

WATERFORD TOWNSHIP, ERIE COUNTY, PA
12451 Circuit Road, Waterford, PA 16441
814/796-2109

ORDINANCE COMPLAINT FORM

I. The PURPOSE of the Ordinance Complaint Form is to properly record and track complaints of violations against the duly adopted Zoning and General ordinances of Waterford Township.

II. The POLICY of Waterford Township, when dealing with Ordinance complaints, shall be as follows:

A. All complaints of alleged violations of Township ordinances are to be referred to the Waterford Township staff for proper recording of the complaint, in observance of this policy, and adherence to time constraints contained therein. The staff member receiving the complaint is to record the date, time, and nature of the ordinance complaint that is presented at the Township office, in person, or by phone.

B. The person making the complaint shall identify themselves by providing their name, mailing address and phone number to the staff member. Should the caller, or visitor, fail to identify themselves as a Waterford Township resident, the staff member shall proceed no further with the complaint other than to record the visit or phone call as stated above.

C. Upon proper identification by the Complainant, an Ordinance Complaint Form shall be provided to the Complainant. (In the case of a complaint by phone, the form will be mailed to the individual).

D. The form is to be filled out, signed, and returned to the Zoning Officer. The Zoning Officer will then make a determination of action upon the complaint as presented. The Complaint will either be acted upon by a designated Township staff member, referred to the Board of Supervisors for interpretation and resultant direction, or returned to the complainant where the complaint is invalid regarding Zoning and General ordinances. (Note: Unsigned complaints will not be acted upon).

E. All complaints properly filed with the Township shall receive a written response to the complaint within 60 days of the date of the filing.

F. In order to gather a complete history of a formal complaint, any and all information/inquiries, received by the staff or members of the Board of Supervisors regarding a formal complaint, shall be referred/forwarded to the Zoning Administrator. All complaint information is to remain confidential until reported to the Board of Supervisors at a public meeting.

G. A report will be made by the Zoning Administrator to the Board of Supervisors at a public meeting regarding complaints received, and the course of action taken on the respective complaints.

III. The ENFORCEMENT of the Zoning or General ordinance interpreted to be in violation shall be as follows:

A. An investigation of the complaint shall be made by a designated representative of Waterford Township to determine whether there appears to be a violation. If, upon investigation, it is believed that a violation may exist, then a courtesy letter shall be sent to the property owner and/or person(s) believed to be in violation, advising them of the specific violation believed to exist, and giving them an opportunity to bring their property or activities into compliance with the Zoning or General ordinance.

B. If compliance is not achieved within the time period given in the courtesy letter, then the designated Township representative shall initiate enforcement proceedings by sending an enforcement notice, as required under the Pennsylvania Municipalities Planning Code.

C. If compliance is not achieved within the time period given in the enforcement notice, and no appeal is taken from the enforcement notice, then the designated Township representative shall initiate appropriate legal proceedings as authorized by law.

Complaint No. _____

COMPLAINT LOCATION:

Name _____

Telephone _____

Address _____

Date(s) violation occurred: _____

Brief description of complaint: _____

NAME OF COMPLAINANT: _____ Telephone _____

Address _____

SIGNATURE: _____

Complaint not valid without signature

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OFFICE USE ONLY:

Date of Receipt _____ Township Rep _____

ACTION TAKEN: _____

Staff Signature: _____