

# City of Lone Tree

123 North DeVoe Street - P.O. Box 337 - Lone Tree, Iowa 52755

Phone 319-629-4615 Fax 319-629-4285

Email: lonetreecity@aol.com

## CITIZEN'S ISSUES / COMMENTS

Please complete the following information so that the City can properly assess and manage the issue and/or file an abatement notice to property owner where the nuisance is located. Please print clearly.

Briefly state your issue/complaint/suggestion/idea:

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(Complete if applicable) When did issue occur? Date: \_\_\_\_\_ Time: \_\_\_\_\_ a.m. / p.m.

Explain how you feel the issue should be resolved: \_\_\_\_\_

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Should a citation be issued, will you be willing to testify to the above complaint in a Court of Law?

Yes  No

Would you like to attend a City Council meeting?  Yes  No

Signature \_\_\_\_\_ Date \_\_\_\_\_

Street and Mailing Address \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_  Day  Evening

All complaints must be signed and dated to be considered valid.

<p>Office Use Only: Received by _____ Date _____ Time _____</p> <p>cc: <input type="checkbox"/> Mayor <input type="checkbox"/> Council <input type="checkbox"/> Public Works <input type="checkbox"/> Utility Manager <input type="checkbox"/> Sheriff's Office <input type="checkbox"/> City Attorney <input type="checkbox"/> Other _____</p> <p>Addressed at Council Meeting? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Response to Citizen? <input type="checkbox"/> Yes <input type="checkbox"/> No If so, When: _____ How: _____</p>
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## COMMENTS / ISSUES COMPLAINT PROCEDURE

**Matters under this procedure are not limited to municipal infractions but are open to all manner of needs of residents. The City Clerk will direct each complaint to the appropriate disposition. All traffic and criminal issues will be referred to the Johnson County Sheriff's Department**

1. If Citizen addresses complaint with Mayor, Council member or Staff, that person will inform citizen to file a formal complaint at City Hall and advise them of the procedures for doing so.
2. Citizen fills out complaint form at City Hall during normal office hours. Complaints will be considered unsubstantiated if a formal complaint form is not completed and signed. Unsubstantiated complaints will warrant no action by the Mayor, Council or Staff.
3. Issue/Comment form will be reviewed by Mayor and appropriate Department or Ordinance control officer. Issue will be investigated for validity and resolution.

**A. Nuisance Abatements Requests**, if found valid:

1. AND this is the first complaint received, a letter will be sent in an attempt to secure voluntary cooperation of offender. The letter will specify the complaint and action required to be in compliance.
2. If unabated or abatement reoccurs, a formal abatement notice will be delivered or sent to the offender specifying the complaint and action required to be in compliance with the Lone Tree City Code. Notice will also include a reasonable time frame for abatement.
3. In the event that the abatement has not occurred in the time frame allowed or in the event of another complaint, a first offense citation may be issued. Witnesses will be required to testify if appropriate. The appropriate municipal infraction citations will be issued on each occurrence thereafter.
4. If abatement involves mowing/snow removal issues, City Staff or Subcontractor may abate the nuisance, assessing fees as allowed in the City Code.

**B. Departmental administrative policies matters** involving City Procedures will be addressed by appropriate staff. If complainant is not satisfied, the complainant may make request to the City Clerk to be placed on the Agenda and address the City Council.

**C. Requests for changes in ordinances or Council policy** will be placed upon the Council agenda for their review.

**D. Suggestions and Ideas** will be forwarded to appropriate party/parties.

Matters found not valid will be dismissed without action.

4. Should the recipient dispute any portion of the citation and/or refuse payment of assessment, the citation will be forwarded to the appropriate court for action.
5. Offenders will have the right to a hearing before the Mayor and Ordinance Control Officer(s). When concurrence on the matter can not be reached, the offender will have the right to hearing before the City Council. All actions of the City Council will be final. Any matter remaining in dispute will be referred to the appropriate court for action.

*The Mayor, City Council and Staff are dedicated and sensitive  
to administering to the needs and concerns of our citizens  
and the welfare, development, peace and prosperity of the community as a whole.*