



RainSmart Yards Code Complaint Procedure

1. Code enforcement officer contacts WaterWays' RainSmart Yards (RSY) representative
 - a. Isabelle Legrain (isabelle@mywaterways.org)
2. RSY representative conducts an on-site inspection to ensure that the property meets program maintenance requirements.
 - a. RSY representative consults and confirms compliance with the City of Chattanooga's RainSmart Rewards Program Manager / Water Quality Specialist I
 - i. Haley Hamblen (hhamblen@chattanooga.gov)
3. To ensure compliance with the City of Chattanooga's overgrowth ordinance, the RSY representative offers property maintenance guidance to the property owner as needed and educates the property owner on property maintenance requirements for the RSY program.
4. RSY representative follows up with the City's authoritative code enforcement officer with their property inspection notes and any property maintenance guidance and recommendations that were made to the property owner.
5. Once the property owner is notified that they are out of compliance and issued a written warning, they then have 10 days to get into compliance before a maintenance requirement reinspection is conducted. Upon the 10th day, a property maintenance reinspection will be conducted to confirm code compliance.
6. In the event the property owner is unable to comply with the property maintenance requirements within the 10-day period, the RSY representative will remove the property owner from the program, and any awarded stormwater fee discounts will be suspended.
 - a. WaterWays' RSY database and City of Chattanooga's internal RainSmart GIS map (accessible to City Code Enforcement Dept and Stormwater Division) will be updated to reflect certification suspension and non-compliance.
 - b. If the client demonstrates code compliance, the property owner can reapply for the RSY program and will be eligible for recertification and stormwater fee discounts.

7. In the event the property owner is unable to comply with the property maintenance requirements within the 10-day period, the City's Code Enforcement Dept will serve the property owner a formal overgrowth code violation.
8. Participants found out of compliance will receive a written warning and have ten (10) days to return to compliance. If a participant fails to return to compliance within ten (10) days, or exceeds three (3) written warnings, any further instances of non-compliance will result in permanent removal from the RainSmart Rewards program and formal enforcement action.