

**Report on
Complaints Received by
the Ombudsman's Office
February 2023 - February 2024**

March 28, 2024



CITY OF DETROIT

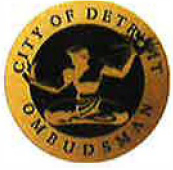
OMBUDSMAN

BRUCE SIMPSON, CITY OMBUDSMAN

"Improving Your Quality of Life On a Daily Basis"

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March 28, 2024

The Honorable Detroit City Council
City of Detroit
1340 CAYMC
Detroit, MI 48226

RE: Ombudsman Budget Analysis for FY 2024-2025

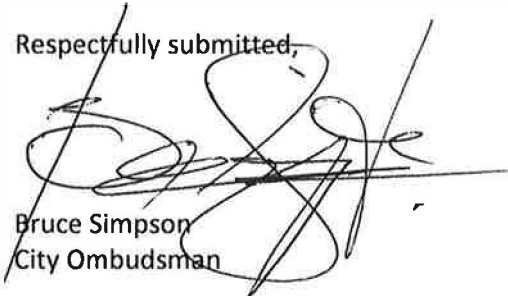
Dear Council Members:

I would like to thank your Honorable Body for giving me the opportunity to address the service delivery concerns and complaints of our citizens. This is the eighth report issued to your Honorable Body by this Ombudsman Office. This year we have processed 4,020 complaints. Of the 4,020 complaints, most of them have come from the Building and Safety Engineering and Environmental Department (BSEED) and the Detroit Land Bank Authority (DLBA).

The recommendations that I have provided to you in this report address public safety and revenue generation. With these recommendations and analysis of the budget, we attempt to speak to the concerns of the masses throughout our great City.

I submit this report on behalf of our residents, property owners, business owners and all persons who have contacted the Ombudsman Office during the time period of February 2023 through February 2024.

Respectfully submitted,


Bruce Simpson
City Ombudsman

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Section 1

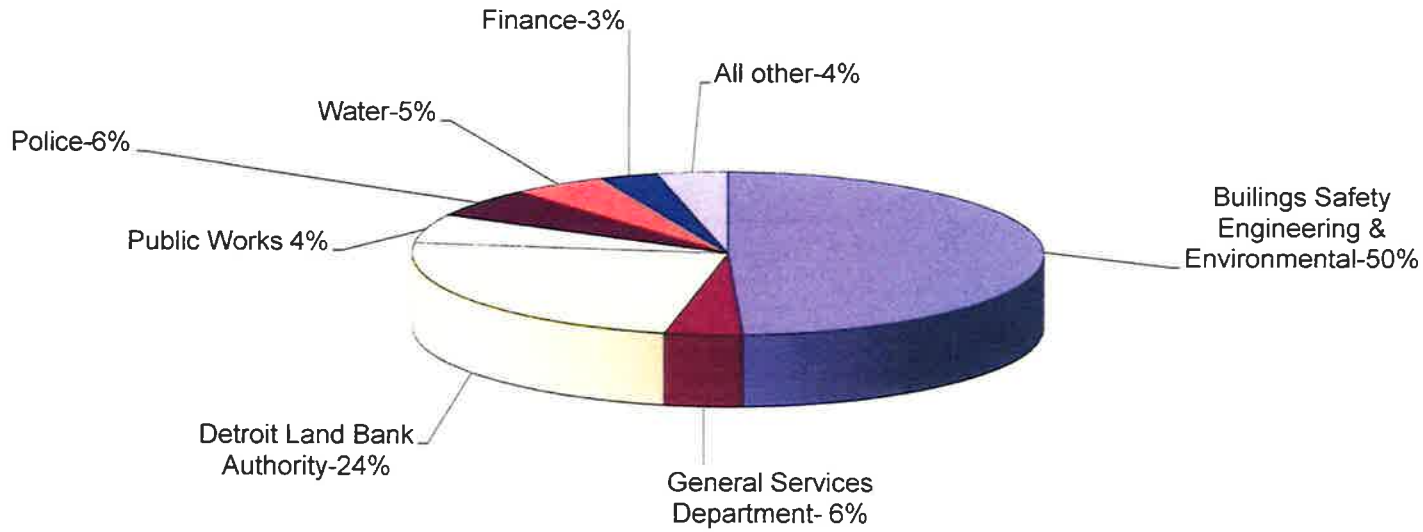
**Complaints by Department
February 2023 - February 2024**

