

## **Property Standards and You**

Maintaining property values and nice neighborhoods requires the participation of all residents in Plano. In an effort to prevent neighborhood decline, the City of Plano asks each and every resident to make certain their residence is free of City Code Violations. Ten Property Standards Specialists are assigned specific areas to assist residential, as well as commercial and industrial districts, in these efforts.

It is safe to say that no neighborhood is free of ordinance violations. Many times, residents do not know that they are in violation of a particular ordinance. Through the City of Plano website and public libraries, newsletters, neighborhood meetings, brochures, and direct contact with residents, Specialists aim to educate and keep citizens informed of policies and procedures. If a violation is noted, initial contact with residents is established through written correspondence. A notice is generated and mailed to the property owner and the occupant (if different). This approach has proven to be effective in opening communication between the Division and the property owner. The notice outlines the violation and refers to corresponding section of the Zoning Ordinance or the City Code of Ordinance. A time frame is established from the date of the letter in which the violation should be corrected. If upon receipt of the letter questions arise, it is important to promptly contact the Specialist. If requests for compliance are disregarded a homeowner may be subject to fines and penalties.

Specialists cover large areas of the City and it is impossible to see every violation. Therefore call placed to the Property Standards Division regarding a possible violation is investigated. If you have called in a complaint and nothing appears to have been done, know that the complaint has been investigated, typically within a 48 hour time period. Each violation has a standard period of time in which the violation is to be corrected. This can range from 12, 15, or 60 days. On some occasions cases can take longer to reach compliance due to extenuating circumstances. Also, if compliance has not been met, the case may have required further action, extending the period before resolution is reached. As a complainant, you may request that a return call be placed after the inspection.

Communication is a key element in working with residents. For any questions or comments please feel free to contact the Property Standards Division at 972-941-7124.