

**CITY OF CLEVELAND
DEPARTMENT OF BUILDING AND
HOUSING/DEPARTMENT OF COMMUNITY
DEVELOPMENT/AND
COMMUNITY DEVELOPMENT CORPORATION
CODE-ENFORCEMENT PARTNERSHIP
AGREEMENT
2014-2017**

Goal:

The City of Cleveland Department of Building and Housing (B&H), Department of Community Development (CD) and Cleveland's Community Development Corporations formed the CDC Code Enforcement Partnership Program to improve communication and accountability between B&H, CD and the individual CDCs. The program will maximize each entity's resources in order to improve compliance with City Codes which will lead to properly maintained housing and enhance the quality of life in Cleveland neighborhoods.

This Agreement is between Building and Housing and the CDC and the Department of Community Development that supports CDC Code Enforcement activities through the CDC Operating Support Grant and is incorporated by reference into the CDBG contracts.

Scope of Work:

I. Field Survey OF CDC Service Area

- The CDC will survey its organization service area and identify structures requiring repairs. The survey will be based on "Concentrated Inspection Area." (CIA) that will be described below. All properties in the service area shall be surveyed between January 2014 and December 2017.
 - The survey is to focus and prioritize structures based on the type of violations and the impact these violations have on the neighborhood.
 - Focus should be on
 1. Multiple violations
 2. Investment properties
 3. Owner-occupied (non-senior-citizen) that impact adjacent properties
 4. Abandoned or vacant properties (entered into NST Web App but not submitted as part of your CIA properties.)

- Concentrated Inspection Areas (CIA): Each CDC service area will be divided into concentrated inspection areas (CIAs) as follows: Each CDC service area will be divided into 16 CIAs. The CDCs along with B&H, CD, and city council persons representing the CDC service area will develop a map of the 16 CIAs and determine the order in which they will be surveyed and processed. The CDC shall complete 4 CIAs per year based on the agreed map. The new maps will be posted on the NST Web App. Each of the four CIA surveys will be based on a two month period from March through October. During the two month period for each CIA, the CDC will complete the survey in the first month and do the follow up inspections the second month. At the end of the second month the CDC shall submit up to 35 strategic properties for inspection. The properties shall be sent as a group upon completing each CIA in an e-mail to the B&H Complaint line identifying the CDC and the specific CIA. (For example, Best CDC, CIA number BCDC-2) A copy of the e-mail shall also be sent to the Chief with accompanying documentation including a copy of the letter and the referral form.
- Alternative CIA survey plan: If a CDC is aware of major events that will require an adjustment in the two month cycle between March and November, the CDC may submit to B&H an alternative plan for completing the four (4) CIAs per year based on the needs of the organization. The plan must contain the specific dates that each of the four CIAs will be completed by. The plan will be reviewed by the District Chief and the Assistant Director and when approved shall be documented in writing.
- Once the concentrated inspection areas are defined, **the CDC may request** when they are ready to start any of the CIAs that the District Chief walk a couple of representative blocks to discuss the housing conditions in the area and what the Department of Building and Housing considers the appropriate standard for inspection for the area.
- Based on this review the CDC shall establish a set of criteria for the CIA in order to guide the individual property assessment and determine which type of property conditions to would be appropriate to report violations to the City.
- As the CDC completes sections of the CIA it shall, notify property owners of potential violations through a letter (see model letter II A or B in the Appendix of the Standard Procedures and Documentation of Complaints).
- If the property owner contacts the CDC for assistance, the CDC can offer to enter into an agreed schedule for repairs as well as provide information and referrals for assistance.
- The survey results, date of the inspection and any contact with the property owner should be entered into NST Web App. The CDC should re-inspect after 30 days or after the time agreed to with an owner. Where there has been voluntary compliance it should be entered into the NST Web App. Upon completing the re-

inspection the CDC will determine from the properties that have outstanding violations up to 35 that are a priority for inspection. The number of properties is limited in order not to overwhelm the system and assure that these properties are inspected within established timelines (See Procedures Manual, July 2013). The CDC shall follow the procedures for filing a complaint in Section III.

- **Administration and data entry:**

The CDC must enter data on a regular basis. The CDC must enter all of the prior month's data no later than the fifth business day of the following month. The CDC will use the months from November to February to reconcile and update data; plan for the next year's survey; do follow up inspections when conditions allow; and contact property owners to discuss outstanding work that must be accomplished in the spring. It will also be an opportunity to do outreach to the next four CIA areas to inform them about the program, the upcoming survey and what is being assessed.

II. Vacant Property

The CDCs will maintain the inventory of abandoned residential structures within their service area. If a property is open, vacant and vandalized (OVV), the CDC shall check Accela Citizen's Access to determine the status of the property. If the property is already condemned (at any time) or if there is a violation notice issued within the last two years, the property **should not** be submitted to B&H for an inspection. The CDC can check with the Chief on the status of the property. If the property needs to be boarded or re-boarded, even if there is an outstanding violation notice or condemnation notices, it can be submitted directly to B&H requesting a board up. The status of board up requests can be discussed at the monthly meeting.

III. Designation of CIA

1. CIAs will be determined by CDC Service area as documented in the CDBG agreement with the Community Development Department. At the beginning of the new cycle, each CDC will develop a preliminary map for the 16 CIAs and forward that to B&H. Once the map is received, B&H will set up a meeting between the CDC Director, CDC Code Enforcement staff, CD Staff, B&H Assistant Director and the District Chief(s) for the area and the council person(s) who represent the Wards covered by the service area to finalize a CIA map for the CDC service area. The 16 CIAs should be assigned in the order in which the surveys will be completed to meet the objectives of the partners. If there is more than one Ward in the service area, council members from the appropriate Wards should be included in setting priorities for the whole service area. If a geography is part of the service area of more than one CDC and those CDCs have not worked out who will be responsible for code enforcement in that area prior to the meeting, both CDCs and their respective council persons shall be invited to the meeting to enter into an agreement that designates who is responsible for which areas.

2. Changing CIA boundaries or order: If during the period of this Agreement, the CDC determines that there is a need to change the order that they will complete the CIAs or desires to change the boundaries of a CIA, the CDC will make the request detailing the reasons for the requested change to the Chief and the Assistant Director of B&H. B&H will either grant the change or assemble those who participated in defining the CIAs to consider the request.

IV. Routine Complaint Management

- Building and Housing will forward all exterior “routine” complaints to the CDC. The CDC will *pre-screen* the complaints for accuracy and validity. “Routine” complaints are all complaints that Building and Housing does not classify as a “priority” complaint. (See list of “priority” complaints below.)
- The CDC will designate a staff or staff persons to receive the Routine Complaints and provide the appropriate e-mail address for receiving the complaints. The CDC shall inform B&H if there is a change in staff or e-mail address within seven business days.
- The Routine Complaints will be sent out by Ward until a method is developed to send them by CDC Service Area. When the routine complaint is received, the CDC should check to see if it is in their service area.
- If the property is in the CDC service area, the CDC is required to inspect these properties within seven business days after receipt.
 - Upon completion of the inspection, the CDC will inform the Chief whether it is a valid or invalid complaint. If invalid it will be closed by the Chief.
 - If valid, the CDC will send a letter (model letters can be found in Appendix of “Standard Procedures and Documentation of Complaints”) to the owner and attempt to contact the owner to advise them that there has been a complaint submitted to the city about conditions on the property and advise the owner that if not corrected in 30 days or develop an agreement to resolve the problem, there will be a city inspection by B&H. The goal of the letter and contact is to gain voluntary compliance.
 - The letter must contain the following language:

“The City of Cleveland’s Building & Housing Department received a complaint regarding your home and referred it to your Community Development Corporation (CDC) to see if the complaint was valid. Our CDC works closely with Building & Housing as part of the CDC Code Enforcement Partnership.

