



Code Enforcement and Complaint Details Policy

Adopted June 9, 2025.

Property maintenance and code enforcement activities promote vibrant, attractive, and desirable neighborhoods; help maintain property values and the significant investments made by City residents; eliminate blight, deter crime, and support effective housing maintenance standards. Like most communities, the City of Jenkins uses a complaint-based code enforcement process. **The overriding goal of enforcement is compliance, not punishment.** Residents are encouraged to take steps to comply with the ordinances on their own property before complaining against others and to discuss issues with their neighbors, when possible. The City's enforcement process steps in when this is not possible. No two enforcement issues are the same. In many instances, residents are simply unaware of the Code and correct the situation immediately. However, in other situations, a resolution of compliance can take more time.

When a violation is confirmed, appropriate action is taken. Due to staff and time constraints, and extraneous circumstances outside the City's control, it is sometimes necessary to prioritize complaints and violations. When this happens, complaints are prioritized as follows:

1. Immediate risk to public health and safety.
2. High risk to health and safety through potential environmental impacts.
3. Work begun or actions taken without necessary permits.
4. Aesthetic and nuisance violations.

All complaints made to the city must include the complainant's name and contact information. **Complaints submitted anonymously will not be considered valid.** Limitations on filing a complaint related to non-safety code violations:

1. Complaint must be related to an identified code violation.
2. In order to file a complaint, the complainant must be one of the following:
 - a. An adjoining landowner listed in the Crow Wing County real property information records or a landowner in line of sight of the code violation from the landowner's property.
 - b. A tenant on an adjoining property upon which said tenant is a legal occupant or a tenant in line of sight of the code violation from the property upon which said tenant is a legal occupant.
 - c. Once a non-safety complaint is filed against a property pursuant to this section, subsequent complaints related to the same code violation will not be accepted for twelve (12) months from the date of the most recent accepted complaint.

These limitations do not apply to code violations that are public safety related. As required by Statute, the City shall keep the complainants name and contact information confidential, and it shall not be shared. *The City does actively enforce the City's tall grass ordinance and sign provisions as it relates to right-of-way signs. City staff may also observe and respond to code violations during regular business hours.*



FOR A POLICE EMERGENCY, CALL 911.

The City of Jenkins is dedicated to addressing the concerns of its citizens and making the City a GREAT place to live and work. This form can be used to send us a compliment or help us identify a concern in your area and address it. Please fill out this form completely and submit it via email at krista.okerman@cityofjenkins.com or in person at City Hall.

***Anonymous complaints will not be considered valid. Please note that your information is PRIVATE and will not be shared or given out publicly. Please note contact information MUST be completed for verification purposes.**

Contact information*

Name: _____

Telephone No. _____ E-Mail: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Address of concern: _____

Please indicate the nature of your concern by checking the appropriate box(es) below:

Administration/Planning

_____ Working without a permit

_____ Illegal Home Occupation

Environmental

_____ Junk/Blight

_____ Improper storage

_____ Litter

_____ Long Grass/Weeds

_____ Overhanging trees/shrubs

_____ Noise

Parks (please specify which piece of equipment where appropriate)

_____ Restrooms need attention

_____ Pavilion needs attention

_____ Equipment needs attention _____

_____ Damaged/vandalized Equipment _____

Public Works

_____ Pothole (location) _____ Street light out (location) _____

_____ Visibility issue _____ Mailbox damage _____ Snowplow concern _____ Traffic/Road sign

Other

_____ Compliment a service or staff _____ Abandoned vehicle _____ Alcohol/Drug concern

_____ Other not listed: _____

If you have photos, they can be sent in .pdf or jpeg. format

For staff use only:

Date: _____

Received by: _____

Date completed: _____

Completed by: _____