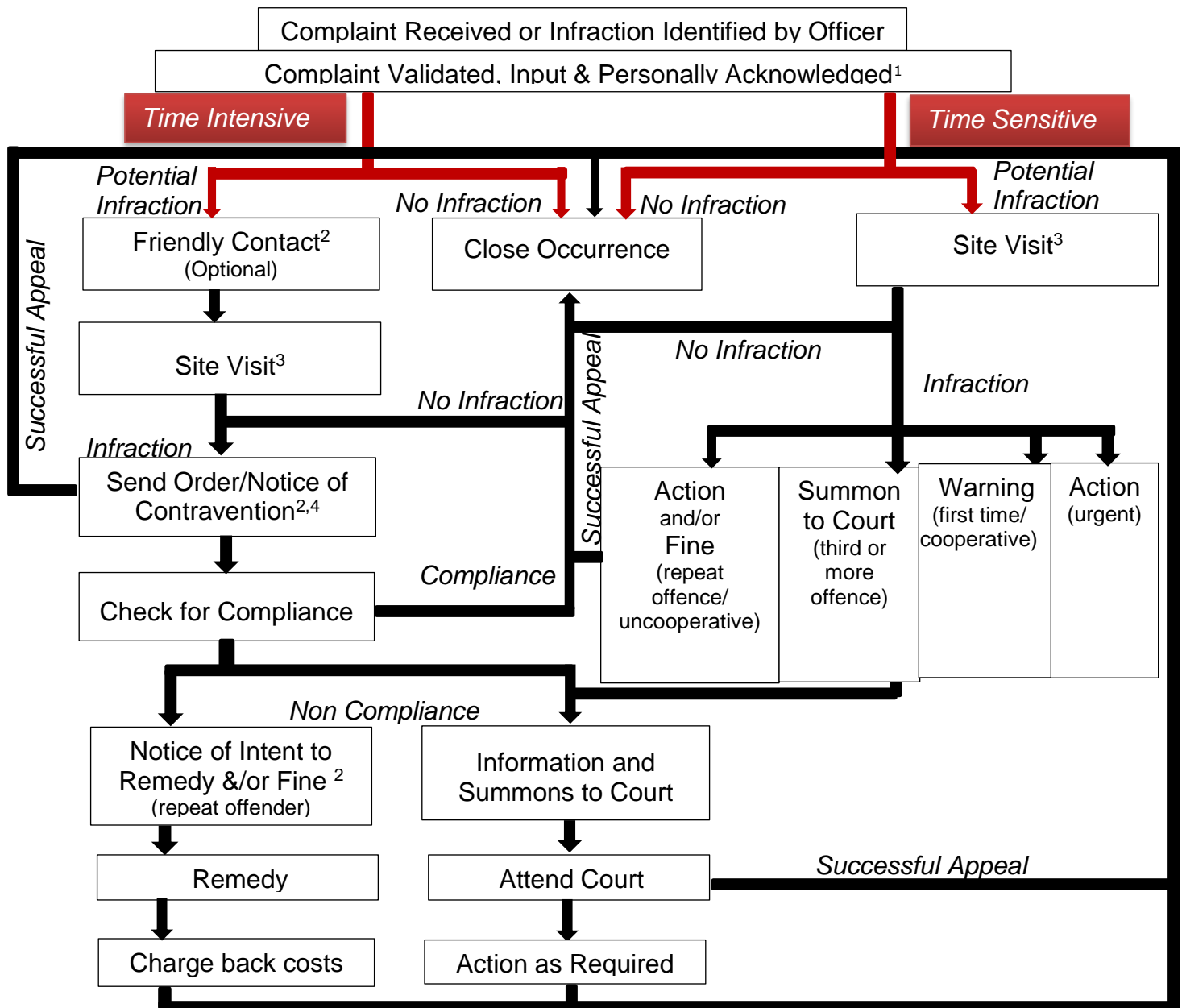




Complaint Flow Chart



¹ Timeline for each step is 1-5 business days and timeline starts after the completion of the prior stage or its deadline. Target timelines do not make allowance for vacation or appeal processing.

² Guidelines for compliance (in calendar days)*: **Garbage:** 3 to 5 **Grass/brush:** 5-10
Rubbish in Yards: 5 days to 1 month, 10 days or sooner for repeat
Zoning: 2 weeks - 1 month **Building:** 2 weeks - 1 month
Other: 2 weeks – 1 month

* Extensions may be granted by enforcement officer if substantial progress made and time frame deemed reasonable by Officer. Generally 1 month maximum.

³ Officer to speak with owner/tenant if possible, examine for non-compliance of all proactive policy.

⁴ Order to include notice of prohibition where possible.