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STANDARD OPERATING PROCEDURE **FOR HEALTH CODE REMEDIATION SERVICES**

PURPOSE:

- To define a clear and consistent process ensuring that all private property remediation work is abated legally, expeditiously and billed properly, timely and collected.
- To adopt a standardized procedure that certifies city remediation work to property tax rolls if the invoice is not paid by the property owner(s) of record.
- To define the roles and the responsibilities of all City departments involved with the inspection and billing processes.
- To limit the City's liability and maximize the City's efforts to reduce blight.
- To effectively close out Health & Human Services Nuisance Inspectors written violations and cases in MUNIS timely.

REQUIREMENTS:

- Assign a LSNI Crew Supervisor through DPW.
- Training for ACOO or designee to generate bills in MUNIS.
- Training for Finance Department employees to create invoices in MUNIS and collect the amounts due.
- Training for the ACOO or designee, Finance Department employees and the Tax Collector on how to enter/attach related documentation to MUNIS cases.
- Billing invoices should be sent to the property owner allowing 30 days for payment. If no payment is received then the amount should be included in the current Property Tax Bills as allowed in accordance with C.G.S. §12-169b.
- Update the Notice of Citation regarding where fines will be paid, acceptable payment types, and the location of the Hearing Administrator.
- Update the Notice of Violation to present the 10 day period for abatement and a re-inspection on the eleventh day.
- Creation of the Corporation Counsels' Office Citation Approval Form.
- Creation of the HHS' Referral for Corporation Counsel Review.
- Training for 311 Dispatch Staff to collect essential details regarding nuisance complaints to identify the proper department.

STEPS:

ASSIGNMENT –

1. Complaint is received through a variety of sources (311, Visual Observation, NRZs, Constituent Services, LSNI Crew, internally - email, telephone, word of mouth etc.) and a request for services is generated in the 311 system.
2. A work order is generated through the 311 system and sent to the responsible department.

HEALTH DEPARTMENT ENFORCEMENT –

1. The inspector is assigned the work order/case as designated by the supervisor.
2. The Inspector views in MUNIS the work order/case and conducts the necessary inspection, documenting and photographing all health violations. All documentation must be recorded in MUNIS.*
3. The inspector then issues a Notice of Violation (first class mail, certified mail with return receipt requested, and where viable shall post the notice on the property) for violations of each section (Sections 15-3 and 15-61 for tall grass, weeds, garbage etc.) of the Municipal Code. Notice of Violation must be recorded in MUNIS.*
4. The Notice of Violation allows the owner **10 days from receipt** of the Notice of Violation to abate the violations.
5. **On the eleventh day after confirmed receipt**, the Health inspector will re-inspect the property – **If the owner abates** all the violations, the inspector changes the status of the case in MUNIS to “Closed”. The inspector must attach copies of pictures of compliance in MUNIS*. The inspector mails out the “Voluntary Compliance” letter via first class mail, this letter will reference the case number.
6. **If the owner does not abate** the violations, the inspector issues the Citation to the property owner, simultaneously; the inspector creates a citation packet containing the Notice of Violation, pictures with Time/Date stamp, Citation and records the packet in MUNIS.
7. The inspector must deliver the completed citation packet for review to the designee from the Corporation Counsels’ Office. The Health inspector changes the status of the Complaint in MUNIS to “Referred to Corporation Counsel”.

CITATION PACKET REVIEW –

1. The Corporation Counsel’s Office reviews the citation packet for legality, and if necessary, requests changes or grants approval. The Corporation Counsel’s will enter notification in MUNIS* that it has reviewed and approved the packet.
2. The designee from the Corporation Counsels’ Office must notify the ACOO or a designee through email of the approved citation packet recorded in MUNIS (After the 10 day appeal period has expired).
3. The Hearing Administrator will schedule a paper review by a Citation Hearing Officer for entry of default judgment (barring the appeal process). Record the notification that hearing paper review has been scheduled and the decision of the Citation Hearing in MUNIS.

