



*Sedgwick County...
working for you*

Wichita-Sedgwick County Metropolitan Area Building and Construction Department

MABCD DIRECTIVE #14-N3 (NEIGHBORHOOD DIRECTIVE)

ISSUE: Complaint Triage Protocol

EFFECTIVE DATE: July 1, 2014

Complaints of Housing, Nuisance, Zoning and Graffiti violations will be handled as follows:

- Initial complaint response times will be as follows:
 - Priority Level 1 – Immediate to 24 hours
 - Priority Level 2 – 72 hours
 - Priority Level 3 – As time/workload permits

- Notices will be given directly to the owner or sent by certified mail and initial time-frames for compliance will be as follows:
 - Priority Level 1 – 3 days minimum to 30 days maximum
 - Priority Level 2 – 30 to 90 days
 - Priority Level 3 – 30 to 90 days

- Unless approved by a supervisor – one time extensions may be given as follows:
 - Priority Level 1 – 30 days maximum
 - Priority Level 2 – 60 days maximum
 - Priority Level 3 – 60 days maximum

- Priority Level 1 cases:
 - Occupied properties with health and/or life safety violations;
 - Rental properties with significant exterior violations;
 - Dilapidated structures;
 - Open structures;
 - Fire/wind damaged buildings;
 - Illegal dumping of hazardous waste, garbage or trash;
 - Large illegal dump sites;
 - Surfacing sewage;
 - Hazardous dead trees;
 - Open excavations;

- Lack of trash service;
- Piles of garbage and trash;
- Abandoned, accessible swimming pools.

- Priority Level 2 cases:
 - Tenant occupied properties with interior and exterior violations;
 - Owner occupied with significant exterior violations;
 - Vacant properties with significant exterior violations;
 - Boarded up (neglected) buildings;
 - Junk and bulky waste;
 - Salvage material;
 - Tree waste;
 - Inoperable vehicles;
 - Minor illegal dumping of bulky waste;
 - Non-hazardous dead trees;
 - Tall grass and weeds in fenced area;
 - Residential zoning issues;
 - Graffiti.

- Priority Level 3 cases:
 - Owner occupied with minor exterior violations;
 - Vacant/secure buildings;
 - Noise or lighting complaints;
 - Trash cart continually left on curb;
 - Minor scattered debris.

Thomas J. Stolz
Director – MABCD
June 11, 2014