I observed the following conditions:

- 1.
- 2.
- 3.

Etc.

These appear to be code violations and if not corrected within 30 days when I will do a re-inspection, these will be sent to Building and Housing for a code violation inspection. The inspector may issue a violation notice to you for these violations.”

If changes are made to the other parts of the sample letter, the changes must be approved by the Assistant Director of Building and Housing.

- If the CDC and the owner do not agree, within 30 days of CDC contact, on a plan to abate the nuisance, and an inspection is required, then the CDC will e-mail the Chief that the complaint has not been resolved. **(Note:** While the agreement must be completed within 30 days, the plan may provide more than 30 days to complete based on the specific condition to be remedied (for example, painting) as long as the plan has specific dates for completing specific tasks that will in time complete the correcting of the problem.
- If the property owner does not contact the CDC, the CDC will re-inspect the property 30 days from the date of the letter. If the violations have been corrected the CDC will e-mail the Chief to close the complaint. If violations still exist, the CDC will e-mail the Chief the status of the property.
- Properties referred to the CDC will be designated as Referred to CDC and provide the appropriate time for the CDC to gain voluntary compliance.
- Building and Housing will not refer “priority” complaints to the CDCs. Building and Housing will route these complaints directly to the appropriate district for inspection. These are the priority complaints:

Open, Vacant, Vandalized (O.V.V.)
Senior-Citizen Occupied
Fire Damaged
Illegal Operation
No Permit
Electrical Violations
Elevator Violations
Collapsing Structure
No Smoke Detectors
No Heat
Interior Mechanical Systems
No Water

*B&H will not send high grass and weeds to the CDC unless the CDC requests these referrals.

V. CDC Generated Complaints

- When a CDC receives a complaint directly from a constituent or City Council office, the CDC should survey the property to determine if the complaint is valid.
- If the complaint is not valid, inform the constituent or the Council office that the property was surveyed and the problem either was not confirmed or has been resolved. In this case, it should be documented in the NST Web App but it should **not** be submitted to Building and Housing.
- If the complaint is valid send a letter to the homeowner and submit the complaint to the B&H by e-mail (bhcomplaint@city.cleveland.oh.us) indicating that the complaint is a referral from the CDC. B&H Complaint line will designate the complaint as a CDC referral in Accela Automation.
- The CDC should receive notification by e-mail of the property by address that they submitted. Since it is a valid complaint, the CDC does not need to respond to the Chief. It will be indicated in the Accela system as referred to CDC. The e-mail notice will be sent to the CDC that submitted the complaint. If notification about the property is not received within five business days, send an e-mail to the Chief indicating the property address and the date submitted to the B&H Complaint Line.
- The goal of contacting the property owner is to gain voluntary compliance without referring the property for an inspection.
- Follow the process of gaining compliance as outlined above for routine complaints.

VI. Procedure to Request Inspections in the Concentrated Inspection Areas

- The CDC can request inspections in one of the established 16 CIAs once they have completed the survey of that CIA. The CDC shall submit a list of the properties in one e-mail (not more than 35 properties) that designates the CDC submitting the properties and the number of the CIA. A copy of the e-mail shall be sent to the Area Chief including copies of the letter to the property owner and the Community Development Corporation Referral Form (See Appendix in “Standard Procedures and Documentation of Complaints”). The properties can be submitted after the following steps are taken:
 - Before requesting an inspection, the CDC shall attempt to contact the property owner to abate the nuisance.
 - The CDC will send a letter to the owner and attempt to contact the owner to inform them of the problems, the 30 days to correct, and the assistance available from the CDC. Model letters are available in the Appendix of

the “Standard Procedures and Documentation of Complaints” Model Letters may be modified by the CDC to address how best to encourage voluntary compliance from their constituents, however, all changes must be approved by the Assistant Director of Building and Housing.

- If the property owner contacts the CDC, an agreement and timeline to correct the problems should be developed
- If it is a condition like peeling paint or a roof problem that cannot be fixed in the winter or something that will take longer than 30 days and the homeowner agrees to make the repair, a plan of action shall be developed with specific timelines and entered into NST Web App.
- After 30 days from the original survey or after the date in the agreement, the CDC shall re-inspect the properties.
- If the conditions have not been corrected then the CDC shall compile a list of all such properties that are not in compliance and shall identify up to 35 properties from this list that are the most strategic. These properties shall be submitted to B&H complaint line in one e-mail (see sample in the Appendix of the “Standard Procedures and Documentation of Complaints”) that identifies the CDC and the CIA. A copy shall be sent to the Chief with a copy of the letter sent to the property owner and a copy of the referral form. The referral form is in the Appendix of the “Standard Procedures and Documentation of Complaints”
- Prior to submitting the properties, the CDC shall check to make sure that it does not have a pending violation notice that is less than two years old. If so, or if there is a condemnation, the properties should not be sent to B&H but should be discussed with the Chief.
- Once the 35 properties have been submitted, B&H clerical staff will have up to 30 days to enter the properties into Accela Automation. After being entered, by the terms of the Agreement, the properties will be assigned to an inspector within five business days and the inspection will be completed within 30 calendar days. **B&H will consider the CIA properties a priority for inspection and their inspection will take precedence over and be inspected prior to Routine Complaints.**
- At the monthly meeting (described below,) the CDC and the Chief will review the progress on these properties and identify any that have not been inspected, violation notice generated or processed to be filed for court action. If an owner has corrected all the violations listed on the notice, then the Chief will close the violation notice.

VII. Monthly Meetings

The Chief and the CDC are required to meet once a month to review progress on: referrals of routine complaints to the CDC, CIA complaints submitted to the city; CDC generated complaints; and inspections and violation notices generated. The CDC will inform B&H and CD who is the designated staff to attend the meeting. The Chief and the CDC will be provided a monthly report by the tenth calendar day of the month generated from data in the NST Web App and Accela. The meeting should be scheduled after the tenth so there is time to review the report prior to the meeting. The report will have a summary section for each of the three categories of complaints: routine compliant, CIA complaint and CDC referred complaints and a list of properties by section that need discussion. The meeting agenda topics will include:

- Reviewing the monthly report summary
- Reviewing complaints referred from Building and Housing to the CDC that are listed in the report
- Reviewing CIA complaints sent to Building and Housing (status of inspection, violation notices issued and prosecution packets) that are listed in the report
- Discussing specific properties in regards to board up, demolition status or status of the property.

