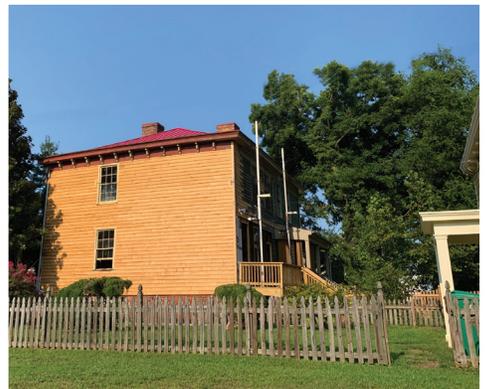


CITY of PETERSBURG

Department of Neighborhood Services
Code Compliance Division
Operations Manual



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1. Policy Overview

1.1 Mission

Code Enforcement is dedicated to ensuring a healthy and safe environment while enhancing the well-being and livability for all citizens and visitors of the City of Petersburg. Our goal is to obtain voluntary compliance with the provisions of the City Code by all citizens. By doing so we will:

- Contribute to the improvement and stabilization of our neighborhoods;
- Help promote a healthy and safe environment;
- Maintain a high quality of life in our community; and
- Protect our property values.

1.2 Purpose

The purpose of Code Enforcement's Operations Manual is to provide a general overview of the Division's structure and guidelines for achieving compliance of Code violations through prioritization, investigation, enforcement, prosecution, and cost recovery.

1.3 Chain of Command

This section will provide clear expectations to Property Maintenance staff with respect to reporting relationships.

Every member of the Property Maintenance Division shall follow the established chain of command. Currently, the chain of command structure begins with the City Manager, followed successively by the Deputy City Manager, Director of Neighborhood Services, Property Maintenance Official, Property Maintenance Inspectors, and staff. When it becomes necessary to contact someone in management, employees will start with their immediate supervisor. If the supervisor is not available, then the Director can be contacted.

1.4 Inspector Safety

Part of our mission is to seek a healthy and safe environment; an inspector shall never put themselves in a dangerous situation. If you feel uncomfortable entering a residence for any reason, please excuse yourself and reschedule if necessary.

If your concern is the tenant or landlord, you may always ask for another inspector to accompany you during your inspection. You may even request the presence of a uniformed police officer.

If your concern is the structure itself, please refer to Section 2.7.F.1 & 2.7.F.2

1.5 Training and Certification

The Code Compliance Division is a customer-service oriented team, whose purpose is to fulfill the community's need for code compliance. A professional appearance and demeanor produce both respect and support from the community and co-workers. Part of being a professional Maintenance Inspector is the ability to handle any situation with understanding, care, and concern.

Training to successfully address, manage, and close Code violations will be conducted by shadowing senior inspectors until it has been determined by the Maintenance Official that the new Inspector has acquired the appropriate understanding of not only the processes to open and close a case, but to ensure that interactions with all parties involved are always handled in a manner that is foremost respectful, firm, and neutral to all parties.

State certification for Property Maintenance Inspection is required within eighteen (18) months of the inspector's hire date. Petersburg City Property Maintenance Inspectors are required to continue to obtain training and education to maintain certification. Certification and training sessions are available through the Virginia Department of Housing and Community Development (DHCD).

1.6 Avoiding Conflicts

As agents of the city, one of the most important parts of our job is to provide customer service to all residents, businesses, and guests. A key part to customer service is how we interact with those individuals. Our goal is compliance, but in order to gain compliance without conflict we need to develop skills that will allow us to change the behavior of an individual who may not necessarily want to change.

These skills will come individually with time spent on the job. Great resources are your fellow coworkers. Do not be afraid to ask for assistance with a difficult situation.

Under no circumstances should you attempt to match the energy of an angry customer. We must stay neutral with our emotions in tense situations as an angry tone will never resonate well, and a happy tone will come off as condescending. It's also acceptable to remove yourself from the situation entirely and revisit it later. Just as it never ok to get angry with a customer, it is never ok to allow a customer to berate you.

1.7 Conflicts of Interest

A conflict of interest occurs when someone has a conflicting interest in the outcome of enforcement. This could be due to an existing relationship with the tenant, landlord, or owner. As enforcement officers we are expected to treat each case the same regardless of outside relationships we may have with any person we may encounter.

If you ever feel your judgment or integrity is in question, you must remove yourself from the case immediately and report this to your direct supervisor. The case will then be reassigned to a different inspector.

What is Conflict of Interest?

Examples:



NEPOTISM
Giving favors to relatives and close friends.



SELF-DEALING
When someone acts in their own interest rather than the interest of the organization.

When it is Illegal:



PUBLIC SECTOR

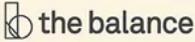
- Judges must recuse themselves if there is a relationship with one of the parties in a case.
- If the legislator attempts to profit from knowledge, this is an example of insider trading.

PRIVATE BUSINESSES

If a company has proof that a board member profited from their role on the board, the board member can be taken to court.



BOARD MEMBER



Source: The Balance/Melissa Lin, June 30, 2020, <https://www.thebalancesmb.com/>

1.8 Inspection Reports

Each month inspectors are required to submit a summary report to the admin managing the Annual Written Report of the properties they have inspected. This list will be compiled annually and delivered to the City Manager and to the Virginia Dept. of Housing and Community Development (VDHCD). Reports are to be submitted no later than the first Friday of the new month for the previous month. The code reads:

Sec. 22-35. - Annual written report.

The building code official and the building maintenance code official shall submit to the city manager, in the month of July of each year, a joint written statement of the operations of the city's division of code enforcement during the previous fiscal year and shall forward a copy of such report to the city council and the Virginia Department of Housing and Community Development. Such report shall set forth, in concise tabular form, at least the following information:

- (1) Number of each type or kind of permit issued.
 - (2) Number of plan reviews conducted.
 - (3) Number of inspections made.
 - (4) Number of certificates of occupancy issued.
 - (5) Number of complaints of violations received.
 - (6) Number of violations found.
 - (7) Number of notices of violations issued.
 - (8) Number of appeals to the board of building code appeals.
 - (9) Number of modifications issued by the board of building code appeals.
 - (10) Number of modifications granted by the building code official.
 - (11) Total amount of fees collected.
 - (12) Total amount of fees refunded.
- (Ord. No. 07-53, 6-19-2007; Ord. No. 19-56, 12-10-2019)

A blank sample report is on the next page.



Planning & Community Development
 Code Compliance Division
 Monthly Report

Inspector:

Month & Year:

	Demo/Secure	PM	MEC	ELE	PLB	Fire	Total
Plans Reviewed							
Permits Issued							
Inspections							
Re-Inspections							
Certificate of Occupancy							
Complaints							
Complaints Resolved							
Violations Found							
Violations Corrected							
NOV Issued							
Appeals to Board							
Modifications Issued							
Court Cases							
Summons Issued							
Totals:		0					

FEES	Demo/Secure	PM	MEC	ELE	PLB	Fire	Total
Permit Fees							
Fees Refunded							
UEZ Deferred Fees							
Re-Inspection Fees							
Rental Inspection Fees							
Vacant Prop Reg. Fees							
Totals:		0					

Notes:

2. Case Management

2.1 Identifying and Prioritizing Code Cases

The Property Maintenance Department's purpose is to investigate all reported and discovered code violations. While all violations are to be addressed, not all violations are prioritized equally. The most serious violations will always be a priority while nuisances will be addressed last.

- A. Priority Violations** – These are by no means in any particular order:
1. Imminent threat to life, health, safety, or the environment;
 2. History of repeat offenders;
 3. The violator is profiting from the property while being non-compliant;
 4. Impact to neighboring properties;
 5. Multiple complaints have been received on the same property;
 6. Actions that were deliberately known to be a violation.
- B. Non-priority Violations** – Any violation that does not fall under 2.0.A. These will all be addressed, but in the order that they were received. If non-priority violations exist with priority violations, all violations will be addressed at the same time. Compliance will begin with priority at the discretion of the inspector.

2.2 Initial Response Time

To ensure all complaints are investigated promptly, the Property Maintenance Division will respond to all properly documented cases, with consideration to the seriousness of the violations from a health, safety, and welfare standpoint, no later than forty-eight (48) working hours.

2.3 Records and Filing

Uniformity in all documentation of Code violations is essential. The main goal in standardization is to ensure understanding of the process, accurate record-keeping, and maintaining a system that is both fair and effective.

- A. Electronic Records** – A record of every action, interaction, and attempt at an interaction shall be filed electronically using our citizen complaint reporting software, Government Outreach. These records will be required if a case goes to court. Copies of all documentation gathered during an investigation shall be saved electronically on the secured Property Maintenance shared drive. Electronic records are essential to the inspector for access to all documents and records while they are in the field. There is no expiration date for this type of file system.

1. Creating an electronic file

- a. Right-click on desktop > In the menu, select “New” > Inside the menu, select “Folder” > You have created a new folder.
- b. Right-click on new folder > In the menu, select “rename” > Type the address where the violation has occurred and press the Enter key. Example –

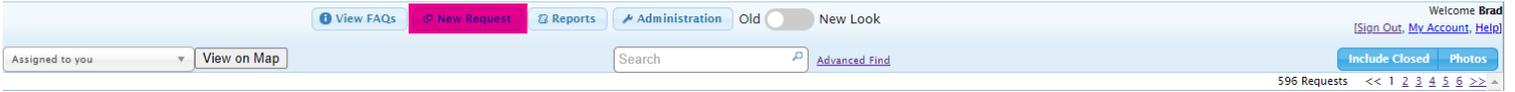
“1340 E Washington Street” Always abbreviate and capitalize the street direction, capitalize the first letter of each word and finish in lowercase, spell out the entire road name (Street, Avenue, Boulevard).

Now that you have created the standardized electronic file you can add all existing photos and documents relating to this case in the file. When ready you can drop the folder into the Maintenance Inspection shared drive

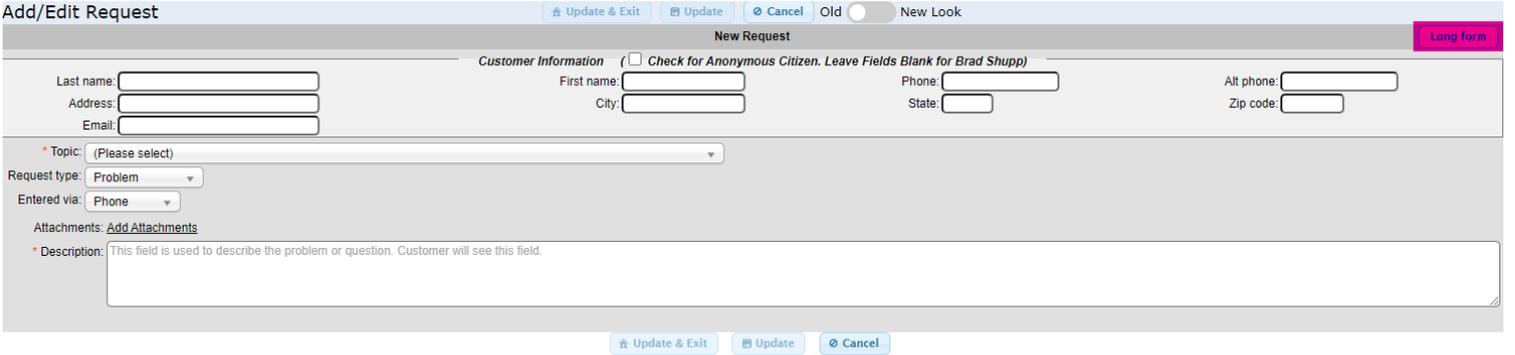
2. Government Outreach

Continued on next page.

