

Code Compliance Enhancements

The following enhancements are available in the new Code Compliance module.

Record Type and Module Configuration:

1. There is now the ability to send emails to internal or external users directly from workflow. There is also the ability to email to two new contact types, which will automatically populate if these contacts exist on the record: **Complainant Email** and **Tenant Email**.

The screenshot shows a form titled "WORKFLOW EMAIL NOTIFICATIONS" with a sub-header "TO EMAIL: AT LEAST ONE BOX MUST BE CHECKED. Comments entered above will appear in body of email." The form is divided into three columns. The left column contains checkboxes and text input fields for "Complainant Email", "Tenant Email", "Applicant Email", "Licensed Professional Email", "Property Owner Email" (with a placeholder "nothing@nothing.com;"), "Site Contact Email", and "Other Email". The middle column contains dropdown menus for "Admin Users", "Building Users", "Business License Users", "Code Enforcement Users", and "Fire Users". The right column contains dropdown menus for "Onsite Users", "Planning Users", "Public Works Users", "Third Party Users", and "External Recipients". The "Complainant Email" and "Tenant Email" rows are highlighted in light blue.

2. There is a new record type called **Code Inquiry**. This new record type is designed to be very flexible and can be used however your jurisdiction sees fit. It is a placeholder for Code agencies to record any other non-case related Code information or activity, including but not limited to documenting and/or charging a fee for copies, record/information release, or other Code administrative business that is not related to case tracking. This record type has limited generic workflow for limited tracking as it is intended to be primarily informational in nature and allows the agency to track other non-case data.
3. Two new document types:
 - a. Evidence / Findings
 - b. Citation
4. There is now the option to enter the **Complainant** contact information directly on the intake form.
5. The field named **Compliance Date** has been removed from the intake form since it did not make sense to have there. The field still exists from Activities.
6. Inspection enhancement: **Final Land Use** was changed to **Final Code**.
7. Your jurisdiction can now elect to auto-pend inspections at intake. The following inspections are available to auto-pend to the Code Compliance Investigation record type:
 - a. Final Code
 - b. Follow-up Inspection
 - c. Initial Inspection
 - d. Site Visit
8. The workflow has been modified so that when the task = **Investigation Process** and the task status = **Case Update Notes**, then the record status = **In Progress**. Previously, the record status would have been set to **Awaiting Review** in this scenario.
9. Information that was specific to the Planning module has been removed.

Filters and Reports:

10. New Record Filter: **Records – Open** will show all Code Compliance records that are open (NOT Void or Closed).



11. New Report: **Code Work Site Result Report by Record** is intended to be printed and hand-entered for a single inspection result. The report is tailored with inspection statuses specific for Code.