



Code Compliance Procedure

Case Investigation and Voluntary Compliance

Complaint of possible code violation received by Code Compliance Office. Case complaint priority level determined. Priority complaint cases are those regarding
1) public health, safety and welfare; 2) imminent threat to the environment; or
3) a property owner request to resolve a complaint on file.

Code Compliance Office conducts a document investigation of the complaint to verify jurisdiction, zoning, permit status, property ownership, other responsible person(s), identification of applicable code provisions and prior complaint history.

Field investigation conducted to establish the elements of the alleged violation.

If no evidence of a violation is found:

The case is closed.

If a Code Violation is verified:

A **Stop Work Order** is posted if needed.

A Request for Voluntary Compliance letter or a letter in support of a Stop Work Order is sent to the property owner/responsible person. The letter outlines the code violations, corrective actions required to resolve the violations and a timeline to complete the corrective actions.

If voluntary compliance is achieved:

The case is closed.

If voluntary compliance is not achieved:

The Enforcement Process is started.



Code Compliance Procedure

Enforcement Process, Violation Notice and Appeal