The Chief and the CDC shall decide how other participants in the Code Enforcement Partnership shall be informed about the meeting. The Chief will keep a record of the dates of the meetings and the attendance at the meetings.

If the Chief is not available for monthly meetings, the CDC shall inform the Assistant Director of Building and Housing as soon as possible in order to facilitate the setting up of the meetings. If inspectors are not fulfilling the timelines as required in this agreement, the Chief should be informed at the update meeting. If there is no improvement within a two month period, the CDC shall inform the Assistant Director of Building and Housing,

Failure to attend the meetings will be considered in future funding allocations.

VIII. Housing Court

When prosecutions are filed with the court, the CDC will check the court docket to see if any of the properties are in their service area. The CDC shall reassess the property and appear in court to describe the conditions of the property and the impact of the property on the community.

The CDC will include in their court status report their attempts to obtain compliance through the partnership program.

A sample status report to assist in preparing for court testimony is found in the Appendix of the “Standard Procedures and Documentation of Complaints”.

When the Chief and CDC identify a property owner who owns multiple properties (like a landlord rather than a bulk holder) and who has prior convictions, capias warrants, or is on community control sanctions (probation) in Housing Court, then the Chief and the CDC will refer this property owner to the Assistant Director of Building and Housing. The Assistant Director will develop a strategy to address that property owner's properties.

IX: Monthly Report:

- A monthly report that details the efforts under the partnership agreement in terms of both response to complaints and assessments in the concentrated code enforcement areas and response to routine complaints will be generated by B&H every month.
- **The CDC shall have until the 5th business day of the month to enter their data into the NST Web App.** B&H shall have until the 10th calendar day of the month to generate the report.
- A copy of the monthly report will be distributed to the District Chief, the CDC Director and CDC Code Enforcer designated to receive the report and attend the monthly meetings and to the Community Development Department.
- CDCs and the Chief shall meet monthly at a time that is reported to the Assistant Director of Building and Housing or his designee after the tenth of the month. It is recommended that the CDC and Chief establish a set schedule for the monthly meetings. Through its incorporation by reference of this Agreement, the CDC Operating Support Grant contract requires CDCs to attend the monthly meetings with the Chief. The report provided by B&H will include the following:
 - A summary of routine complaints and a listing of all routine complaints that the CDC did not take action on
 - A summary of CIA complaints submitted to B&H and a list of the properties indicating the action taken and status of the property
 - A summary of the CDC Generated Complaints and a list of those complaints as to the action taken and current status

X. Mandating the use of the NST WEB App

The Community Development Department requires that all CDCs that receive any CDBG funds from the City shall use the NST Web App to generate their monthly reports starting in July 2014.

XI. Relationship to CDC Operating Support Grant.

This Agreement will be attached and its terms incorporated by reference into CDC Operating Support Grant Contracts. Adherence to the terms of this Agreement,

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Code Enforcement Partnership

Standard Procedures for Inspection and Documentation of Complaints

I. Routine Complaints

Routine complaints are distributed by Ward to all CDCs that have all of part of their service area in the Ward where the property is located. The Chief will list the property in ACCELA Automation as “Awaiting CDC” once referred to the area CDC for inspection. The Routine Complaints will be listed on the monthly report to form the basis to discuss with the CDC at the monthly meeting if they have not completed the inspection. These complaints will also appear in the NST Web App and can be searched by date.

The CDC will designate a staff or staff persons to receive the Routine Complaints and provide the appropriate e-mail address for receiving the complaints to Lynn Friedel at CNP (lfriedel@clevelandnp.org). The CDC shall inform B&H (Tim Kobie: tkobie@city.cleveland.oh.us) and Lynn Friedel at CNP if there is a change in staff or e-mail address within seven business days.

NST How To: Checking Properties Referred to CDC

For more detailed instruction on using the NST Web App, refer to the [NST user guide](#).

Log into the NST Web App and load your code enforcement service area

Turn on the COMPLAINTS data section (select columns—complaints)

Click on the CURRENTLY REFERRED TO CDC- FLAG column and filter for FLAG IS 1.

These are properties where the current workflow status at Building and Housing indicates the property has been referred to a CDC for inspection.

When you receive a routine complaint check to see if it is in your CDC service area, if so, please do the following:

1. **Within 7 business days of receiving the complaint**, pre-screen the complaint for accuracy and validity by going to the property and observing the condition.
2. **If the complaint is not accurate** (e.g. invalid address, problem is not evident from inspection):
 - a. Send an e-mail to the Chief (not the B&H complaint line) indicating the date of the inspection, and the reason the complaint is invalid. The Chief will close the file.
 - b. Enter the following information in the NST Web App:

Data Section Name:	Inspection Info						
Column Name:	Source	Date Complaint Received (not applicable for CIA)	Inspection Date	Housing Specialist	Finding or Violation Type	Inspection notes	B&H Referral Date
Information to Enter:	Routine complaint	<i>Date you received complaint.</i> Ex: 5-6-2013	<i>Date you inspected property.</i> Ex: 5-13-2013	<i>Name of person who inspected property</i> Ex: Jan Kopenhagen	Complaint not valid (not applicable to CIA inspections)	<i>Enter any notes you wish to record</i> Ex: Complaint of roof in disrepair, inspected property, roof in good condition.	<i>Date email sent to Chief.</i> Ex: 5-14-2013

3. **If the complaint is valid:**
 - a. Send a letter (sample letter B) to the owner indicating:

- The receipt of the complaint
- The action that needs to be taken by the homeowner
- The requirement to respond within 30 days or the violation will be submitted to the city for inspection

See Appendix A. 2. Forms and Letters for a sample letter including all required elements.

If the owner of the property can not be determined from available sources, a letter should be sent to the property address. The CDC should maintain a copy of the letter in their files.

- b. Send an e-mail to the Chief that the complaint is valid and a letter has been sent to the property owner. The Chief should be contacted within 7 working days of receiving the routine complaint.
- c. Enter the following information in the NST Web App:

Data Section Name:	Inspection Info							
Column Name:	Source	Date Complaint Received (not applicable for CIA)	Inspection Date	Housing Specialist	Finding or Violation Type	Inspection notes	Contact Date	Follow-up Inspection Date
Information to Enter:	Routine complaint	<i>Date you received complaint.</i> Ex: 5-6-2013	<i>Date you inspected property.</i> Ex: 5-13-2013	<i>Name of person who inspected property</i> Ex: Jan Kappenhagen	Major violation, minor violations, fire, or condemnation	<i>Enter any notes you wish to record</i> Ex: 5 to 10 tiles missing from roof	<i>Date contact was made with property owner</i> Ex: 5-14-	<i>Date 30 days after contact date</i> Ex: 6-14-2013

					Ex: Minor violations		2013	
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4. If the property owner responds and agrees to correct the problem:

- a. Develop an agreement on a plan of what will be done and when it will be accomplished. While the agreement must be completed within 30 days, the plan may provide more than 30 days to complete based on the specific conditions to be remedied.
- b. If there is an agreement, e-mail the Chief who will close the complaint.
- c. Enter into NST under Referred to B&H the date e-mail is sent to the Chief
- d. Enter the following information in the NST Web App:

