

CITY OF JOHNSTOWN CODE COMPLAINT POLICY

Code Complaints must be submitted on the attached complaint form, either I person, or by mail, fax or email, and must be addressed directly to the City of Johnstown Codes Department via the contact information provided below:

City of Johnstown

ATTN: Codes Department – Code Complaint

Address: 401 Main Street, Johnstown, PA 15901

Phone: 814-539-2504 Option 1 – Community Economic Development, Option 1 – Codes Department

Fax: 814-410-0991

Email: codes@johnstownpa.gov

Complaints will not be accepted or considered received by the City for purposes of processing and investigation unless and until they are submitted directly to the Codes Department via the contact information provided above, in writing, utilizing the City's official Code Complaint form attached to this Policy.

City employees and appointed officials who are not specifically employed or appointed to work within the Codes Department will forward code complaints that are misdirected to them and will provide assistance in directing those with such complaints to the Codes Department where possible.

A separate City complaint form must be submitted for each code violation reported, and for each property reported. If the Complaint pertains to multiple code violations on one property, they should be numbered and identified as clearly and specifically as possible on the City Complaint form.

The City Codes Department staff will provide updates to the original complainant only, when requested.

Requests for accommodation of these requirements for individuals with disabilities will be evaluate on a case by case basis in accordance with applicable law and should be communicated to the Codes Department or to the City Manager.

Codes Department Investigation and Enforcement Procedure:

- Codes Department Receives complaint
- Code Enforcement Officer enters complaint into Freedom System
- Code Enforcement Officer investigates, completes site visit to confirm code violation(s)
- If No violation, then complaint is closed
- If violation is present, Offices leaves citation or \$25/violation ticket at the property
- Code Enforcement Officer enter citation and/or ticket information into Freedom
- Code Enforcement Officer follows up within the timeframe given to remedy the violation
- If necessary, Code Enforcement Officer issues additional citations
- If necessary, Code Enforcement Officer Issues additional citations
- If necessary, Docket completed for those being taken to Court for Hearing
- Following Hearing, if violation found:
 - Confirm compliance
 - Additional citations if not in compliance
 - Complaint closed if in compliance