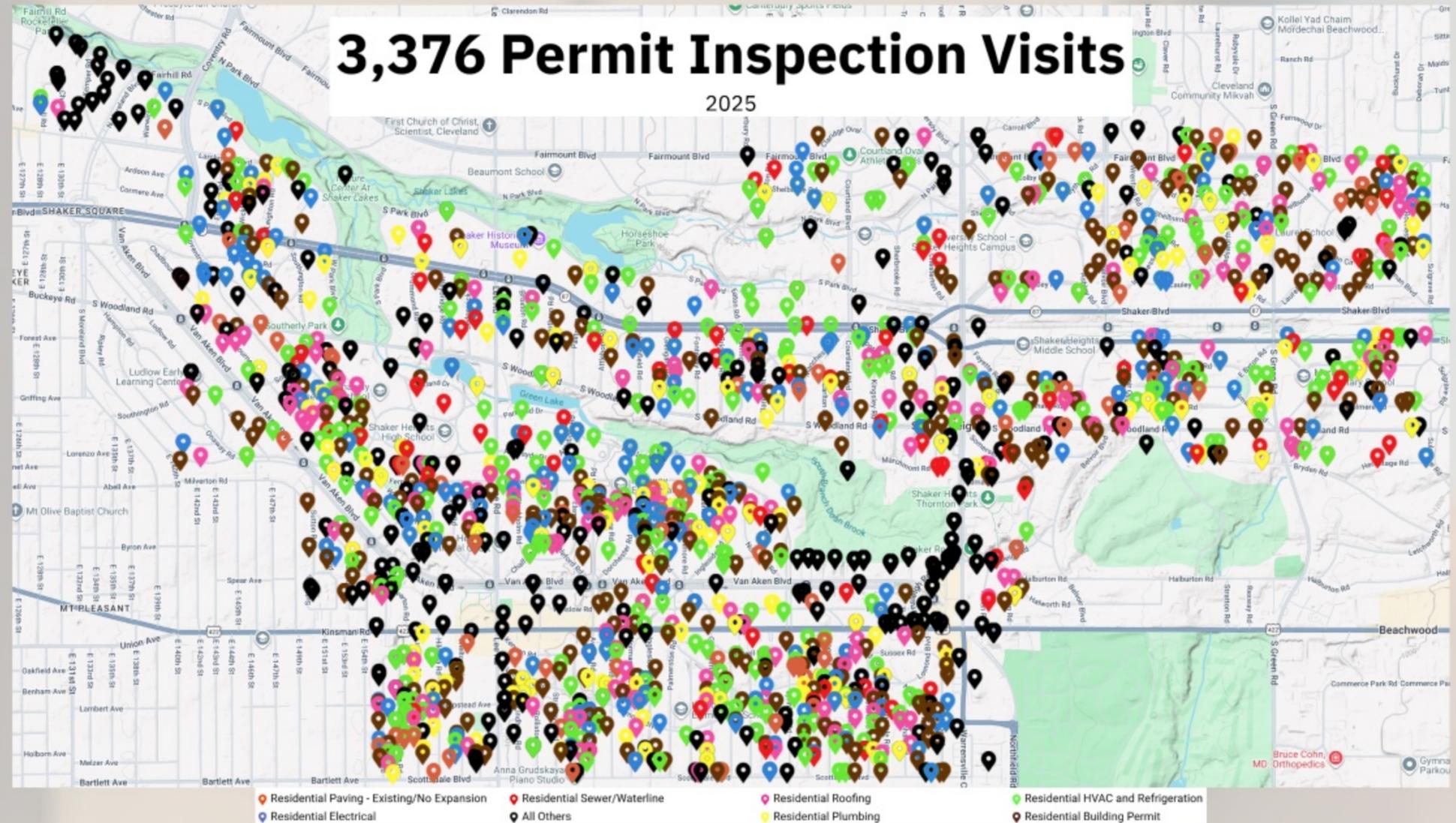


Contractor Licensing

- Annual Renewal - 1,000 Contractors
- Supports construction quality, consumer protection, and enforcement accountability
- Verification of registration and insurance
- Integrated with permitting and inspection workflows
- Licensing only required if performing work requiring permits (including sub-contractors)
- Trades requiring Ohio Construction Industry Licensing Board certification:
 - Plumbing
 - Electrical
 - HVAC
 - Refrigeration
 - Fire Alarm

