

# NEAT Crew

The Neighborhood Enforcement Action Team (or “NEAT Crew” as we call them) is the division of Neighborhood Services & Enforcement that helps to clean the City.

The NEAT Crew is a team of 3 crew members and 1 supervisor.

## The NEAT Crew is tasked with:

- cleaning environmental violations that have been cited by Neighborhood Services & Enforcement inspectors when the owners don’t comply
- cleaning and removing illegal dumps
- clearing snow from the sidewalks of the major bridges in South Bend
- assisting with storm damage cleanup
- demolishing garages/sheds affirmed for demolition

## The NEAT Crew does NOT:

- remove trash bins at the curb/sidewalk
- shovel private sidewalks
- repair properties
- mow grass (Venues, Parks & Arts mows on behalf of Neighborhood Services & Enforcement)

# Quick Facts

## Most Common Violations

- litter and debris
- tall grass / weeds (9” or taller)
- tires
- fallen / cut limbs or brush
- broken / missing windows and / or doors

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## Environmental Number Averages

New cases = 1,500 / month

Pounds of debris cleaned = 3 million / year

Number of tires collected = 7,000 / year

Number of cleanups = 2,600 / year

Number of mows = 3,200 / year

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## Contact Us!

227 W. Jefferson Blvd.

South Bend, IN 46601

Phone: 574-233-0311 (or dial 311)

Email: [CodeEnforcement@southbendin.gov](mailto:CodeEnforcement@southbendin.gov)

Website: <https://southbendin.gov/departments/code-enforcement>

# Neighborhood Services & Enforcement Overview



City of South Bend

# Environmental Violations

## Common Violation Types

- uncollected trash and garbage
- litter and debris
- fallen trees
- tree limbs and cut brush
- demolition remains
- appliances or furniture left outside
- auto parts and scrap metal
- grass/weeds over 9 inches tall

## Department Procedures

1. Once an inspector verifies a violation exists, he or she may do one or more of the following:
  - ◆ issue a verbal warning
  - ◆ post a written warning in a conspicuous location on the property
  - ◆ mail a notice to the property owner
2. Once a notice has been mailed to an owner, he or she has 10 days from the date on the notice to correct/clean the violation.
3. After the 10-day period has passed, the inspector will reinspect the property to see if the violation has been cleaned/remedied by owner.
  - If cleaned by owner, the case is closed.
  - If not cleaned by owner, then a crew will be assigned to clean the property.
    - ◆ The property owner will then be billed for the cost of cleanup plus administrative charges.
  - ◆ An ordinance violation citation may be issued.

Note: Some environmental violations require that the violation be processed through a Neighborhood Services & Enforcement Hearing. This will result in a delay with the NEAT Crew cleanup. Reasons an environmental violation may be required to go through the hearing process may include: the violation is inside a fenced area, no trespassing signage is posted, or there are confrontational property occupant(s), etc.

# Housing Violations

## Common Violation Types

- broken/missing windows or doors\*
- roof is not weathertight
- substandard or inoperable plumbing, electrical wiring, or heating systems
- deteriorating and/or unsound structures
- open cracks and breaks in foundation walls
- lack of adequate heat and/or hot water
- holes or rotting boards in exterior walls/soffits/fascia
- missing/inactive utilities (i.e. gas, electric, water)

## Department Procedures

1. An inspector will examine the property and note violations.
2. A letter will be sent to the property owner requesting that he/she repair the violations within a set period of time (between 24 hours and 30 days depending upon the severity of the violations).
3. The inspector will check for compliance.
  - a) If the repairs were completed, the case is closed.
  - b) If the repairs were not completed, the inspector will continue monthly inspections and set the property for hearing(s) as needed.
    - At each hearing, a repair deadline will be established with the property owner or the property may be affirmed for demolition (if warranted).
      - ◆ For properties with expired repair orders, Neighborhood Services & Enforcement will continue to set the property for additional hearings, as needed, as well as seek civil penalties for continued non-compliance.
      - ◆ For properties that are affirmed for demolition, Neighborhood Services & Enforcement will arrange for the demolition of properties and bill the property owner for demolition costs plus administrative fees.

\*If structure is not secured, we will open a secure order and board the property and bill the owner, as needed.

# Abandoned Vehicles

## A vehicle may be deemed abandoned if:

- It is located on public property illegally.
- It is on public property and has not been moved for three (3) days.
- It constitutes a hazard or obstruction to the movement of pedestrian or vehicular traffic.
- It is located on private property without the consent of the owner (or person in control of the property) for more than forty-eight (48) hours.
- The engine, transmission or differential has been removed or is otherwise partially dismantled or inoperable and has been left on public property.
- It is at least (3) model years old, mechanically inoperable, and left on private property (publicly visible) for more than 20 continuous days.
- It is located on public property without a license plate.

## Department Procedures

1. Once an inspector deems a vehicle abandoned, a tag will be placed on the vehicle (establishing a set time period for removal).
2. The inspector will reinspect the vehicle after the time period has passed.
3. If the vehicle is still present and not moved, the car may be towed.
4. To reclaim a vehicle that has been towed, the owner needs to contact the towing contractor. Please call 311 for the towing company's contact information.

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## General Information

If you have questions about city codes or would like to request a city service, please dial: 311 or 574-233-0311