



## Atlanta City Council

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## Code Enforcement Section

City Hall  
818 Pollard Blvd, 3<sup>rd</sup> Floor  
Atlanta, GA 30315  
Tel: 404-546-3800 / Fax 404-658-7084  
[www.atlantaga.gov](http://www.atlantaga.gov)  
[codesrequest@atlantaga.gov](mailto:codesrequest@atlantaga.gov)  
Office Hours  
Mon.-Fri. 8:15am – 5:00pm

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## CITY OF ATLANTA

### ATLANTA POLICE DEPARTMENT

### COMMUNITY SERVICES DIVISION

#### Code Enforcement Section



Keisha Lance Bottoms  
Mayor

Erika Shields  
Chief of Police

Deputy Chief Elder Dancy  
Division Commander

Major Richard A. Mason  
Section Commander

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## Our Mission and Vision

To ensure safe and sanitary conditions in housing and commercial properties through effective code enforcement efforts.

To make the City of Atlanta a better place to live, work, play, and conduct business through enforcing the laws and regulations governing code enforcement.

## What is Code Enforcement?

The Code Enforcement Section is responsible for the inspection of residential and commercial properties that are in violation of the Atlanta Housing Code and/ or the Commercial Maintenance and Industrial Code. Properties are inspected for violations such as: decayed/ damaged leaking roofs; holes in flooring (both inside and out); broken window glass; flaking/peeling paint; units not supplied with water or adequate heat; rodent infestation or unsanitary conditions; electrical hazards; and numerous other deficiencies which render properties substandard or unsafe to its occupants or the general public.

It is also responsible for overgrown, littered vacant lots; junk/inoperative vehicles; and the elimination of hazardous conditions presented by open/vacant structures and dilapidated buildings.

## The Court Process

Once the time allotted to bring the property into compliance has been exhausted, or if the property is in violation of the hazardous sections of the Housing Code or the Commercial Code, a case is prepared for court and a criminal citation is served upon the responsible party. That person must appear in court. Failure to appear will result in a warrant for arrest of the responsible party. Cases are heard Monday through Wednesday in Municipal Court. A judge hears the case and renders a final decision. Fines may range from \$250 to \$1000 per violation depending

on the severity, whether it is a 1st, 2nd, etc. offense, and/or if the property is residential or commercial. Defendants may also be sentenced from 1 to 180 days in jail. A defendant who is not in compliance at the time a court case is adjudicated may be re-cited until the property is ultimately brought into compliance.

## The In-Rem Process

The In Rem process is conducted against the property not the property owner. If a property is open and vacant and/or dilapidated; or if the cost to make repairs is more than 50% of the estimated value minus the value of the land; or there is no owner or an indigent owner, it is a candidate for Demolition or Clean & Close by The Code Enforcement's In-Rem Program. The In-Rem process consists of:

- An inspection to determine whether property needs to be cleaned and closed or demolished.
- A title report and Lis-Pendens are filed.
- Responsible parties are notified and an invitation letter to an In Rem hearing is mailed.
- The hearing is conducting with the In Rem Board on the 4th Thursday of every month, and a 30 day order is issued (this is the time that the responsible parties have to clean and close or demolish the property.
- Bids are taken for contractors to either demolish or clean & close the property, and a notice to proceed is issued.
- Clean and close or demolition of the property is then conducted. The procedure for demolition includes rodent extermination, asbestos survey, and asbestos abatement.
- A final inspection is conducted by the Code Enforcement.



# CODE ENFORCEMENT PROCESS



**Step 1:** A complaint is taken by phone, fax mail, email/web, or by area inspection.

**Step 2:** The complaint is reviewed and assigned to conduct an inspection.

**Step 3:** The officer then goes out to the property to conduct an inspection

**Step 4:** Research is then done in the office to locate the owner of the property



**Step 5:** A notice of non-compliance is then typed and mailed to the property owner

**Step 6:** Upon receipt, the owner will then have time to comply



**Step 7:** For follow-up, the property is re-inspected.

**Step 8:** Upon re-inspection, if the owner complies, the process is complete. If not, citations are issued and the case is prepared for court



**Step 9:** If a property is deemed unfit for human habitation or other use, or if a property is open & vacant, then the In-Rem process will be conducted against that property. (See The In-Rem Process inside this brochure)



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## Frequently Asked Questions

- 1. As a rental tenant, can I report violations to Code Enforcement?** Yes. As rental tenant, you can report violations regarding a property.
- 2. How do I file a complaint?** There are 5 main ways that a complaint can be filed
  - **ByPhone:** Call the Code Enforcement at 404-546-3800, Monday thru Friday between 8:15 am and 5:00 pm.
  - **ByFax:** Fax to Code Enforcement via 404-658-7084 or E-Fax via 404-546-8266.
  - **ByArea Survey:** When our officers are in the field, they often view code violations and conduct an inspection of that property.
  - **ByEmail:** Email the Code Enforcement at [codesrequests@atlantaga.gov](mailto:codesrequests@atlantaga.gov).
  - **ByWalk-In/Mail:** The Code Enforcement Section is located at 818 Pollard Blvd, SW, 3<sup>rd</sup> Floor, Atlanta, GA 30315
- 3. Can I remain anonymous if I file a complaint?** We do not give out the name of a complainant. We also do not require the name of a complainant; however, if you would like a call back regarding the property, your name and a phone number is necessary. In addition, if an Open Records Request is made in letter form, we are required by law to provide the information regarding a complaint to the person that made the request within 3 days of receiving it.
- 4. How long does it take before something is done about my complaint?** After an officer comes out, the owner of the property is given a specific amount of time to correct the issues. This can range anywhere from 1 to 60 days, depending on the condition of the property.
- 5. Who is the officer for my area?** If you call the Code Enforcement Office, the customer service representative can provide you with the name of the officer for your particular NPU.
- 6. What is an NPU?** An NPU (Neighborhood Planning Unit) is an area of streets, or a neighborhood.
- 7. Why would an officer come to my house?** There are a number of reasons an officer would come to your home. Generally, if your property is considered unsafe, unsanitary, or a public nuisance, you could get a visit from an officer.
- 8. How can I report violations after office hours?** Violations can be reported after office hours by either leaving a detailed voice mail message at 404-546-3800 or by emailing our office at [codesrequests@atlantaga.gov](mailto:codesrequests@atlantaga.gov). Please be sure that you include the address of the location that you are reporting. Once you have submitted a complaint to the Code Enforcement, you can keep track of that complaint through Acoela Citizen Access at [aca.acoela.com/Atlanta\\_ga](http://aca.acoela.com/Atlanta_ga).

## Sample Code Violations



Junk Vehicle due to No License/Tag



Mold/Mildew Open/Vacant Excessive Trash/Rubbish



Excessive Rubbish (Fire Hazard)



Peeling Paint



Severe Overgrowth



Junk Vehicle due to Tires being off/Inoperable



Leaking Faucet/Faulty Plumbing which can lead to mold/mildew



Excessive Rubbish/Trash Open/Vacant

Code Enforcement Section