2025 Permit Activity

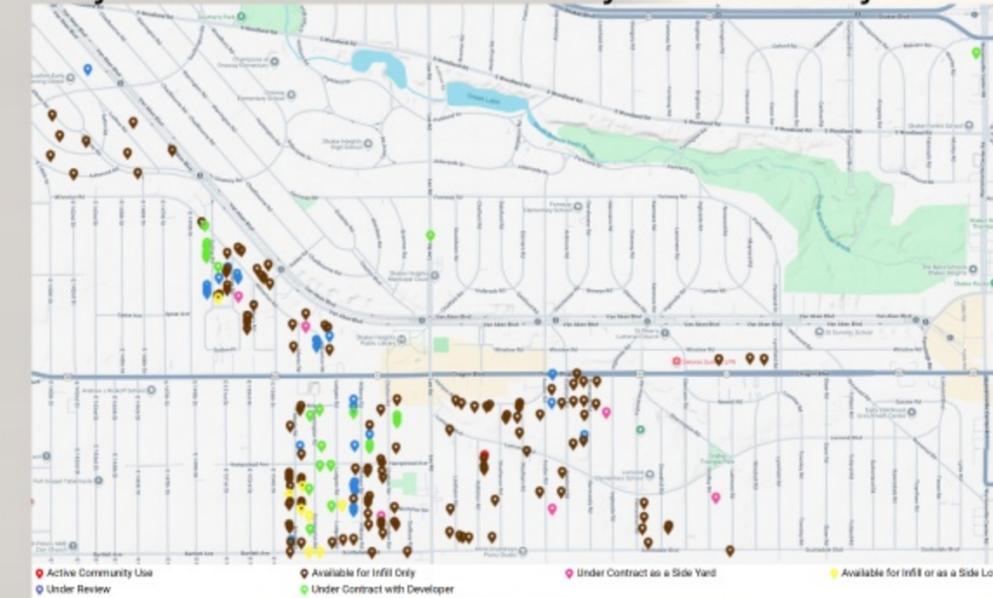
- 2,439 Permits Issued
- \$173M in Improvements
 - \$41M Residential
 - \$132M Commercial
 - Arcadia (\$46M)
 - Woodbury Elementary (\$46M)
 - Ludlow Early Learning (\$9M)
 - RTA Blue Line @ VAD (\$6M)
 - Hathaway Brown (\$3M)
- \$852K permit fee revenue



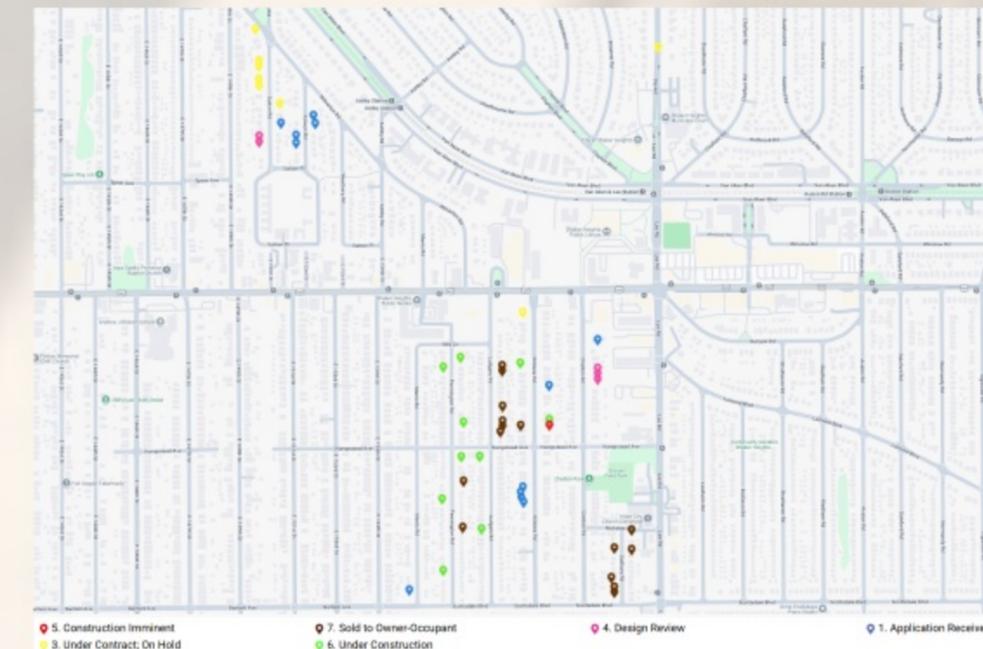
Land Bank Program & Infill Housing

- Acquisition of vacant and distressed residential properties by way of:
 - No bids after two consecutive Sheriff's sale auctions
 - Donations (rare)
 - Negotiated purchase agreements (rare)
- At peak of foreclosure crisis, 20-30 properties per year.
 - Last few years about 2-4 per year
- Blight removal and Neighborhood Stabilization
- Public Works cuts grass
- Reserve for strategic infill housing consistent with neighborhood context
- Tool to return properties to productive use and support reinvestment

City Owned Vacant Lots by Availability



Moreland Infill Activity 2018 - Present



Phase 1: Eliminate Blight

- Unsafe structures demolished
- Stop property value decline

Phase 2: Prepare for Reuse

- Lots graded and seeded
- Continuous maintenance and monitoring
- Lots positioned for future development
- Identify Partners
- Market available properties
- Model Block Grant Program

Phase 3: Build Back

- Infill housing
- Transfer to responsible owners or developers
- CRA tax abatement of New Construction
- Long-term increase in property values and tax base

Phase 4: Restore Neighborhoods

- Expand CRA to Include Additional Neighborhoods
- Spur Investment in Existing Structures

