

# Municipal Code Violation Complaint Form

Malvern Borough staff handle a wide variety of local municipal code compliance topics. Specific types of compliance issues will be forwarded to the appropriate borough official (i.e. Building Codes Enforcement Official or the Zoning Officer) for compliance management, but coordination of the complaint and resolution will be through the Borough Manager. Only forms that are accurately and completely filled out, including the Complaint Information will be accepted. Forms may be submitted in-person during business hours, dropped in the indoor or outdoor 'Administration' boxes, or submitted via email: malvern@malvern.org.

**DESCRIPTION OF COMPLAINT:**

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**PROPERTY LOCATION OF POTENTIAL VIOLATION:**

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**NAME OF PROPERTY OWNER AND/OR VIOLATOR (If Known):**

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**COMPLAINANT INFORMATION (REQUIRED):**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

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

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## Borough Compliance Process

- 1) Receive complaint
- 2) Investigate to determine if a violation exists
- 3) If a violation does exist, the property owner or violator will be contacted and informed of the violation, what actions are needed to remedy the situation, and given a specific compliance deadline date.
- 4) On the compliance deadline date, responsible borough official will verify that compliance has been attained. If this is found to be the case, the file will be closed.
- 5) If, upon re-inspection, the violation still exists, the property owner or violator will be contacted and again requested to comply. The second notice will include a date in which a citation may be issued if the problem has not been resolved.
- 6) After the citation deadline is reached, a site visit is made to determine if the matter has been corrected. If the violation still exists, a citation may be issued and the case information prepared for District Court.

Due to the large volume of complaints processed, it is difficult to maintain up-to-date status reports to complainants. Please feel free to check in with the borough official if you would like to find out the current status of a complaint.

Different types of complaints and violations have somewhat different timeframes for compliance based on a number of factors including public safety and ease of corrective activities required. The intent of the compliance process is to be as fair as possible to all parties involved and to ensure that the livability of our borough is maintained through communication, education and mutual respect.

The Borough Code is available for reference on the borough website at [www.malvern.org](http://www.malvern.org). It is encouraged that citizens refer to the Borough Code to provide a basis for a complaint, and if possible, communicate directly with the responsible party to the complaint in efforts of resolving the matter privately.

For questions regarding Code and Zoning Compliance in Malvern Borough, please contact Borough Administration at 610-644-2602.