Department	Complaints	Percentage
BSEED	1996	50%
Elections	0	0.00%
Finance	92	3.00%
Fire	4	0.09%
General Services	235	6.00%
Health	19	0.47%
Human Resources	7	0.17%
Law	4	0.09%
Municipal Parking	9	0.22%
Non Departmental & Non Jurisdictional	25	0.62%
P&DD	1	0.02%
Police	222	5.52%
PLD	30	0.74%
Public Works	163	4.05%
Recreation	2	0.04%
DDOT (Transportation)	12	0.30%
DWSD (Water & Sewerage)	199	5.00%
DLBA	967	24.00%
Other	33	0.82%
TOTAL	4,020	

**Complaint Percentage by Department
February 2023-February 204**

Buildings Safety Engineering & Environmental	50%
Public Works	4%
Detroit Land Bank Authority	24%
General Services	6%
Police	6%
Water	5%
Finance	3%
All other Departments	4%

Ombudsman Complaints by Department



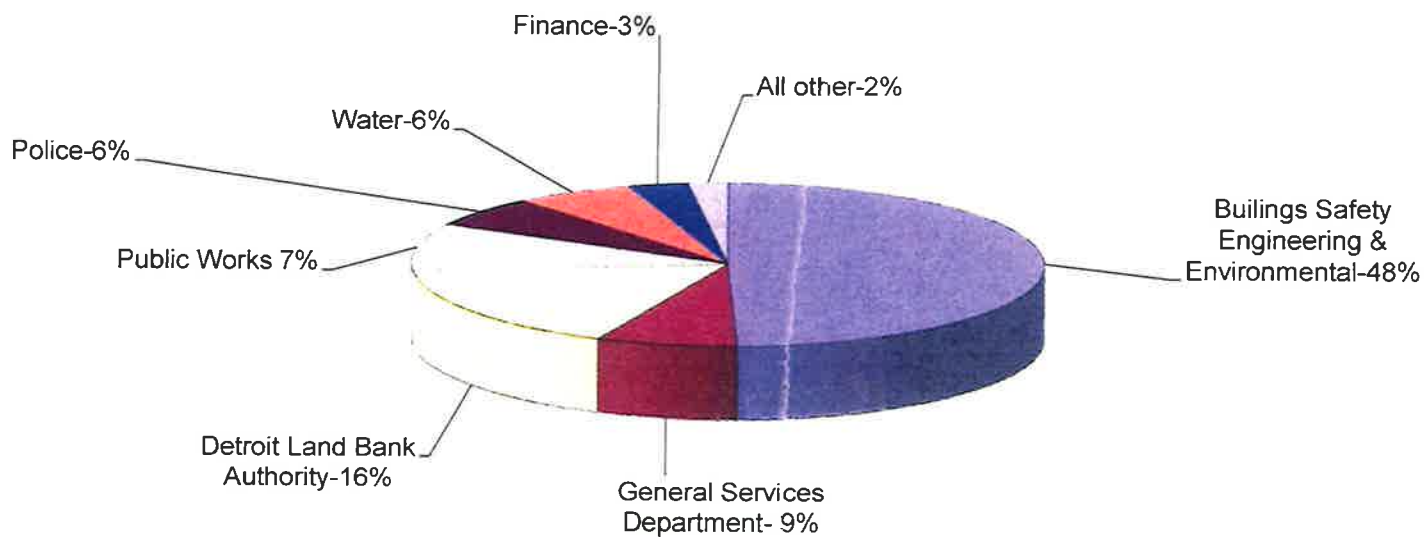
“All Other” represents several departments with less than two percent of the total complaints and as a result they were combined for chart clarity purposes.