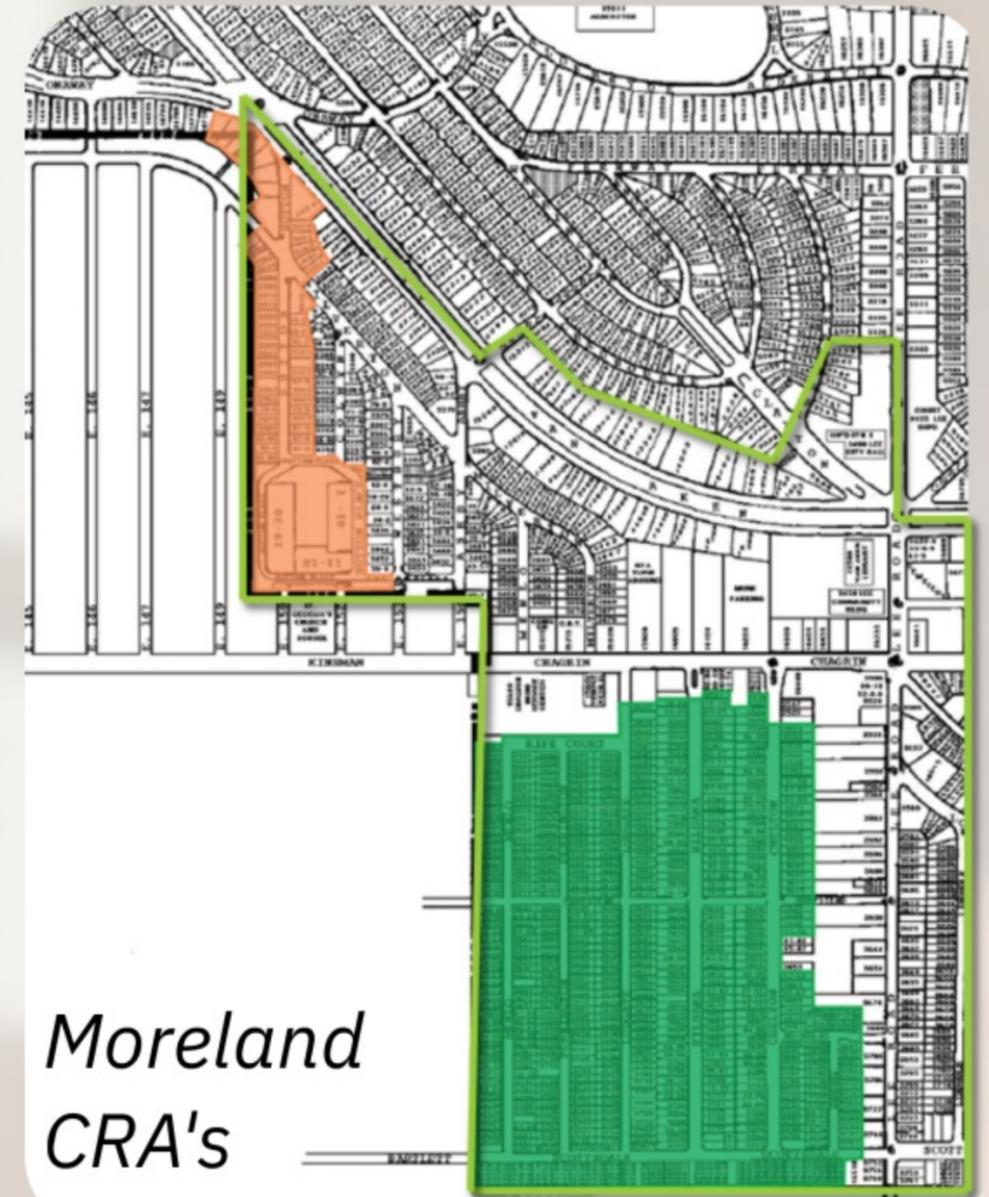
2008

2018

2026

Residential Community Reinvestment Area (CRA) Program

- **A CRA District is a designated area authorized under Ohio Revised Code 3735**
 - Encourage Investment
 - Targeted Economic Revitalization where demonstrated patterns of disinvestment through a Housing Study
 - Attract and Retain Residents
 - Equity and Inclusion in traditionally undeserved neighborhoods
- **What a CRA tax abatement is:**
 - Decreases what you owe on building value property taxes for new construction that increases tax value
- **What a CRA tax abatement isn't:**
 - Will not decrease current taxes; only mitigates an increase in taxes if improvements raise values
 - Does not affect construction costs
 - Is not a grant to developers to build homes



