**CODE ENFORCEMENT SERVICE REQUEST PROCESS**

**Request for service is received via phone, fax, email, letter, or walk-in**

**Information Request Only:**
- Customer is provided with requested information and has no further need for service
- Processed by CE staff: Request entered into CE database and assigned to an inspector
  - **Follow-Up Inspection: 15 Days**

**Referral**
- Customer is given number for EGPD, CSD, etc. (or we take the info and pass it along to appropriate agency who then contacts the customer)
  - Follow-up made to assure that customer received appropriate response and assistance

**Contact with Property Owner, Property Manager or Resident**
- Site Inspection
  - If compliance determined - Request closed

**Site Inspection**
- Compliance determined - Request closed

**Progressive enforcement for continued non-compliance**
- Notice & Order Issued: Fees charged for subsequent inspection(s)
  - **Follow-Up Inspection: 15 Days**

**No Compliance:**
- Certificate of Nuisance Issued:
  - Clouds title of property until violation abated and fees paid
  - May issue Administrative Citation
  - **Follow-Up Inspection: 15 Days**
  - Inspection Fee: $480.00
  - Re-Inspection Fee: $125.00

**Administrative Hearing for Citation:**
- Determines scope and method of abatement

**Abatement:**
- Voluntary (Owner) Summary (City)