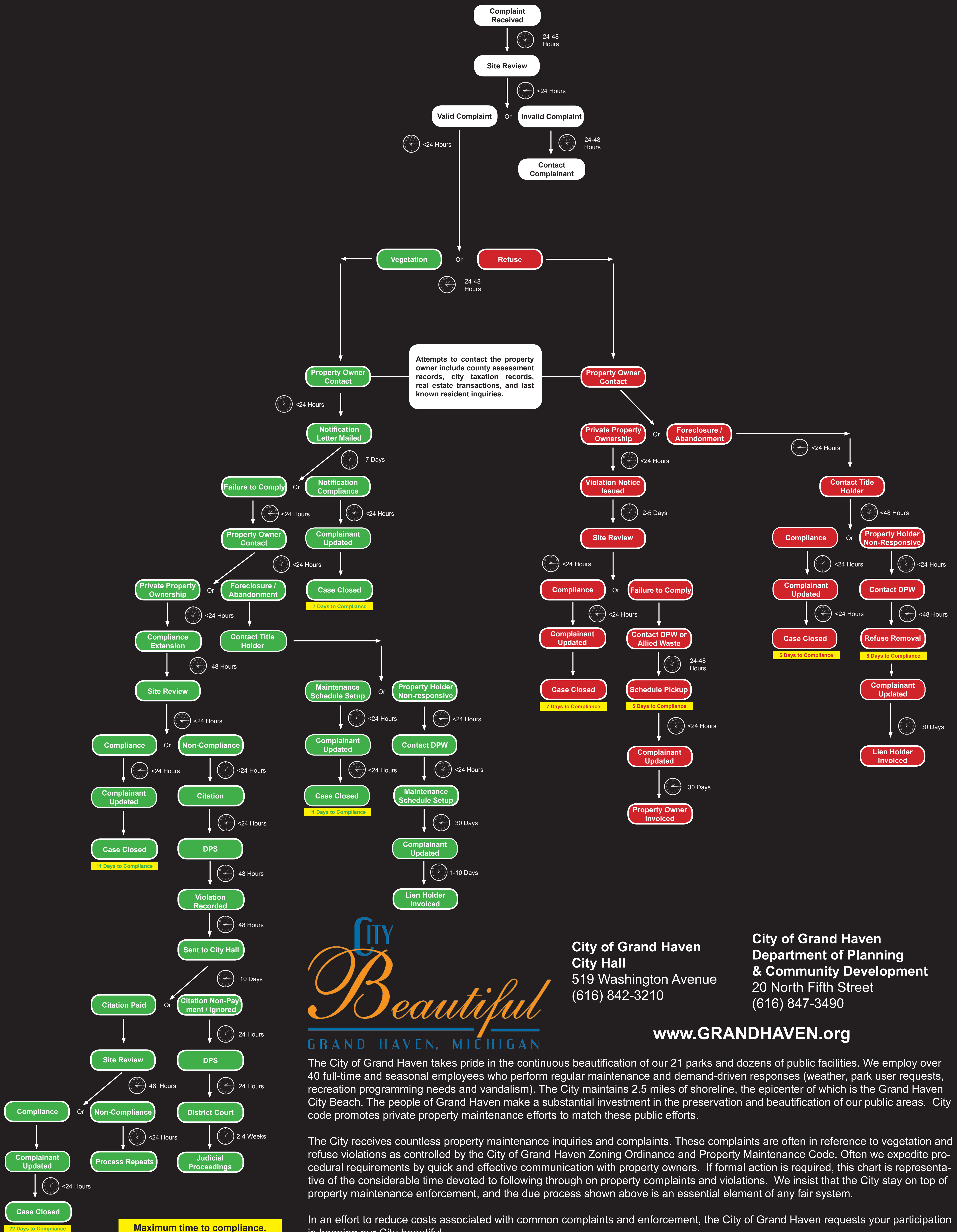




ANATOMY OF A COMPLAINT

Common procedural methods for administration of vegetation and refuse complaints made to the City of Grand Haven.



City of Grand Haven
City Hall
519 Washington Avenue
(616) 842-3210

City of Grand Haven
Department of Planning
& Community Development
20 North Fifth Street
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www.GRANDHAVEN.org

The City of Grand Haven takes pride in the continuous beautification of our 21 parks and dozens of public facilities. We employ over 40 full-time and seasonal employees who perform regular maintenance and demand-driven responses (weather, park user requests, recreation programming needs and vandalism). The City maintains 2.5 miles of shoreline, the epicenter of which is the Grand Haven City Beach. The people of Grand Haven make a substantial investment in the preservation and beautification of our public areas. City code promotes private property maintenance efforts to match these public efforts.

The City receives countless property maintenance inquiries and complaints. These complaints are often in reference to vegetation and refuse violations as controlled by the City of Grand Haven Zoning Ordinance and Property Maintenance Code. Often we expedite procedural requirements by quick and effective communication with property owners. If formal action is required, this chart is representative of the considerable time devoted to following through on property complaints and violations. We insist that the City stay on top of property maintenance enforcement, and the due process shown above is an essential element of any fair system.

In an effort to reduce costs associated with common complaints and enforcement, the City of Grand Haven requests your participation in keeping our City beautiful.