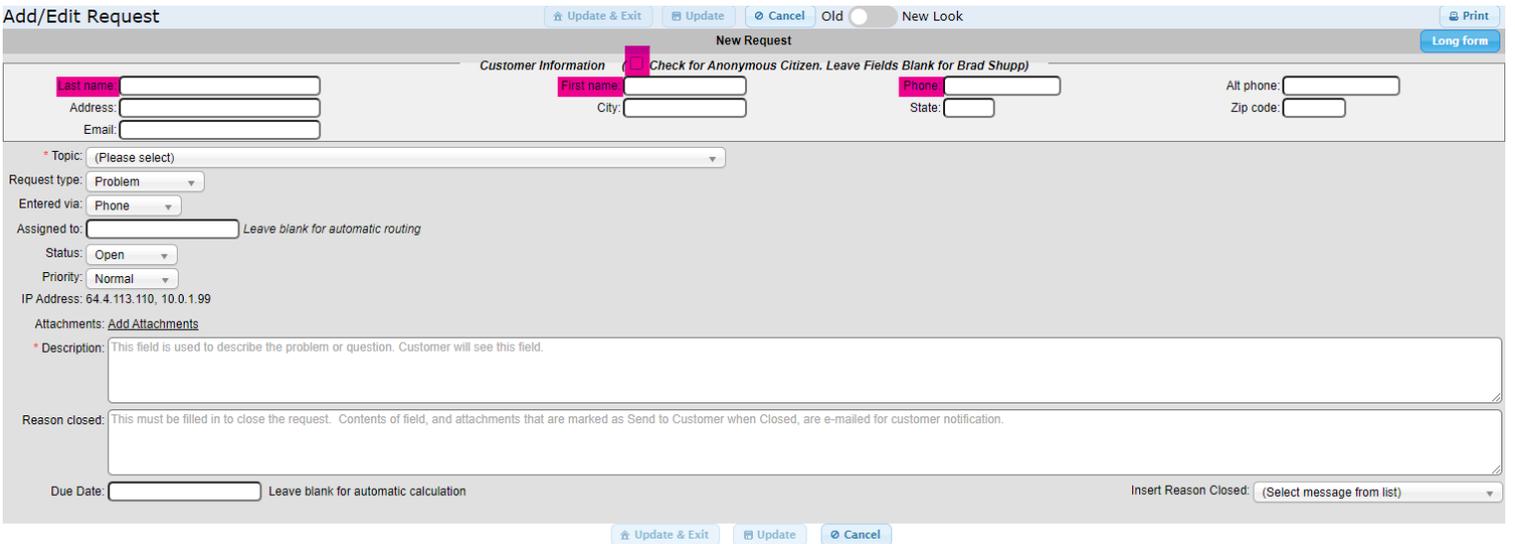
- a. Enter the web address <https://user.govoutreach.com/petersburgva/internal.php> and sign in. On the main screen at the top select New Request.



- b. Select Long Form in the top right corner.



- c. Enter the customers information, or if they wished to stay anonymous, check the box.



d. Select the Topic drop down menu and choose Property Maintenance.

The screenshot shows the 'Add/Edit Request' form with the 'Topic' dropdown menu open. The menu options are: Animals, Dead Animals, Stray Animals, Code Enforcement/Building, Boarding Up of Property, Current Building Code, Pools, Hot Tubs and Spas, Property Maintenance (highlighted), and Rental Inspection. The form includes fields for Customer Information (Last name: Doe, First name: John, Address, City, State, Phone, Alt phone, Email, Zip code), Request type, Entered via, Assigned to, Status, Priority, IP Address, Attachments, Description, Reason closed, and Due Date. Buttons for Update & Exit, Update, Cancel, and Print are visible.

e. Enter the address where the violation is happening.

The screenshot shows the 'Add/Edit Request' form with the address '1340 E Washington St' entered in the 'Problem Location' field. The 'Topic' is set to 'Property Maintenance' and the 'Request type' is 'Problem'. A map view is displayed on the right side of the form, showing the location of the violation. The form includes fields for Customer Information, Request type, Entered via, Problem Location, Assigned to, Status, Priority, IP Address, FAQ for Topic, Attachments, Description, Reason closed, and Due Date. Buttons for Update & Exit, Update, Cancel, and Print are visible.

f. Enter the inspectors name who will investigate this property.

Add/Edit Request Update & Exit Update Cancel Old New Look Print Long form

New Request Check for Anonymous Citizen. Leave Fields Blank for Brad Shupp

Last name: <input type="text" value="Doe"/>		First name: <input type="text" value="John"/>		Phone: <input type="text" value="(804) 733-2409"/>		All phone: <input type="text"/>	
Address: <input type="text"/>		City: <input type="text"/>		State: <input type="text"/>		Zip code: <input type="text"/>	
Email: <input type="text"/>							

* Topic: Property Maintenance
Request type: Problem
Entered via: Phone
Problem Location: ●
Assigned to: Leave blank for automatic routing
Status: Open
Priority: Normal
IP Address: 64.4.113.110, 10.0.1.99

Map Satellite

Map Data Terms of Use Report a map error

FAQ for Topic: The exterior of a structure shall be maintained in good repair and structurally sound. Including, but not limited to:

- doors
- windows
- frames
- porches
- balconies
- trim and decks
- gutters
- downspouts
- flaking and peeling paint
- structural members
- roofs
- stairway
- rolls
- rotting and decaying wood.

Attachments: [Add Attachments](#)

* Description:

Reason closed:

Due Date: Leave blank for automatic calculation Insert Reason Closed: (Select message from list)

Update & Exit Update Cancel

g. Add the details you received from the customer.

Add/Edit Request Update & Exit Update Cancel Old New Look Print Long form

New Request Check for Anonymous Citizen. Leave Fields Blank for Brad Shupp

Last name: <input type="text" value="Doe"/>		First name: <input type="text" value="John"/>		Phone: <input type="text" value="(804) 733-2409"/>		All phone: <input type="text"/>	
Address: <input type="text"/>		City: <input type="text"/>		State: <input type="text"/>		Zip code: <input type="text"/>	
Email: <input type="text"/>							

* Topic: Property Maintenance
Request type: Problem
Entered via: Phone
Problem Location: ●
Assigned to: Leave blank for automatic routing
Status: Open
Priority: Normal
IP Address: 64.4.113.110, 10.0.1.99

Map Satellite

Map Data Terms of Use Report a map error

FAQ for Topic: The exterior of a structure shall be maintained in good repair and structurally sound. Including, but not limited to:

- doors
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- trim and decks
- gutters
- downspouts
- flaking and peeling paint
- structural members
- roofs
- stairway
- rolls
- rotting and decaying wood.

Attachments: [Add Attachments](#)

* Description: ●

Reason closed:

Due Date: Leave blank for automatic calculation Insert Reason Closed: (Select message from list)

Update & Exit Update Cancel

h. Select Add Attachments.

Add/Edit Request Update & Exit Update Cancel Old New Look Print Audit Trail

Assigned to: Brad Shupp Request: 18509 Entered on: 01/15/2021 1:30 PM By: Brad Shupp Long form

Customer Information [Create another request for customer](#)

Last name: First name: Phone: All phone:
 Address: City: State: Zip code:
 Email:

Topic: Request type: Entered via:
 Problem Location: 

Attachments: [Add Attachment](#)

Description:

Reason closed:

Due Date: Leave blank for automatic calculation Insert Reason Closed: (Select message from list)

Update & Exit Update Cancel

Collaboration Area (internal notes, email correspondence)

To add notes or send emails about this Request, enter message below or insert message (Select message from list) then press the appropriate button.

To add an internal note, or send a message to another employee about this request, enter your message here (at least four characters) and then press one of the buttons to the right. You will not be able to email the customer as there is no way to notify the customer.

i. Select Choose File.

Add/Edit Request Update & Exit Update Cancel Old New Look Print Audit Trail

Assigned to: Brad Shupp Request: 18509 Entered on: 01/15/2021 Long form

Customer Information [Create another request for customer](#)

Last name: First name: Phone: All phone:
 Address: City: State: Zip code:
 Email:

Topic: Request type: Entered via:
 Problem Location: 

Delete?	Attachment Description (defaults to file name)	Send to Customer when Closed?	Date	File
<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>		File name: Choose File No file chosen

Description:

Reason closed:

Due Date: Leave blank for automatic calculation Insert Reason Closed: (Select message from list)

Update & Exit Update Cancel

Collaboration Area (internal notes, email correspondence)

To add notes or send emails about this Request, enter message below or insert message (Select message from list) then press the appropriate button.

To add an internal note, or send a message to another employee about this request, enter your message here (at least four characters) and then press one of the buttons to the right. You will not be able to email the customer as there is no way to notify the customer.

- j. In the pop-up window, locate the file you created for this property and select the first photo you wish to upload. Click Open.

The screenshot shows a Windows File Explorer window open over a web-based request management interface. The File Explorer window is titled 'Open' and shows the path 'This PC > Desktop > 1340 E Washington Street'. It displays a folder named 'Exterior' containing a photo thumbnail. The background interface is a request form for 'Request: 18509' with the following details:

- Customer Information:** Name: John, City: [blank], Phone: (804) 733-2409, State: [blank], All phone: [blank], Zip code: [blank].
- Map:** A Google Maps view showing the location at 1340 E Washington St with various business markers like 'Young's Foreign Car Repair' and 'TJ City Appliances'.
- Attachments Table:**

Delete?	Attachment Description (defaults to file name)	Send to Customer when Closed?	Date	File
<input type="checkbox"/>	[blank]	<input type="checkbox"/>	[blank]	File name: Choose File Exterior.png
<input type="checkbox"/>	[blank]	<input type="checkbox"/>	[blank]	File name: Choose File No file chosen
- Description:** The caller stated the property has broken windows and a hole in the roof.
- Reason closed:** This must be filled in to close the request. Contents of field, and attachments that are marked as Send to Customer when Closed, are e-mailed for customer notification.
- Due Date:** 02/14/2021

- k. Repeat step j until all your photos are uploaded. Once you have selected all the photos you want uploaded press Update.

Please note, when uploading photos do not exceed more than ten at a time or the system may freeze and your files may not save.

The screenshot shows the 'Add/Edit Request' form for 'Request: 18509' with the following details:

- Assigned to:** Brad Shupp
- Customer Information:** Last name: Doe, First name: John, Address: [blank], City: [blank], Phone: (804) 733-2409, State: [blank], All phone: [blank], Zip code: [blank].
- Topic:** Property Maintenance
- Request type:** Problem
- Entered via:** Phone
- Problem Location:** 1340 E Washington St
- Attachments Table:**

Delete?	Attachment Description (defaults to file name)	Send to Customer when Closed?	Date	File
<input type="checkbox"/>	[blank]	<input type="checkbox"/>	[blank]	File name: Choose File Exterior.png
<input type="checkbox"/>	[blank]	<input type="checkbox"/>	[blank]	File name: Choose File No file chosen
- Description:** The caller stated the property has broken windows and a hole in the roof.
- Reason closed:** This must be filled in to close the request. Contents of field, and attachments that are marked as Send to Customer when Closed, are e-mailed for customer notification.
- Due Date:** 02/14/2021

- l. At the bottom of the page, enter all notes relating to your investigation. Any interaction whether in person, by phone, email, text, or fax, etc. should be relayed in the notes section. Include all phone numbers and alternate addresses you gather. It is imperative to be as detailed as possible as these notes will be used if this case goes to court.

Add/Edit Request Update & Exit Update Cancel Old New Look Print Audit Trail

Assigned to: Brad Shupp Request: 15509 Entered on: 01/15/2021 1:30 PM By: Brad Shupp Long form

Customer Information Create another request for customer

Last name: First name: Phone: All phone:
 Address: City: State: Zip code:
 Email:

* Topic: Request type: Entered via: Problem Location:

Attachments:

Delete?	Attachment Description (defaults to file name)	Send to Customer when Closed?	Date	File
<input type="checkbox"/>	<input type="text" value="Exterior.png"/>	<input type="checkbox"/>	01/15/2021 1:30 PM	
<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>		File name: Choose File No file chosen

* Description: The caller stated the property has broken windows and a hole in the roof.

Reason closed: This must be filled in to close the request. Contents of field, and attachments that are marked as Send to Customer when Closed, are e-mailed for customer notification.

Due Date: Leave blank for automatic calculation Insert Reason Closed: (Select message from list)

Update & Exit Update Cancel

Collaboration Area (internal notes, email correspondence)

To add notes or send emails about this Request, enter message below or insert message (Select message from list), then press the appropriate button.

Send to Customer Add Internal Note Send to Employee(s)

- m. Just above the note section is a calendar. Here you will select the date you need to follow up on the owner's progress. In this case we selected a 20 day reminder to check the status of our 30 day NOV.

Add/Edit Request Update & Exit Update Cancel Old New Look Print Audit Trail

Assigned to: Brad Shupp Request: 15509 Entered on: 01/15/2021 1:30 PM By: Brad Shupp Long form

Customer Information Create another request for customer

Last name: First name: Phone: All phone:
 Address: City: State: Zip code:
 Email:

* Topic: Request type: Entered via: Problem Location:

Attachments:

Delete?	Attachment Description (defaults to file name)	Send to Customer when Closed?	Date	File
<input type="checkbox"/>	<input type="text" value="Exterior.png"/>	<input type="checkbox"/>	01/15/2021	
<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>		File name: Choose File No file chosen

* Description: The caller stated the property has broken windows and a hole in the roof.

Reason closed: This must be filled in to close the request. Contents of field, and attachments that are marked as Send to Customer when Closed, are e-mailed for customer notification.

Due Date: Leave blank for automatic calculation Insert Reason Closed: (Select message from list)

Update & Exit Update Cancel

Collaboration Area (internal notes, email correspondence)

1 Added internal information
 Brad Shupp
 01/15/2021 1:46 PM

Owner:
 Jane Doe
 804-733-2410

I made my initial inspection of the exterior and the front window was broken. I spoke with the property owner while on site and they agreed to make the required repairs. I will mail a 30 day NOV to the owner detailing the violations code sections. I will follow up in 20 days to ensure work is in progress.

To add notes or send emails about this Request, enter message below or insert message (Select message from list), then press the appropriate button.

