



## POLICY ESTABLISHING CITY CODE COMPLAINT PROPERTY VIOLATIONS PROCEDURES

### I. General Policy Statement & Objective.

The purpose of this policy is to establish uniform procedures and timelines for enforcement of City Code assist property owners in the City of Anoka to achieve compliance with the rules and regulations of the municipal code. This will be accomplished through effective and consistent communication and with the highest level of customer service from City staff. The City of Anoka ("City") aims to assist members of the public in understanding and complying with municipal regulations by fostering clear, consistent communication and delivering exceptional customer service. City staff will uphold the highest standards of professionalism and support, ensuring the public receives the guidance they need to understand and follow municipal codes.

### II. Policy Procedure.

1. A complaint is received or noticed initiated by the Property Maintenance Coordinator (PMC) City. The complaint is given a case number. The identities of individuals who register complaints with the city shall be classified as confidential data pursuant to Minnesota Statute.
2. The complaint is verified with a site visit by the PMC (or other city staff as requested by the PMC) and given a complaint number. The PMC may require additional inspections by the CSO, Planner, Building Official, Section 8 Inspector, and Weed & Tree Inspector. An investigation/inspection is conducted by the City to confirm the validity of the complaint and findings are documented in the case file. A code offense or violation of code shall mean the meaning ascribed in City Code Chapter 1, Section 1-8 (General penalty; continuing violations).

Note: Time lines to complete city code violations are included on the back side of this document

Note: Where appropriate and legal, the City may take the necessary corrective action, or hire a contractor to do so, and assess the costs of doing so to the property owner.

3. The PMC writes an initial assessment.
- 4.3. Telephone contact (or email) will be attempted to initiate communication with the property owner to discuss the verified city code violations as well as the time line for compliance. If phone contact is made, documentation of the conversation will be included in the file. A courtesy notice may be provided to persons suspected or known to have committed a code offense and/or to the owner of property upon which a code offense is being committed. A courtesy notice may be provided in the form of a verbal warning, door hanger, phone call, email or letter. All courtesy notices shall be documented by the City and included in the case file. A courtesy notice shall include a deadline for compliance consistent with this policy. At the discretion of the City, the City may bypass this step if deemed reasonable and appropriate. Considerations for bypassing this step include the type or severity of the violation and frequency of repeat offences.

5.4. After a courtesy notice ~~phone contact is attempted~~ provided (if applicable) and compliance is not achieved within the specified timeline, the City may initiate procedures set forth in City Code Chapter 2, Article VII (Administrative Citations and Penalties). ~~inspection notice (non-certified) and a certified inspection notice citing code violations and the time allowed for compliance will be sent. The letter will also explain the compliance process and how, if unresolved, the issue could lead to a fine and/or legal action.~~

Note: ~~Properties in which violations were not based on a complaint will receive a courtesy notice of violation letter (non-certified) citing code violations and the time allowed for compliance before they receive an inspection notice.~~

If compliance is not achieved via the Administrative Citations and Penalties process, the City may take other actions deemed necessary to protect public health, safety and welfare, and to compel compliance including:

- Abatement action consistent with City Code and Minnesota Statute
- Referral to City Attorney/Prosecutor and/or Law Enforcement

6. A letter or other appropriate contact will be made with the complainant, explaining the status of the ~~corrective action~~ case. This contact ~~will~~ may be made at conclusion of the process ~~and or~~ at any other time during the process that makes sense.

~~7. After the allotted time has lapsed, an inspection occurs to assess status of compliance.~~

~~8. If there is no compliance within the specified period and the property owner requests an extension, the PMC will determine if an extension is available. If not, a citation and court date will be mailed (non-certified) to the property owner.~~

~~9. When a citation is issued, the citation number shall be placed in the case file.~~

~~10. The PMC shall be notified by the legal department of the status of each case on a regular basis.~~

~~11. A summary report will be written by the PMC (or whomever is appropriate) and the PMC closes the case. A copy of the summary report will be included in the case file.~~

### III. Time Lines to Complete Work.

Large accumulation of rotting garbage .....	24-48 hrs.
Hazardous waste .....	24-48 hrs.
Uncut tall grass and/or noxious weeds .....	0-7 days
Garbage violation .....	0-7 days
Nuisance deemed as a serious threat to the public health, welfare, or safety .....	0-7 days
Abandoned and unsecured property .....	0-7 days
Vehicles parked on unapproved surfaces .....	7-10 days
Inoperable or unlicensed vehicles .....	7-10 days

Excess vehicles .....	7-10 days
Blight .....	7-30 days
Deteriorated or dilapidated fences or accessory structures .....	7-30 days
Property Maintenance (generally 7-30 days, but depending upon season up to 180 days.) .....	7-180 days

**Policy History**

Initially Adopted: 04.04.2005