

CITY OF ALPENA

COUNCIL POLICY STATEMENT

GENERAL SUBJECT: Staff Procedures Policy No. 33
SPECIFIC SUBJECT: Ordinance Enforcement Date Issued 12/10/98
Procedures Effective Date 12/8/98

Copies to: City Council, City Manager, City Attorney, Department Heads, Building Official, ETOS, File.

I. PURPOSE:

The purpose of this Council Policy Statement is to address the handling of citizen ordinance complaints.

II. STATEMENT OF POLICY:

1. New citizen ordinance complaints shall be addressed within five working days. Any complaint concerning a health or life safety concern should be addressed within twenty-four hours.
2. Initial contacts with the property owner will be attempted in person. The complaint and meeting will be documented. However, if no personal contact is possible, written notice will be sent within twenty-four hours of attempted contact.
3. The amount of correction time is dependent on ordinance requirements, type of violation, magnitude of problem and life safety concerns. The follow-up of the correction compliance will be within twenty-four hours of the deadline.
4. Should the violation remain uncorrected, the complaint documentation is then referred to the City Attorney. The City Attorney then sends a follow-up letter within twenty-four hours requiring action. A copy is sent to the Building Official who conducts a secondary follow-up within twenty-four hours of the deadline.

5. If the matter is corrected, notification of case closure is sent to the City Attorney. If the violation is unresolved, further documentation is returned to the Attorney's office for preparation of court documents within five days.
6. Should the violation consist of a life safety concern, an illegal use of building or property, or a case of extreme magnitude, a conference is scheduled between the Building Official and City Attorney to determine the appropriate course of action.

Alan L. Bakalarski
City Manager