*Moreland
CRA's*

Completed Owner Occupied Homes

in Moreland on Formerly City Owned Land

Giltz - Menlo



Townhomes of Van Aken

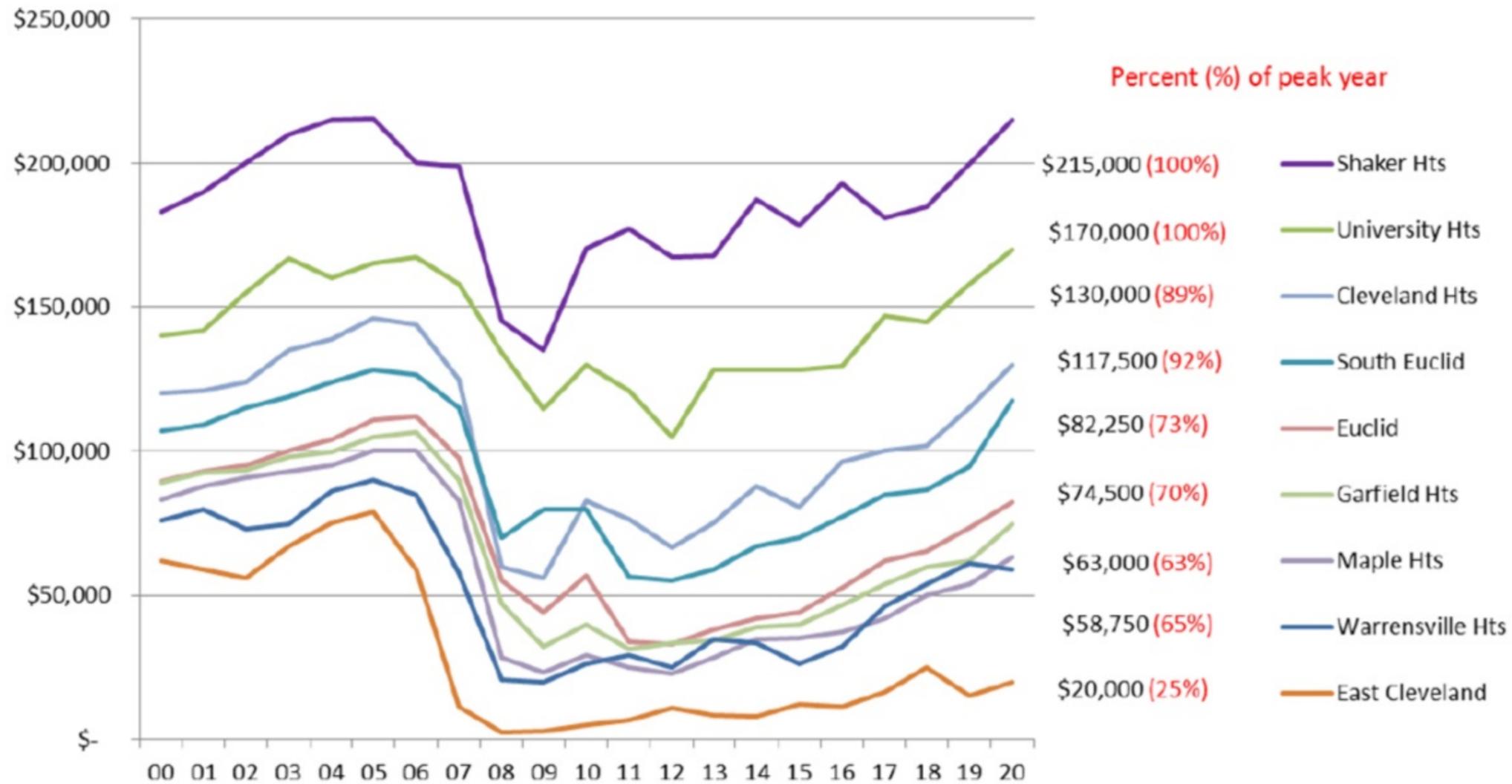
18 Townhomes

28 Single Family Homes

Sale Prices:

\$250k - \$450k

Median Price - Arms Length Sales 2000 - 2020 Nine East Inner Ring Suburbs



Source: NEO CANDO at Case Western Reserve University.

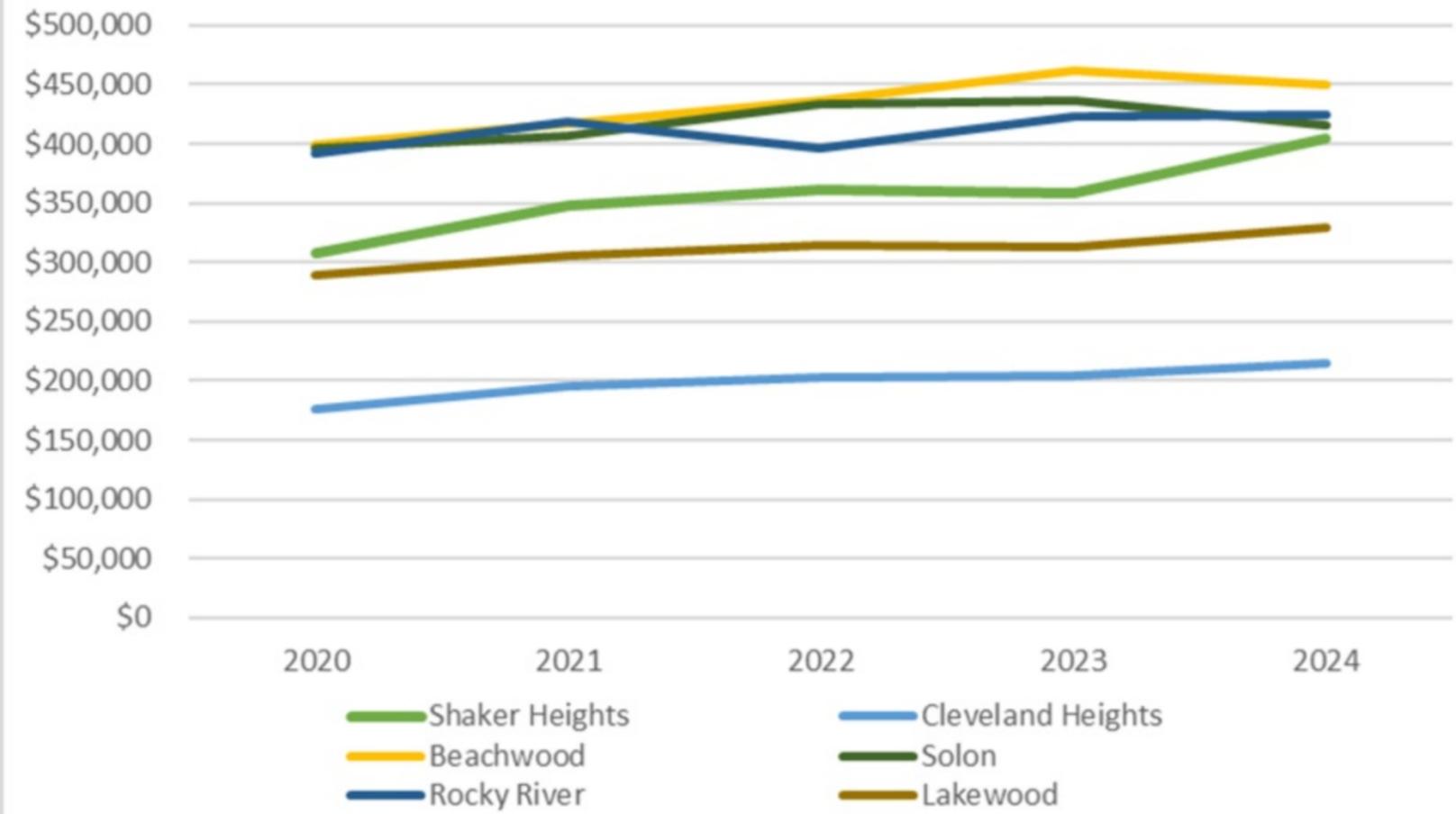
Arms Length Sales = sales on 1-3 family residential property that exclude: 1) transfers at a Shf Sale, 2) \$0 transfers and 3) transfers to a bank or Federal agency. 1-3 family includes condominiums.