Data Section Name:	Inspection Info									
Column Name:	Response from homeowner	Response from homeowner - date	Agreement with homeowner	Referred Resource Information ?	Referral Date	Agencies Referred to	Follow-up Inspection Date	Status	Status Date	Status Notes
Information to Enter:	Plan to comply	<i>Date you received response from homeowner</i>	Yes	<i>Enter 'Yes' if you referred resource info to homeowner, enter 'No' if</i>	<i>Enter date homeowner was referred resource</i>	<i>Enter agencies referred to if desired, useful if</i>	<i>Enter date homeowner and CDC agree violation will be corrected</i>	Awaiting re-inspection	<i>Enter date of current status.</i> Ex: 6-2-2013	<i>Enter any notes you wish to keep about the status of</i>

		Ex: 5-31-2013		<i>you did not.</i>	<i>informat ion.</i> Ex: 6-2-2013	<i>you want to follow- up with agency.</i>	<i>by.</i> Ex: 8-2-2013			<i>compliance.</i> Ex: Drove by property, saw work on roof.
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e. Re-inspect the property on the agreed date the repairs would be finished. **If the agreement has not been met:**

i. Send an email to the B&H Complaint Line, copying the District Chief, with the original complaint number and a note that voluntary compliance has not been achieved and reason for reopening the complaint.

ii. Enter the following information into the NST Web App:

Data Section Name:	Inspection Info		
Column Name:	Status	Status Date	Status Notes
Information to Enter:	Compliance not achieved	<i>Enter date of current status.</i> Ex: 8-2-2013	<i>Enter any notes you wish to keep about the status of compliance.</i> Ex: Did follow-up inspection, violation not corrected, homeowner not responsive.

f. **If the agreement has been met:**

i. Enter the following information into the NST Web App:

Data Section Name:	Inspection Info		
Column Name:	Status	Status Date	Status Notes

Information to Enter:	Compliance achieved	Enter date of current status. Ex: 8-2-2013	Enter any notes you wish to keep about the status of compliance. Ex: Roof repaired.
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5. If the owner does not contact the CDC within 30 days, the CDC should re-inspect the property after 30 days and

a. If the property issue has been corrected:

- i. Send an e-mail to the Chief indicating that the condition has been corrected and the file closed. Be sure to enter compliance achieved and the date.
- ii. Enter the following information into the NST Web App:

Data Section Name:	Inspection Info			
Column Name:	Response from homeowner	Status	Status Date	Status Notes
Information to Enter:	No response	Compliance achieved	Enter date of current status. Ex: 6-2-2013	Enter any notes you wish to keep about the status of compliance. Ex: Drove by property, roof repaired.

b. If the property issue has not been corrected:

- i. **And there are no new issues:** Send an e-mail with the referral form to the Chief indicating that the condition has not been corrected and that an inspection is required.

- ii. **And there are new issues:** Send an e-mail to the Chief including all the old outstanding issues as well as the new issues. A new letter is not required to be sent.

- iii. Be sure to enter the date Referred to B&H for either the original problem or the original and new issues.
- iv. Enter the following information in the NST Web App:

Data Section Name:	Inspection Info				
Column Name:	Response from homeowner	Status	Status Date	Status Notes	B&H Referral Date
Information to Enter:	No response	Compliance not achieved	Enter date of current status. Ex: 6-2-2013	Enter any notes you wish to keep about the status of compliance. Ex: Drove by property, roof not repaired, homeowner unresponsive.	Enter date property was referred to Building and Housing. Ex: 6-3-2013

- 6. Once B& H receives the referral for an inspection, the Chief will assign the property to an inspector **within 5 business days** who shall inspect the property within 30 calendar days. Once the property is assigned for inspection, the CDC can check the NST Web App by either the property address or referred to B&H to see if an inspection has occurred or search by a date range for violation notices to see if the property has been inspected.

NST How To: Checking Properties Referred to B&H

For more detailed instruction on using the NST Web App, refer to the [NST user guide](#).

Log into the NST Web App and load your area of interest (code enforcement service area, ward, neighborhood, or other service area)

Turn on the COMPLAINTS data section (select columns, complaints)

Look for the ROUTINE COMPLAINT column

7. The Monthly Report prepared by Building and Housing will provide the status of the routine complaints that need to be discussed at the monthly meeting. Properties either not inspected by the CDC or not referred back to B&H will be listed by address on the report. CDCs will have up to seven working days after the end of the month to input their data to be included in the monthly report. Monthly reports will be available to the CDC and B&H after the 10th of the month.

II. CDC Generated Complaints (non-CIA complaints)

When the CDC receives a complaint directly from a constituent or the Council:

1. Survey the property to determine if the complaint is valid.
2. **If the complaint is not valid:**
 - a. Inform the constituent or the Council office that the property was surveyed and the problem either did not exist or has been resolved. In this case, it should **not** be submitted to Building and Housing
 - b. Enter the following information into the NST Web App:

Data Section Name:	Inspection Info					
Column Name:	Source	Date Complaint Received (not applicable for CIA)	Inspection Date	Housing Specialist	Finding or Violation Type	Inspection notes
Information to Enter:	Initiated by CDC or citizen	<i>Date you received complaint.</i> Ex: 5-6-2013	<i>Date you inspected property.</i> Ex: 5-13-2013	<i>Name of person who inspected property</i> Ex: Jan Kappenhagen	Complaint not valid (not applicable to CIA inspections)	<i>Enter any notes you wish to record</i> Ex: Complaint of roof in disrepair, inspected property, roof in good condition.

3. **If the complaint is valid:**

- a. Contact the property owner about the complaint. Use either sample letter C or D (not sample letter B which is only for routine complaints referred by B&H). If the property owner does not contact the CDC, re-inspect the property after 30 days (you may provide a longer period of time to comply based on the nature of the complaint and the relationship with the property owner) and if the complaint has not been addressed, then enter the date referred to B&H.
 - i. If the complaint has been corrected, enter the date inspected and voluntary compliance achieved.
 - ii. If the property owner contacts the CDC and an agreement is reached, inspect the property again after the ending date of the agreement. If compliance with the agreement, enter date and compliance achieved. If compliance not achieved, enter date referred to B&H and submit by e-mail to B&H complaint line.

- b. Submit the complaint to the B&H by e-mail (bhcomplaint@city.cleveland.oh.us) indicating that the complaint is a referral from the CDC. B&H Complaint line will designate the complaint as a CDC referral in ACCELA Automation.

The CDC should receive an e-mail either from the Chief or the same format as the Routine Complaints with the property address that they submitted. Since it is a valid complaint, the CDC does not need to respond to the Chief. It will be indicated in the ACCELA system as referred by CDC. The e-mail notice will be sent to the CDC that submitted the complaint. If notification about the property is not received within 5 business days, send an e-mail to the Chief indicating the property address and the date submitted to the B& H Complaint Line.

