

# Town of Richlands, VA

## Town Council Meeting

### Staff Summary

#### Action Item

<b>Agenda Title:</b>	Mowing Code Enforcement		
<b>Staff Contact(s):</b>	Jason May		
<b>Agenda Date:</b>	March 12 <sup>th</sup> , 2024	<b>Item Number:</b>	
<b>Attachment(s):</b>			
<b>Reviewed By:</b>	Ronnie Campbell; Susan Whitt		

#### SUMMARY:

At the February 2024 Town Council meeting, Council approved the administration moving forward with in house mowing. One of the additional benefits of bringing this service in house is the streamlining of code enforcement around mowing. Staff have met and proposed the following Standard Operating Procedures for Code Enforcement and Mowing.

1. Citizens call or send in a code enforcement complaint.
2. Code Enforcement staff place eyes on the area of the complaint within 48 hours (72 if complaint received on a weekend)
3. Code Enforcement provides a citation to property owners stating property must be mowed within the next 5 business days.
4. Code Enforcement returns to property at the end of the 5 business days; if mowed complaint is closed; if not mowed Code Enforcement staff completes and send mowing ticket to Mowing Crew Supervisor.
5. Mowing Crew Supervisor checks for mowing tickets at the end of every day. Any properties with a mowing ticket will be mowed the next day.
6. Mowing Crew Supervisor will provide completed mowing ticket to finance team within 48 hours of mowing completion.
7. Finance Team members will complete mowing ticket and mail final copy will invoice amount to property owner.
8. Property owner has 30 days to pay citation and mowing invoice amount. If invoice is not paid, invoice will be turned over to delinquent accounts.

**FINANCIAL IMPACT AND FUNDING SOURCE:**

This action will have no financial impact on the Town. Any staff time will be invoiced to property owners for payment

**RECOMMENDATION:**

Staff recommends voting to approve this new Standard Operating Procedure.

# Town of Richlands Code Enforcement Mowing Ticket



### Code Enforcement Section

Date Complaint Received: \_\_\_\_\_ Assigned to: \_\_\_\_\_

Property Owner Name: \_\_\_\_\_ Address: \_\_\_\_\_

Complaint:			
Action taken:			
Follow Up Date		Follow Up Results	

### Mowing Crew Section

Date Ticket Received: \_\_\_\_\_ Date Property Mowed: \_\_\_\_\_

Staff Time to Mow \_\_\_\_\_ Equipment Fee: \_\_\_\_\_ Total Cost \_\_\_\_\_

### Finance Section

Date Ticket Received: \_\_\_\_\_ Date Invoice Sent: \_\_\_\_\_ Invoice Paid: \_\_\_\_\_

Date Ticket Sent to Delinquent Accounts: \_\_\_\_\_ Amount Paid: \_\_\_\_\_

Additional Comments:

