

City of Northwood
627 Central Avenue
Northwood, IA 50459
Phone 641-324-1075 Fax 641-324-1190
Email: citynwd@mchsi.com

CITIZEN'S ISSUES / COMMENTS

Please complete the following information so that the City can properly assess and manage the issue and/or file an abatement notice to property owner where the nuisance is located. Please print clearly.

Briefly state your issue/complaint/suggestion/idea:

(Complete if applicable) When did issue occur? Date: _____ Time: _____ a.m. / p.m.

Explain how you feel the issue should be resolved: _____

Would you like to attend a City Council meeting? Yes No

Signature _____ Date _____

Street and Mailing Address _____

Contact Phone Number: _____ Day Evening

All complaints must be signed and dated to be considered valid.

<p>Office Use Only: Received by _____ Date _____ Time _____ cc: <input type="checkbox"/> Mayor <input type="checkbox"/> Council <input type="checkbox"/> City Superintendent <input type="checkbox"/> Police Chief <input type="checkbox"/> City Attorney <input type="checkbox"/> Other _____ Addressed at Council Meeting? <input type="checkbox"/> Yes <input type="checkbox"/> No Response to Citizen? <input type="checkbox"/> Yes <input type="checkbox"/> No If so, When: _____ How: _____</p>

COMMENTS / ISSUES COMPLAINT PROCEDURE

Matters under this procedure are not limited to municipal infractions but are open to all manner of needs of residents. The City Clerk will direct each complaint to the appropriate disposition.

1. If Citizen addresses complaint with Mayor, Council member or Staff, that person will inform citizen to file a formal complaint at City Hall and advise them of the procedures for doing so.
2. Citizen fills out complaint form at City Hall during normal office hours. Complaints will be considered unsubstantiated if a formal complaint form is not completed and signed. Unsubstantiated complaints will warrant no action by the Mayor, Council or Staff.
3. Issue/Comment form will be reviewed by Mayor and appropriate Department or Ordinance control officer. Issue will be investigated for validity and resolution.

A. Nuisance Abatements Requests, if found valid:

1. AND this is the first complaint received, a letter will be sent in an attempt to secure voluntary cooperation of offender. The letter will specify the complaint and action required to be in compliance.
2. If unabated or abatement reoccurs, a formal abatement notice will be delivered or sent to the offender specifying the complaint and action required to be in compliance with the Northwood City Code. Notice will also include a reasonable time frame for abatement.
3. In the event that the abatement has not occurred in the time frame allowed or in the event of another complaint, a first offense citation may be issued. Witnesses will be required to testify if appropriate. The appropriate municipal infraction citations will be issued on each occurrence thereafter.
4. If abatement involves mowing/snow removal issues, City Staff or Subcontractor may abate the nuisance, assessing fees as allowed in the City Code.

B. Departmental administrative policies matters involving City Procedures will be addressed by appropriate staff. If complainant is not satisfied, the complainant may make request to the City Clerk to be placed on the Agenda and address the City Council.

C. Requests for changes in ordinances or Council policy will be placed upon the Council agenda for their review.

D. Suggestions and Ideas will be forwarded to appropriate party/parties.

Matters found not valid will be dismissed without action.

4. Should the recipient dispute any portion of the citation and/or refuse payment of assessment, the citation will be forwarded to the appropriate court for action.
5. Offenders will have the right to a hearing before the Mayor and Ordinance Control Officer(s). When concurrence on the matter can not be reached, the offender will have the right to hearing before the City Council. All actions of the City Council will be final. Any matter remaining in dispute will be referred to the appropriate court for action.

*The Mayor, City Council and Staff are dedicated and sensitive
to administering to the needs and concerns of our citizens
and the welfare, development, peace and prosperity of the community as a whole.*