Complaints by Department
February 2022 - February 2023

Department	Complaints	Percentage
BSEED	1797	48%
Elections	6	0%
Finance	95	3%
Fire	8	0%
General Services	330	9%
Health	23	1%
Human Resources	2	0%
Law	5	0%
Municipal Parking	13	0%
Non Departmental & Non Jurisdictional	67	2%
P&DD	3	0%
Police	213	6%
PLD	32	1%
Public Works	247	7%
Recreation	2	0%
DDOT (Transportation)	19	1%
DWSD (Water & Sewerage)	238	6%
DLBA	608	16%
Other	59	2%
TOTAL	3,765	

Buildings Safety Engineering & Environmental	48%
Public Works	7%
Detroit Land Bank Authority	16%
General Services	9%
Police	6%
Water	6%
Fianance	3%
All other Departments	2%

Ombudsman Complaints by Department

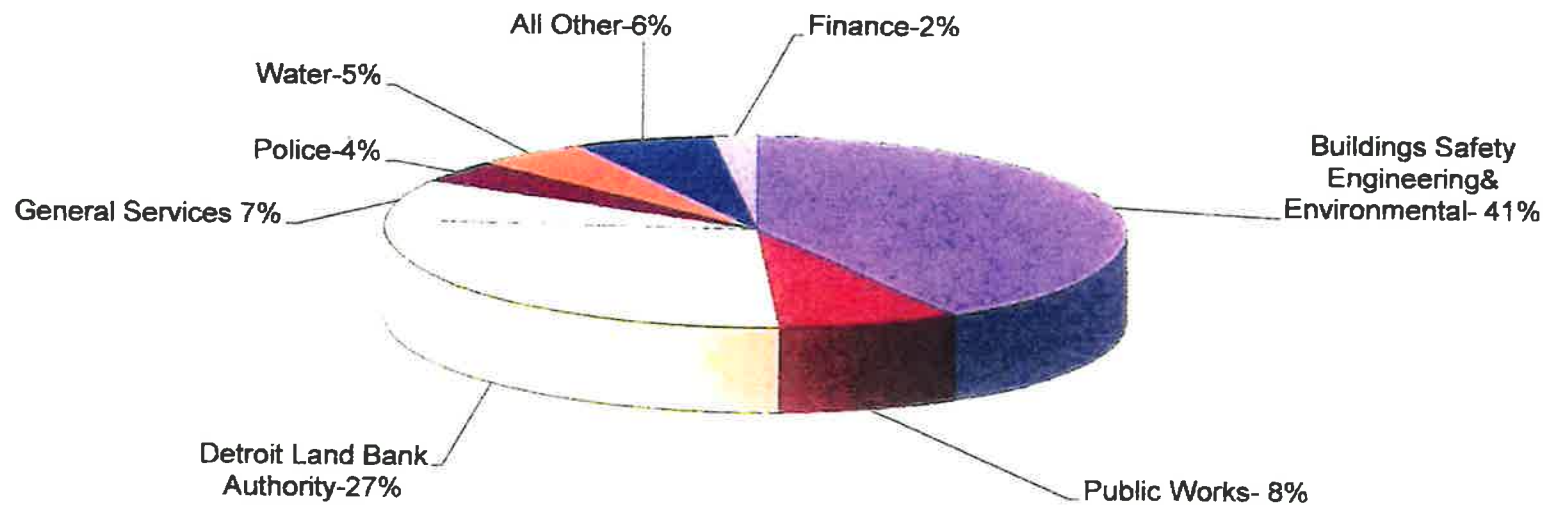


"All Other" represents several departments with less than two percent of the total complaints and as a result they were combined for chart clarity purposes.

**Complaints by Department
February 2021 - February 2022**

Department	Complaints	Percentage
BSEED	1806	41%
Elections	1	0%
Finance	109	2%
Fire	4	0%
General Services	331	7%
Health	16	0%
Human Resources	3	0%
Law	1	0%
Municipal Parking	6	0%
Non Departmental & Non Jurisdictional	79	2%
P&DD	1	0%
Police	186	4%
PLD	35	1%
Public Works	352	8%
Recreation	5	0%
DDOT (Transportation)	8	0%
DWSD (Water & Sewerage)	225	5%
DLBA	1212	27%
Other	58	1%
TOTAL	4,438	

