

## Appendix – A – Greensboro Code Compliance Process Steps

### *Junk/Abandoned Motor Vehicles*

- **Step 1** – Complaint is received by administrative staff in the Code Compliance Division area, in the municipal building, or an inspector finds a vehicle in noncompliance through their own initiative.
- **Step 2** – The administrative staff taking the complaint call or the inspector in the field determine if the vehicle is on public or private property.

### Vehicle Found on Private Property

- **Step 3** – Vehicle is tagged immediately for noncompliance and the right to an appeal hearing. The individual has 10 days to appeal the violation.
- **Step 4** – Appeal hearing is set up 7 days from the confirmation of the citizen making an appeal request. The citizen appeals their case to the inspector who ticketed their vehicle.
- **Step 5** – Following the appeal hearing where the vehicle owner has been determined to still be in violation, the inspector reinspects the vehicle within 24 hours of the appeal hearing. If the vehicle's owner has only been identified at this time they are given 7 days to come into compliance.
- **Step 6** – Within 2 days of the reinspection the vehicle is towed by a private contractor to a contracted lot. From this point, the contractor handles the process with the owner of the vehicle. The inspector then closes out the case.

### Vehicle Found on Public Property

- **Step 3** – Vehicle is tagged immediately for compliance and the right to an appeal hearing. The individual has 7 days to appeal the violation.
- **Step 4** – Appeal hearing is set up 7 days from the confirmation of the citizen making an appeal request. The citizen appeals their case to the inspector who ticketed their vehicle.
- **Step 5** – Following the appeal hearing, where the vehicle owner has been determined to still be in violation, the inspector reinspects the vehicle within 1 day of the appeal hearing.
- **Step 6** – Within 1 day of the reinspection the vehicle is towed by a private contractor to a contracted lot. From this point, the contractor handles the process with the owner of the vehicle. The inspector then closes out the case.

### *Minimum Housing*

- **Step 1** – Complaint is received by administrative staff in the Code Compliance Division area in the municipal building, inspection petition letter is received or an inspector finds a site in noncompliance through their own initiative.
- **Step 2** – An inspector makes an appointment to see the house within one day of the complaint being made.
- **Step 3** – The inspector inspects the dwelling within 5 days of the day of the complaint. A house is noncompliant if it has one major violation or 6 or more minor violations.

- **Step 4** – A notice of a hearing is sent by certified mail to the owner on the property tax records. On average it takes two to three weeks to accomplish this task, which includes notification that the owner received the letter.
- **Step 5** – In addition to sending a letter to the individual on the property tax records, the Legal Department does a full title search to see if there are any additional owners of the property. If any additional owners are found then a certified letter is sent to them. The full title search takes 30 days and the wait for the notification that all the owners received the letter can vary.
- **Step 6** – A meeting is set 15 to 30 days after the initial inspection or after all the owners have been notified to see if the repairs have been made.
- **Step 7** – If repairs have not been completed in 30 days a repair or demolish order is sent to the owners.
- **Step 8** – Within 30 days of the repair or demolish order, an inspection is conducted to see if repairs were made. If repairs were not made the inspector recommends this case to the Minimum Housing Standards Commission. However, the inspector has the prerogative to give the owners 30 day extensions, up to 270 days in total, if progress is being made.
- **Step 9** – The Code Compliance Division issues a Letter of Condemnation that gives the tenants in the property 30 days to vacate if the repairs from step 8 are not completed.
- **Step 10** – The Legal Department reviews the case for due diligence. If the process has taken a substantial period of time then a new full title search is made. If new owners are found then the process needs to start over at Step 5.
- **Step 11** – The case goes to the Minimum Housing Standards Commission. The commission can give an undefined/unlimited amount of extensions to the owner. The commission has the ability to have a structure demolished.
- **Step 12** – If the commission decides to demolish a property, staff records a lien against the property for the cost of the demolition (in the Guilford County Courthouse). This process is completed three days after the Minimum Housing Standards Commission meeting.
- **Step 13** – An inspector reinspects the property within 90 days of the commission meeting to see if the property has been brought into compliance.
- **Step 14** – The Legal Department reviews the case and advises to proceed with the demolition. This happens after the reinspection in Step 13.
- **Step 15** – The property is inspected for asbestos and this takes 30 days. If asbestos is found it takes 30 days to clean.
- **Step 16** – The bids for the demolition are awarded to the lowest bidder within 30 days of the asbestos inspection.
- **Step 17** – The demolition is completed within 30 days.
- **Step 18** – An inspector verifies if the structure has been demolished one day after the contractor scheduled date. Following the verification, the inspector closes out the case.

### ***Nuisances - Lot Cleanup***

- **Step 1** – Complaint is received by administrative staff in the Code Compliance Division area in the municipal building or an inspector finds a site in noncompliance through their own initiative.
- **Step 2** – An inspector inspects the lot within 2 days of the violation being reported.
- **Step 3** – A Notice of Violation (NOV) is written and mailed to the homeowner on the tax record by certified mail, first class mail, and a notice is posted on the property. The posting on the property is completed immediately after the violation has been seen.

- **Step 4** – Inspector reinspects the property within 15 days to see if violations have been corrected.
- **Step 5** – The Property Management Division does a full title search to see if there are any additional owners of the property. If any additional owners are found then a certified letter is sent to them. The full title search and the wait for notification that all the owners of the property received the letter takes 19 days.
- **Step 6** – The inspector reinspects the property to see if the violation has been corrected. This happens 15 days after a notification letter has been sent indicating the owner received the notification.
- **Step 7** – Property violations are recorded (video camera or pictures) and a price is assigned for cleaning the lot. This usually happens one day after the reinspections.
- **Step 8** – The Code Compliance Division assigns the job to an independent contractor or a contractor that is assigned to the area. The contractor has 2 days to clean the property.
- **Step 9** – Once completed the contractor notifies the inspector of completion and then sends the bill to the City. This usually takes 2 days after the property has been cleaned.
- **Step 10** – The inspector checks the property to make sure it has been cleaned and records the condition of the property (video camera or pictures). This usually happens within one day of the notification by the contractor. Following the verification the inspector closes out the case.

### ***Zoning Enforcement***

- **Step 1** – Complaint is received by administrative staff in the Code Compliance Division area, in the municipal building, or an inspector finds a site in noncompliance through their own initiative.
- **Step 2** – An inspector inspects the area within 2 days of the violation being reported. The inspector takes a picture of the possible violation.
- **Step 3** – A Notice of Violation (NOV) is written and mailed to the property owner by certified mail, and if there is no confirmation of the certified mail then the letter is hand delivered.
- **Step 4** – The property owner has the chance of appealing the Notice of Violation (NOV) within 15 days of the notification letter or the day the letter was hand delivered.
- **Step 5** – An appeal hearing can be heard by the Board of Adjustment. This process can take up to 30 to 60 days to complete due to the date of the Board of Adjustment meetings. If the appeal is turned down the property owner has the opportunity to appeal the case to the North Carolina Superior Court. This process can take an undetermined amount of time due to the different nature of each case. Lastly, the property owner can ask for a text amendment, rezoning of the property, etc. If the property owner obtains this change then the previous violation comes into compliance.
- **Step 6** – Within two days of the final appeal, the inspector reinspects the property.
- **Step 7** – A civil penalty is written and mailed to the property owner(s) by certified mail or if the certified mail cannot be confirmed then a hand delivered letter is sent. Civil penalties are issued until the property comes into compliance. The inspector closes the case as soon as the owner comes into compliance.
- **Step 8** – If within 5 years a person reoffends on the same violation then civil fines will be issued.