Prepared by Frank Ford, Western Reserve Land Conservancy, 2-15-21.

Shaker recovered to pre-foreclosure crisis levels at a rate faster than any other east inner ring suburb

Median Sale Price - Single Family Homes

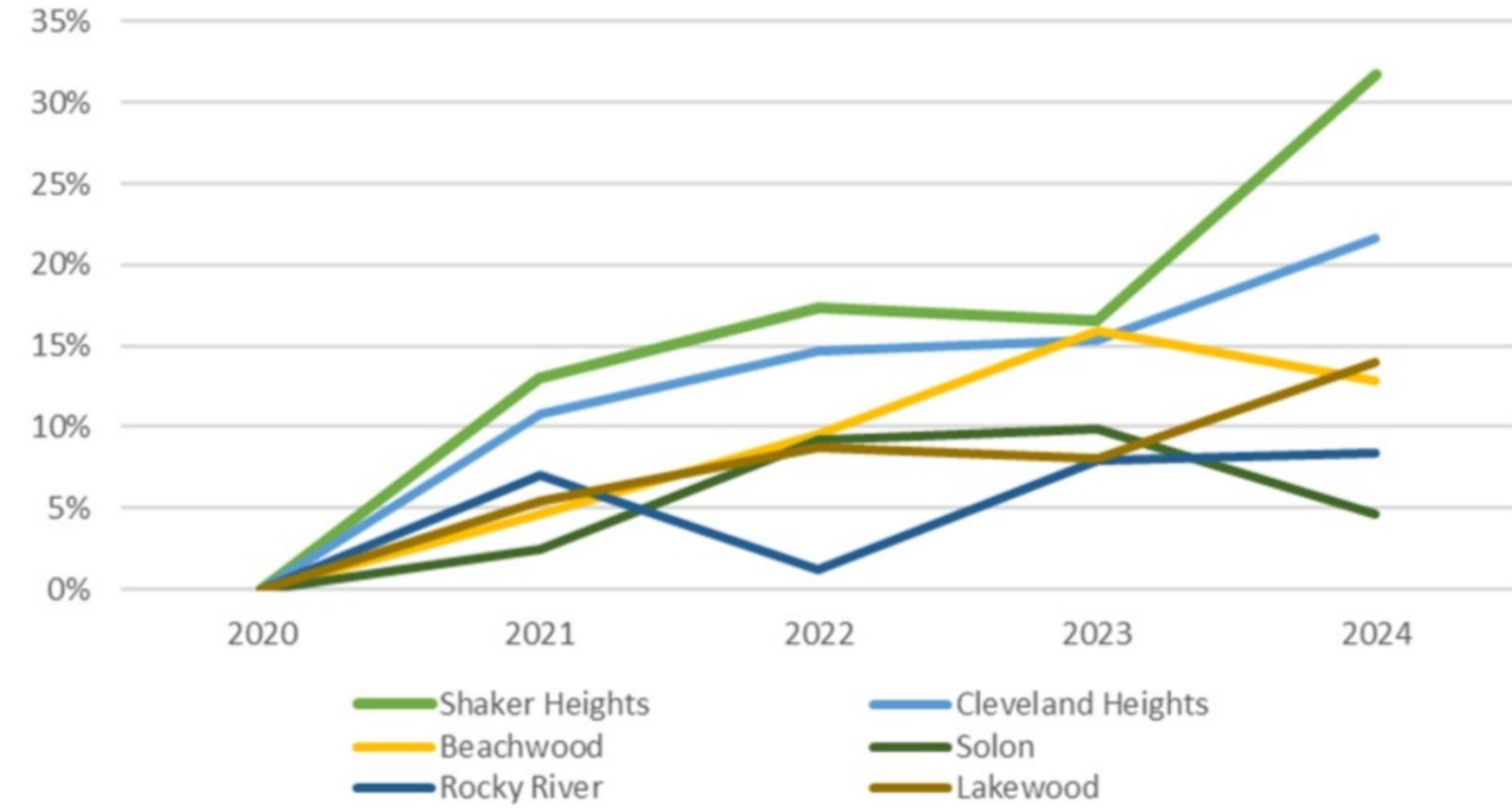
(Inflation-adjusted to 2024 dollars using U.S. CPI-U)



