

NEIGHBORHOOD HOUSING CODE LIAISON GUIDELINES

- (1) The Executive Board may appoint a Neighborhood Housing Code Liaison (hereby referred to as the *Neighborhood Liaison*). The Liaison should be trained as a Neighborhood Deputy by the City of Atlanta's Division of Code Compliance or must receive this training before beginning this appointment. These Guidelines shall be appended to the *Bylaws* of Lake Claire Neighbors, Inc.
- (2) Should the Neighborhood Liaison position be unfilled then the Executive Board or its designees shall act as Neighborhood Liaison. The Neighborhood Liaison shall be empowered to investigate housing code and zoning infractions and pursue their remedy subject to the following guidelines:
- (3) If one neighbor (the complainant) thinks that another neighbor is in violation of housing or zoning codes, he or she may contact the Neighborhood Liaison for advice or the appropriate City department directly.
- (4) Should the Neighborhood Liaison be friendly with either complainant or respondent they may recuse themselves and inform the Executive Committee.
- (5) The Neighborhood Liaison will research the complaint to decide if there are one or more non-trivial violations.
 - (a) If there are no violations, the Liaison will explain the housing code to the complainant and consider the matter closed.
 - (b) If there are violations, the liaison will go to Step 6.
- (6) The Liaison will give a copy of these guidelines to the complainant and advise them of the process by which they may achieve compliance, emphasizing that LCN members are individually responsible for initiating and pursuing housing and zoning compliance; and that, furthermore, that the neighborhood association will only involve itself when the complainant fails (through substantial individual effort) to achieve a satisfactory result, as determined by the LCN Executive Board upon the member's formal request for help.
 - (a) The complainant shall be advised that to make a formal complaint to the City that they should
 - (i) Write a letter to the Atlanta Police Department Zone 6 Community Liaison (hereafter referred to as the *Community Liaison*) alleging and documenting non-compliance at the property in question and asking for help in achieving compliance.
 - (ii) Copy the above letter to Code Compliance or Zoning Enforcement, as the case may be and to the LCN Neighborhood Liaison and President of Lake Claire Neighbors, Inc.
 - (iii) Follow any other procedures as required by the City especially noting that new City policies supercede these Guidelines.
- (7) Contact information for the Community Liaison, Code Compliance, and Zoning Enforcement shall be maintained by the organization and presented to the complainant upon request.
- (8) If satisfactory and voluntary compliance is *not* be achieved through the mediation of the Community Liaison then the complainant should
 - (a) Write a letter to the Community Liaison documenting results to date and asking that Zoning Enforcement or Code Compliance be brought in to enforce the appropriate ordinances.
 - (b) Copy the above letter to Code Compliance or Zoning Enforcement, as the case may be, and the appropriate Lake Claire officers.
- (9) If satisfactory compliance is not achieved by the complainant through the involvement of Zoning Enforcement or Code Enforcement then the complainant may write a letter to the LCN Executive Board requesting neighborhood help in obtaining compliance.
 - (a) Upon receipt of a formal request for member assistance, the LCN Executive Board shall assign the case to the Neighborhood Liaison to determine the facts by investigating and documenting the case to date.
 - (b) The Executive Board, and with their approval the Neighborhood Liaison, shall be empowered to act on behalf of the complainant (and may write letters, appear at meeting and hearings, or use other reasonable means to force compliance) after the Neighborhood Liaison, through their own research and by polling neighbors on the affected block (as well as others who have a direct line of vision or share property lines with the respondent), determines that
 - (i) The complainant has made a good faith effort to obtain compliance by using the process specified by the City of Atlanta;
 - (ii) The complainant does not have a "solely personal issue" or "grudge" against the respondent;
 - (iii) More than half (51%) of the block feels that attempts should be made to correct the violation(s) subject to the caveat that
 - (1) The Neighborhood Liaison is not required to poll 100% of the block; rather, only enough adjacent or "line of sight" neighbors to determine if >50% of the block desire correction;
 - (iv) Legitimate housing code or zoning violations still exist; and
 - (v) The City is or has been unresponsive or ineffectual in pursuing compliance.
- (10) The Executive Committee will then notify the respondent in writing that the neighborhood association has granted the complainant's request for help and will include a copy of these guidelines as well as contact information for the Code Compliance Office, the Zone 6 Community Liaison, and any other resources at hand such as the City's waste removal department phone number.
- (11) The respondent, their guardian or advocate may request help from the neighborhood if he or she is unable to comply. The respondent should make this request to the Executive Board in writing, if possible, and should mention the source of their need such as disability, age, income, etc., and provide documentation if possible. Upon request for help from the respondent the Neighborhood Liaison will outline in writing the compliance process to the respondent especially noting that the City will not grant exceptions based on circumstance. The Executive Board will then try to determine if the respondent is indeed of a status where compliance is improbable due to mental defect, poverty, or such. If the respondent is deemed to be of true need, and not engaged in bad faith compliance avoidance tactics, then the Executive Board will solicit volunteers to help the respondent comply with housing codes by offering advice, raising money, soliciting in-kind contributions, organizing volunteers, and such through the association newsletter.
- (12) Lake Claire Neighbors, Inc. shall not be obligated to provide help to the respondent other than advice. All activities such as raising money, soliciting in-kind contributions, organizing volunteers, and such shall be voluntary on the part of the membership.
- (13) In the case of a complaint against a landlord that is engaged in the commercial rental of a non-complying property (housing code, zoning, or other non-compliance) then the Neighborhood Liaison may initiate a housing code complaint against the landlord and/or non-complying property directly.