

WORK ORDER REQUESTS

The City of Rochester has a policy that allows for the abatement of trash and debris violations, high grass and weeds, and securing an open vacant building. When the notice and order has expired in each of these situations, an inspector can request that the violation be abated by either the Department of Environmental Services (DES) or a third-party contractor. The purpose of this policy is to set forth the procedures by which a service request is processed. These processes should be done promptly.

DES WORK ORDERS

Trash & Debris:

- This situation involves trash and debris on private property.
- Special Services Work Order (Use for trash/debris violations.)

Note: Before submitting a Work Order for trash and debris, the “GET TOUGH” policy must be adhered to.

The inspector shall complete the electronic DES Work Order template and email their Senior CEO or designee for review and processing.

Board-Up Request:

- This situation involves securing an open vacant building
- Declaration of Public Nuisance Work Order
- (Use for boarding or re-boarding of vacant properties through the DPN system*.)
- A work order is electronically completed via the Pen Tablet

*See instructions below on how to operate the DPN system.

After DES completes work, the work order is electronically returned to the inspector for review and re-inspection. If done to the inspector’s satisfaction, the relative support staff person in the Administrative then processes it for billing. If work is found to be incomplete, the inspector will click “Incomplete/Reboard.” Clicking this choice will prompt another field to fill-in for another board-up. Click *ONCE* on the “Submit” button.

THIRD-PARTY WORK ORDERS

High Grass & Weeds:

- This situation involves grass and weeds over ten inches on private property.

In situations involving high grass and weeds, once the “GET TOUGH” policy has been followed, an email notification will be sent to the appropriate support staff person in the Administrative unit, who will then process the related work order request. Billing will occur once the contractor has submitted proof of abatement.

Note: City-owned properties to be emailed to a designated person in DES

Note: The Manager of Code Enforcement must approve all requests for adjustments to work orders.

Declaration of Public Nuisance (DPN) System

Instructions

Requests:

1. Double click on the DPN icon on your Pen Tablet desktop.
2. Enter your Network name and password.
3. Enter property address by using the pull-down menus.
4. Enter the number of openings to be boarded, spiked, or hasp and locks:
 - a. This **must** be a numeric figure. "As Necessary" is no longer acceptable.
5. Enter any necessary comments.
6. At the bottom of the screen, click *ONCE* on the "**Submit**" button.

Completions:

1. An email notification will be sent to the originating inspector for finalization.
2. Re-inspect the property for verification of work done.
3. Go back to your email and click on the underlined and highlighted link (this will bring you to the DPN system).
4. Enter your Network name and password.
5. From your desktop (located on the top right corner), click on "**Assignments.**"
6. Click on the DPN address you are completing (very left column).
7. Click on the icon with the "**pen on the page.**"
8. On the bottom left of the page under "**Re-inspection**," use the pull-down menu for billing purposes:
 - a. "Complete" – all work is done, notification sent to support staff for billing;
 - b. "**Partial**" – some work was done, notification is sent to support staff for partial billing. A separate work order request must be submitted for completion of the remaining work;
 - c. "**Re-submit**" – no work was done; re-submits the same work order to DES for completion.
9. Click on the "**Submit**" button *ONCE*.