- c. Enter the following information into the NST Web App:

Data Section Name:	Inspection Info							
Column Name:	Source	Date Complaint Received (not applicable for CIA)	Inspection Date	Housing Specialist	Finding or Violation Type	Inspection notes	Contact Date	Follow-up Inspection Date

Information to Enter:	Initiated by CDC or citizen	<i>Date you received complaint.</i> Ex: 5-6-2013	<i>Date you inspected property.</i> Ex: 5-13-2013	<i>Name of person who inspected property</i> Ex: Jan Kappenhagen	Major violation, minor violations, fire, or condemnation Ex: Minor violations	<i>Enter any notes you wish to record</i> Ex: 5 to 10 tiles missing from roof	<i>Date contact was made with property owner</i> Ex: 5-14-2013	<i>Date 30 days after contact date</i> Ex: 6-14-2013
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- The CDC Generated Complaints will be listed in a summary section of the monthly report as well as by property address indicating the status of the property.

III. CIA Complaints

A. Introduction: Determining what CIAs to survey and when

By the terms of the MOU for the period 2014-2017 each CDC will be responsible for surveying their CDC service area which will be divided into 16 CIAs; CIAs 1 through 4 should be completed in Year1(calendar year 2014); CIAs 5 through 8 in Year 2 (2015); and CIA 9-12 in Year 3 (2016) and CIA 13-16 in Year 4 (2017).

The designation of the CIAs was done at the beginning of the 2014-2017 cycle of the CDC Code Enforcement Partnership in consultation with the CDC ,the Ward councilperson(s) and B&H. A map of the CDC Service Area and designated CIAs is available in the Resources section of NST Web App.

CIAs should be surveyed in their numerical order. If the CDC wants to change the order or the boundaries of a CIA, a written request shall be submitted to the Director of Building and Housing, their Area Chief and the Bureau Manager Kevin Franklin.

The CDC is allocated a two month time frame to complete each CIA. The CDC should complete the CIA survey within the first month and send out the property owner letters as they identify properties that need attention as they complete a section of the CIA so that they can re-inspect the properties after 30 days and generate a list of properties that need further attention. Given weather conditions in Cleveland, CDCs should start surveying in March and end in October. November through February should be used to complete data entry, do follow up inspections, weather permitting, plan for the next group of 4 CIAs and meet with the community to explain the program., Follow-up inspections of exterior violations that should have been corrected within the 30 day period can still occur during the winter months and can be submitted to B&H. It is a program requirement to complete each CIA and then submit properties requiring an inspection at intervals during the year. It is not acceptable to submit more than CIA at once or to do all of the surveys for all of the CIAs at one time or at the end of the year.

B. Determining standards for your area

Each CIA area has its own unique characteristics. The CDC may have a specific strategy for an area or the area may have a specific designation (model block, concentrated improvement area, etc.) in which a plan has already been approved for development. Prior to beginning to survey a CIA, **the CDC may request to walk a representative block in the area with the Area Chief** to establish the priorities for the area and agreement on the types of violations that should be submitted as a priority for inspection. Since there are

several new chiefs or if your area has a change in Chiefs, it is helpful to request the opportunity to walk the neighborhood with the Chief.

C. Surveying CIAs- Technology

The best way to conduct the survey process depends on the technology available to the agency conducting the survey:

- *Wireless laptop or tablet capability*- An agency may be able to enter information directly into the Web App while surveying.
- *Tablet or laptop (no wireless)*- Information could be entered directly to an electronic sheet and uploaded to the Web App.
- *No tablet/laptop, no wireless*- Record information on paper and then create an electronic record of the information.

D. Surveying CIAs- Process

1. Use the NST Web App to download the addresses, permanent parcel number, and key code enforcement data (violation notices, condemnation notices, foreclosure status) for the properties in the CIA.

NST How To: Download properties in a CIA

Log into the NST Web App and load your Code Enforcement service area.

Click on REPORTS and select CODE ENFORCEMENT PROPERTY CHECK.

Click on 2014 CIA AREA , choose EXACT MATCH from the drop-down menu, and enter the name of the CIA you want to download in the box. CIA areas were named by each CDC, and generally take the format of Agency Name-CIA Number. For example, Cudell-16.

Click on ADD FILTER

Click on DOWNLOAD

Open in Excel and sort by STREET NAME, then STREET NUMBER

2. If possible, walk the street rather than doing a drive-by (windshield) survey.
 - a. **If there are no issues with the property**, enter the following information into the Web App:

Data Section Name:	Inspection Info			
Column Name:	Source	Inspection Date	Housing Specialist	Finding or Violation Type
Information to Enter:	CIA inspection	<i>Date you inspected property.</i> Ex: 5-13-2013	<i>Name of person who inspected property</i> Ex: Jan Kopenhagen	Major violation, minor violations, fire, or condemnation Ex: No Violations

Entering this information ensures that you get credit for surveying these properties in your CDBG and other reports.

If you find that you have many properties with no violations, you can use the upload function in the NST Web App to make the process of entering this information quicker and easier. Follow these directions on the [NST Resources page](#) to use the upload function to upload no violations properties, and then enter properties with violations by turning on the Inspection Info section and clicking on any of the Inspection Info columns for a particular address.

b. **If there are issues with the property**, enter the following information into the Web App:

Data Section Name:	Inspection Info						
Column Name:	Source	Inspection Date	Housing Specialist	Finding or Violation Type	Inspection notes	Contact Date	Follow-up Inspection Date
Information to Enter:	CIA inspection	Date you inspected property. Ex: 5-13-2013	Name of person who inspected property Ex: Jan Kappenhagen	Major violation, minor violations, fire, or condemnation Ex: Minor violations	Enter any notes you wish to record Ex: 5 to 10 tiles missing from roof	Date contact was made with property owner Ex: 5-14-2013	Date 30 days after contact date Ex: 6-14-2013

If a major violation is documented by gaining permission from an adjacent homeowner to go onto their property, note this in the inspection notes column.

Focus on property maintenance issues as outlined in the MOU and the priorities established with the Chief at the beginning of the CIA.

c. **Special cases to send immediately to B&H.** In the following cases, submit the property immediately to the B&H complaint line (bhcomplaint@city.cleveland.oh.us). **Do not send a letter to seek compliance from these properties.**

- **OVV properties that are not condemned.**
- **Properties with fire damage.**
- **Properties that appear to need condemnation.**
- **Properties with major violations (from MOU Priority Complaints): Illegal Operations; No Permit; Electrical Violations; Elevator Violations; Collapsing Structure; No Smoke Detectors; No Heat; Interior Mechanical Systems; No Water**

Before submitting these Priority Properties check Citizen Access to see if the property is already in the system and has an outstanding violation notice or condemnation. If the violation notice is less than two years old it is still valid and the property should not be sent to B&H. Contact your Chief to discuss the property. Condemnation notices have no time limit. If the property is already condemned do not resubmit it. If you have new information about locating the owner of the property, contact the Chief about issuing a violation notice. Check with the Chief if further action is required.

Properties that need to be boarded up should be sent directly to B&H Complaint Line.

