

## HARDSHIP CASES

Owner-occupied properties play a vital role in preserving our city neighborhoods and positively contribute to their respective areas' quality of life. On occasion, owner-occupied properties are subject to notice and orders due to exterior deficiencies. While most owners voluntarily comply with said notices, some are unable due to financial hardship. In each of these situations, it will be the inspector's responsibility to inform owners of any available resources that may be used to assist them in maintaining their property. In accordance with the criteria below, an inspector may request the case be closed as a hardship in some situations. This policy is designed to guide an inspector in determining the case's disposition in these situations where compliance cannot be achieved.

The qualifying factors are as follows:

- 1) Only a property occupied by the owner and/or his/her family as a whole.
- 2) A notarized statement from the owner requesting the hardship and reason(s).
- 3) All health and safety violations must be corrected, including peeling paint.
- 4) The exterior of the property must not be blighting.

The following procedures are to be used when an owner is requesting a hardship:

- 1) The inspector and his/her supervisor review the request
- 2) The supervisor, along with the inspector, will meet with the owner at the property to discuss the situation
- 3) If the criteria above have been met, the supervisor will request the case be closed as a hardship with a copy of the letter attached
- 4) The case is entered into BIS using Administrative Shutdown with comments entered into the event list as "Hardship - refer to case file for the letter."

If a new complaint is received against the property, the case can remain closed due to the letter in the case file. If several complaints are received against the property, then the hardship status is voided, and the property is treated in the same manner as a typical case.