

Property Maintenance - Enforcement Process

How do I report a property maintenance code violation?

Please call the department at (920) 686-6940 or access the 24-hour online Report a Concern form.

May I file an anonymous complaint?

Yes. However, providing contact information will allow staff to obtain additional information if necessary and provide a follow up case status. It is department policy to not disclose complainant information.

What happens after I make a complaint?

The complaint is forwarded to the Code Enforcement officer, generally by the following business day.

What happens after the Code Enforcement officer receives a complaint?

All complaints are investigated by priority. Inspections generally are conducted within 48-business hours after receiving a complaint based on priority and staff workload. Those complaints that affect the health and safety of the community are responded to within 24-business hours and emergencies that present an imminent threat to the community are responded to immediately.

What happens when code violations are found?

If a violation is identified, the Code Enforcement officer will provide adequate notice to the property owner or occupant either in person, or by posting a Notice of Violation on the property or by mailing a Notice of Violation to the owner and / or occupant addressing the violation. The Notice of Violation provides a time frame for voluntary correction of the violation.

How long will it take to resolve the violation?

To avoid further action by the City, compliance is expected to occur within the given time frame, but can be extended depending on any unique circumstances. Time frames will vary on a case by case basis due to the violation type, owner response, legal processes and other variables. Minimum compliance time frames generally are 24 to 72-hours for Garbage, Junk, and Vehicle violations. Minimum Housing violation compliance time frames will vary based on the scope of work.

What happens when someone refuses to comply with the codes?

Failure to meet instructed compliance time frames can result in the issuance of an Administrative Citation or a Court summons, both of which will have monetary penalties associated with them. Additionally, if further action is necessary by the City to abate (remove) the violation, all costs associated with this process and subsequent actions will be charged to the property owner of record.

Who receives a Notice of Violation?

Owners, tenants, acting agents or anyone having control over a property is responsible for its upkeep and all are subject to notification or citation.

Why do some properties sit vacant for long periods of time with no activity or intervention by the city?

Properties can be vacant due to deceased owners, foreclosures or other related circumstances in which there are no known owners or responsible parties through which to enforce the ordinances. Cases such as these require extensive research as well as adherence to legal protocol prior to any action by the City. Legal procedures can often take several months to complete. A vacant property is not necessarily a blighted property. A blighted property is one that is in a dilapidated, unsafe, dangerous and inadequately maintained state which constitutes a menace to the health, safety, and general welfare of the people.