Enter the following information into the NST Web App:

Data Section Name:	Inspection Info					
Column Name:	Source	Inspection Date	Housing Specialist	Finding or Violation Type	Inspection notes	B&H Referral Date
Information to Enter:	CIA inspection	Date you inspected property. Ex: 5-13-2013	Name of person who inspected property Ex: Jan Kappenhagen	Major violation, minor violations, fire, or condemnation Ex: Fire	Enter any notes you wish to record Ex: Property has fire damage throughout roof	Date property was referred to B&H Ex: 5-14-2013

3. **If there are minor violations (property maintenance issues) on the property:**

- a. Contact the property owner either personally or by letter indicating the following:
 - The CDC surveyed the neighborhood and found property maintenance issues on the property
 - The action that needs to be taken by the homeowner
 - The requirement to respond or correct the violation within 30 days or the violation may be submitted to the city for inspection based on the severity of the condition and the impact on the neighborhood and adjacent properties. Property owners may be given a longer time to correct based upon the conditions to be corrected (for example painting or yard work in early spring)
 - The CDC may have resources to assist the homeowner
 - If contacted within 30 days, the CDC and property owner may develop a written plan to correct the violations

Letters to property owners can be sent as streets or parts of the CIA are completed and **should not** be held until the entire CIA is completed.

See the Appendix A Section 3 and 5 for a sample letter including all required elements based on the action requested. Do not use the sample letter B (for Routine Complaints received from B&H) since this has specific language that the property will be inspected.

If the owner of the property cannot be determined from available sources, a letter should be sent to the property address. The CDC should maintain a copy of the letter in their files. A copy of the letter will need to be sent when submitting the CIA complaints.

- b. Enter the following information in the NST Web App:

c.

Data Section Name:	Inspection Info							
Column Name:	Source	Date Complaint Received (not applicable for CIA)	Inspection Date	Housing Specialist	Finding or Violation Type	Inspection notes	Contact Date	Follow-up Inspection Date
Information to Enter:	CIA Inspection	<i>Date you received complaint.</i> Ex: 5-6-2013	<i>Date you inspected property.</i> Ex: 5-13-2013	<i>Name of person who inspected property</i> Ex: Jan Kappenhagen	Major violation, minor violations, fire, or condemnation Ex: Minor violations	<i>Enter any notes you wish to record</i> Ex: 5 to 10 tiles missing from roof	<i>Date was made with property owner</i> Ex: 5-14-2013	<i>Date 30 days after contact date</i> Ex: 6-14-2013

4. If the property owner responds and agrees to correct the problem:

- a. Develop an agreement on a plan of what will be done and when it will be accomplished. While the agreement must be completed within the time given to contact the CDC, the plan may provide more than 30 days to complete based on the specific conditions to be remedied (paint, significant amount of work or time to get financing).
- b. Enter the following information in the NST Web App:

Data Section Name:	Inspection Info									
Column Name:	Response from homeowner	Response from homeowner - date	Agreement with homeowner	Referred Resource Information ?	Referral Date	Agencies Referred to	Follow-up Inspection Date	Status	Status Date	Status Notes
Information to Enter:	Plan to comply	Date you received response from homeowner Ex: 5-31-2013	Yes	Enter 'Yes' if you referred resource info to homeowner, enter 'No' if you did not.	Enter date homeowner was referred resource information. Ex: 6-2-2013	Enter agencies referred to if desired, useful if you want to follow-up with agency.	Enter date homeowner and CDC agree violation will be corrected by. Ex: 8-2-2013	Awaiting re-inspection	Enter date of current status. Ex: 6-2-2013	Enter any notes you wish to keep about the status of compliance. Ex: Drove by property, saw work on roof.

5. Re-inspect the property on the agreed date the repairs should be finished. **If the agreement has not been met:**
 - a. Hold referrals to B&H until the end of the CIA survey process. Referrals will need to be prioritized.
 - b. Enter the following information in the NST Web App:

Data Section Name:	Inspection Info		
Column Name:	Status	Status Date	Status Notes
Information to Enter:	Compliance not achieved	Enter date of current status. Ex: 8-2-2013	Enter any notes you wish to keep about the status of compliance. Ex: Did follow-up inspection, violation not corrected, homeowner not responsive.

6. If the agreement has been met:

i. Enter the following information into the NST Web App:

Data Section Name:	Inspection Info		
Column Name:	Status	Status Date	Status Notes
Information to Enter:	Compliance achieved	Enter date of current status. Ex: 8-2-2013	Enter any notes you wish to keep about the status of compliance. Ex: Roof repaired.

7. If the owner does not contact the CDC within 30 days (or time provided), the CDC should re-inspect the property and

a. If the property issue has been corrected, enter the following information into the NST Web App:

Data Section Name:	Inspection Info			
Column Name:	Response from homeowner	Status	Status Date	Status Notes
Information to Enter:	No response	Compliance achieved	Enter date of current status/date property re-inspected. Ex: 6-2-2013	Enter any notes you wish to keep about the status of compliance. Ex: Drove by property, roof repaired.

- b. **If the property issue has not been corrected**, note any new issues if applicable, and enter the following information in the NST Web App:

Data Section Name:	Inspection Info			
Column Name:	Response from homeowner	Status	Status Date	Status Notes
Information to Enter:	No response	Compliance not achieved	Enter date of current status. Ex: 6-2-2013	Enter any notes you wish to keep about the status of compliance. Ex: Drove by property, roof not repaired, homeowner unresponsive.

8. As each of the 16 CIA survey areas is completed, the CDC should download a list of the properties that are marked in NST as having violations and compliance has not been achieved. If the CDC has not heard from the property owner within 30 days, or it has been 30 days since contact with the property owner, the CDC should re-inspect the properties and if the conditions have not been corrected, the CDC can select up to 35 of these properties to be submitted to B&H for an inspection. Since the list that is generated may have more than 35 properties and the present city workload is such that the volume of complains from all of the CDCs must be limited in order to complete the inspections, it is solely the decision of the CDC which properties should

be submitted based on the priorities established by CDC at the beginning of each CIA. In making that decision, the CDC should consider the following:

- a. Properties that may have a major impact on adjacent property owners
- b. Properties that impact development plans
- c. Properties that are strategic in the appearance of the neighborhood
- d. Properties that impact the viability of a commercial area

NST How To: Pull up all non-compliant properties

Log into the NST Web App and load your service area, ward, or neighborhood

Turn on the **CDC INSPECTION INFO** tab

Click on the **STATUS** column

Choose **EXACT MATCH** in the drop-down menu and filter for **COMPLIANCE NOT ACHIEVED**

All of the properties for each CIA should be submitted together by e-mail to the B&H complaint line within **10 days** of finishing surveying the CIA area. Before submitting the list of properties the CDC should check NST or Citizens Action to see if the properties have a violation notice or if they are condemned.

1. If the property is condemned it should not be submitted as part of the CIA. Condemned properties that need further action should be discussed with the Chief
2. If the property needs a board up or has a major violation (fire damage, interior inspection, etc.) it should be submitted directly to B&H complaint line and not part of the CIA submittal.

