**Pacific Grove Administrative Code Compliance Procedures**

1. Complaint or staff referral received by Code Compliance Officer (CCO). *(Anonymous complaints may be given lower priority unless Health & Safety related.)*

2. CCO reviews documents to verify jurisdiction, zoning, permit status, property ownership, applicable code provisions, prior complaint history.

3.  
   3a. If no evidence of violation, case is closed. CCO notifies Complainant.
   3b. If code violation suspected, an *Introduction and Inspection Request Letter* is sent to the property owner(s) and occupant(s)—as a courtesy.

4. If no response within 30 days by owner(s), CCO sends *Follow up Letter* to owners and occupants specifying a date/time for inspection.

5.  
   5a. If no response or inspection request denied, proceed to 7.
   5b. CCO conducts inspection. Photograph and document apparent violations(s) and proceed to 6.
   5c. If no evidence of violation, case is closed. Memo placed in file; property owner(s) and complainant contacted by phone or email if so requested.

6. CCO sends letter to property owner(s) informing them of violation and specific steps to resolve, including, usually a 30-day compliance date. If owner clears violation, proceed to 8a. If no response within 30 days, proceed to 7.

7. CCO sends *Compliance Order* to property owner(s) and occupant(s) per MC Section 1.19.160, with usually 30 days to respond.

8.  
   8a. Compliance achieved. CCO prepares memo to file; contact property owner(s) via phone or email.
   8b. Compliance not achieved. Hearing Officer (HO) schedules hearing per MC Section 1.19.180.

9. CCO sends *Notice of Compliance Hearing* to property owner(s) and occupant(s). CCO posts property and at City Hall display cabinet (10 days notice prior the hearing).

10. CCO prepares hearing report and supporting evidence.

11. HO conducts Hearing.

12. HO makes findings and determination in accordance with MC Section 1.19.180(e).

13.  
   13a. If HO finds a violation, HO issues an Administrative Order (AO) per MC Section 1.19.190.
   13b. If HO finds no violation or the violation is corrected within the time specified, the HO issues a finding as to those facts. Case closed.

14. HO sends notice of entry of the Administrative Order, copy of Order and findings to owner(s) and occupant(s).
15a. Property owner fails to comply. Case held for the 90 day appeal period pursuant to MC Section 1.16.

15b. Property owner submits evidence but City Manager disputes compliance, proceed to 17. Owner may dispute City Manager’s decision by requesting a HO hearing.

15c. Property owner submits evidence of compliance in accordance with the schedule. If City Manager agrees Compliance Report submitted to Hearing Panel. Case closed.

16a. If Compliance Dispute, Compliance Hearing scheduled upon request per MC Section 1.19.250.

16b. If no hearing request, case referred to City Attorney for enforcement pursuant to MC Section 1.16.

17a. HO holds hearing and finds compliance.

17b. If non-compliance, staff requests City Council to impose lien on Property.

Post Hearing Process

1. If fines or cost imposed by HO are not paid within 90 days, a lien against the real property may be imposed.

2. Person subject to lien may protest to City Council.

3. Council’s decision adopted by resolution.

4. If Council imposes lien, City Attorney files lien with County Recorder’s office.

5. When lien is satisfied, City will produce Notice of Satisfaction for lienee to record.