Send to Customer Add Internal Note Send to Employee(s)

- n. Finally, Select Update & Exit. This will save your case and take you back to the main page.

Add/Edit Request
Assigned to: Brad Shupp

Request: 18509 Entered on: 01/15/2021 1:30 PM By: Brad Shupp

Customer Information: Create another request for customer

Last name: Doe
Address: [blank]
Email: [blank]

First name: John
City: [blank]

Phone: (864) 733-2409
State: [blank]

All phone: [blank]
Zip code: [blank]

* Topic: Property Maintenance
Request type: Problem
Entered via: Phone
Problem Location: 1340 E Washington St

Map Satellite

Delete?	Attachment Description (defaults to file name)	Send to Customer when Closed?	Date	File
<input type="checkbox"/>	Exterior.png	<input type="checkbox"/>	01/15/2021	

* Description: The caller stated the property has broken windows and a hole in the roof.

Reason closed: This must be filled in to close the request. Contents of field, and attachments that are marked as Send to Customer when Closed, are e-mailed for customer notification.

Due Date: 02/04/2021 Leave blank for automatic calculation

Insert Reason Closed: (Select message from list)

Collaboration Area (internal notes, email correspondence)

1 Added internal information
Brad Shupp
01/15/2021 1:46 PM

Owner:
Jane Doe
804-733-2410

I made my initial inspection of the exterior and the front window was broken. I spoke with the property owner while on site and they agreed to make the required repairs. I will mail a 30 day NOV to the owner detailing the violations code sections. I will follow up in 20 days to ensure work is in progress.

To add notes or send emails about this Request, enter message below or insert message (Select message from list), then press the appropriate button.

Buttons: Send to Customer, Add Internal Note, Send to Employees...

- o. On the main page you can view your saved case.

Topic	Status	Date Entered	Due Date	Date Closed	Assigned To	Request By
Request: 18509 Property Maintenance 1340 E Washington St The caller stated the property has broken windows and a hole in the roof.	Open	01/15/2021	02/04/2021		Shupp,Brad	Doe,John

- p. Closing a case requires evidence other than a statement that the work has been completed. You are required to provide photos that can justify closing your case. To do so, please follow steps i, j, and k to upload that evidence.
- q. After you have uploaded photos of the repairs you can provide your statement to officially close the case. Press Update & Exit after you add your statement.

Add/Edit Request Update & Exit Update Cancel Old New Look Print Audit Trail

Assigned to: Brad Shupp Request: 18509 Entered on: 01/15/2021 1:30 PM By: Brad Shupp Long form

(1 following item below)

Customer Information [Create another request for customer](#)

Last name: First name: Phone: All phone:
 Address: City: State: Zip code:
 Email:

* Topic: Property Maintenance
 Request type: Problem
 Entered via: Phone
 Problem Location:

Map Satellite + -

Delete?	Attachment Description (defaults to file name)	Send to Customer when Closed?	Date	File
<input type="checkbox"/>	<input type="text" value="Exterior.png"/>	<input type="checkbox"/>	01/15/2021	
<input type="checkbox"/>	<input type="text" value="Exterior Final.png"/>	<input type="checkbox"/>	01/15/2021 1:30 PM	
<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>		File name: Choose File No file chosen

* Description:

Reason closed: All repairs have been made. See attached photos for reference

Due Date: Leave blank for automatic calculation Insert Reason Closed: (Select message from list)

Update & Exit Update Cancel

Collaboration Area (internal notes, email correspondence)

1: Added internal information
Brad Shupp
01/15/2021 1:46 PM

Owner:
Jane Doe
804-733-2410

I made my initial inspection of the exterior and the front window was broken. I spoke with the property owner while on site and they agreed to make the required repairs. I will mail a 30 day NOV to the owner detailing the violations code sections. I will follow up in 20 days to ensure work is in progress.

- r. You will then be presented with a final confirmation to close your case or leave it open. If you are sure you wish to close your case, select Close Request.



- s. On the main page you can now view your closed case.

Welcome Brad
[Sign Out](#) [My Account](#) [Help](#)

View FAQs New Request Reports Administration Old New Look

All Requests View on Map Search Advanced Find Include Closed Photos 3 Requests

Topic	Status	Date Entered	Due Date	Date Closed	Assigned To	Request By
Request 18509 Property Maintenance 1340 E Washington St <small>The caller stated the property has broken windows and a hole in the roof.</small>	Closed	01/15/2021		01/22/2021	Shupp,Brad	Doe,John

- B. Paper Records** – All physical paper copies of any documentation received by or created by the inspector shall be placed in the paper file system. This allows for a backup and quick access for inspectors, admins, and other staff to address immediate concerns relating to a property. There is an expiration on this file system. State law requires the purging of files over three years old, this process only takes place once a year.

1. Creating a Paper File

- a. Select the appropriate folder color. **Manila** will be the most used color. This color represents there are no major life safety issues. **Red** represents the house has been condemned and there are major life safety issues. Folders are all standard 3-tab, letter size.

- b. Create a label for tab. The label shall state the address and parcel number.
Example –

“1340 E Washington Street, 0050-090005” Always abbreviate and capitalize the street direction, capitalize the first letter of each word and finish in lowercase, spell out the entire road name (Street, Avenue, Boulevard).

Now that you have created the standardized paper folder you can add all existing photos and documents relating to this case in the file. Ensure to keep all paper documents in order from the newest information on top and oldest to the back. To file this folder, you will need to place it in the appropriate filing cabinet which is organized alphanumerically by street name, ignoring the prefixed direction. Example **1340 E Washington Street, Washington** shall be filed first alphabetically followed by placing the folder in the proper numerical order – 1338, 1339, **1340**, 1341.

An exception to the rule – In the case of W Washington Street and E Washington Street, E Washington Street will be filed in front of W Washington Street.

- C. Uniformity** – In an effort to keep all documents the same, specific formatting and organizing will be required.

1. Formatting

- a. All NOVs and Inspection lists are to be filled out in the same manner with no modifications to the font, sizing, color, or layout, without prior approval from the Maintenance Official.
- b. All necessary documents to complete an inspection have been created and can be found on the Property Maintenance shared drive.

2. Organization

- a. Storing files in a specific manner is a key component of our electronic and paper systems. Refer back to **2.2.A, 2.2.B** for more information.

2.4 Filing Complaints

Complaints from the public are received through the website, by phone call, or by an email to staff. Complaints also come in from City staff typically from observed violations while out in the field. To ensure Inspectors are able to quickly identify the correct property and violation, a properly filed complaint is necessary. A properly filed complaint will contain:

- A. A detailed description of the suspected violation.
- B. A location shall be provided to where the violation has occurred. Acceptable location descriptions include:
 1. Preferred Method - An exact address location, which shall include the street name and house or lot number.
 2. A neighboring address.
 3. Name of the street where the violation is occurring and nearest cross street.
 - When an exact address is not provided, a physical description of the house or lot is requested.
- C. Ideally, the customer making the complaint will leave their contact information. A name, phone number, and email allows the inspector to reach out for more information, property verification, or, if the violation is out of view from the public right of way, they can request to access the property where the violation is visible. While collecting this information from the customer is preferred, it is not required to file a complaint; the customer may choose to be anonymous. If this is the case, gathering the details in 2.3.A, and 2.3.B are vital to a successful initial inspection.
 - **Anonymous Complaint** – Sometimes a customer will request to file a complaint without their personal contact information. This is allowed, customers are not required to provide us with their information to file complaints.

Collecting these important details ensures the Inspector's ability to locate and address violations in a timely and effective manner.

The identity of the complainant shall be considered confidential information not subject to disclosure. Property Maintenance Inspectors or staff shall not release the name of the source. If a FOIA request for Property Maintenance materials is submitted, the Inspector or

Staff member shall immediately and directly report this to the FOIA Officer and deliver all appropriate documentation to said Officer at FOIA@petersburg-va.org

2.5 Types of Inspection

Property Maintenance Inspectors respond to many types of complaints. Our division's priority will always be those concerning an immediate threat to life safety, but below will list and describe other common complaints we manage daily.

A. Landlord-Tenant – Alongside life safety, Landlord Tenant complaints also hold priority status as these issues can directly affect the living conditions of the tenant. These inspections are called in by the current tenant with legal access to the interior of the building, or by someone with knowledge of the interior conditions. The inspectors will use their judgment based on the evidence discovered during an inspection to determine the appropriate NOV and deadlines for abatement. While inside the property it is important to be thorough in the inspection, the Inspector should request access to all interior spaces, not just the area the tenant has the immediate concern for. The Inspector will want to present the landlord with a list of all maintenance violations to ensure, that at the end of the process, the home is in complete compliance.

1. Provide Landlord Retaliation VA State Code – If the inspection was performed on a rental unit and the tenant fears retaliation from the landlord the inspector shall provide the tenant with a copy of Virginia State Code:

§ 55.1-1258. Retaliatory conduct prohibited. “A. Except as provided in this section or as otherwise provided by law, a landlord may not retaliate by increasing rent or decreasing services or by bringing or threatening to bring an action for possession or by causing a termination of the rental agreement pursuant to § 55.1-1253 or 55.1-1410 after he has knowledge that (i) the tenant has complained to a governmental agency charged with responsibility for enforcement of a building or housing code of a violation applicable to the premises materially affecting health or safety...”

B. Interior – It is important to be thorough on these inspections. Once an Inspector leaves the property, they may not receive permission to return to or enter the property again. While inside, Inspectors should make sure to take detailed notes and take clear photos of all interior spaces. These photos will be useful during post-examination when writing the violation notice, or if re-entry is denied, for being granted an inspection warrant.

Fines – All discovered and documented violations shall be eligible for the issuance of civil fines if left unabated by the prescribed deadline. For **each** initial uncorrected violation, the property owner may receive a fine of \$100.00. Additional fines may be issued if the violations are left unabated, these will be assessed at \$150.00 per uncorrected violation. A new civil fine may be issued every 10 days after the citation is mailed, until the violations have been corrected. Each individual violation may be fined up to but not to exceed \$3,000.00.

- C. Exterior** – Inspection of the exterior of a property may be done at any time with or without the consent of the current tenant or landlord, as long as the inspection is done from the public right of way. As with all types of inspections, it is important to be thorough and complete. The Inspector shall present all violations to the owner so they can be evaluated for priority and repaired in a timely manner.

Fines – All discovered and documented violations shall be eligible for the issuance of civil fines if left unabated by the prescribed deadline. For **each** initial uncorrected violation, the property owner may receive a fine of \$100.00. Additional fines may be issued if the violations are left unabated, these will be assessed at \$150.00 per uncorrected violation. A new civil fine may be issued every 10 days after the citation is mailed, until the violations have been corrected. Each individual violation may be fined up to but not to exceed \$3,000.00.

- D. Nuisance** – While these complaints are a lower priority to life safety, all nuisance complaints shall be investigated. The City of Petersburg defines a nuisance and its abatement in municipal code Sec. 50-62.:

“Certain offensive, unwholesome, etc., uses of land declared a nuisance. Any condition or use of any land or premises in the city which is offensive, unwholesome, unsanitary, unhealthy, is detrimental to the property of others, or which causes or tends to cause substantial diminution in value of the property in the neighborhood in which such land or premises is located is hereby declared a nuisance. This includes but is not limited to the keeping or the depositing on, or the scattering over the land or premises of any of the following: (1) Lumber, junk, trash, or debris; (2) Abandoned, discarded or unused objects or equipment such as motor vehicle parts, furniture, stoves, refrigerators, freezers, cans, containers or plumbing fixtures. Whenever it shall come to the knowledge of a designated enforcement official that such a nuisance exists, it shall be his duty to give notice to the occupant of the premises or, if unoccupied, to the owner of the premises to cause such nuisance to be abated within 48 hours from the date of receipt of such notice.”

- E. Boarding House** – This is a specialized inspection to determine if the use of the home is being violated by the landlord and using the property as a multiple occupancy dwelling without having the authorization of the Zoning Dept., and violating safety by use of keyed locks on bedroom doors, hot plates in bedrooms, exceeding occupancy load, etc.

These inspections usually involve two or more departments. They commonly include the Department of Planning and Zoning. Other departments may include Health, Animal Control, and Police, depending on the nature of the complaint or the findings.

- F. Certificate/Change of Occupancy** – The property owner or current tenant will request this type of inspection. Every newly constructed home, post 1973, will have a Certificate of Occupancy (CO). This means the home was inspected prior to it being occupied and was determined to be safe for X number of occupants to reside in. New construction COs are

conducted by the Building Department. If the owner or current tenant wishes to change the use of the home from any other use than what is currently listed on the CO, they will call in for a Change of Occupancy and the appropriate inspection will be conducted.