3. If the property has an outstanding violation notice that is more than two years old, the property can be submitted as part of the CIA submission
4. If the property has a violation notice that is less than two years old, it can be submitted however, the CDC can check with the Chief as to the status of the property without submitting it. If there are additional violations, the CDC should discuss the status of the property with the Chief and decide if it should be re-inspected or submitted as part of the CIA submission.
5. The CIA submission should include:
 - the name of the CDC,
 - the CDC contact person
 - CIA number (e.g. Forest Hills 2)
 - Property address
 - Conditions that need to be corrected (include complaint and type)
 - .

A copy of the e-mail with the 35 properties should be sent to the Chief along with the Referral Form (Appendix A, section 1) and a copy of the letter sent to the property owner. **Do not send these attachments to the B&H Complaint LineA copy should also be sent to Tim Kobie at tkobie@city.cleveland.oh.us**

9. For properties that are being referred to B&H, enter the following information into the NST Web App:

Data Section Name:	Inspection Info
Column Name:	B&H Referral Date
Information to Enter:	<i>Date property was referred to B&H</i> Ex: 5-14-2013

10. Once the up to 35 properties have been submitted, B&H clerical staff will have up to 30 days to enter the properties into ACCELA Automation. After being entered, by the terms of the MOU, the properties will be assigned to an inspector within

five (5) business days and the inspection will be completed within 30 calendar days. **These properties will be considered a priority for inspection** and will take precedence and be inspected prior to Routine Complaints and CDC Generated Complaints

11. CDCs can use the NST Web App to see if the properties submitted have been inspected. The CDC can monitor progress on the properties on Citizen Access as well as on the monthly reports and should discuss at monthly meetings with the Chief any properties that have not been inspected within the above timelines. The maximum time for a property to be inspected is 65 days after being submitted. If CIA properties are not being inspected even after a discussion with the Chief, after two months, report these problems to Kevin Franklin and to the Director of B&H, Ron O’Leary (e-mail address in Appendix C)

NST How To: Checking Properties Referred to B&H

For more detailed instruction on using the NST Web App, refer to the [NST user guide](#).

Log into the NST Web App and load your area of interest (code enforcement service area, ward, neighborhood, or other service area)

Turn on the COMPLAINTS data section (select columns, complaints)

Look for the CDC GENERATED COMPLAINT column

IV. Monthly Meetings and Reports

1. The CDC and Area Chief are required to meet once a month to review the status of properties. At the monthly meeting, there will be a Monthly Report generated by B&H (based on data in ACCELA Automation and NST Web App) that will have a summary section of Routine Complaints, CIA Complaints and CDC Generated Complaints, a list of the properties by address for each of the three categories and a summary page with information about condemnations and board-ups . Data entered by the CDC by the 7th of the month will appear on the reports available after the 10th of the month. Lynn Friedel at CNP sends out the individual reports to each CDC. There will also be a list the properties by CIA, the date the properties were submitted and the action taken on the property and the status of the property. The meeting will also be an opportunity for the Chief to follow up on the status of routine complaints that were referred to the CDC. Routine Complaints that are either not inspected or have not been referred back to B&H for action will be listed by address. **The CDC should review the report prior to the meeting to determine which properties need to be discussed** and to follow up on routine complaints that have not been addressed.

Once the property has been inspected by B&H, there will be information on the status, the date of the violation notice, has there been an inspection after the VN issued and Next Action to be taken. Given the fact that the time periods for specific actions extend across the month time period for the meeting, the report will be cumulative from the beginning of the year. Once properties have achieved compliance they will be removed from the list. Routine complaints that were referred to the CDC, once reported back to the city (i.e. invalid, voluntary compliance or referred for inspection) will also be removed from the list.

To have the reports as accurate as possible the CDC should enter data into the NST Web App as they complete the survey of a section or inspect a Routine Complaint. The CDC has seven working days to in-put data into NST Web App at the end of the month to have the information recorded in the report.

It is also important to enter the data on a timely basis since the monthly CDBG report is generated from the data in the NST Web App.

The monthly reports will be sent by Lynn Friedel at CNP by e-mail to the CDC by the 10th day of the month.

2. The Chiefs will develop a yearly meeting schedule for the monthly meetings with the CDC and provide this to the Director or his designee. The Chief will report which CDCs do not attend the monthly meeting. The Chief will also report to the Director on a monthly basis the number of CIA properties submitted by the CDC. Failure to attend the monthly meeting (unexcused absence) will be submitted to the Community Development Department. A copy of the Code Partnership Monthly Report will also be provided to the Community Development Department.
3. At the end of the year, CDC performance based on the data entered into NST will be used to generate an annual report for each CDC. The report will be used to determine points awarded as part of the CDBG evaluation for funding CDCs through the CD CDBG competitive grant program

In order to simplify the number of data columns in NST, all of the detail property info was removed and data can be added in the notes section to be used to generate the mail merge letters. However, these data columns have been retained and are available for your use and to capture detailed information about property conditions.

. These columns are available under the “CDC Inspection Info Detail” tab. To access them, go to: select columns – CDC Inspection Info Detail (select all).

- Yes/No drop down fields to capture key violations:
 - Broken window(s)?
 - Boarded window(s)?
 - Gutter/Downspout damage?
 - Damaged roof?
 - Chimney damage?
 - Missing/deteriorated siding?
 - High grass/weeds?
 - Graffiti?
 - Junk cars?
 - Trash/debris?
 - Peeling paint- porch?
 - Peeling paint- main structure?
 - Missing/loose handrails?
 - Damaged masonry/foundation?
 - Damaged Porch Decking?

- Damaged porch ceiling?
- Damaged/Deteriorated Stairs?
- Missing/damaged utility meter?
- Garage - paint damage?
- Garage - roof damage?
- Garage - out of plumb (leaning)?
- Garage- gutter(s) damage?
- Damaged/deteriorated fence?
- Interior violation(s)?
- Other violation? (open text)

V. Cleveland Housing Court

Attending Housing Court

1. **CDCs should be receiving the court docket on a weekly basis. After reviewing the court docket, if there are properties in your service area, particularly those submitted as a CIA complaint, the CDC should re-inspect the property before court, take pictures of outstanding violations and plan to appear in court. The CDC representative should bring information about the history of dealing with the property and inform the bailiff that they would like to present testimony about the specific property.**
2. **Upon attending court, the CDC should enter information in NST including the date the attended, the specific property and the outcome.**

Community Control Properties

1. Once a month, the Cleveland Housing Court will provide the Poverty Center with a list of properties currently under community control. This information will be integrated into NST and updated on a regular basis. These properties will also be mapped out and will be available through the Poverty Center's [ArcGIS Online Maps](#) page (titled: "Cleveland Housing Court").

The CDC can then check on the community control properties and if any have outstanding violations or where identified as having conditions that need to be corrected, these can then be submitted to the Chief Housing Court Specialist.

NST How To: Searching for Properties with an Upcoming Court Date

For more detailed instruction on using the NST Web App, refer to the [NST user guide](#).

Log into the NST Web App and load your area of interest (code enforcement service area, ward, neighborhood, or other service area)

Turn on the PROSECUTION data section (select columns, Prosecution)

Look for the NEXT COURT DATE column, properties with an upcoming court date will have the court date listed in this column.

