

CASCO TOWNSHIP

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Zoning Administrator

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COMPLAINT PROCESS

Be advised that this is a basic procedure and does not necessarily pertain to all cases, violations, or circumstances of a potential violation. Some variables of complexity of a situation may warrant a different process. Noting the above, the process is as follows:

1. A complaint is received via form, phone, or at the Township Hall. The complainant should provide his or her name, address, phone, email if possible, the property address subject to the request, and the nature of the proposed violation. Be advised that all records are subject to Freedom of Information Act(FOIA) regulations and will be provided to the general public if requested. Anonymous complaints will be investigated as time allows.

2. Within a reasonable time after a complaint is received, the ZA will perform an on site inspection to determine if a violation exists if the property is accessible. If not, a letter will be sent to the owner to request access and discuss the potential violation. If a violation exists, documentation will be compiled(photos and notes)

3. If no violation is determined, the complainant will be notified either in writing, by phone, or email.

4. If a violation is found by the ZA, a call will be made to the owner of the property in question. If unable to reach the owner by phone, an initial letter will be sent notifying the owner of the violation via first class mail and certified return receipt requested. This letter will usually also contain a maximum time limit to correct the violation.

5. Upon expiration of the deadline established for correcting the violation, the ZA will perform a second on site inspection of the property to see if the violation still exists. If the violation has been abated then the case will be closed and a follow up letter sent, phone call, or email to the property owner and the complainant. If the property is still in violation additional notes and photos will be taken.

6. If still in violation, the property owner will then receive a second notification identifying the violation, including the referenced section(s) of the Ordinance and again stating a timeline for correction. The letter should explain the potential for possible fines and/or potential litigation. The ZA can outline procedures for an extension if extenuating circumstances exist. The owner must state in writing a firm, reasonable, and agreeable timetable to abate the violation.

7. A third on site inspection is made after the date stated in the second notification letter. Additional documentation is gathered from the site. If the violation has been corrected the owner and the complainant will be contacted as in #5 above.

8. If not corrected, a Final Letter of written notification will be sent to the owner (with a copy to the Township Attorney) containing information about fines and litigation with a Civil Infraction Citation enclosed or, if the owner is a local individual, a visit from the Sheriff's Deputy to write a ticket. If the fines are not paid or the nuisance abated the next step is the Municipal Court. Remember, these violations are misdemeanors not felonies.