All the above inspections can happen in several ways:

- 1. Voluntary** – A voluntary inspection is understood to mean the Inspector has been invited into or onto a property to conduct an inspection. It is not always necessary to inspect the interior of a property but if there is a suspected life safety concern on the interior, requesting access is mandatory. If access is denied see 2.4.F.2
- 2. Inspection Warrant** – These inspections are requested through a magistrate when access to the interior of a structure has been denied. These shall only be requested if you have personal knowledge, or knowledge was presented to you by a reliable, and verifiable source, of conditions that could result in the death, injury, or illness of those inside or on a neighboring property.
- 3. Active Police or Fire Investigation** – In the course of a Police or Fire investigation, if concern for life safety is discovered, a Property Maintenance Inspector may be requested to the scene to evaluate the need for immediate corrective action. While law enforcement is on the scene, conducting an investigation, and has access to the interior of the home, Inspectors may enter the property with the permission of the law enforcement agency currently in charge of the scene.

2.6 Limitations and Consent

- A. Consent** – Consent is a must when inspecting the personal property of someone else. If consent is given by the tenant renting the property, then you may enter onto and into the locations they permit you to. If a landlord gives you consent you still need the consent of the tenant who currently has control of the property. A neighbor may provide consent to enter onto their property to make inspections of areas not visible from the public right of way. If an Inspector receives consent to enter onto or into a property, that inspector shall record the information of the individual who gave their permission. Please note that consent shall only be given by a legal adult over the age of 18.
- B. Public Right of Ways** – Roads, sidewalks, alleys, and for the sake of this topic, lots and buildings (with exceptions) owned by the City of Petersburg will be considered a public right of ways for Inspectors. All of these may be used in the inspection of a property when consent is not given to enter onto or into a property for an inspection. Anything viewable from these locations without the use of special equipment may be used as evidence for a violation notice.
- C. No Trespassing** – A no trespassing sign is an **automatic no** for walking onto a property for inspecting. Inspectors may still attempt to knock on the front door to speak with the owner, but if access is denied you must exit the property immediately. If a notice needs to be

posted to the property, Inspectors may post the notice on a yard stake in a conspicuous location and take photos as evidence.

- D. Special Equipment** – The use of special equipment for a nonconsensual inspection is limited. As stated above Inspectors are limited to what’s viewable from the public right of way. Using tools to enhance these views is restricted by law and may be considered an invasion of privacy. There shall be no use of drones, ladders, binoculars, telescopic lenses, etc. If in doubt the Inspector shall refer to the Property Maintenance Official or the City’s legal counsel.

2.7 Initial Inspections

In most instances, the inspection process is straight forward. The steps below will describe the process for a normal investigation.

- A. The complaint is Entered** – To understand how a complaint is entered, please refer to Section 2.2.
- B. Equipment and Materials Checklist** – Before the Inspector leaves the office for an investigation, they will make sure they have all the appropriate tools to complete the job. Depending on the type of inspection that will depend on what special tools may be needed. The equipment required to complete a normal inspection includes city-issued badge, City issued cell phone, notebook, pen, and a copy of the Accessor’s Record for the property.
- C. Pre-inspection** – In addition to gathering tools, several tasks need to be completed before the actual inspection can take place.
- 1. Locate Property** – As the division has 48 hours to respond to a complaint, the Inspector may wish to do a pre-inspection of the property before initial contact is made. These are done to ensure the safety of the Inspector and can be completed by a quick drive-by of the property.
 - 2. Call and Schedule** – If the tenant or property owner has requested a notification before an Inspector comes by, an appointment shall be made ahead of the visit. If no notice was requested and a phone number was left, the Inspector may wish to schedule an appointment to ensure the availability of the complainant or another party.
 - 3. COVID-19 Prescreen** - As the Covid-19 situation is increasing in states across the country, if doing site visits in person where you will be meeting with homeowners, renters, contractors, builders, etc. you are required to ask prior to arrival (**this is not an option**) if the person you are meeting:
 - Has knowingly been exposed to the COVID-19 disease within the last 14 days, or has been in close personal contact with any other person who has?

- Currently has either of the following health symptoms, or has been in close personal contact with someone who has?
- Fever (without the use of fever-reducing drugs) within the past 24 hours; or
- Acute respiratory illness.

The precautions above are to protect yourself and the rest of the staff. Also, please remember to wear a mask both indoors and outdoors when meeting. In addition, continue to social distance a minimum of six feet while on site and in the office.

D. Inspection – Complaints are inspected promptly, with consideration to the seriousness of the violation from a health, safety, and welfare standpoint. Inspections prompted by a complaint will be investigated no later than 48 hours after the complaint is received and logged into the Government Outreach system.

Pictures will be taken of the property to document the violation(s). The inspector shall not walk onto or otherwise intrude into the property being inspected and remain on the public right of way (see 2.5.B) at all times unless invited. The inspection is to be conducted discreetly and with respect for the property and privacy of others.

- 1. Visit** – All visits to any property or meeting any tenant, landlord or owner will be conducted in a professional and respectful nature.
- 2. Gather Information** – One of the most important parts of the investigation process is gathering information from as many sources as possible. Those sources can include the complainant, a neighbor, the owner, even photos can be a source. Detailed information regarding the complaint is documented and an inspection of the property is conducted to determine if a compliance letter should be issued.
 - a. Basics** – With all investigations, the 3 key pieces of information the inspector needs to gather for a successful investigation are the owner’s name, phone number, and address. In most cases, the name and address can be found in the Assessor’s Records, but the phone number may be harder to locate. If this is a Landlord-Tenant complaint the tenant usually has that information. If this is a vacant house or lot, this information can usually be found by searching public records.
 - It is important to note, the inspector should always request the name and phone number for all people they interact with during an inspection and record it in Government Outreach.
 - b. Specifics** – When conducting an inspection, the Inspector should be specific in their notes on what exactly the complaint was that had been called in and what was found.
 - c. Additional Issues** – In the course of the inspection, the inspector may find additional issues other than those originally reported. All existing violations are required to be documented and addressed in the violation letter.

3. **Request to Inspect** – If an inspector is conducting an inspection of the interior of a home, they should always request to inspect the entire structure. If this is a Landlord-Tenant complaint, the tenant will most likely allow this. If this is an inspection through a warrant you may only inspect the areas detailed in the warrant.
4. **Inspector’s Contact** – While gathering information, when possible, the inspector shall always provide their contact information to the complainant. Provide them with your name, phone number, and email.
5. **Timeline and Expectations** – Upon the completion of the initial inspection, when possible, the inspector shall provide the complainant with an estimated timeline of the action they plan to take, and the results they can expect by the closure of the case.
6. **Write Report** – Upon completion of the initial inspection, the inspector will review all the gathered data and choose the most appropriate Notice of Violation to send to the owner. There are several initial notices an inspector may send depending on the current conditions.

2.8 Initial Notices

The inspector must now choose the appropriate notice to send to the owner. Below lists the types of notices and when to use them:

- A. **Notice of Violation** – The inspector shall write a Notice of Violation instead of a Correction Notice¹. When writing a notice, it is required to include: The section numbers to any code provisions cited, a reasonable amount of time to correct the violations (2-30 days), and shall indicate the right to appeal by referencing the appeals section in the Virginia Maintenance Code. The owner or other responsible party shall contact the issuing inspector within the time frame established for any re-inspections to assure the violations have been corrected. The issuing inspector will be responsible for verifying the violations have been corrected.

Types of NOVs

1. **Standard NOV** – This type is the most common of notice and is issued to properties that are outside of a Historic District. Once all appropriate permits have been pulled, the property owner may begin repairs immediately.
2. **Historic** – For almost all properties inside of a Historic District, if a notice lists any exterior violations, the owners must first request the permission of the Architectural Review Board (ARB) before any work may be started. This is to ensure any work done to the exterior will continue to keep the district’s historical character.

¹ Section 105.4 of the 2015 VMC states, “If the code official determines there are violations of this code a written notice of violation may be issued to the owner or the person responsible for the maintenance or use of the building or structure in lieu of a correction notice..” As a result it is now official policy that will not send out correction notices.

- 3. Demolition** – A Demolition Notice may be issued as a Standard or Historic NOV. One of our goals is to protect housing stock and the last resort to abate a property, especially a historic one, is demolition, but for severe life safety concerns, an immediate order to demolish may be necessary.
- B. Utility Notice** – For inspections involving owners or tenants living without utilities this notice is used. It shall detail the code sections that require certain utilities, water, and electricity, to be connected if the property is currently lived in. The notice shall provide a time frame of no longer than five (5) business days to have all required utilities connected. The inspector shall provide a current list of outreach sources that may provide financial assistance. Those resources can be found in Section 5.0. Upon failure to have this life safety violation resolved the property shall be Yellow Tagged until all services have been restored and verified.
- C. 48 Hour Notice** – This notice is used for nuisance violations. As these are mainly trash, debris, graffiti, or violations that require general clean up, the violations are required to be completed within forty-eight (48) hours, or two (2) days from receipt or posting of the notice. Please refer to section 2.4.D for more information on nuisance violations.
- D. Securing Notice** – Not only must a vacant structure comply with the Maintenance Code; they must also secure the entire structure and follow specific securing guidelines if there is no intention or evidence the property will be occupied in the near future. The time limit is set by the inspector and may range from 2-30 days. The general guidelines for securing property are:

Each opening is to be secured in the following manner:

1. Using CD exterior grade plywood 3/8-inch thick, cover the opening from inside frame to inside frame. The plywood covering shall be affixed to the inside frame of the opening, 10 inches apart, using #8 or #10 nails of not less than 2 ½ inches in length. The plywood shall be secured in such a manner that a 250-pound force applied perpendicular to the plane of the opening will not remove the plywood cover from the opening.
2. If storm windows or other hindrances exist, a perimeter application of 2x4 lumber shall be fixed in place. The exterior dimensions of the 2x4 lumber framing shall not exceed the exterior dimensions of the opening to be covered. The 2x4 frame shall be affixed in such a manner that the framing will resist a 250-pound force applied perpendicular to the surface. 3/8-inch thick plywood covering of CD exterior grade plywood shall be applied to the framing. The covering shall not overhang either the exterior dimensions of the opening or the lumber framing. The plywood covering shall be affixed either to the 2x4 framing or to the inside frame of the opening using screws of not less than 2 ½ inches in length.
3. The exterior exposed facing of the plywood and the 2x4 framing shall be painted using a primer and two coats of a black exterior latex paint. If an opening cannot be covered in the specified manner, the contractor may recommend an equivalent covering to the Building Official, Maintenance Official or their designee who will be authorized to approve or

disapprove the contractor's recommendation.

- E. **Tags** – Included with any of the above notices the Inspector may have attached an additional notice that either a Yellow or Red Tag has been posted to the property.
 - 1. **Yellow Tag** – Use of this tag will state, “This structure is unsafe and its occupancy (or use) is prohibited by the code official.” Once the structure has been posted with this tag its occupancy or use shall be prohibited except when authorized to enter and conduct inspections, make required repairs, or as necessary to demolish the structure. This tag shall not be removed until the structure has been determined by the code official to be safe to occupy, nor shall the tag be defaced.
 - 2. **Red Tag** – Use of this tag will state, “This structure is unfit for habitation and its use or occupancy has been prohibited by the code official.” Once the structure has been posted with the tag, entering this structure shall be prohibited except as authorized by the code official to make inspections, perform required repairs, or to demolish the structure. This tag shall not be removed until the structure has been determined by the code official to be safe to occupy, nor shall the tag be defaced.

2.9 Notice of Violation Details

Accompanying the violation notice, the inspector must create a cover letter. This cover letter will detail the reason for the notice, the date the letter is being mailed, the date of the initial inspection, the time limit required for repairs, the code sections authorizing the City to enforce the Maintenance Code, the right to appeal the inspector's findings, the certified tracking number, the owner's name and address, the address where the violation is taking place, and the violation property's parcel ID.

- A. **Right to Appeal** – This allows owners who may disagree with the inspector's findings the ability to go before a board of qualified individuals made up of engineers, architects, contractors, etc. who have specialized knowledge to make an accurate ruling on the matter. Please refer to section 8.0 for a more in depth look at the appeals process.

This section in all NOVs shall state:

“You may within fourteen (**14**) days following the date of this notice enter an appeal in writing to the Local Building Code Appeals Board if you wish to contest the Housing Inspector's report. This appeal must state the location of the property, date of notice, the variance requested, and the reason(s) for the appeal. While an appeal to the Local Board of Building Code Appeals is a formal administrative process, the focus of the hearing is to determine whether or not the Code has been properly applied. The board is not able to address extraneous issues outside the scope of the violation being appealed.”

The City of Petersburg uses the services of The Crater Planning District Commission, located at 1964 Wakefield St, Petersburg, VA 23805. Contact this office at (804) 861-1666.

2.10 Contacting Owners

Once the appropriate notice has been created the inspector must attempt to contact the property owner. If contact can be made, the inspector then must attempt to deliver the notice to the owner in person. When personal service is made the inspector shall request the recipient sign a General Affidavit stating they have taken the NOV into their possession. If personal service is not possible then the inspector must send the notice by certified mail and post the notice to the property in violation.