Source: Multiple Listing Services

% Increase in Median Sale Price of Single Family Homes Since 2020

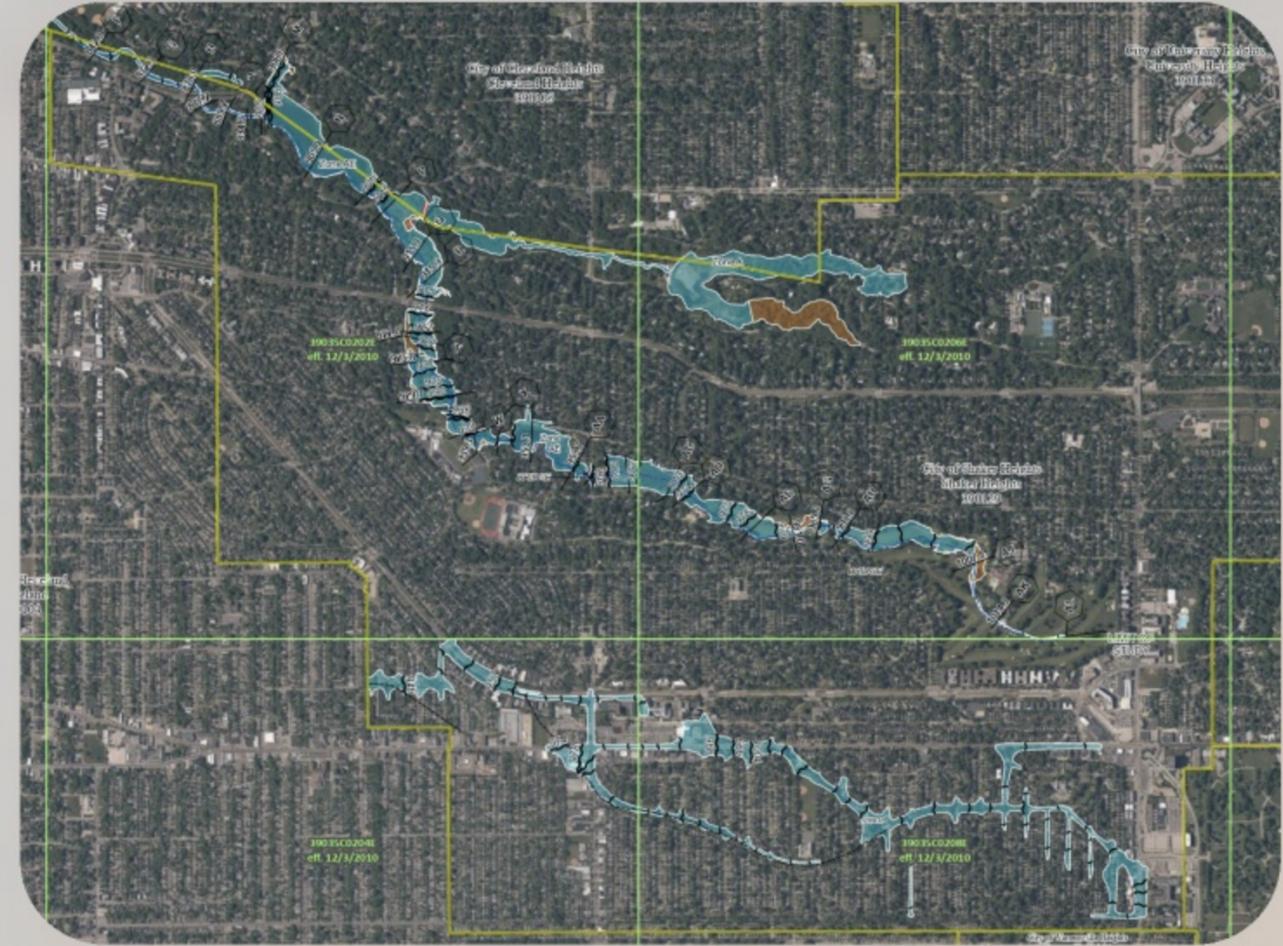
(Percent changes calculated from values adjusted to 2024 dollars using the U.S. CPI-U)



Source: Multiple Listing Services

Regulatory Compliance & Reporting

- Ohio Board of Building Standards
 - State certified building department
 - Inspectors maintain certifications (CEUs)
 - Apply new buildings as adopted by the State
- Federal Emergency Management Agency:
Flood Plain Administration
- Monthly and Annual reporting to state and county agencies.
- Records retention policy and records requests



Systems, Data & Cross-Departmental Technology Support

Citywide Digital Backbone

We steward CitizenServe as the City's foundational platform for permitting, licensing, and code enforcement—providing enterprise access and actively implementing and integrating workflows across departments.

