

**Other:**

**1. I did not receive a copy of summons by mail. Where was it mailed?**

- **If “Owner of Violation Location” is cited** (summons will not contain a name):
  - Service is made either by certified mail or by leaving a copy of summons at the property and mailing a copy to the owner at the mailing address contained in the Assessment Record.
  - It is owner’s responsibility to update Assessment Record to ensure timely notification. **Changes to mailing address for User Fee bills, Water bills, Taxes, Rental Registry and any other city departments are not reflected in the Assessment Record. For more information on updating your Assessment Record, please contact 851-5733.**
- **If respondent is personally cited** (summons will contain the name of person cited):
  - Copy of summons will be mailed to his/her last known mailing address as indicated on summons.
  - It is responsibility of respondent to notify our office of any discrepancy or changes to mailing address contained on Summons.

**2. I cannot afford to pay the summons, can I go on a payment plan?**

- Payment plans are determined on an individual basis, depending on the outstanding balance and your ability to pay. You should contact our office at 851-4046 to determine if you are eligible for a payment plan.

**3. I own the property but do not live there. Why am I cited for the violation and not the tenant?**

- As the owner of the property it is your responsibility to monitor your property to ensure that it is maintained in accordance with city ordinances and to keep your tenants updated on applicable laws.