After contact has been made and can be verified, the inspector shall make follow up visits or contact the complainant to ensure work is being done to correct the violations. If the required work is not complete at the deadline set by the inspector, the inspector shall begin the civil process.

2.11 Abatement Plans

After the owner has been contacted and states their intent to remedy all violations the inspector shall request an abatement plan. Receiving this plan holds the owner to deadlines for making certain repairs and helps create re-inspection dates. These deadlines are created by the owners and either approved or denied at the inspector's discretion. The plan shall include the owner's name, address, and phone number, followed by a list of all the violations in the order they will be abated, and finally the owners and inspector's signature. A copy of this plan will be made and given to the owner and the original placed in the file.

2.12 Extension Requests

A request for additional time to complete repairs may be made during the original time granted to complete repairs. No requests after the original time has expired will be accepted. If a request for additional time is made close to the due date, it will be at the inspector's discretion if they wish to accept it, however, if no work was completed then the request will be denied.

All requests must be submitted either in writing or by email, and a copy must be placed in the file. The request must detail why extra time is needed and include the remaining violations that need to be completed. All requests must be submitted by the owner or property manager. A maximum of ninety (90) additional days may be granted, any request for time outside that window shall be denied.

2.13 Notice of Citation

If any person fails to comply with a properly issued notice of violation, the inspector shall then issue a notice of citation for the violation(s) noting the fine involved. Each violation cited is a separate fine. Fines start at \$100.00 for each violation in the initial citation. If

unabated after ten (10) days then the fines increase to \$150.00 for each violation, these violations may be mailed every 10 days until the violation has been abated.

After the third notice of citation has expired, and there has been no contact from the owner and repairs have not been made, then the official shall pursue court action civilly through a warrant in debt.

If three (3) judgments (including voluntary prepayments) of the same code violation by the same property owner in any given calendar year are made, the default action to be taken by the City will be to seek criminal penalties in lieu of civil so long as the code official reasonably believes that the owner can properly be served with the criminal process in the State of Virginia.

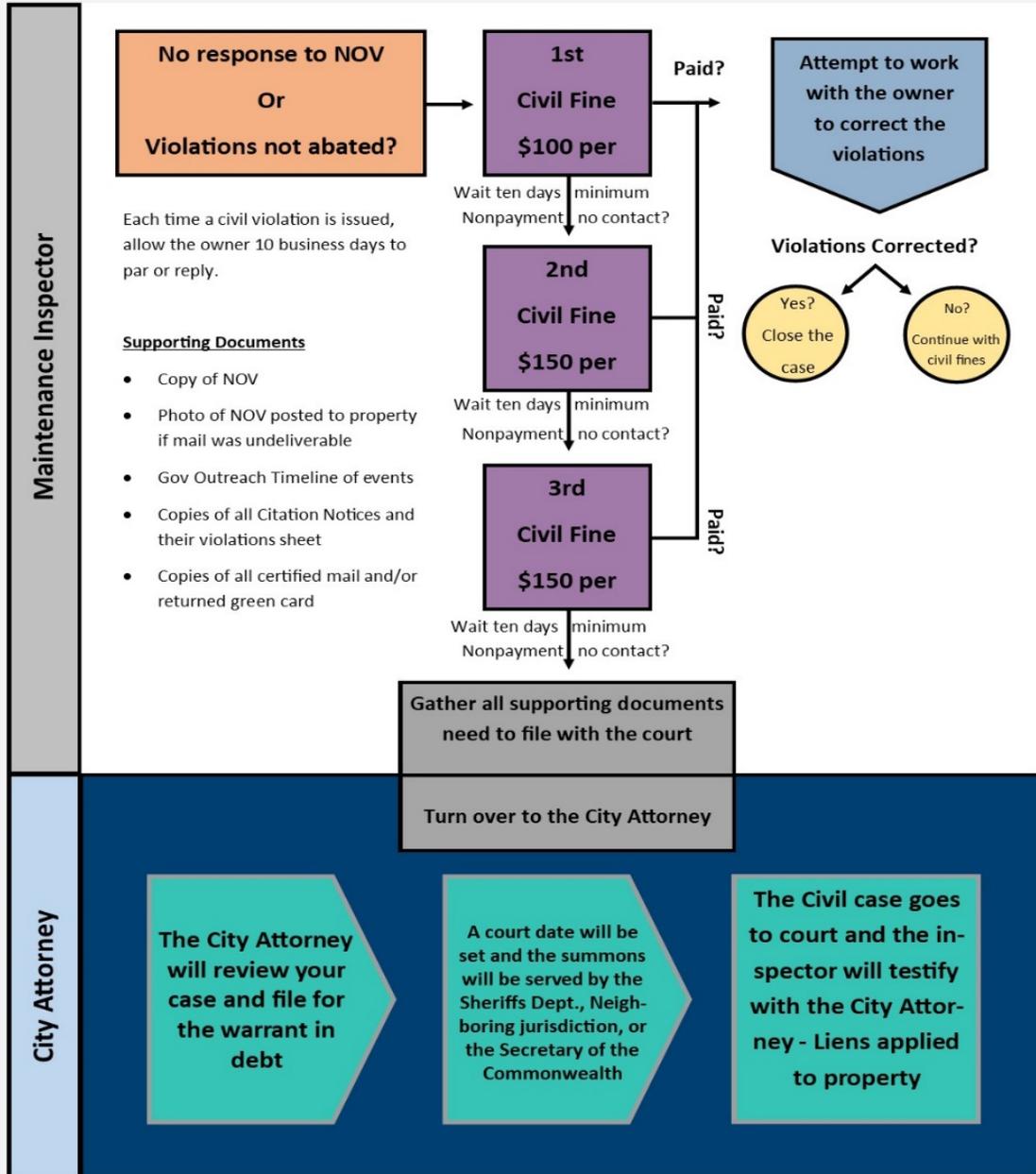
The inspector is then authorized by the City to obtain a summons or warrant for failure to correct the violation(s) criminally as allowed by the Virginia Uniform Statewide Building Code, as amended. (Ord. No. 07-53, 6-19-2007).

2.14 Legal Action

Upon failure to abate the violations during the time specified, the inspector must choose which legal route to proceed with. There are two options available, civil and criminal, and both are equally effective to persuade an owner to come into compliance. Below will discuss the process of both actions:

- A. Civil** – The more commonly used of the two legal routes, civil actions that do not require personal service of a summons to take the issue to court. If the probability of personal service is low, then civil action is the correct route. Below will detail the process for civil action:

Civil Fine Process



1. See Section 2.12.
 2. A Warrant in Debt form and a Request for Witness Subpoena are filled out by the City Attorney. The City Attorney will file the appropriate paperwork for each case. **The court date will always be set for the 2nd Friday of each month at 9 AM.** Always confirm your dates with the attorney.
 3. At this point, any time before the court date, the property owners have the option to pay the fine in full to avoid going to court. Paying this fine in advance of the court does not relieve their responsibility to make all repairs.
 4. On the day of court, the inspector shall be prepared to stand before the judge and defend why the City is seeking a civil judgment for nonpayment of citations. The Inspector shall bring:
 - a. The paper file containing all related documents. This shall include the original NOV, original photos, all correspondence with the owner, if any, all citations, and all current photos as the property currently sits on the morning before the court date.
- B. Criminal** – This process is very useful to gain compliance in that it offers the judge the ability to fine the owner up to \$2,500.00 on the first two convictions and up to \$5,000.00 and 10 days in jail on the third conviction. Below will detail the process for criminal action:
1. A Criminal Complaint Form and a Request for Witness Subpoena are filled out and taken to the magistrate's office. Here, the inspector will swear under oath and explain in detail the events that led up to this point and show any evidence the inspector has. The court date will always be set for the second Friday of each month at 9:00 AM.
 2. The magistrate will deliver the forms to the Clerk's Office, they will be filed and await service. Service must be requested on the documents. If the owner is local to the City of Petersburg, the inspector may request the assistance of an officer to help serve the local owners. For owners living outside of the City, the inspector, with approval from the Maintenance Official, may request these summonses be served by a local sheriff's department or hire a process server to serve within the state.
 3. On the first Thursday of each month, the City employee who filed a summons shall obtain a copy of the summons from the court, with service information noted on the summons. (It is necessary to obtain a copy of the summons from the court in order to obtain accurate information as to how and when the summons was served, for the City Attorney's review.) Along with the summons, the City employee shall email the Director of Neighborhood Services a copy of the NOV, a photograph showing the current condition of the structure, any other evidence the City employee intends to offer as evidence at trial, and any other information requested. The Director will then compile all case information for the City Attorney's review.

4. On the first Friday of each month, the inspector who filed the summons shall meet in person with the City Attorney to make sure that the City's case is ready to be presented to the judge. At this meeting the City employee and the City Attorney will work together to do what is appropriate to ensure that the City's case is ready to be heard in court and that the City employee knows what testimony to give, which documents to present, and (perhaps most important) what action to ask the judge to take.
5. On the second Friday of each month, the inspector who filed the summons will present the City's case in court. Ordinarily, the City employee will present the City's case without the assistance of the City Attorney but there will be exceptions from time to time. With all cases decided in our favor, the inspector shall request that the judge order abatement of the violations in a reasonable timeframe.

3. Vacant Building Registry

3.1 Overview

The Vacant Building Registry (VBR) serves to catalogue all buildings, residential and commercial, that have remained unoccupied for 12 or more months. Owners must register these buildings with the Maintenance Official and shall pay an annual registration fee of \$100.00. The fee shall be paid at the time of initial registration. Failure to register may result in a penalty of \$200.00, or if the property is in a historic district, \$400.00. These penalties are in addition to the \$100.00 registration fee. Completed registry forms shall be filed with and maintained by the Maintenance Official (Ord. No. 07-53, 6-19-2007; Ord. No. 13-38, 5-21-2013). The VBR shall be maintained by the Account Clerk II. VBR information is stored on the Property Maintenance shared drive in real-time. All aspects of the registry shall be maintained by the Account Clerk II. Including, but not limited to, verifying vacancy, logging new data, removing old data, mailing all VBR notices to owners yearly, collecting, recording, and depositing funds received.

3.2 Process

While the VBR is maintained by the Account Clerk II, Property Inspectors will assist, at the Clerk's request, to verify that structures are still vacant. The process is straight forward and is detailed below:

- A.** Once an inspector has determined a property meets requirements, they will inform the Clerk of its status.
- B.** The Clerk will add the property to the VBR and include the following data:
 - 1.** Property address;
 - 2.** Tax Parcel ID;
 - 3.** Owner's name;
 - 4.** Owner's full mailing address;
 - 5.** Inspector's initials;
 - 6.** Date of the most recent inspection;
 - 7.** Date the VBR notice was mailed;
 - 8.** Advance action dates.
- C.** Once the clerk has entered the data, they will mail the Vacant Building Registration notice. The clerk will make a note to mail the notice of citation 45 days from the VBR mailing date if the owner has not responded. It shall be the clerk's responsibility to determine if the property is in a historic area and highlight that information on the notice before mailing. This can be noted by the Inspector at the time of their inspection. The VBR notice shall request the following information:

1. The address of the vacant building;
 2. The name, address, and telephone number of the owner and the owner's agent;
 3. A detailed statement which estimates how long the building is likely to remain vacant, and the reasons for it remaining vacant during that period;
 4. A description of the measures that will be taken while the building is vacant to ensure that the property is maintained in compliance with all applicable building and health codes;
 5. Proof that the owner or agent has implemented an on-going rodent abatement and prevention plan for the interior and exterior of the building; and
 6. If the building is located in a historic area established pursuant to article 35 of the city's zoning ordinance, as amended, or in any conservation or rehabilitation district established by the city council, or in an area that has been declared blighted by the city council, a description of the measures that will be taken to ensure that the building does not sustain significant damage due to neglect.
- D. If the notice is returned by the owner with the document properly filled out and has included a check or money order for the correct amount, the Clerk shall note this in the VBR spreadsheet with the following information and highlighting the row green:
1. Registration date – The date the owner has signed the registration form;
 2. Payment method – Check, credit/debit, or money order; and
 3. Payment amount.
- E. If the notice has not been responded to within 45 days of the original mailing date, the Clerk shall send the notice of citation. If unpaid after thirty (30) days, the citation will be assessed as a civil penalty. Please see 2.13.A for an explanation of the civil process.

3.3 Payments

The Vacant Building Registry fee may be paid by check, debit/credit, or money order. For mail-in payments, the fee may only be paid by check or money order. Processing of payments shall be completed before the close of business each day by submitting all physical payments to Billing and Collections by the use of a Pay In Voucher (PIV), under the code 3-100-13030-55. Submitting a PIV and the information required is detailed below:

- A. The PIV form must include the following information:
1. Name of the submitter(s);
 2. Date of submission;
 3. The department submitting;

4. Customer information – Amount paid, vacant address paid on, name of the payee, pay type – if check or money order, the number must be included;
5. Total deposit amount for all payments in-person debit/credit payments, an individual PIV form shall be filled out and given to the to complete their transaction at Billing and Collections. To complete their registration, the payee must return with their receipt and a copy shall be placed in their file and noted on the VBR spreadsheet.