REMEDIATION WORK –

1. The ACOO or a designee assigns the LSNI Crew for cleanup giving the LSNI Crew Supervisor a printed copy of the citation packet for DPW records. The time frame of the abatement will vary based on the LSNI Crew workload.
2. The LSNI Crew conducts a clean-up of the Municipal Code violations. The Health Inspector responsible for the citation packet and ticketing shall be notified and inform the LSNI Crew Supervisor on site whatever is necessary to abate all violations.
3. The LSNI Supervisor creates a work-list itemization schedule in the field and in MUNIS noting “man-hours”, equipment used and tonnage for the cleanup with the proper rates to be charged for each item for

the work performed at the property. All tonnage slips must have the property address located on the form in addition to the date and signature of the supervisor. All private owned property cleaning reports (work-list itemization schedules) must be recorded in MUNIS.*

4. The LSNI Crew Supervisor must notify the ACOO or a designee indicating that the work has been completed and the ACOO or a designee acknowledges fulfillment of the service cleanup.
5. The ACOO or a designee must notify the Health Inspector through email of the fulfillment of the service cleanup. The Health inspector changes the status of the Complaint in MUNIS to "Closed" and includes a final inspection with Time/Date stamped pictures of the abated property.
6. If the LSNI Crew cannot gain access to a property due to fencing, locks, owner or designee refusing entry, etc.: The Crew shall not clean the site and the Crew Supervisor shall deliver the packet back to the ACOO or designee. The ACOO or designee shall notify the HHS Inspector Supervisor of the Crew's inability to clean. The HHS Supervisor shall instruct the Inspector to implement the past procedure of "Ticketing". After 3 weeks of Citation Tickets have accrued, the Inspector shall close the case and refer it to Corporation Counsel's Office for prosecution/collection.

BILLING INVOICES –

1. Once the LSNI Crew supervisor completes the work-list itemization schedule in MUNIS, the MUNIS system generates a notification of the cleanup costs to the Finance Department.
2. The Finance Department creates an invoice in MUNIS reflecting the totals in the work-list itemization schedule for costs incurred. **Note: all FEMA machine and equipment rates and employee pay rates shall be reviewed and updated annually.**
3. The Finance Department mails the invoice to the property owner which is indicated as payable upon receipt. All supporting documentation must be recorded in MUNIS.*
4. If the owner pays the invoice, then the designee in Finance Department closes out the MUNIS receivable.
5. If the owner fails to pay the invoice, then the Finance Department certifies to the Tax Collector that the invoice is outstanding and the property has not been liened. Certification is signed by the Finance Director and scanned into MUNIS.*
6. The Finance Department sends MUNIS notification to the Tax Collector.
7. The Tax Collector receives the certification and mails a notice to the owner that the certified invoice will now be included in the property tax bills related to of the subject property. The Tax Collector creates a MUNIS notification that the invoice was included in the tax rolls. All supporting documentation must be recorded in MUNIS.*
8. The Finance Department designee shall close out the MUNIS receivable once the certification to the Tax Roll is complete.
9. The Tax Collector is now required to collect the now certified invoice as all other taxes.

***All documentation standards are detailed in the Appendix and are *required* to be recorded in MUNIS.**



Sandra Kee Borges, Esq.
ACTING CHIEF OPERATING OFFICER
And CORPORATION COUNSEL

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APPENDIX

Health Department Enforcement:

- Complete Citation Packet
 - Notice of Violation on HHS Letterhead
 - Inspection Field Sheet
 - Photocopy of the Certified Mail Receipt from the Notice of Violation
 - Photocopy of the Certified Letter to Property Owner from the Notice of Violation
 - Date/Time Stamped Photographs of the Violation(s)
 - Notice of Citation on HHS Letterhead
 - Photocopy of the Certified Mail Receipt from the Notice of Citation
 - Photocopy of the Certified Letter to Property Owner from the Notice of Citation
 - Date/Time Stamped Photographs of the Cited Violation(s)
 - Assessor's Property Summary Sheet
 - Health Sanitarian Summary Letter of the Cited Property
 - HHS' Referral for Corporation Counsel Review

Citation Packet Review:

- Paper Review Decision Form
- Corporation Counsels' Office Citation Approval Form

Remediation Work:

- Private Owned Property Cleaning Report
- Manuel Ticket Weigh Slip (if applicable)

Billing Invoices:

- Complete Billing Packet
 - Assessor's Property Summary Sheet
 - Private Owned Property Cleaning Report
 - Manuel Ticket Weigh Slip (if applicable)
 - City of Hartford Invoice Form
 - Invoice(s) for Health Code Remediation Services on Letterhead
 - Photocopy of the Invoice(s) for Health Code Remediation Services on Letterhead
 - Photocopy of the Certified Mail Receipt from the Invoice
- Certification of Invoice(s) for Health Code Remediation Services
- Certification of Invoice(s) to Property Taxes