Ombudsman Complaints by Department



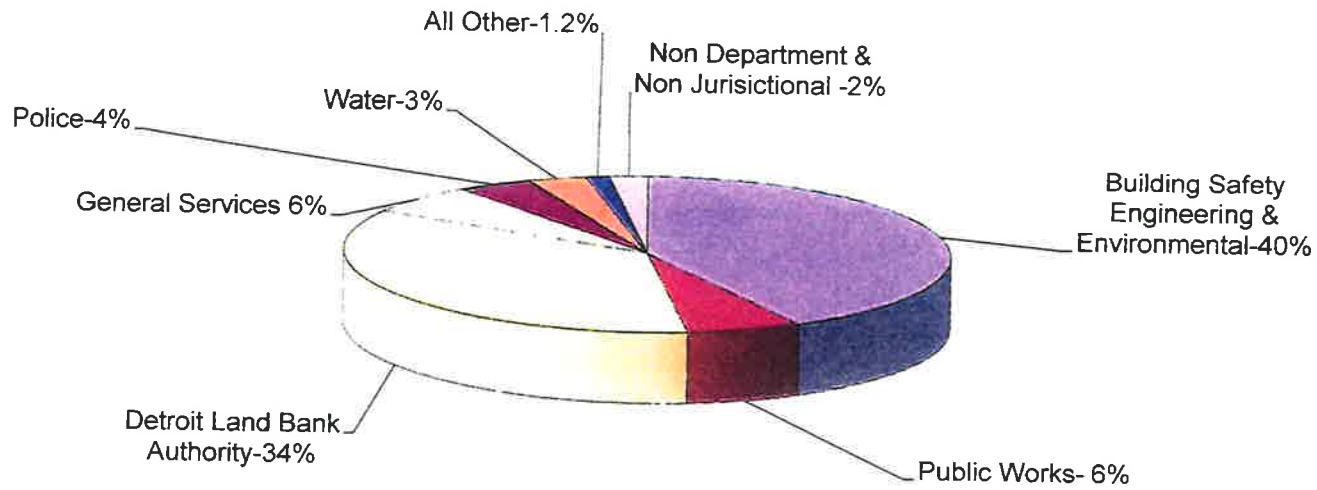
“All Other” represents several departments with less than two percent of the total complaints and as a result they were combined for chart clarity purposes.

**Complaints by Department
February 2020 - February 2021**

Department	Complaints	Percentage
BSEED	1583	40%
Elections	6	0%
Finance	68	2%
Fire	9	0%
General Services	235	6%
Health	13	0%
Human Resources	7	0%
Law	3	0%
Municipal Parking	5	0%
Non Departmental & Non Jurisdictional	62	2%
P&DD	2	0%
Police	148	4%
PLD	31	1%
Public Works	236	6%
Recreation	1	0%
DDOT (Transportation)	10	0%
DWSD (Water & Sewerage)	114	3%
DLBA	1341	34%
Other	105	3%
TOTAL	3,979	

Buildings Safety Engineering & Environmental	40%
Public Works	6.00%
Detroit Land Bank Authority	34%
General Services	6%
Police	4%
Water	3.00%
All other Departments	1.20%
Non Departmental & Non Jurisdictional	2.00%

Ombudsman Complaints by Department

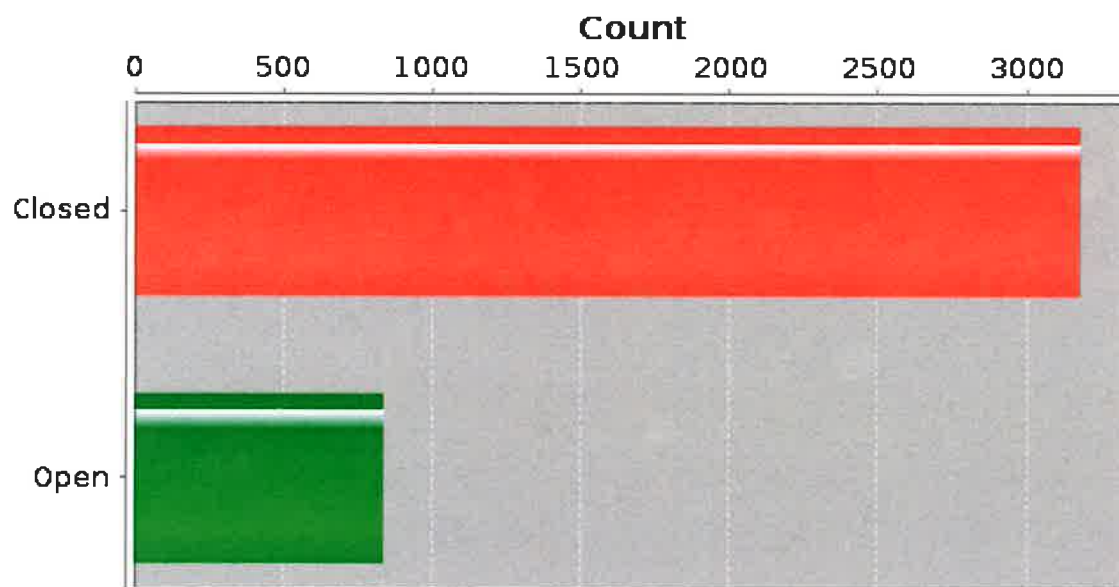


"All Other" represents several departments with less than two percent of the total complaints and as a result they were combined for chart clarity purposes.