All mailed payments received must be responded to with a receipt.

4. Historic Preservation

4.1 Overview

The Preservation Planning office assists individuals, businesses, and organizations with respect to renovation, restoration, and treatment of historic resources on a citywide basis, including the city's seven locally designated historic districts. The office receives and reviews applications for Certificates of Appropriateness (COA) for exterior alterations of structures located in the local historic districts.

4.2 Historic Districts

For the purposes of the Property Maintenance Department, we shall only focus on the seven historic districts and how our office and Preservation Planning assist each other. The historic districts include:

- 1. Olde Towne Historic Area**
- 2. Poplar Lawn Historic Area**
- 3. Folly Castle Historic Area**
- 4. Centre Hill Historic Area**
- 5. South Market Street Historic Area**
- 6. Courthouse Historic Area**
- 7. Battersea Historic Area**

If an inspector issues an NOV to a property located in one of the above districts, they shall include the Historic Notice insert. The insert states:

“As your property is located within a Historic District, all exterior modifications require a Certificate of Appropriateness (COA) from the Architectural Review Board (ARB). You must apply for a COA immediately upon receipt of this letter. The filing deadline for COA applications is two weeks before the ARB meeting at which it will be heard (The ARB meets every second Wednesday of each month). Please call the Preservation Planner at 804-733-2314 if you need more information as to how to apply for a COA.”

With this notice, the inspector has notified the owner of the requirements for approval from the ARB before any exterior work may begin. The inspector shall inform the owner, if necessary, that any unapproved work may result in the ARB's decision to require the finished work to be reversed.

4.3 Architectural Review Board

The Architectural Review Board is composed of seven qualified residents of the City that are appointed by the City Council and serve as volunteers. The ARB must approve the erection, construction, alteration, or restoration of the exterior of any building or structures, including signs within a locally designated historic area, as well as any demolition of a structure, or changing paint colors.

4.4 Certificate of Appropriateness

This application can be found online at the City's website or in person at the Planning Office. The finished COA must be submitted and completed at least 14 calendar days before the meeting in order to be reviewed by the staff and placed on the ARB's next agenda. The application should be directed to the Secretary of the ARB / Preservation Planner with the Department of Planning and Community Development by email or hard copy at, City Hall, Room 304, 135 N. Union St., Petersburg, VA 23803.

If the application is approved, a COA will be issued within three business days after the meeting. If the application is denied, a letter outlining the board's decision will be sent to the applicant within three business days.

4.5 Preservation Planner

Depending on the type and scale of work, the Preservation Planner may be able to approve a COA application administratively, without it being reviewed by the ARB. Projects should be discussed with the Preservation Planner before work begins to determine appropriateness and the level of review required.

For information regarding the Architectural Review Board, design guidelines, agenda scheduling, and/or submission requirements, please contact the Office of the Preservation Planner at 804-733-2314.

5. Public Awareness of Assistance Programs

5.1 Programs

Inspectors will assist with information to help homeowners or tenants (who occupy the property) become aware of existing state programs such as contact information for:

1. **Project Homes** – ProjectHomes.org
88 Carnation Street
Richmond, VA 23225
(804) 233-2827

2. **Rebuilding Together** – RebuildingTogetherRichmond.org
406 W. Franklin Street, Suite B
Richmond, VA 23220
(804) 447-3841

3. **Cameron Foundation** – CamFound.org
228 S. Sycamore Street
Petersburg, VA 23803
(804) 732-8900

4. **Tri-Cities Workcamps** – TCWorkcamps.org
P.O. Box 1761
Petersburg, VA 23805
(804) 862-3427

5. **Pathways-VA** – Pathwats-VA.org
1200 West Washington Street
Petersburg, VA 23803
(804) 862-1104

6. How to Demolish a Derelict or Nuisance Structure

6.1 Overview

While one of our division's goals is to preserve through maintenance, sometimes it is necessary, for the sake of health and safety, to raze a building.

Taking down a structure is no light task. It requires a lot of attention to detail and keeping organized records of all interactions with the property in question. If a step is missed or was not followed through completely you may miss your window and must wait until the issues can be resolved later. Not only does this delay work but the cost may increase and be unable to be completed.

6.2 Process

Demolition is an eight step process, and when properly followed can result in two different, yet equally desired outcomes – demolition by the city, or owner compliance; owner compliance can involve demolition or repair. When followed and everything goes smooth this can take as little as 45 days.

Demolition Steps

- A. **NOV** - As with any property inspection, you will need to properly determine the defects of the structure. In the case of a property you intend to raze, you shall make a note by written report and high-quality photos of the specific areas of the property that showcase its compromised integrity.
 1. **Repair or Demolish** – When mailing your report you will use the standardized Repair or Demolish cover letter. A standard timeframe to reply to this notice is thirty (30) days, but based on your expertise you may determine the building is in imminent danger of collapse or harming the public, if this is the case, you will need to determine if the standard time frame will need to be adjusted. This notice will be mailed certified to the owner or record's last known address. Please review 2.7.B, 2.7.F.2,
 2. **Posting Notice** – Once you mail your NOV you shall immediately post a copy of the same notice to the structure or in a conspicuous location on the property. In addition to the notice, you will need to Red Tag the structure at the same location you left the notice. If you can not safely or legally post these to the building, put both in the same conspicuous location.

Putting the documents into a plastic page protector and stapling to a yard stake will allow you to install this at the front of the property or other main entranceway.

- a. **Photos** - You will also need to take detailed photos of these postings. In all, you will need a minimum of four (4) photos. One clearly showing the cover letter and its details, one clearly showing the Red Tag and its details, one showing both up close but physically on the structure or other location, and one showing the entire structure and the notices attached or in a conspicuous location.

B. Three More Steps – These next steps need to all be done at the same time, and within the first few days after posting your notice. They are listed in the shortest to the longest amount of time to get started, not how long it will take to complete.

- Demolition quotes
- Title Searches
- Newspaper posting

1. Demolition Quotes – To demolish the structure, we need to gather quotes from our contracted demolition companies. Only this list may be used, as they have completed the bidding process and have been approved by the Department of Budget and Procurement.

- a. To initiate this process you need to provide each contractor with the address of the property you intend to demolish.
- b. Each contractor will provide an individual written quote for each property. When all quotes have been received, you will determine the contractor who has provided you with the lowest cost. If you have multiple properties, you may end up with different contractors for each job.
- c. Create and submit your Purchase Requisition request to Procurement. Once Procurement receives your request they will determine if you have the appropriate funds to complete this job, you should have already made that determination ahead of time.

Pause this process at this step until the remaining steps have been completed. Final steps in 7.1.3.D

C. Title Searches – Another essential step to this process is acquiring title searches from a reputable company. Without completing this step, you may end up demolishing a property that someone else besides the owner of record had rights to, resulting in a potential lawsuit. Don't forget to always request a quote before you proceed, this must be approved before moving forward.

1. To initiate this process, you need to contact the approved to use Title Company and provide them with the address or addresses you need to be searched. A 40-year search is adequate.
2. If necessary, submit a Purchase Requisition to Procurement.

3. Once the searches have been returned, you will need to print them all out for a hard copy record you will provide the City Attorney. You will also receive the invoice at the same time. Submit these to your admin to process payment.
4. Schedule a meeting with the City Attorney to review each title search. Here they will determine if there are any lien holders, beneficiaries, creditors, or other possible persons of interest you will need to contact by certified mail before you may demolish the property.
5. If it's determined you need to send additional mail this must happen immediately to ensure your timeline is on track. To mail out additional letters, you will send the same NOV you mailed the owner on record, but you will include the standardized Possible Person of Interest cover sheet and add the subject's name, address, and one of the following - lienholder, beneficiary, creditor, or other possible persons of interest.
6. All certified mail must be returned before you can proceed. The same waiting periods apply and must be followed.

D. Classifieds – To ensure you have made every possible attempt at reaching either the owner or another party with a legal interest you must take out a legal announcement in a local newspaper's classifieds section. You will use the standardized Announcement and add the properties tax id number and the address in several areas. Don't forget to always request a quote before you proceed, this must be approved before moving forward.

This process takes no less than five (5) weeks to complete.

At the time of writing this, our office is using The Progress-Index and steps below are specific to this paper.

1. Contact the paper by dialing 804-732-3456 Ext. 5110, When connected you will request to place a legal announcement in the classifieds. From here on out, the majority of your communication with your contact will be through email.
2. Email your contact a Word document of the completed announcement and Inform them of the dates you need these ads to run. This step requires listing the announcement once a week for two consecutive weeks, and on the same day. Example – Run the ads on the 1st and 2nd Monday of the month.

They will email you back a PDF draft to approve or amend.

3. Once the final draft has been verified for any misspellings, which if left unchecked could negatively affect your demolition.

You will also request the quote to run your announcement. This quote must be approved by the Director of Neighborhood Services before moving forward. If your quote is over the maximum dollar, this amount must also be approved before you can move forward.

4. After you have written approval approving the cost, you will give your approval to the newspaper to have your announcement published.
5. Once the final announcement has been published, we are required to wait thirty (30) days. This is to allow for any person with a legal interest in the property adequate time to contact our office.

After publication, you will also contact the newspaper and request two things.

- a. An Affidavit of Publication, which is notarized by The Progress-Index.
 - b. A final invoice.
6. Forward the invoice by either interoffice mail or scan and email it to AP@petersbur-va.org to process payment.
- E. Approve Demolition** – After all of the above items have been verified complete you should at this time have received your completed Purchase Order from Procurement. If you have not received it yet, verify it's not sitting in interoffice mail. When you have your goldenrod and red copies in hand, you may now reach out to the selected contractor and approve the demolition of your derelict or nuisance structure.
- F. Contractor Information** - The following procedures will be used when a structure is to be demolished:

1. Scope of Services

The contractor must furnish all equipment, labor, and materials to completely demolish and remove debris from the site. The site shall be defined as all the area contained within the boundaries of the lot on which the address for demolition is shown as defined by the City Tax Assessor's block map. The Tax Assessor's block maps are available for inspection at the Tax Assessor's office in City Hall.

The improvements may include but are not limited to, a dwelling or commercial structure, a garage or other outbuilding, a basement, foundation walls and footers, porches and patios, floor slabs, steps, sidewalks, retaining walls, coping walls, landscaping, parking pads or lots, driveways and fences. The work shall include removal and disposal of all buildings debris, including bricks, wood, shingles, glass, concrete, metal, trees, shrubs, underbrush, and stumps. Grading shall be done as necessary to establish proper drainage or to conform to existing grades. Clean fill shall be provided by the contractor where necessary. The contractor shall furnish erosion control measures as required by the Zoning Administrator and as necessary to prevent siltation. Any trash and/or debris on the site at the beginning

of the work shall be removed in the course of demolition. Where the retaining walls are removed, the soil behind the wall shall be graded such that a slope no steeper than 1:1 results.

The finished ground surface shall be smooth and completely free of demolition materials. Brickbats, pipes, conduits, wood, asphalt, concrete, electrical wires, shingles, etc..., shall be handpicked if necessary to ensure that this criterion is met. All disturbed areas shall be seeded and mulched with straw. The site must be inspected and approved by the Code Official upon completion of demolition and prior to seeding.

All sewer connections shall be plugged three feet inside the property line. If necessary, trenching shall be done at the property line to locate sewer lines. The Plumbing Inspector must inspect and approve the sewer plug. Contact the City's Code Official to arrange inspections. All interior sewer lines shall either be removed in the course of the demolition or plugged with an approved cap or plug.

The contractor shall utilize only governmental approved dumpsites. The location of the dumpsite and a copy of the governmental certification shall be submitted to the Code Official prior to starting the work.

The contractor is responsible for all permit applications. **The work must not be started until the demolition permit is issued.** The contractor is responsible for securing a permit to work in the street if the City so requires. This permit may require barricades, construction of a covered walkway, use of flagmen and restricted work hours, none of which shall be cause for an extra allowance of money or time.

The City's contact person is the Building Code Official located in the Inspections Office, phone (804) 732-2409. The time for completion is fourteen (14) working days after receipt of the demolition permit.

The contractor shall be liable for all damage to public or private property and improvements. The contractor shall ascertain the extent of damage to curbs and sidewalks prior to starting demolition and shall report such damage to the City Engineer. All damage visible at the conclusion of the job shall be assumed to have been caused by the contractor, except for that damage reported to the City Engineer to have been pre-existing. Damaged curb, sidewalk, or other property shall be replaced and repaired to the satisfaction of the City Engineer and the property owner. Replacement or repair shall be at the City Engineer's discretion.

