

No Heat/Low Heat Complaints or Red Tagged Furnace Complaints

- No heat complaints are serious concerns during the heating season and there will be an immediate response by housing and fire inspectors. There will be a same day response for low heat complaints. If you are unable to perform this response time, give it to your supervisor so they can assign an available inspector. Housing Inspections has also established a crisis team to handle these types of complaints in the evening and on weekends. This information has been conveyed to 911 & 311.

Complaint received

- If a Housing Inspector is out for the day, the **District Supervisors** should check all in-coming complaints to assign heat complaints to an appropriate Housing Inspector.
- Call the tenant to set a time to conduct inspection.
- Conduct inspection
- Call the owner of the property immediately to alert them to the condition.
 - Issue a 24 hour notice to repair furnace or provide two (2) UL approved temporary heat source to each occupied unit. (no more than 2 UL approved temporary heat sources may be used in any one unit) No Extension cords or outlet adapters may be used.
 - On Green sheet write order 611 and any furnace repair orders, with a 24 hour due date.
 - Fill out and Post building with NO HEAT PLACARD
 - Have OSSI enter orders into KIVA and mail copy to owner/contact person same day if at all possible. (these can be called in to the OSSI)
 - Contact Center Point via FAX at (612) 321-5211 regarding a red tagged furnace and request that they fax over the paperwork describing the condition for the red tagged furnace. Have residents evacuate immediately by placarding with a “do not occupy” 0 day if red tagged furnace is unsafe, verify through Center Point.

This FAX must be on City Letterhead and contain the following information:

- Address of the property
 - Owner’s Name
 - Tenant’s Name
 - Reason you are requesting the information
 - Your name and title
 - The request for paperwork describing condition for red tagged furnace
- If this is a rental property & licensed, file an Emergency Tenant Remedy Action even if the tenants are filing a TRA on their own we still need to do the ETRA from the City. The Courts can appoint an administrator who can repair or replace the furnace. Charges are then assessed when the owner of the property is reluctant to do the

repairs on their own. Use same document as regular TRA only writing EMERGENCY at the top of the page.

- Document all actions and phone calls in KIVA
- **Second offense of a no heat violation on the same building follow the procedures above but issue an immediate administrative fine.**

(A City of Minneapolis Licensed Contractor and permits are required for furnace repairs)

- If the property is not licensed but being used as a rental, issue a 180 order.

Next day orders are due:

- Conduct Inspection within 0-24 hours of due date. If you are unable to re-inspect within this timeframe, let your supervisor know so they can have another inspector conduct the re-inspection.
 - No heat source provided or UL approved temporary heat source provided and furnace not repaired
 - On paperwork write HCIT fine \$200 & LINT1 due in 48 hours
 - Fill out and Post 48 hour LINT1 placard
 - Call owner
 - Document all actions and phone calls with @ on re-inspection sheet
 - Create Green LINT folder
 - Attach paperwork to the folder and turn in to Legal OSSII for entry
 - Permanent Heat source repaired or provided
 - On reinspection sheet write ABT
 - If you filed an ETRA for the address and the orders are complied with, inform city attorney Erik Nilsson. If orders are not complied with, LINT the property and inform the City Attorney if you filed an ETRA immediately, this will be dealt with at the ETRA hearing.

Due date for LINT1 Letter of intent to Condemn letter

- Conduct Inspection
 - Permanent heat source is not repaired or provided
 - On re-inspection sheet write HCIT \$400 and CONDEMNATION NOTICE
 - Fill out and Post CON1 placard on building with appropriate vacate date.
 - Document all actions or phone calls as @ on re-inspection sheet
 - Pull Green LINT folder, Create Red CONDEMNATION folder
 - Attach paperwork to Red folder and turn in to Legal OSSII for entry
 - If Permanent heat source is repaired or provided
 - On re-inspection sheet write ABT
 - If you filed an ETRA for the address and the orders are complied with, inform city attorney Erik Nilsson. If orders are

not complied with, condemn the property and inform the City Attorney if you filed an ETRA immediately, this will be dealt with at the ETRA hearing

- **If the outside temperature is below 0 placard with a “do not occupy” and tell the tenants they need to vacate immediately post a LINT for two days. Issue an immediate administrative citation & issue a 783 to the owner to not allow occupancy until they receive approval by you to re-occupy the property. Check with the residents to ascertain whether they have somewhere to stay during this period. If they do not have a place stay, the housing and fire inspectors have information on how to contact the Hennepin County Shelter Team 612-673-9138.**
- **If the unit temperature is 50 or below it will be treated as a no heat violation.**

If a no heat complaint comes in on a Friday or the day before a holiday a follow-up inspection still needs to happen on the next day.

Notify your supervisor immediately and decide who will go back on the inspection. It may be the inspector who did the initial inspection or it can be arranged for another inspector or the supervisor. This needs to be arranged for before the end of the work day.

This will involve overtime if an inspector is the one responding.

In all cases use the city vehicle for all inspections.

LOW HEAT

- **First offense 3 day Letter of Intent to condemn (LINT2)**
- **Second Offense same building, same owner a 48 hour letter of intent to condemn with an immediate administrative fine \$200**
- **Third or any subsequent cases with the same building, same owner is 24 hours intent to condemn with a immediate administrative fine \$400**
- **Again a unit with a temperature of 50 degrees or less will be treated as a no heat violation.**

To verify this check the IN005 report or the Property Info report and make sure orders went to the same owner.