Cases by Opened and Closed

Start Range: Feb-23
End Range: Feb-24

By Open vs Closed





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Ombudsman Recommendations

- **Subsidized Housing Lead Inspections**
- **Demolition Deferral Process**
- **Veterans Department**
- **Twenty-Four Hour Business Requirements**
- **DAH Collection Mechanism**

Subsidized Housing Lead Inspections

Persons residing in subsidized housing represent some of our most vulnerable citizens. Citizens that our government has agreed to provide financing for or subsidize a portion of their rent. However, the noted location should be free and clear of any potential contact with hazardous materials such as lead. The City of Detroit has strict and stringent requirements as it pertains to lead and these requirements are enforced through our Rental Ordinance, **Sec. 8-15-83**.

Per the City Web Site, www.detroitmi.gov, the city states the following:

The City of Detroit Buildings, Safety Engineering, and Environmental Department (BSEED) starts the new year with increased enforcement for rental properties in continued efforts to reduce child lead poisonings in the city. The modified ordinance was approved by City Council in October 2021 and is effective now.

“The ultimate goal here is code compliance, most importantly, making rental properties lead-safe to protect children and families,” said Dave Bell, director of BSEED. “These changes will help us achieve that by providing carrot-and-stick incentives for landlords to come into compliance and keep tenants safe.”

The updated ordinance was adopted based on the recommendation of BSEED, which had incorporated significant input from landlords and advocates. Under the new guidelines, the City of Detroit maintains its role as one of the strictest in the nation on requiring lead compliance from landlords. BSEED staff surveyed approximately 20 other major cities and found that Detroit was the only one to require regular risk assessment analyses for rental properties.

The ordinance’s focus on lead safety is part of the city’s multi-faceted efforts to reduce lead exposure, especially in children, whose cognitive abilities can be impaired at younger ages. Over the past 20 years, the number of children that test positive for elevated blood lead levels each year has gone down by more than 90 percent, according to State of Michigan data. In 1998, more than 16,000 children tested positive, compared to about 1,400 in 2018, the most recent year for which data is available.

Unfortunately, per the ordinance, **Sec. 8-15-84** and **Sec. 8-15-85**, we currently accept inspections from other governmental agencies that have deemed the noted location to be in compliance. In

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other words, we pretty much take their word that they have done their due diligence as it relates to the inspection of said property.

Sec. 8-15-84. - Landlords and staff required to obtain HUD Visual Assessment Certification; annual inspections

Every landlord shall procure the services of a person who has obtained a current HUD Visual Assessment Certification. Such landlord shall have completed a visual inspection annually, and, upon change of tenant, certify to the Buildings, Safety Engineering, and Environmental Department that a visual assessment has been completed for all units according to the HUD Visual Assessment Guidelines and that all noted hazards have been abated. If the visual inspection reveals cracked or peeling paint, significant dust on a windowsill, or bite marks on a windowsill, a risk assessment shall be performed for the property within one month.

Sec. 8-15-85. - Federal and other governmental agency inspections accepted

Pursuant to Section 126(3) of the Michigan Housing Law, being MCL 125.526(3), the Buildings, Safety Engineering, and Environmental Department may accept inspections of one- or two-family dwellings, multiple dwellings, and rooming houses conducted by the United States Department of Housing and Urban Development under the Real Estate Assessment Center inspection process, or by other governmental agencies, as long as that inspection certifies that the properties inspected comply with the standards and requirements of this article.

