

Summary of Enhanced Complaint Model  
Revised August 12, 2008

**STAGE 1**

**Inspections initiated by:**

1. Tenant complaint.
2. Social service agency.
3. Police referral.
4. Fire inspector referral.
5. Unit-specific exterior violation observed by NIT.
6. Significant level of crime associated with the property as identified in the monthly NIT meeting with Police precincts Neighborhood Response Teams (per existing procedure).
7. Documented history of building code violations for specific property: 3 cases involving F/L/S or VI violations (work without permit) in past three years.
- ~~X~~ Three years of unpaid property tax for specific property.
- ~~X~~ Property owner continuing to operate without required business license or approved exemption to business license more than 30 days after receiving a notice of license required from Revenue Bureau.

Note: Inspections criteria that are not unit-specific (6-9) will result in an exterior inspection by NIT. If Exterior condition meets specific criteria identified by NIT, then interior inspections will be triggered. [NIT will review criteria and procedure with Workgroup. Interior inspection will be with first tenant who allows entry.]

**STAGE 2**

**Inspections initiated by:**

- 2 or more of the following categories have met the threshold of the number of (non-tenant caused) violations listed in the Stage 1 inspection:
  - Health/Sanitation – 2
  - Fire/Life/Safety \* – 1
  - Improper Egress – 2
  - Electrical – 2
  - Lack of Utilities – 1
  - General Maintenance – 5 or more

\* For the purposes of triggering a Stage 2, Stage 3, or Stage 4 inspection, F/L/S violations shall not include fixtures of the property that are reasonably observed to be original to the construction of the structure and are in good operational condition. Specifically including; 29.30.090 (D) windows, 29.30.070 stairs, 29.30.080 (c) guardrail.

**Units inspected:**

- Additional 50% of the units on the property will be inspected, up to a maximum of 20 units.
- In calculating 50%, NIT will round up to determine the number of units to be inspected.

- For 3 and 4 unit complexes, inspect all remaining units in the property.
- For a duplex (where both units are rented), inspect the remaining unit, and inspect exterior of one additional unit owned by same landlord, if applicable.
- For a single-family home, inspect exteriors of two additional units owned by the same landlord, if applicable.

### STAGE 3

**Inspections initiated by:**

- 50% or more of the Stage 2 inspections meet the Stage 2 threshold:
  - Health/Sanitation - 2
  - Fire/Life/Safety \* - 1
  - Improper Egress - 2
  - Electrical - 2
  - Lack of Utilities - 1
  - General Maintenance - 5 or more

**Units inspected:**

- All remaining units on the property.

### STAGE 4

**Inspections initiated by:**

- 50% or more of the Stage 3 inspections meet the Stage 2 & 3 threshold
  - Health/Sanitation - 2
  - Fire/Safety \* - 1 (\* qualification applies)
  - Improper Egress - 2
  - Electrical - 2
  - Lack of Utilities - 1
  - General Maintenance - 5 or 7

**Units inspected:**

- An exterior inspection will be conducted at one additional property owned by the same owner and selected at random. If exterior condition meets specific criteria identified by NIT, then Stage 2 interior inspections will be triggered for target property. Stage 3 and Stage 4 will follow if applicable.