To sort chronologically, select the “Next Court Date” column heading again and choose “sort descending” (this will filter the column from upcoming court date to past court date)

TAB 3
APPENDIX A

Forms and letters

- A. Referral form
- B. Model letter to property owner: routine complaint: Required language from Building and Housing
- C. Model letter to property owner: CIA inspection: if not corrected may submit to B&H
- D. Model letter to property owner: CIA inspection but not serious but could be submitted in the future
- E. [Detailed Inspection Findings \(available in NST Web App Resources\)](#)
- F. Creating [CDBG Report form instructions](#). CDBG [Report Form](#) in NST Web App Resources
- G. Checklist for Housing Court
- H. Housing Court Record

Exhibit A: Referral Form

Exhibit III

PROPERTY INFORMATION	RESULT
Property Address	
Owner (Responsible Party)	
Owner's Address	
Owner's Phone Number	

City of Cleveland
Community Development Corporation Referral Form

	Y/N	Y/N	Y/N	Y/N
Vacant Structure		Stable	Demo Request	Senior-citizen Occupied
Secured		At Risk	Rehab Request	Disabled Individual Occupied

COMPLAINT INFORMATION	YOUR ANSWER
Complaint Description	
Action Taken	

DILIGENT SEARCH	DATE CHECKED	RESULT
Phone Book		
Criss-Cross		
Anywho.com		
County Recorder		
County Auditor		

Neighbors/Relatives/Tenants:

DATE CHECKED	PERSON CONTACTED	RESULT

REFERING CDC	DATE REFERED

B. Sample Letter B: Routine Complaint

Date

Name

Address

Cleveland, OH 441

Dear Mr. / Ms. Resident:

The City of Cleveland's Building & Housing Department received a complaint regarding your home and referred it to your Community Development Corporation (CDC) to see if the complaint was valid. Our CDC works closely with B&H as part of the CDC Code Enforcement Partnership.

I observed the following conditions:

- 1.
 - 2.
 - 3.
- Etc.

These appear to be code violations and if not corrected within 30 days when I will do a re-inspection, these will be sent to Building and Housing for a code violation inspection. The inspector may issue a violation notice to you for these violations.

We would like to provide assistance to avoid a violation notice. Please contact our office so we can discuss a plan to correct these violations. If you enter into an agreement to remedy the violations, we will not have to submit this to the city if they are corrected by the agreed upon date.

There are many resources available that can assist with home repair and improvement. Our CDC works closely with Building and Housing's inspectors on code enforcement and to connect homeowners with home-repair resources. Low-interest, long-term-payment home-repair loans that are designed to be affordable for residents and investors may be through our nonprofit partners. We work through the City of Cleveland's departments to assure that low-income senior or disabled residents receive assistance. We will also work with you to get repairs completed even if you are not eligible for a loan or a grant.

We would be happy to answer questions and determine your eligibility for available resources and assist you in the application process. Please call us at _____ to schedule a time for a discussion.

Yours truly,

Code Enforcers Name

Code Enforcers title

Code Enforcers contact info: phone. E-mail

Sample Letter C for CIA survey

Date

Name

Address

Cleveland, OH 441

Dear Mr. / Ms. Resident:

Your CDC is in a partnership with the City of Cleveland Department of Building and Housing to work to improve our neighborhoods by removing blight and making sure that the properties in our neighborhood are in good repair. We recognize that property maintenance is expensive, however, properties that are not kept up to code will decrease the value of property in our neighborhood. We have started to survey the whole neighborhood and I observed the following items at your property:

- 1.
 - 2
 - 3
- Etc.

I will re-inspect in 30 days and if these are not corrected or you have not contacted me to set up a plan to correct these conditions, I will have to submit them to the City for an inspection. The inspector may issue a violation notice to you for these violations.

There are many resources available that can assist with home repair and improvement. Our CDC works closely with Building & Housing inspectors on code enforcement and to connect homeowners with home-repair resources. Low-interest, long-term-payment home-repair loans that are designed to be affordable for residents and investors are available through our nonprofit partners. We work through City of Cleveland Departments to assure that low-income senior or disabled residents receive assistance. We will also work with you to get repairs completed even if you are not eligible for a loan or a grant.

We would be happy to answer questions and determine your eligibility for available resources and assist you in the application process. Please call us at 216-281-2646 to schedule a time for a discussion.

Yours truly

Code Enforcer Name and contact information

SAMPLE LETTER D for CIA when not major violations:

(For property owners in a CIA where there are conditions that need correcting but the property will not be referred to B&H for an inspection because there are more serious problems in the area)

Date
Property Owner
Address
Cleveland, OH

Dear Property Owner:

The City of Cleveland’s Building and Housing inspectors will be working in your area in the near future. In an effort to assist the City, we have surveyed the neighborhood to identify the worst properties that require immediate attention because they impact the quality of the housing in our neighborhood. As part of that survey, we noticed that there are maintenance issues with your property that either presently are or could become code violations if not corrected. Our goal is to assist property owners to preserve their property and their investment and to have problem properties corrected so that they do not bring down the value of adjacent properties. The following should be corrected to maintain the value of your property and avoid a future citation for a code violation.

- 1.
- 2.
- 3.

While your property is not being submitted to Building and Housing for an inspection at this time, we will be continuously monitoring the housing in the neighborhood and hopefully these conditions are corrected so that do not have to be referred to the city in the future. If the conditions get worse, the property can be referred for an inspection.

Our CDC is here to assist with home repair and improvement and make referrals to programs that may be able to help. We connect homeowners with home-repair resources like low-interest, long-term- payment home repair loans that are designed to be affordable for residents and investors. These are provided through our non-profit partners. We also work through City of Cleveland Departments to assure that low-income senior or disabled residents receive assistance. We will also work with you to get repairs completed even if you are not eligible for a loan or grant.

We would be happy to answer questions and determine your eligibility for available resources and assist in the application process. Please call us at (CDC phone number) to schedule a time for a discussion.

Your name
Code Enforcer’s Name
Code Enforcer’s Title and e-mail address

EXHIBIT V.

**CITY OF CLEVELAND
COMMUNITY DEVELOPMENT CORPORATION
CHECKLIST FOR HOUSING COURT**

Date _____

Property Address http://auditor.cuyahogacounty.us/rep/			
Owner http://auditor.cuyahogacounty.us/rep/			
Complaint Reported Building & Housing---664-2007 Health---664-2300 Fire---664-6664 bhcomplaint@city.cleveland.oh.us			
Inspector Building & Housing---664-2007 Health---664-2300 Fire---664-6664 http://ca.permitcleveland.org/public/			
Notice Issued Building & Housing---664-2007 Health---664-2300 Fire---664-6664 http://ca.permitcleveland.org/public/			
Compliance Date Building & Housing---664-2007 Health---664-2300 Fire---664-6664 http://ca.permitcleveland.org/public/			
Case No. & Court Date Clerk of Courts---664-4790 http://clevelandmunicipalcourt.org			
Law Department Law Dept.---664-2800			
Court Finding Housing Court---664-3584 http://Clevelandmunicipalcourt.org			
Probation Robert Fuchs---664-6929 fuchsb@clevelandmunicipalcourt.org			