

AVERAGE TIME TO RESOLVE 4 COMMON COMPLAINTS



Abandoned lots
with trash, junk,
vehicles, high
grass and or
weeds: 30 days



Occupied lots with
trash, junk,
vehicles, high
grass and or
weeds: 60 days



Dwellings with less
than 50%
structural damage:
xxx days



Dwellings with
more than 50%
structural damage:
150 day

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CITY OF MEMPHIS CODE ENFORCEMENT

Code Enforcement Complaint Process & Resolution Timeframe

| Complaint Type | Complaint Description | Resolution Timeframe | Code Enforcement's Authorized Outcome | Code Enforcement Authorized Process |
|--|---|----------------------|---------------------------------------|--|
| Structural Complaints - 51% dilapidated or more | Property where structural integrity has been significantly compromised (ie. roof, foundation, or fire damaged) | 150 days | Demolition | A Code Enforcement Inspector is dispatched to the property after receiving a complaint from 311. The owner is notified to repair or demolish the structure. If compliance is not achieved, the condemnation and associated legal process commences which includes, ordering a title search, sending various progressive legal notices to all owners and/or other parties with legal rights to the property. Finally, utilities are removed by MLGW and a demolition contractor is dispatched to demolish the property. (photo-1) |
| Structural Complaints - 51% dilapidated or less (Re-hab) | Property where structural integrity has been partially compromised (ie. Window repair, fascia boards, or falling fence) | 90 days | Compliance or Legal Action | A Code Enforcement Inspector is dispatched to the property after receiving a complaint from 311. A Notice to Correct is issued, via mail, giving 14 calendar days to comply, when more extensive repairs are required the property owner is given 45 calendar days to comply. Upon follow up, if the violation/s are still present, a court summons is issued. Further enforcement actions and/or additional time to comply is determined by the Environmental Court Judge. (photo-2) |
| Non-Structural Complaints | Any violation of the housing code that is not considered to include structural issues (ie. Parking in yard, junky yard or appliances/indoor furniture outside, property open to casual entry) | 45 days | Compliance or Legal Action | A Code Enforcement Inspector is dispatched to the property after receiving a complaint from 311. The property owner is issued a Notice to Correct within 14 days. Upon follow up, if the Violation still exists, the property owner is issued a court summons. Further enforcement action and/or time to comply is determined by the Environmental Court Judge (photo-3) |
| Occupied – high grass and weeds Complaints | Excessive weeds and grass, trees and shrubs | 45 days | Compliance or Legal Action | A Code Enforcement Inspector is dispatched to the property after receiving a complaint from 311. The property owner is issued a Notice to Correct within 14 days. Upon follow up, if the Violation still exists, the property owner will be issued a court summons. Further enforcement actions and/or additional time to comply is determined by the Environmental Court Judge(photo-4) |
| Unoccupied -high grass and weeds complaints | Excessive weeds and grass, trees and shrubs | 30 days | Compliance | A Grounds Services Compliance Specialist is dispatched to the property after receiving a complaint from 311. The property owner is issued a Notice to Correct within 7 calendar days. If the violation is not corrected a contractor is dispatched and given 5 calendar days to mitigate the property. (photo-5) |