

WORKING WITH YOU TO MAINTAIN AND PRESERVE THE QUALITY OF HOUSING IN OUR COMMUNITY.

PROPERTY MAINTENANCE PROGRAM OVERVIEW

In order to ensure a healthy, safe, and stable environment in Wentzville, the City has implemented a Property Maintenance Program. This program aims to meet the requirements set forth in the adopted Property Maintenance Code by conducting regular inspections. These inspections are primarily conducted from a vehicle and serve as a preliminary assessment.

The Property Maintenance Program runs annually from April to the end of September. Starting from April 1 each year, the City also incorporates Property Maintenance issues into the Occupancy permit inspection process. Code Compliance Inspectors inform new residents about any problems that need to be addressed. As part of the program, both residential and commercial properties are inspected on an annual basis.

If a property is found to be in non-compliance with the Property Maintenance Code, the property owner will receive a notice outlining the areas that require repair. The notice will also provide a timeline within which these repairs should be completed. Property owners who have concerns about neighboring properties need not wait for the Property Maintenance Program to take place in their area. They can contact the Customer Service Center at any time to report a Property Maintenance issue. **This can be done by making a phone call to (636) 639-2121 or by using the online Concern System.**

The Property Maintenance Program is an important initiative undertaken by the City to maintain the overall quality and well-being of the community. By addressing property maintenance issues promptly, the City aims to create a pleasant living and working environment for all residents and businesses in Wentzville.

About Concerns.....

Code Compliance Inspectors respond to residents' concerns throughout the year in addition to the Property Maintenance Program offered April through September. Inspectors respond to all concerns that may pertain to:

- Tall grass and weeds in excess of 8"
- Broken windows, doors and screens
- Fence damaged/deteriorated
- Trash and debris on premises
- Sidewalk or driveway deterioration
- Defacement of property
- Peeling paint
- Standing water attracting mosquitoes
- Visible mildew on structures
- Gutters in need of repair
- Derelict vehicles
- House/Address numbers faded/missing

These violations and others may be reported to the Customer Service Center at any time. Inspectors will verify the concern within 72 hours and respond back upon your request. Concerns may be filed anonymously as well by calling the Customer Service Center.

WHAT TO DO IF YOU RECEIVE A PROPERTY MAINTENANCE NOTICE....

Don'ts:

Don't Panic: This is just a notification to let you know that your property needs some attention. There is a compliance date on the notification in which you need to have the items listed corrected or have contacted the City to make other arrangements.

Don't Ignore it: Ignoring the notification will not make the issues go away. The City's last resort is to issue a ticket to Municipal Court to get the issues corrected by the property owner.

Do's:

Do Read the Information: Please read all the information that is provided with the property notification it may answer some of your questions.

Do Plan: Make sure you give yourself enough time to get the issues corrected.

Do Contact Us: If you need more time please contact the City and make arrangements, we are willing to work with you.

FREQUENTLY ASKED QUESTIONS:

Q: I received a Property Maintenance letter for my house. What do I need to do?

A: The items that need to be corrected are listed on the letter and the date they need to be completed is indicated.

Q: What if I can't meet the deadline?

A: If you can't meet the deadline, contact the Code Compliance Inspector and talk with them to make arrangements. We are willing to work with you to get the issues corrected.

Q: Why was a Property Maintenance violation notice sent to my house?

A: Three possible reasons are: 1. Your location is being inspected under the Property Maintenance Program. 2. A concern was filed with the city regarding your property. 3. You have just had an occupancy inspection and Property Maintenance issues were cited.

Q: What is the process when you receive a notification about tall grass/weeds?

A: The first violation, a notice to correct is sent to the owner and renter if applicable, and given 10 days to mow the tall grass/ weeds. The second violation at the same property is given five days to abate the tall grass/weeds. For a third violation and any subsequent violations the owner, and/or renter will receive a summons to Municipal Court from the Code Compliance Inspector and will have five days to abate the tall grass/weeds. The number of violations in the history of the property will carry over from the previous year.

If you are doing repairs such as structural, renovation, plumbing, electrical or mechanical, you may need a permit. Please contact us for information on permits for repairs at (636) 327-5101.