Where the building to be demolished has a common wall with an adjacent structure, the demolition shall be done by hand at the point of connection. The adjacent structure shall be properly supported and weathered in a manner and with material that will ensure weather tightness (not permitting wind or water) of the remaining structure. Except for the removal of common improvements, the contractor shall not damage the adjacent structure and shall be liable if such damage occurs.

The contractor is entitled to salvage any demolition component as long as legal salvage means are employed. Only the contractor's employees or the Housing Code Official's approved subcontractors may participate in demolition and salvage operations. Interest by the general public in salvaged material must be dealt with off the demolition site.

2. DISPOSAL OF DEBRIS

All materials from the demolished structure(s) shall become the property of the contractor upon removal from the worksite. Disposal of the demolition materials is the responsibility of the contractor and shall comply with all Federal, State, and Local laws pertaining to such disposal. The City shall accept no responsibility for such material and may require verification of conformity with existing laws pertaining to proper disposal.

3. CLEAN-UP

The contractor shall leave the work site free of all debris and accumulations of material that would be unsightly or interfere with normal operations.

4. UTILITY SERVICES

The contractor shall be responsible for properly terminating and securing electrical, gas, water, sanitary sewer, telephone, and television cable connections as applicable.

5. PERMITS

All demolition work shall be performed in accordance with the latest City of Petersburg's Codes and Regulations. The contractor shall obtain necessary certificates including that all Public Utility services have been safely disconnected and shall obtain right-of-way use permits if required and shall erect safety fences, sidewalk shelters, and barricades as required by the Building Code prior to issuance of a demolition permit. The contractor shall pay all fees for permits as required by the City Code.

6. SCHEDULE

The completion of each job will be within fourteen (14) days from the date the permit was issued.

7. LICENSE

The bidder must possess the necessary state and city licenses(s) permitting him to engage in business as a contractor. Failure to have such a license shall result in the rejection of his bid.

8. WORK BY OTHERS

No work is to be done by others in connection with this contract either on or off-site unless the subcontractor has received prior approval.

9. LICENSE REQUIREMENTS

The contractor is required under Title 54.1, Chapter 11, Code of Virginia, to be licensed as either a "Class A" contractor or a "Class B" contractor.

10. EROSION CONTROL

The contractor shall prevent the siltation of sewers and drainage ways by installing straw bales where needed should erosion occur as a result of the demolition. The contractor will secure any permits, pay all fees for erosion control, and shall provide erosion control measures as required by the City.

11. DUMP SITE

The contractor shall utilize dump sites approved by the City, the State Department of Environmental Quality, and any other regulatory entity as required by applicable Local, State, or Federal law. If the dumpsite is located outside the City, the contractor must obtain all necessary dump site approvals, including approval of the State Department of Environmental Quality.

- a.** Extent - Except as otherwise shown or specified, demolish all structures and foundations totally, including steps, posts, porches, pavement, retaining walls, basement walls, chimney, footings, and similar construction.
- b.** Provide adequate protection to persons and property - Execute the work in such a manner so as to avoid interference with the use of or passage to and from adjoining buildings and facilities.
- c.** Demolition on Premises - Demolish masonry walls in small sections. Remove structural steel, cast iron, and heavy timbers by individual pieces and lower carefully. Remove partitions, stairways, furnace piping, apparatus, and debris from within basements. Remove cellar floors and walls, elevators shafts, and any other underground improvements.
- d.** Dust Control - Wet down thoroughly masonry walls during demolition to prevent the spread of dust; provide water and necessary connections.

- e. Use of Explosives - Do no blasting on the project site except after written permission from the City of Petersburg and in the manner prescribed by local regulations.
- f. Fires - Burn no materials or debris on the premises without specific permission of the Fire Marshall of the City of Petersburg.
- g. Barricades - Provide substantial barricades around all basements and cellars, as soon as openings are uncovered, adequate to block access, and to afford protection to workmen and the public. Materials salvaged from the demolition work may be used for this purpose.
- h. Backfilling - All basements, sub-basements, foundations, or other areas under the structure below finished grade, shall be backfilled with select material and compacted to finished grade. The finished grade shall be smooth and shall conform generally to the grade of the existing ground level or abutting streets, alleys, and sidewalks, with irregularities and protrusions eliminated. The contractor shall be responsible for all grading purposed or otherwise altered except by permission of the City of Petersburg.
- i. Clean-Up - Remove from the site rubbish and debris found thereon, and except as otherwise specified, materials and debris resulting from the work of demolition. Leave the site in a safe and clean condition each day. Storage of materials, resulting from demolition and/or of tools and equipment relating thereto, on the site will not be permitted after completing of this demolition and removal work.
- j. Fine Grading and Seeding - Finished ground surface shall be smooth and completely free of demolition materials. Brickbats, pipe, wood, concrete, etc. shall be handpicked, if necessary, to ensure these criteria are met. All disturbed areas shall be fertilized, seeded with a low growing ground cover such as clover, and mulched with straw. The site must be inspected and approved by the Property Maintenance Official or Building Code Official upon completion of demolition and prior to seeding.
- k. Wells - Site work will include the following requirements to abandon in place any wells. Removal of the uppermost eight feet of existing casing. The well shall be filled with a sand-gravel mix to this point. The eight-foot depth shall be filled and compacted with a clay material and the surface shall have a four-inch layer of topsoil over the opening to bring to grade level.
- l. Fuel, tanks, tire casing, and other hazardous material - The Code Official will verify the existence of the above and their volume. A receipt from the landfill operator for verification of the quantity is required. Differences shall be determined by the Code Officials Record.

- m. Extra Work - No additions or changes are authorized without the written consent of the Code Official. Payment will not be allowed unless the written consent statement is attached to the contractor's invoice.
- n. Payment Restrictions - No payment will be authorized unless or until all permits, dump slips, and clearances are secured as required and a final inspection of the site is made by the Housing Code Official.

12. RETAINING WALLS

Unless otherwise indicated by the City, the contractor must remove all retaining walls and grade the area behind the retaining wall at a slope not steeper than 1:1 to meet elevation in front and behind the retaining wall before the retaining wall is removed.

13. CURBS AND SIDEWALKS

Curbs and sidewalks are not to be used for demolition purposes. The contractor shall be liable for all damages to curbs and sidewalks.

14. CURB CUTS AND DRIVEWAYS

Curb cuts shall remain. Asphalt or concrete driveways or parking areas shall be removed.

G. Verify of Demo and Release Payment – Once the above terms have been satisfied, you may release the payment. Those steps are as follows.

1. The contractor will submit a final invoice for the work performed. If there was more than one property, the contractor must submit a separate invoice for each. Each invoice must be compared to the original quote and the purchase order to verify all numbers are the same. If there is an increase in price on the final invoice for additional work performed, without prior authorization from the city, this amount must be disputed. If all three numbers are equal then you may proceed to the next step.
2. You may now submit the invoice and the golden-rod copy of the Purchase Order (PO) to Finance. To submit these documents, you have two options.

You may use interoffice mail, by placing the stamped, filled, and signed PO and the final invoice into an interoffice envelope and fill out the receiver's name and their department. Next place the envelope in the interoffice mailbox or hand directly to the mail clerk.

You may also scan the stamped, filled, and signed PO and final invoice to your email. Save the documents to your computer and name them appropriately for your records. Finally, email the documents to appb@petersburg-va.org.

7. How to Create a Purchase Requisition

7.1 Purpose

A Purchase Requisition, or PO as it will be called for the remainder of this section is created out of a need for a service that you otherwise could not easily submit an invoice for.

Typically, the reason is the cost of the service is over a predetermined dollar value. PO's also assist to verify the appropriate funds are available.

7.2 Process

A. Do I need one? – Before you create a PO, determine if you need one.

You might be required by your supervisor to submit one for all purchases, or you may only need to submit one if the cost has gone over the predetermined dollar value.

B. Template – You're in luck, the department of Budget and Procurement has created an easy to use template for your PO request. Fill in the appropriate information and you're halfway done. Refer to the photo on the following page for the next steps

Items on this page reference the document on the next page.

1. **Deliver to** - This is your department or division's name and address.
2. **Vendor** - This is who is providing your goods or services.
3. **Date** – The date the PO was created.

Requisition # - This number is unique to your filing system.

1. **NHS** – “Neighborhood Services,” our Department's name.
2. **08102020** – The date the document was created 08/10/2020. If more than one PO was created the same day you could add a signifier at the end to show that: 08102020-2, 08102020-3, and so on.

Contract – For a vendor already in the system you can easily find their information in the accounts payable section of BAI². If this is a new vendor, you will need to request a copy **of their W9 and submit it to Finance so they can create a profile for this company to allow** them to be paid. Finance will provide the vendor number once the profile is created.

4. **Sign** – your supervisor will sign here.
Date – The date the PO was signed.

Now we're going into the table. To enter the table, double click anywhere in the table.

5. **Qty.** – How many of a specific good or service was ordered.

² https://www.petersburg-va.com/bai_software/BAI_Admin/Login.aspx

C. Submit – You will now need to send this to Budget and Procurement for processing. You may send these two ways – by interoffice mail or by scanning and emailing to the departments assigned Purchasing Agent. If there any issues the Purchasing Agent will contact you.

D. Receive – Once this request has been approved you will receive two copies of the Purchase Order by interoffice mail.

1. The red copy will be for your records. Once the goods or services have been received you will make a copy of the final invoice and attach the red copy, then place them in the appropriate file.
2. The goldenrod copy will be sent to Finance with the final invoice for processing and payment.

E. Final Submission – After the final invoice is received and verified with the PO, you can begin the submission of these documents.

1. Invoice Stamp – Stamp the PO with the Invoice Stamp and fill out the areas as described below. For our purposes, you will need to fill out:

1. Vendor # _____
2. Invoice # _____
3. PO # _____ Part # **X** _____
4. Function/Obj _____
5. Authorized by _____
6. Date _____

1,3, & 4 can all be found on the PO, and 2 is specific to the vendor and can be found on their invoice. 5 & 6 will be filled out by the supervisor who approved the purchase.

2. Submit – After the stamp has been filled out you can send the PO and final invoice by interoffice mail to the Finance Department.

The PO has now been submitted and in the process of getting payment to the vendor.

8. Appeals with the LBBCA

8.1 Purpose

The Local Board of Building Code Appeals, or LBBCA, as it will be called for the remainder of this section is used solely for the owner or any person who has been affected negatively by the application of the code. They may request to appeal the documented violations listed on a Notice of Violation. If the applicant suspects a violation was documented incorrectly, meaning the noted concern is not actually in violation, or the concern does not exist, they can request to appeal these through the LBBCA.

It should be noted this is not a legal proceeding. The LBBCA is made up of qualified individuals such as Contractors, Engineers, Architects, and Tradespeople, and they will determine if the code was applied correctly or not.

8.2 Process

Below are the steps to take when a request to appeal is made. The applicant has fourteen (14) days from the date they receive the NOV to request an appeal.

- A. Request** – Once the applicant makes their request to appeal, you must immediately contact the Crater Planning District so they can send an application and allow time to arrange for the board members to come together to hear the appeal. The board shall meet within thirty (30) days after the receipt of the application.
- B. Apply** – A copy of the most current application is shown on page 46. This must be filled out and submitted by the party wishing to appeal, along with a check for \$250.00 made payable to the Crater Planning District.
- C. Preparation** – Before the meeting takes place you will be asked to submit any supporting documentation for the board to review ahead of time. This is an instance when taking detailed photos during your inspection comes into play. You should send photos along with details explaining how the violations you cited are valid.

The applicant will also send photos and other documentation to support their appeal.

- D. Meeting** – During the meeting both sides will be allowed to speak to present their evidence. In the end, the board will make a ruling on the evidence presented. This ruling shall be considered when doing all future inspections.
- E. State Review Board** – If either side disagrees with the LBBCA's decision they may further appeal to the State Review Board. Parties have 21 days from the receipt by mail of the LBBCA's official ruling. Failure to submit the appeals applications constitutes acceptance of the LBBCA's ruling.

CRATER PLANNING DISTRICT COMMISSION

Monument Professional Building • 1964 Wakefield Street • Post Office Box 1808 • Petersburg, Virginia 23805
PHONE: (804) 861-1666 • FAX: 804-732-8972 • E-MAIL: info@craterpdc.org • WEBSITE: www.craterpdc.org
Dennis K. Morris, Executive Director

Application for Appeal to Crater Regional Building Code Appeals Board

Locality: _____

I (we) _____ of _____
(Name) (Mailing Address)

respectively request that the Local Board of Appeals review the decision made on

_____, 20__ by the code official.

Description of Decision Being Appealed: _____

Location of Property Involved: _____

What is the applicant's interest in the property?

- Owner
- Contractor
- Owner's agent
- Other (explain) _____

Relief Sought: _____

Attach the Decision of the Code Official and Any Other Pertinent Documents.