Integrated Workflows, Shared Outcomes

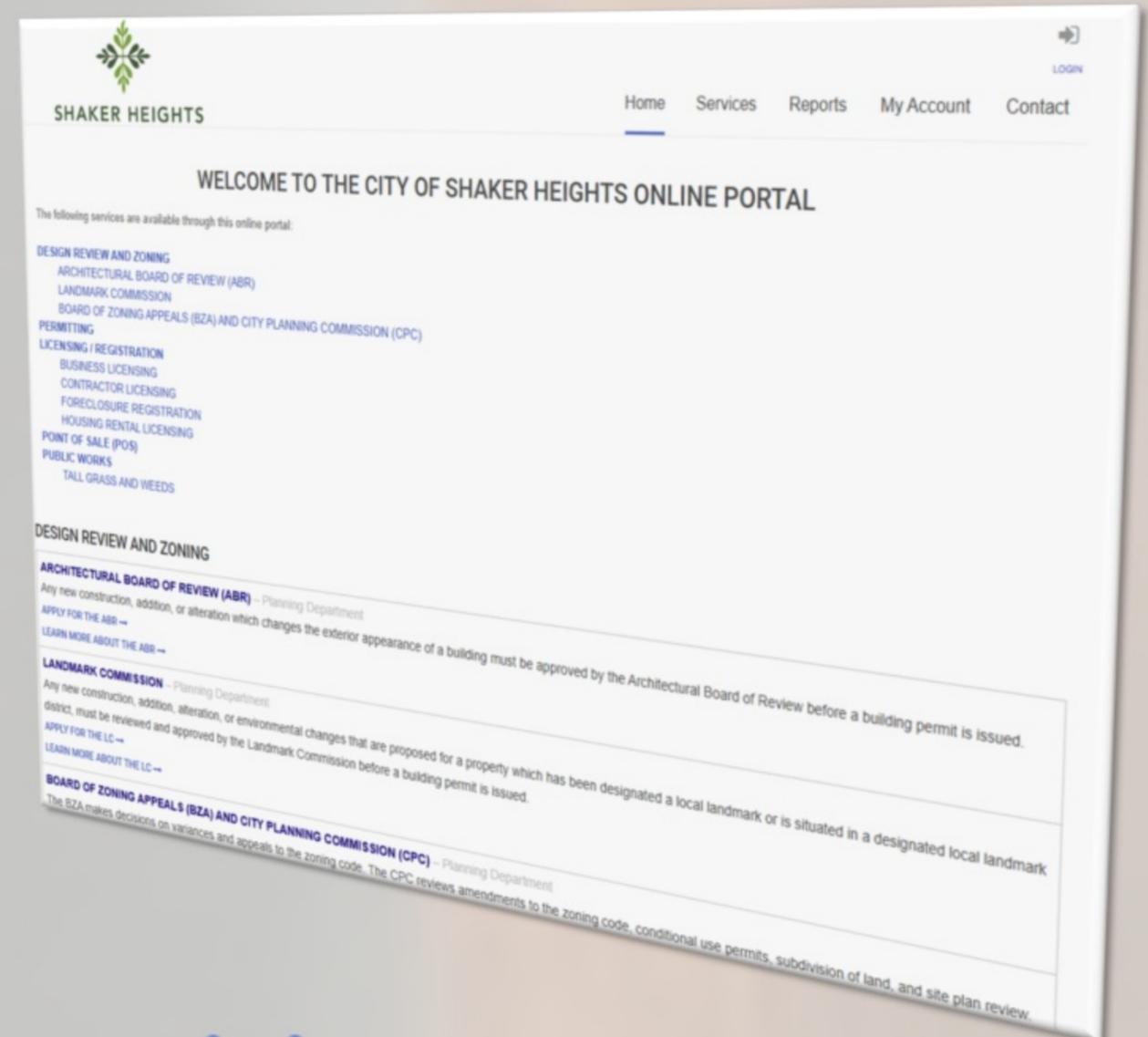
We design and deploy cross-department workflows that promote collaboration, consistency, and shared accountability.

One Source of Truth

By maintaining parcel and property owner data, we provide reliable, citywide information that underpins enforcement, compliance, and service delivery.

