

If property owners/managers/tenants are concerned about problems associated with garbage and grass violations on properties in the City of Muskegon, they may be interested in the "E-Alert" program provided by the City. We have the ability to Fax and/or E-mail them **only when a property they have signed up for the alert program has received a violation**. For a small fee for faxing an alert, (which is less than one clean-up or mowing bill), they can take advantage of this service and free for email subscribers (only one email address per property is allowed).

The "Alert" service is a Fax or E-mail communication that lets the subscriber know if a particular property needs attention for 24-hour terrace violations, trash/debris violations on the property, as well as tall grass/weeds on the property. The service is useful because:

- Vegetation (grass and weeds included) is supposed to be kept **8 inches or lower** or a city crew will mow the property and the owner will receive a bill for the service. The city no longer sends a letter every time a lawn needs to be mowed. We only send **one grass letter per year**.
- Garbage on the **terrace** gets an orange "24-hour" notice pasted on it. **No notice letter is sent**. Unless the landlord monitors the property on a regular basis, they may not be aware of the issue until a bill for service comes in the mail. **Trash can only be put out on the terrace after 7 p.m.** the night before garbage pick up and anything not picked up must be removed.
- When garbage is on the **property** a legal notice in the form of a letter is sent, but that notice may take a few days to reach the landlord. If the property is not cleaned by the deadline indicated in the letter which is typically 10 business days, the City will clean the property and bill the owner.
- If the property owner has a mailing address that is different than the property address, a letter is sent to the property owner and there is also a letter mailed to the occupant of the property. This way the tenant is also aware of the problem and hopefully they will take care of the problem.

The subscriber must fill out an application for the service that includes a list of the properties for which they would like alerts. We will also need the Fax and/or E-mail address where the notice should be sent. When the subscriber signs up for the program, we flag their properties in our database. When a violation is noted in the inspector's portable computer, it will download at the end of their day (after 2:00) to our in-house database. If the property has a noted violation, an alert will be sent via Fax and/or E-mail **that same day**. The alert will also have the name and phone number for the inspector if you have questions or concerns.

*Some e-mail providers will automatically put the e-alert in spam/junk folders;
add no-reply@mocities.com to your approved e-mail addresses to better assure your receipt

Example:

From: Environmental Alert [mailto:no-reply@mocities.com]
Sent: Wednesday, August 05, 2009 7:11 AM
To: Your Name
Subject: Environmental Alert: ###