

City of Maple Grove zoning enforcement policies and procedures

Intake of complaints

Complaints can be made online utilizing See Click Fix or made in writing via email or letter. Phone calls are not accepted. The person making the complaint will receive confirmation within two business days that the complaint has been received.

Complaints based on zoning designation/ property type

Complaints regarding:

- Residential properties (excluding apartment buildings) are processed by the zoning enforcement officer.
- Apartment buildings are processed by the Fire Department.
- Commercial properties are processed by the building inspections division under the direction of the assistant building official.

Priority of complaints

Complaints are prioritized based on when they are received and the severity of the issue. Concerns impacting public health and safety (i.e., vehicles blocking public access ways, situations that appear to involve vulnerable adults and/or children, issues involving hazardous material, etc.) will be prioritized. Complaints involving items that do not impact public health and safety will be managed as time allows.

Referral of complaints

Complaints involving the public right of way areas or parkland will be referred to the Public Works Department, the Parks and Recreation Department, and/or the Police Department depending on the nature of the issue. The zoning enforcement officer will not follow up on these complaints once referred.

Complaints involving commercial properties will be referred to the assistant building official.

Complaints involving a potentially vulnerable adult, child, or other situation where a person may be in harm will be referred immediately to the Police Department and the embedded social worker. Depending on the nature of the complaint, the zoning enforcement officer may provide follow-up while working simultaneously with the Police Department.

Protection of private information

Complaints made to the City of Maple Grove are considered confidential. No follow-up information will be provided to the person making the complaint aside from the initial acknowledgement of the receipt of the complaint and that action will be taken if the complaint is substantiated.

Conduct of the public

Abusive and hostile language or actions toward city staff will not be tolerated. Those engaging in that behavior will be immediately referred to the community development director.

Enforcement process

1. Complaint received. Complaint is acknowledged as being received within two business days of its submittal.
2. Initial inspection is scheduled within two weeks of receipt of complaint.
3. If violation(s) are found during initial inspection, a correction order is sent that gives 10 business days to address the violations. (If an extenuating circumstance exists where a person needs additional time to correct the violation, a written appeal must be made to the community and economic development director upon receipt of the correction order.)
4. A follow-up inspection occurs the business day following the deadline on the correction order (or as close to that date as possible). If no corrections have been made, \$50 administrative citations are issued for **each** code violation. (In the case of commercial complaints (handled by the building inspections division) \$100 administrative citations are issued for each code violation.
5. Follow-up inspections occur every 10 business days until the corrections are made. Upon each follow-up inspection, \$100 administrative citations are issued for each code violation.
6. If no corrections are made by the time \$2,000 in citations is reached, the case is forwarded to the city attorney's office for consideration of the following:
 - a. Prosecution for violation of city code
 - b. Abatement of property maintenance violations

Abatement process

If the city attorney recommends abatement, (having first gone through the above process), the process is as follows:

1. Authorization for abatement is brought before the City Council for approval as close to the date of the final citation notice as possible.
2. The affected property owner receives notice of the City Council meeting date and is offered the opportunity to attend the meeting.
3. If authorized by council, staff contacts moving services and schedules a date for abatement. The affected property owner will receive notice of the abatement date.
4. The building official or assistant building official is on site to coordinate the abatement process. Depending on the situation, police presence may also be requested. The zoning enforcement officer is not onsite for the abatement.
5. During the abatement, refuse is taken to a landfill exchange center. Salvageable items are taken to the Public Storage facility at 11601 Lakeland Drive.
6. An individual storage unit will be rented for each abated property. The property owner will receive an invoice for the abatement costs and for the storage costs, if applicable. The property owner will be notified that the items in storage are considered abandoned, and will be discarded if payment for costs have not been satisfied within six months. The zoning enforcement officer and administrative assistant will manage this process.
7. After six months have passed and if no payment has been made, city staff will arrange a moving company to collect the items in storage and bring them to a landfill exchange center. Staff will discontinue the storage lease, and all associated costs will be assessed to the property.