Public Facing Portals

24x7 Access to government services, including payment processing



Interdepartmental Collaboration on Permitting and Enforcement

- **Planning**

- Plan review and Inspections
- Code enforcement coordination

- **Economic Development**

- Business licensing
- Policy development
- Assistance programs
- Infill housing in Moreland

- **Fire**

- Commercial plan reviews and construction inspections
- Elevator entrapment
- Apartment building POS inspections
- Fire damaged properties
- Business inspections

- **Police**

- Investigations
- Unsafe living conditions
- Abandoned vehicles
- Code enforcement search warrants

- **Public Works**

- Nuisance abatement
- Landscaping
- Work in the right of way coordination
- Plan reviews

- **Law**

- Search warrants
- Prosecutions
- Policy development

- **Finance**

- Escrow program administration

Regional Collaboration

- **First Suburbs Consortium**
 - Housing Committee
 - CitizenServe Managers Quarterly and Monthly Clerks Meetings
- **Neighboring Permitting and Code Enforcement Officials**
- **Cuyahoga County Board of Health**
 - Food license inspections
 - Nuisance pest infestations
 - Lead Hazard
- **Cuyahoga County Offices**
 - Treasurer, Fiscal, and Appraisal
 - GIS Department
 - Recorder
 - Prosecutor
- **CMHA**
- **Cuyahoga County Land Bank**
- **Home Repair Resource Center**



2026 Policy Focus Areas

Updated Housing Plan

- Reflect current market conditions and housing demands
- Align enforcement, land bank, and incentives
- Emphasis on equity and neighborhood stability

Residential CRA Program Refinements

- Expand eligibility for residential rehabilitation and reinvestment, particularly in areas with pattern of disinvestment
- Refine program structure and standards to improve consistency, transparency, and alignment with housing policy goals
- Leverage abatement to support neighborhood stabilization and equitable reinvestment outcomes

Point-of-Sale (POS) Program – Phase II

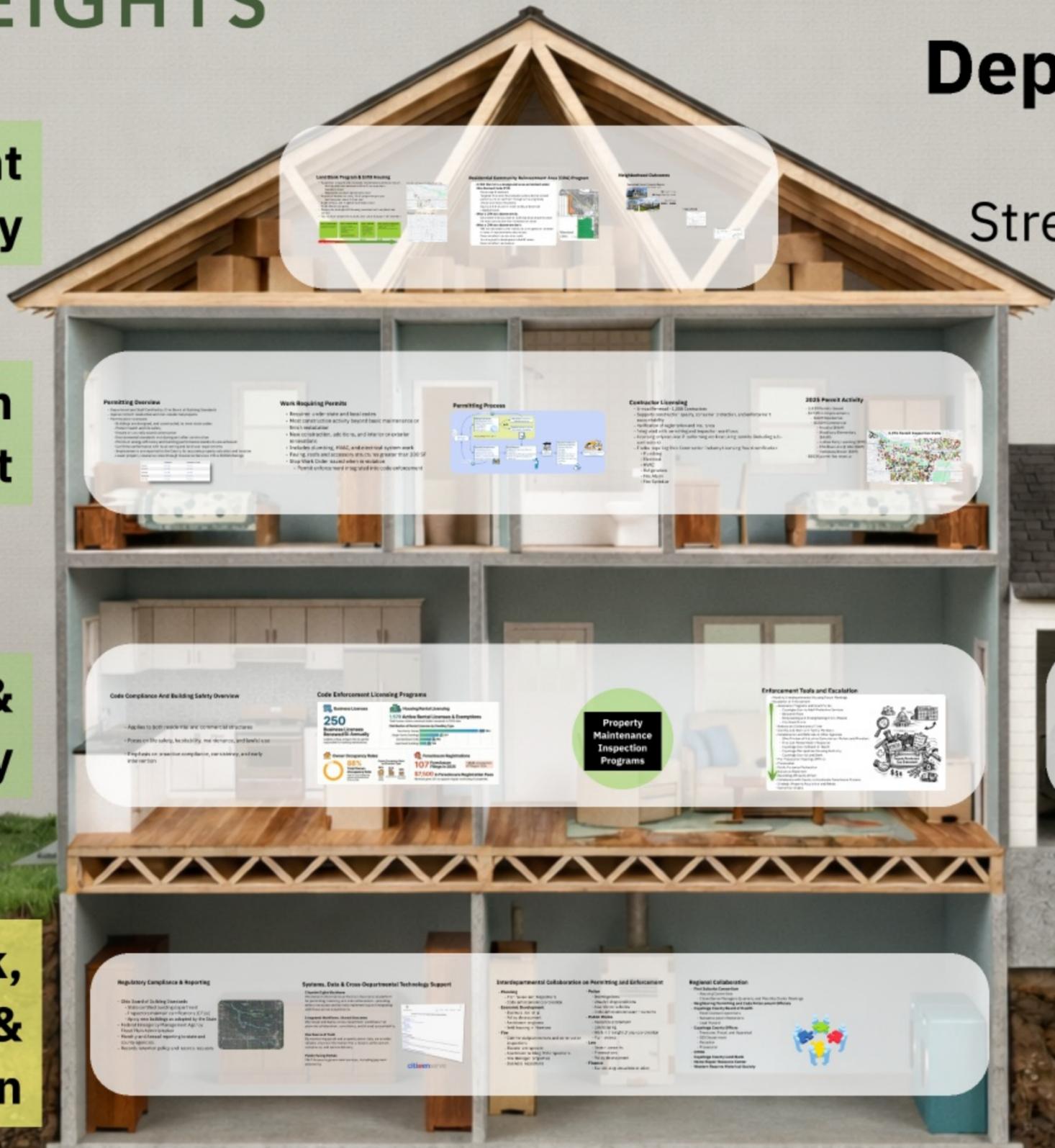
- Reduced escrow holds
- City-generated repair estimates

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Professional PEIS Program - Phase II

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