(Signature of Applicant)

Filed at _____, Virginia, the ____ day of _____, 20__

Fee: \$250 payable to Crater Planning District Commission

County of Charles City • County of Chesterfield • City of Colonial Heights • County of Dinwiddie • City of Emporia
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9. Rental Inspections

9.1 Purpose

Certain areas in Petersburg contain more blight than others and require additional means of oversight to ensure not only rental properties are properly maintained, but so that the remaining housing stock can survive as well. Rental Inspections are in place to ensure properties are being maintained in a safe, decent, and sanitary condition for our citizens, inside and out. The most common inspection is of the exterior of a property, and while some properties may appear normal on the outside, you may be surprised at what's happening behind the front door. Please see the photos below for an example.



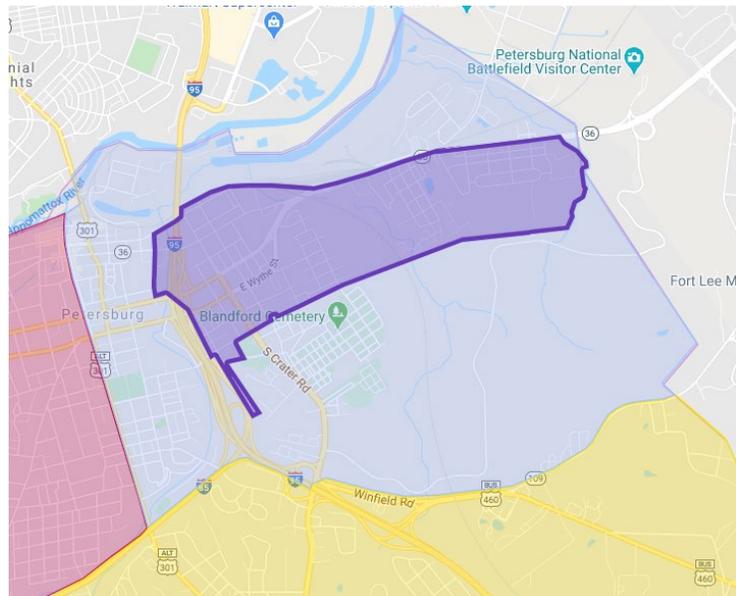
9.2 Boundaries

The boundaries of these districts are chosen by City Council. Petersburg's current Rental Inspection District is located in Area Three (3).

- A. Legal Description Detailing Boundaries** – At the point of the intersection of the Norfolk Southern rail line and eastern boundary of the City of Petersburg, thence westwardly along the railroad line to the Interstate 95 overpass, thence southwardly along the western right-of-way line of Interstate 95 to the intersection of Bollingbrook Street to the intersection of Madison Street, thence southwardly along the centerline of Madison Street to its intersection with East Washington Street, thence eastwardly along the centerline of East Washington Street to the intersection of Interstate 95, thence southwardly along the eastern right-of-way line of the interstate highway to the point of intersection with a line extending westwardly from the centerline of the cul-de-sac at the terminus of Windham Street. thence eastwardly along this line until its intersection with extension of the western property line of Tax Parcel 021-16-0046, thence northwardly along the western property line of Tax Parcel 021-16-0046 and along the rear property line of the parcels fronting

Terrace Avenue to the southwest corner of Tax Parcel 021-14-0026, thence eastwardly along the rear property lines of parcels fronting the south side of (East) St. Andrew Street to the point of intersection with the western property line of Peoples Memorial Cemetery, thence eastwardly, thence southwardly, thence eastwardly along the boundary of Peoples Memorial Cemetery extended to the centerline of South Crater Road to its intersection with Rochelle Street, thence eastwardly along the centerline of Rochelle Street to its intersection with the unimproved section of South Old Church Street, thence northwardly along the centerline of the unimproved section of South Old Street to its intersection with Wills Road, thence eastwardly along the northern boundary of Blandford Cemetery to its intersection with the Norfolk Southern rail line, thence southwardly along the centerline of the Norfolk Southern rail line to its intersection with an extension of the northern boundary of the Petersburg National Battlefield, thence northeastwardly, thence northwardly, thence eastwardly along the northern boundary of Petersburg National Battlefield to its intersection with the eastern boundary of the city, thence generally northwardly along the city boundary to the point of beginning.

Don't be confused about the legal description above. You may use the map to The right to locate its Boundaries.



The area chosen was based on any of the following three factors:

1. There is a need to protect the public health, safety and welfare of the occupants of dwelling units inside the designated rental inspection district;
2. The residential rental dwelling units within the designated rental inspection district are either:
 - a. Blighted or in the process of deteriorating or;
 - b. The residential rental dwelling units are in the need of inspection by the building department to prevent deterioration, taking into account the number, age, and

condition of residential dwelling rental units inside the proposed rental inspection district.

3. The inspection of residential rental dwelling units inside the proposed rental inspection district is necessary to maintain safe, decent, and sanitary living conditions for tenants and other residents living in the proposed rental inspection district.

9.3 Process

The Rental Inspector's day to day is similar to that of the Property Maintenance Inspector, in the sense that you are still verifying there are no life-safety concerns for the resident, and the property as a whole meets the minimum safety standards set by the Property Maintenance Code. Some of the additional tasks include:

- A. **Maintain the Database** – This involves good record keeping. You will want to keep information on every property in this area, even if it's owner-occupied or commercial. This is tedious at first, but you will quickly become familiar with the 1 square mile area. Items to keep on record:
 1. Address of property;
 2. Identify the property as Rental, Commercial, Land, Owner Occupied, Vacant;
 3. Property owner's name, address, phone number;
 4. Designated property manager's address and phone number.
- B. **Verifying Properties** – You will need to verify the status of properties recently sold. For residential properties, you will need to reach out to the new owner and ask how the home will be used. Regardless of their answer, inform them of the Rental Inspection Program. Once the owner's information has changed in the assessor's database, mail registration letters to provide full details on the program, even if the new owner stated it would be used as their private residence.

9.4 What the Code Says

103.4 Rental Inspections

In accordance with § 36- 105.1:1 of the Code of Virginia, these provisions are applicable to rental inspection programs. For purposes of this section:

"Dwelling unit" means a building or structure or part thereof that is used for a home or residence by one or more persons who maintain a household.

"Owner" means the person shown on the current real estate assessment books or current real estate assessment records.

"Residential rental dwelling unit" means a dwelling unit that is leased or rented to one or more tenants. However, a dwelling unit occupied in part by the owner thereof shall not be

construed to be a residential rental dwelling unit unless a tenant occupies a part of the dwelling unit that has its own cooking and sleeping areas, and a bathroom, unless otherwise provided in the zoning ordinance by the local governing body.

The local governing body may adopt an ordinance to inspect residential rental dwelling units for compliance with this code and to promote safe, decent and sanitary housing for its citizens, in accordance with the following:

- 1.** Except as provided for in subdivision 3 of this subsection, the dwelling units shall be located in a rental inspection district established by the local governing body in accordance with this section; and
- 2.** The rental inspection district is based upon a finding by the local governing body that (i) there is a need to protect the public health, safety and welfare of the occupants of dwelling units inside the designated rental inspection district; (ii) the residential rental dwelling units within the designated rental inspection district are either:
 - a.** blighted or in the process of deteriorating; or
 - b.** the residential rental dwelling units are in the need of inspection by the building department to prevent deterioration, taking into account the number, age and condition of residential dwelling rental units inside the proposed rental inspection district; and (iii) the inspection of residential rental dwelling units inside the proposed rental inspection district is necessary to maintain safe, decent and sanitary living conditions for tenants and other residents living in the proposed rental inspection district. Nothing in this section shall be construed to authorize one or more locality-wide rental inspection districts and a local governing body shall limit the boundaries of the proposed rental inspection districts to such areas of the locality that meet the criteria set out in this subsection; or
- 3.** An individual residential rental dwelling unit outside of a designated rental inspection district is made subject to the rental inspection ordinance based upon a separate finding for each individual dwelling unit by the local governing body that (i) there is a need to protect the public health, welfare and safety of the occupants of that individual dwelling unit; (ii) the individual dwelling unit is either (a) blighted or (b) in the process of deteriorating; or (iii) there is evidence of violations of this code that affect the safe, decent and sanitary living conditions for tenants living in such individual dwelling unit.

For purposes of this section, the local governing body may designate a local government agency other than the building department to perform all or part of the duties contained in the enforcement authority granted to the building department by this section.

Before adopting a rental inspection ordinance and establishing a rental inspection district or an amendment to either, the governing body of the locality shall hold a public hearing on the proposed ordinance. Notice of the hearing shall be published once a week for two successive weeks in a newspaper published or having general circulation in the locality.

Upon adoption by the local governing body of a rental inspection ordinance, the building department shall make reasonable efforts to notify owners of residential rental dwelling units in the designated rental inspection district, or their designated managing agents, and to any individual dwelling units subject to the rental inspection ordinance, not located in a rental inspection district, of the adoption of such ordinance, and provide information and an explanation of the rental inspection ordinance and the responsibilities of the owner thereunder.

The rental inspection ordinance may include a provision that requires the owners of dwelling units in a rental inspection district to notify the building department in writing if the dwelling unit of the owner is used for residential rental purposes. The building department may develop a form for such purposes. The rental inspection ordinance shall not include a registration requirement or a fee of any kind associated with the written notification pursuant to this subdivision. A rental inspection ordinance may not require that the written notification from the owner of a dwelling unit subject to a rental inspection ordinance be provided to the building department in less than 60 days after the adoption of a rental inspection ordinance. However, there shall be no penalty for the failure of an owner of a residential rental dwelling unit to comply with the provisions of this subsection, unless and until the building department provides personal or written notice to the property owner, as provided in this section. In any event, the sole penalty for the willful failure of an owner of a dwelling unit who is using the dwelling unit for residential rental purposes to comply with the written notification requirement shall be a civil penalty of up to \$50. For purposes of this subsection, notice sent by regular first-class mail to the last known address of the owner as shown on the current real estate tax assessment books or current real estate tax assessment records shall be deemed compliance with this requirement.

Upon establishment of a rental inspection district in accordance with this section, the building department may, in conjunction with the written notifications as provided for above, proceed to inspect dwelling units in the designated rental inspection district to determine if the dwelling units are being used as a residential rental property and for compliance with the provisions of this code that affect the safe, decent and sanitary living conditions for the tenants of such property.

If a multifamily development has more than 10 dwelling units, in the initial and periodic inspections, the building department shall inspect only a sampling of dwelling units, of not less than two and not more than 10% of the dwelling units, of a multifamily development, that includes all of the multifamily buildings that are part of that multifamily development. In no event, however, shall the building department charge a fee authorized by this section for inspection of more than 10 dwelling units. If the building department determines upon inspection of the sampling of dwelling units that there are violations of this code that affect the safe, decent and sanitary living conditions for the tenants of such multifamily development, the building department may inspect as many dwelling units as necessary to enforce these provisions, in which case, the fee shall be based upon a charge per dwelling unit inspected, as otherwise provided in the fee schedule established pursuant to this section.

Upon the initial or periodic inspection of a residential rental dwelling unit subject to a rental inspection ordinance, the building department has the authority under these provisions to require the owner of the dwelling unit to submit to such follow-up inspections of the dwelling unit as the building department deems necessary, until such time as the dwelling unit is brought into compliance with the provisions of this code that affect the safe, decent and sanitary living conditions for the tenants.

Except as provided for above, following the initial inspection of a residential rental dwelling unit subject to a rental inspection ordinance, the building department may inspect any residential rental dwelling unit in a rental inspection district, that is not otherwise exempted in accordance with this section, no more than once each calendar year.

Upon the initial or periodic inspection of a residential rental dwelling unit subject to a rental inspection ordinance for compliance with these provisions, provided that there are no violations of this code that affect the safe, decent and sanitary living conditions for the tenants of such residential rental dwelling unit, the building department shall provide, to the owner of such residential rental dwelling unit, an exemption from the rental inspection ordinance for a minimum of four years. Upon the sale of a residential rental dwelling unit, the building department may perform a periodic inspection as provided above, subsequent to such sale. If a residential rental dwelling unit has been issued a certificate of occupancy within the last four years, an exemption shall be granted for a minimum period of four years from the date of the issuance of the certificate of occupancy by the building department. If the residential rental dwelling unit becomes in violation of this code during the exemption period, the building department may revoke the exemption previously granted under this section.

A local governing body may establish a fee schedule for enforcement of these provisions, which includes a per dwelling unit fee for the initial inspections, follow up inspections and periodic inspections under this section.

The provisions of this section shall not in any way alter the rights and obligations of landlords and tenants pursuant to the applicable provisions of Chapter 13 (§ 55-217 et seq.) or Chapter 13.2 (§ 55-248.2 et seq.) of Title 55 of the Code of Virginia.

The provisions of this section shall not alter the duties or responsibilities of the local building department under § 36-105 of the Code of Virginia to enforce the USBC.

Unless otherwise provided for in § 36-105.1:1 of the Code of Virginia, penalties for violation of this section shall be the same as the penalties provided for violations of other sections of the USBC.



CITY of PETERSBURG | CODE COMPLIANCE 3/21/21