

→ **Chronic Problem Properties Top 10 Things You Need to Know** ←

**These are taken directly from the ordinance. Please read the ordinance.**

1. People calling in a complaint about a problem property will NOT have calls for service counted against them or be charged a fine. If a code officer or police officer verifies the call for service, it goes against the property in complaint - NOT the person calling.
2. Chronic problem property calls will NOT count against a victim of a crime or medical calls for service.
3. Anyone threatening or intimidating someone not to call the police or code can be subject to prosecution under state law. Any threats and intimidation need to be reported to the authorities immediately.
4. Chronic Problem Property Regulations do NOT impose a 911 fee or tax. Most problem property complaints are NOT made through 911, but are called in through the police non-emergency phone numbers, the city' 311 service, through reports made directly to police officers and code enforcement officers, through the legal department, or other channels with city officials. Please use 911 for real emergencies.
5. How does a property end up on the Chronic Problem Property list? Only if there are 5 verified calls for service to the police department or code enforcement within 60 days for any dwellings of 50 units or less. Only if there are 12 verified calls for service to the police department or code enforcement within 90 days for any dwellings of 51 units or more. When a property reaches 3 calls for service, the property owner is sent a *Warning Notice Letter* and sent a copy of the regulations and reference to the City's website.
6. There is an appeals process through the Code Enforcement Hearing Officer.
7. Fines for the property owner are \$250.00 per verified calls for service to the police or code violation letter or citation after the property is deemed a Chronic Problem Property. The property will stay on the list for one (1) calendar year.
8. There is a remediation program offered to property owners to work with the City on permanent solutions to address their Chronic Problem Property where proven methods with thresholds are implemented, monitored and regularly discussed with the property owner.
9. A list of Chronic Nuisance properties will be listed on the City's website.
10. Up to 40% of the entire police budget is dealing with far less than 20% of the city's repeat problem properties.

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