We recommend the amendment of **Sec. 8-15-85** to ensure that the other governmental agencies are meeting the high standards that have been established by our city. Noting that **MCL 125.526(3)** does not prevent our inspectors from exercising their authority. State law reads, *Inspections of multiple dwellings or other dwellings conducted by the United States Department of Housing and Urban Development under the real estate assessment center inspection process or by other government agencies **may** be accepted by a local governmental unit and an enforcing agency as a substitute for inspections required by a local enforcing agency. To the extent permitted under applicable law, a local enforcing agency or its designee **may** exercise inspection authority delegated by law or agreement from other agencies or authorities that perform inspections required under other state law or federal law.*



<https://detroitmi.gov/news/enforcement-begins-modified-detroit-rental-ordinance-focused-lead-safety-and-landlord-compliance>

https://library.municode.com/mi/detroit/codes/code_of_ordinances?nodeId=PAIVCOCH1--20_CH8BUCOPRMA_ARTXVPRMACO_DIV3REREPR

[https://www.legislature.mi.gov/\(S\(oil5qvzidk53v2gj2abl5ql\)\)/mileg.aspx?page=GetObject&objectname=mcl-125-526](https://www.legislature.mi.gov/(S(oil5qvzidk53v2gj2abl5ql))/mileg.aspx?page=GetObject&objectname=mcl-125-526)

Demolition Deferral Process

Sec. 8-17-26. - Demolition deferral after show cause hearing before City Council

(a) Where, after the show cause hearing, the City Council approves the order to demolish the building or structure, the owner or party-in-interest may file, at the Office of the City Clerk, a request for demolition deferral, within 20 days of the receipt of notice that the City Council approves the hearing officer's order to demolish the building or structure, which shall contain:

(1) Proof of ownership or interest in the property;

(2) A statement that the building or structure is secured from trespass, all imminently hazardous conditions have been remedied, and the premises is free of solid waste, as defined in [Section 42-1-1](#) of the 2019 Detroit City Code, and overgrown vegetation;

(3) The purpose for which the property will be used;

(4) The time frame for rehabilitation;

(5) A commitment to:

a. Pay delinquent property taxes or negotiate a payment plan with the County of Wayne;

b. Comply with all applicable state codes in Chapter 8 of the 2019 Detroit City Code, including, but not limited to, the Michigan Building Code that the City of Detroit has agreed to administer and enforce under Chapter 8, Article II, of the 2019 Detroit City Code, Building Code, which contains the City's additions to the Michigan Building Code;

c. Comply with all applicable provisions of the 2019 Detroit City Code, including, but not limited to, Chapter 8, Article XV, of the 2019 Detroit City Code, Property Maintenance Code;

d. Pay all delinquent inspection and licensing fees;

e. Obtain a building permit for rehabilitation; and

f. Obtain a Certificate of Occupancy.

(b) Within ten days of receipt of notice of a request for deferral, the owner or party-in-interest shall apply for and pay the required inspection fee to the Buildings, Safety Engineering, and Environmental Department for a deferral inspection to determine compliance with Subsection (a)(2) of this section.

(c) Within ten days after receipt of payment of the prescribed fee, the Department shall conduct a deferral inspection of the property and complete an inspection report, which shall contain:

(1) A description of the property;

(2) The condition of the property as to compliance with Subsection (a)(2) of this section;

(3) Feasibility for use as provided for in Subsection (a)(3) of this section;

(4) Evaluation of the time frame for rehabilitation as provided for in Subsection (a)(4) of this section;

(5) Compliance with conditions listed in Subsection (a)(5) of this section; and

(6) A recommendation to City Council.

(d) Within ten days following the deferral inspection, the Department shall advise the applicant and the City Council of its recommendation.

(e) Upon receipt of the Department's recommendation, the City Council shall approve, disapprove, or modify the Department's recommendation and the City Clerk shall send a written notice to the applicant of the City Council's decision.

(f) Upon changes in any condition under which a deferral is approved by City Council, the owner or party-in-interest shall immediately notify the Buildings, Safety Engineering, and Environmental Department. Failure to maintain the condition of approval of a deferral, or obtain a modification thereof, will result in the execution of the demolition order without further notice to any owner or party-in-interest.

(g) Where any owner or party-in-interest does not comply with the requirements that are contained in Subsection (a) of this section, at the discretion of the City Council or upon recommendation of the Department to City Council, a demolition deferral may be rescinded by the City Council at any time. Where any owner or party-in-interest fails to adhere to the requirements that are contained in Subsection (a) of this section, the building shall be demolished without further notice to any owner or party-in-interest.

(h) Except for extenuating circumstances to be determined by the City Council or by recommendation from the Buildings, Safety Engineering, and Environmental Department, the City



Council shall grant no more than three deferrals for each property regardless of whether the property has one or successive owners.

