



COMMUNICATION PACKAGE FOR RESIDENTIAL PROPERTIES

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Documentation Procedure For Residential Property Complaints:

- Collect Property Complaint form or other documentation of property issue for discussion at NRZ meeting.
- Keep the conversation:
 - Positive – goal is to improve the neighborhood for all residents
 - Brief and to the point – identify specific issues to be addressed
 - Polite and non-judgmental – circumstances/obstacles may be unknown
 - Business and not personal – this is solely about making the neighborhood better for all, including them
- If resident/owner is present, offer suggestions about fixing specific aspects of the situation, not just general complaints. For example: “Your property is messy” vs. “There is a lot of litter on your property, perhaps you could pick up more often.” Encourage them to be a good neighbor, the strength of our neighborhoods depends on the everyday quality of life for everyone.
- Cite the Municipal Code and summary if needed:
 - You can find both in the PDFs of the City’s Resident Guides here: <http://www.hartford.gov/resident-guides> (note, most codes regarding property maintenance apply to all properties, not just residential)
 - You can find the full Municipal Code here: https://library.municode.com/ct/hartford/codes/code_of_ordinances
- Contact your NRZ representative from the City’s Community Engagement office (hartford.gov/constituent-services) to give them a head’s up so that if the property manager contacts them (unlikely) they won’t be caught off guard, and also so that they are aware of the situation.
- Consider enlisting help from other neighborhood organizations.
- Consider enlisting Hartford NEXT to send supportive letters as well.

Send a letter:

Send a polite letter briefly detailing the issues impacting the neighborhood to the resident and landlord/owner, if applicable:

- Thank them for being a resident of the neighborhood (or a property owner)
- A summary of the issue
- Cite the municipal code
- Offer suggestions for improvement
- Encourage them to be a good neighbor

A template for a letter to residents “NRZ Resident Letter” and to landlords/owners “NRZ Letter to Property Owners” are attached.

Visit the property a week after you mail the first letter and assess if any improvement has been made. Send a second follow-up letter to politely reiterate the unresolved the issue(s). If there are resources that may be able to assist, include the contact information in the letter.

If no improvements are made within two weeks, or if initial improvements are not maintained, send a follow up letter.

If the issue is remedied, send a letter or card thanking them for their attention the matter and for being a good neighbor. Share the improvements and any other positive actions with other members of your NRZ.

Always invite the property manager/owner or resident to attend NRZ meetings so that they can be active participants in their neighborhood.

Bad practices:

- Public shaming via social media or local news media.
- Any kind of personal attack on the owner or resident(s).

Always take the high road. Your actions will reflect on both your neighborhood and the City as a whole.

How to find out who owns a property:

- You will need the exact address of the property.
- Visit the City Assessor website at <http://assessor1.hartford.gov/default.asp>
- Enter the street name and street number in the appropriate fields.
- Click on the Parcel ID and verify that the photo and description match the property in question.
- Note the property owner's name and mailing address.
- If the property is owned by the City:
 - Contact 311 via their smartphone app (this way you get a complaint number that you can track progress on)
 - Contact your NRZ representative from the City's Community Engagement office (hartford.gov/constituent-services) and ask them for assistance in addressing the issue with DPW, Economic Development, etc.
- If the property is owned by an LLC:
 - Search for that LLC's Agent of Record here: <https://www.concord-sots.ct.gov/CONCORD/online?sn=PublicInquiry&eid=9740> (note, you may have to enter the LLC's name a few different ways, with and without the asterisk, to get the correct entity).

If the issue is a criminal matter (e.g. suspected drug dealing):

- Contact your NRZ's Community Service Officer for assistance and next steps. He or she may already be aware and may have additional information to aid in the situation, quell neighbors' fears, etc.

NAME OR LOGO of NRZ
ADDRESS
HARTFORD, CONNECTICUT _____

Dear Neighbor,

The _____ Neighborhood Revitalization Zone (NRZ) organization has been contacted about _____ (*e.g. cars parked on your front lawn*). The NRZ's objective is to improve the quality of life in the neighborhood by addressing issues such as education, housing, economic development, safety, beautification and other related matters. To fulfill that mission, the NRZ helps residents resolve issues in their neighborhood that violate Hartford City codes.

This issue is in violation of the _____ municipal code. We have included with this letter the municipal law and/or the zoning regulations statute that address this issue. We hope this is helpful and that you will join us in the spirit of making our neighborhood a clean, safe, wonderful place to live.

If you need help from the City of Hartford to address this concern, you can contact _____ Department.

To ensure a prompt response, we will review the situation in two weeks. Please contact us if you need more time. After two weeks, if we have not heard from you and the issue has not been corrected, the NRZ will send a copy of this letter to the _____ Department. The _____ Department has two weeks to contact you and help you resolve this situation.

The _____ NRZ is dedicated to making our neighborhood a great place to live, work and play. We appreciate the commitment of our members and the City of Hartford to proudly serve the best interests of our residents. If you would like to attend an NRZ meeting, they are held on *the* _____ (*Day*) _____ *at the* _____ (*Location*) *starting at* _____ *p.m..*

Thank you for your attention to this matter. If you have any questions, feel free to contact me at _____

Sincerely,

NRZ Chair
Contact information

NAME OR LOGO of NRZ
ADDRESS
HARTFORD, CONNECTICUT _____

SAMPLE LETTER TO PROPERTY OWNERS

Date

Addressee

Address line 1

Address line 2

RE: _____ (address & Issue)

Dear :

The _____ Neighborhood Revitalization Zone (NRZ), is the strategic planning board of the _____ neighborhood. Every stakeholder in the area is welcome and expected to become a member and attend the monthly meetings of the NRZ.

I am writing you on behalf of the members of the _____ NRZ. One of the responsibilities of the NRZ is to communicate with property owners in our neighborhood to address quality of life issues. This includes, but is not limited to, owners who do not keep the exterior and/or interiors clean and organized, those who allow illegal activities to be conducted in, or around their properties, and landlords who do not maintain their properties.

We have received numerous complaints from residents on and around _____ streets/area/neighborhood about the _____ (loitering, excessive litter, the violation of the City of Hartford's Noise Ordinance) around _____ (address). Before we refer these complaints to the City of Hartford Nuisance Inspectors, we feel it is only fair to give you the opportunity to address these concerns yourself. We are asking that you do so in 30/60/90 days, after which we will reevaluate, discuss our findings, and decide on next steps at our next monthly meeting. Thank you for your attention to this matter. If you have any questions, feel free to contact me at _____email@gmail.com.

Sincerely.

Signature

Name

Chair

_____ NRZ

Property Compliance Checklist

Owner/Resident _____

Address _____

| X | Neighborhood Standard | Comment |
|----------------------|-------------------------------|---------|
| | Loud Noise | |
| | Illegally Parked Cars | |
| | Junk/Derelict Cars | |
| | Loitering | |
| | Littering | |
| | Home Auto Repair Shop | |
| Yard/lot Maintenance | | |
| | Pooling/Stagnant Water | |
| | Fences | |
| | Weeds | |
| | Driveways | |
| | Litter, Trash, Dumping | |
| | Sidewalks clear of Snow & Ice | |
| Building Maintenance | | |
| | Wood/Painted Surfaces | |
| | Graffiti | |
| | Walls/Foundation | |
| | Roofs | |
| | Chimneys | |
| | Gutters | |
| | Porches & Decks | |
| | Windows & Screens | |
| | Rodents | |
| | | |