



TOWN OF WARE
126 Main Street
Ware, MA 01082

BUILDING
DEPARTMENT
413.967.9648 ext.180

COMPLAINTS SUBMITTED TO THE BUILDING DEPARTMENT
POLICY & PROCEDURE

- Building Official will investigate and report on all signed complaints.
 - Investigations on signed complaints may result in enforcement action due to violations of the Town of Ware bylaws, or the State Building Code.
 - If so requested by the complainant the Building Official may write a statement of finding that no violations exist which grant the complainant a right of appeal.
 - Verbal complaints will be judged by the level of potential danger to public safety and be acted upon accordingly.
 - Anonymous phone complaints regarding possible Zoning Bylaw violations may be acted upon by a Building Official if the possible violation can be easily observed from a public way. Once a Building Official confirms a zoning violation exists the Building Official then becomes the complainant.
 - Anonymous phone complaints regarding possible zoning bylaw violations that cannot be readily observed from the public way may not be acted on.
 - Violation notices shall be sent to the person occupying the property and to the property owner if different.
 - Violation notices may be sent both by return receipt request and by regular mail.
 - Violation notices shall outline bylaw or code section infraction, means of corrective action, consequences of inaction and a specific timeline to correct violation.
 - Once a letter is mailed from the post office the Building Department will then consider this action as equal to being served.
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Complaint Address _____

Nature of Complaint _____

Additional Comments on Reverse Side

Complainant _____ Phone # _____

Mailing Address _____ Email _____

Signature _____ Date _____

Building Department Action _____

Additional Comments on Reverse Side

Additional comments for Complaint:

Additional comments on Action by Building Department:
