

RESOLUTION 091719-02

A RESOLUTION AUTHORIZING STANDARD ADMINISTRATIVE POLICY
AND PROCEDURES MANUAL FOR CITIZEN COMPLAINTS.

BE IT RESOLVED by the City Council of the City of Hartford in Warren County, Iowa approves the following procedure for Citizen Complaints.

Section 1 – General Purpose

- A. Initial trigger of complaint, clerk advises complainant to stop by and fill out form

Section 2 – Appointed Official visits complaint location within 24 hours

- A. Take pictures to verify if it is legitimate
- B. Fill out File Review Form, attach photos, create paper file and file by address

Section 3 – Send letter of founded nuisance within 48 hours

- A. Attach applicable ordinance highlighted to include the specific nuisance to property owner/resident.
- B. Attach photos
- C. Attach municipal infraction process
- D. Email to council regarding complaint with attachments
- E. Add to Agenda for next council meeting
- F. Add copies of all to file and update file review form

Section 4 – Revisit complaint location on 10th day from date of letter

- A. Take photos to verify compliance or non-compliance
- B. Update file review form
- C. If necessary, 2nd letter sent by registered mail with new photos stating fine starts immediately, copy to file and update file review form.

Section 5 - Revisit complaint location 10 days from date of 2nd letter to verify compliance or non-compliance

- A. Update file review form with findings
- B. If necessary, send to lawyer to start abatement process, update file review form

Section 6 – All of the above deadlines may be extended by the City as needed

BE IT FURTHER RESOLVED that all resolutions or parts of resolutions in conflict with this resolution are hereby repealed to the extent of such conflict.

This resolution is in full effect upon its adoption this 17th day of September 2019.

Kandi S. Petry, Mayor

ATTEST:

Travis Goldsberry, City Clerk/Treasurer

CITY OF HARTFORD, IOWA
150 W Elm St PO Box 910
Hartford, IA 50118
clerk@hartfordia.com 515-989-0267

Please complete the following information so that the City can investigate your complaint.
Please print clearly.

Date _____

Name _____

Address _____ Phone _____

If requested will you attend a City Council meeting to explain your complaint? Yes ___ No ___

Nature of Complaint: (include the date, time, place and facts of your complaint)

Should a citation be issued, you may be required to testify to the above complaint in a Court of Law. Do you agree to so testify? Yes ___ No ___

Received by: _____ Date _____

Copied to: _____ Date _____

Inspection completed by: _____ Date _____

Nuisance Complaint File Review Form

Date reviewed _____

Time reviewed _____

Reviewed by _____

Description of nuisance

Location of nuisance _____

Violation un-founded (no action needed)

Violation founded (action taken)

Ordinance code #

Photos taken (attached)

1st letter sent on (date) _____

To:

Hearing requested _____

Follow up review (10 days from date of letter)

by _____ date _____ time _____

Nuisance abated _____

Nuisance not abated _____

2nd letter sent on (date) _____

Hearing requested _____

Follow up review (10 days from date on letter)

Nuisance abated _____

Nuisance not abated _____

Sent to lawyer for municipal infraction (date) _____

Nuisance Complaint File Check List

1st letter sent

2nd letter sent

Hearing

Hearing date requested

Date of hearing: _____

Decision of hearing: _____

Date action completed: _____

Abate

Personal abatement date with photos of completion

City Abatement date: _____

Vendor used: _____

Vendor invoice paid check# _____

Municipal Infraction Fine

Council emailed on: _____

Determined by council \$ _____

Date fine paid: _____

Fine NOT completed-sent to Clerk of Court on: _____

Date tax recouped from County: _____