

Code Compliance July 10, 2025

Code Compliance – 20-hour week breakdown:

Administrative – respond to emails, phone calls, document progress, generate letters, file hard copy documents

Site Visits – verification of complaints, observance of issues and location

Follow-Ups – connect with resident face-to-face; follow-up on prior issues that often recur

Research and Investigation – confirm with Code; validate action

Attend meetings as required

June/July Active Complaints:

Dogs, barking dogs, loose dogs/Roosters

Junkyards and dumping

Signs (business)

Health/Safety and Sanitation

Short Term Rentals

Greatest challenges:

Residents who refuse to comply and ability to “enforce” is not available due to specific circumstances. Such as, Elephant Rock Trailer Park

Timing of resolution is difficult for community to understand

Municipal Code is outdated and does not represent much of what we desire in town; there is a great need for editing and current language

Code Procedure/Process:

1. Complaint received
 - a. Protect PII
 - b. Info provided is public record
2. Acknowledge complaint received
3. Research code violation
 - a. Investigate/Research
 - b. Identify if Code Violation
4. Document information on tracking spreadsheet
5. When determined violation exists
 - a. Communicate situation with violator
 - b. Provide # of days to cure and comply with code
 - c. Include specific Code reference
6. Document progress and meeting/discussion to spreadsheet
7. Inform complainant of progress when appropriate
8. Notate calendar to follow up after “cure” deadline
9. When completed, note compliance date on spreadsheet
10. When not completed
 - a. Contact violator to discuss
 - b. When appropriate allow additional time to comply
 - c. Possible need for written warning
11. When issue is outstanding, and violator refuses to comply
 - a. Cite the Violation Fee and advise consequences
 - b. Generate and deliver citation
 - c. Follow-up daily when non-compliance
 - d. When issue is sensitive or threatening, involve PD or Fire, as appropriate