The process outlined in the ordinance is clear. However, this is not the process executed by the city. As a matter of policy, the additional obligation of having to provide, “proof of funds available” to bring the property up to code is required by the applicant. That proof of funds requirement is listed online as a step in the process to obtaining a deferral, however it is not a part of the actual application that is given to the applicant. It is also not spelled out as to what is acceptable as it relates to the proof of funds. Providing this information on the actual application removes any opportunity for miscommunication or ambiguity.

Furthermore, the applicant can meet BSEED’s required criteria, however their property can still, potentially, be demolished if the deferral application and process is not approved by the Director of BSEED. That approval information must be shared with the Detroit Demolition Department in a timely fashion to prevent demolition.

Addressing this component of the deferral process is necessary to prevent the demolition of properties that are salvageable.

We are recommending that your Honorable Body execute the ordinance by providing Your approval of the deferral.

https://library.municode.com/mi/detroit/codes/code_of_ordinances?nodeId=PAIVCOCH1--20_CH8BUCOPRMA_ARTXVIIDABU_DIV3ENTHSHCAHEBUSAEENENDECO_S8-17-26DEDEAFSHCAHEBECO

<https://detroitmi.gov/departments/buildings-safety-engineering-and-environmental-department/bseed-divisions/property-maintenance/abandoneddangerous-buildings/deferrals>

Veterans Department

According to the United States Census Bureau there are 22,765 veterans in Detroit. Veterans have representation on every level of government, with the exception of municipal government. That needs to change.

In response to Council Member Waters’ request for the establishment of a Veteran Affairs Department, on March 15th, 2024 the Legislative Policy Division issued a report stating that veterans face the following challenges:

1. **Unemployment** Many disabled veterans are unable to find solid work once they return home. Plus, veterans who joined the armed forces right after high school often don't have the education that their peers received, which puts them at a hiring disadvantage.
2. **Homelessness** Approximately one third of all homeless Americans are veterans. Veterans with untreated PTSD can develop alcohol and drug addictions, which are high-risk behaviors that can lead to deteriorating mental health and homelessness.
3. **Poor Mental Health** Unfortunately, suicide and depression rates remain high among members of the armed forces. This is in part because of the social stigmas attached to seeking mental health treatment, which leads to high rates of untreated PTSD in returning veterans.
4. **Physical Injuries** Many veterans experience debilitating physical injuries that leave them unable to work. These veterans often make claims to the U.S. Department of Veterans Affairs (VA), but the VA is so backed up that they often can't address an individual's applications for several months, or even years.
5. **Lack of Education** As mentioned above, many veterans joined the armed forces right out of high school, which means they haven't had the opportunity to receive a college education. Issues like drug or alcohol addiction, untreated PTSD, poor mental health and devastating physical injuries often keep veterans from pursuing higher education. Disabled veterans may also worry that they don't have the money to afford a college education.

We concur with Member Waters' (Michigan Veterans Foundation) assessment and believe it is in the best interest of our Veterans to have a more robust representation within municipal government. Whether that representation comes in the form of a division of an existing department or a department that stands alone will be determined by your Honorable Body's ability to identify the necessary funding in the budget.

[The Top 5 Challenges Veterans Face Today - MilitarySpot.com](https://www.militaryspot.com/top-5-challenges-veterans-face-today)

<https://www.census.gov/quickfacts/fact/table/detroitcitymichigan,MI/PST045222>

Twenty-Four Hour Business Requirements

Violent crimes and even homicides occur at establishments that have extended hours throughout the night and into the early morning. More specifically, businesses open after two in the morning or businesses that are functioning on a twenty-four-hour basis. These businesses have a duty and responsibility to provide an environment that is conducive to the safety of their customers and our citizens. I am recommending that these businesses, provide additional lighting, security cameras and security personnel (depending on how often the establishment is frequented throughout the night and by how many persons) to discourage violent crime at the noted locations.



In addition to the criteria, there should be a grading system put in place that takes into consideration the number of violent crimes and/or homicides at the noted location.

DAH Collection Mechanism

- In 2023 the Department of Appeals and Hearings adjudicated 81,899 tickets
- 2023 Blight Judgements Assessed: \$29,296M
- 2023 Blight Judgements Collected \$4,727M
- 2023 Blight Judgements Collection Rate: 16%

We are recommending that the Department of Appeals and Hearings develop a mechanism or mechanisms that will allow them to become more efficient in their ability to collect on the tickets that we have written. Our ability to collect the money associated with these tickets represent the completion of the code enforcement process. Failure to collect sends the wrong message to those that are in violation of city code and also the wrong message to the many inspectors that work tirelessly to write these tickets in an attempt to produce compliance.

We would also like to note that the 2022 Blight Judgement Collection Rate was 23%.



Where am I: [Home](#) / [Buildings, Safety, Engineering, and Environmental Department](#) / [BSEED Divisions](#) / [Property Maintenance](#) / [Abandoned/Dangerous Buildings](#)

Deferrals

Deferrals

If your property has been ordered demolished (ODM) by City Council you must apply for a deferral in order to have it removed. To apply complete a deferral application and submit the deferral application & associated documents to BSEDDemo@detroitmi.gov.

How to make a Payment

Step 1. Email BSEDDemo@detroitmi.gov to request an invoice number and Record ID

Step 2. In the subject line enter the Property Address

Step 3. You will receive a response within one (1) business day

Step 4. Go to the [BSEED Online Payment page](#) & pay the associated fee

Step 5. Email complete application & associated documents to BSEDDemo@detroitmi.gov

How to apply for Residential Property Deferral

Step 1. An application fee of \$37, deferral inspection service fee of \$148, an inspection fee of \$167 (totaling \$352) will be charged for Residential deferrals and must be paid when submitting the completed application for the Residential deferral application.

Step 2. Complete the [Residential properties deferral application](#)

Step 3. Submit along with the application:

- o Copy of Proof of ownership (must have registered deed)
- o Copy of valid Government Issued Identification (State ID, Driver's License, or Passport)
- o Copy of City of Detroit [Property Tax Clearance](#) (details below)
- o Copy of [DAH Blight Clearance](#)
 - Email completed form to DAH_cs@detroitmi.gov
 - Once approved, it should be included with deferral application
- o Proof of funds for rehabilitation
- o Copy of Paid Invoice showing the Deferral Application Fee, Deferral Inspection Service Fee, and Inspection fee

**You must complete all items before you submit documents. Partial packets will not be accepted.
Completed deferral applications are not approved until authorized by resolution of the Detroit City Council.**

How to apply for Commercial Property Deferral

Step 1. An application fee of \$37, deferral inspection service fee of \$148, and inspection fee of \$167, and a special inspection/re-inspection fee of \$167 (totaling \$519) will be charged for Commercial deferrals ONLY and must be paid when submitting the Commercial deferral application.

Step 2. Complete the [Commercial properties deferral application](#)

Step 3. Submit along with application:

- o Copy of valid Government Issued Identification (State ID, Driver's License, or Passport)
- o Copy of City of Detroit **Property Tax Clearance** (details below)
- o Copy of **DAH Blight Clearance**
 - Email completed form to **DAH_cs@detroitmi.gov**
 - Once approved, it should be included with deferral application
- o Proof of funds for rehabilitation
- o Copy of Paid Invoice showing the Deferral Application Fee, Deferral Inspection Service Fee, Inspection fee, and Special Inspection/Re-Inspection Fee.

You must complete all items before you submit documents. Partial packets will not be accepted. Completed deferral applications are not approved until authorized by resolution of the Detroit City Council.

Submit the deferral application & associated documents to BSEDdemo@detroitmi.gov

What Happens Next

Upon submitting the completed deferral application,

Step 1. A supervisor will review and approve or deny your application. **Completed deferral applications are not approved until authorized by resolution of the Detroit City Council.**

Step 2. If approved an inspection of the property will be scheduled.

- The owner must remedy the dangerous situation by securing the structure against trespassing/elements, abate the attractive nuisance, blight, trash, graffiti, structurally unsound or unstable property before the scheduled inspection.
- Any openings to trespass and/or elements **MUST** be barricaded have paint coating uniform to the building.

Full Online Deferral Process can be seen here.

How to get Tax Clearance

Step 1. Applicant must complete the "Applicant" portion of the **Clearance Application.**

Step 2. The applicant must also attach to the application a copy of:

- Receipt of paid BSEED inspection
- Registered deed
- Photocopy of Driver's license

Step 3. Return to: **CityofDetroitClearances@detroitmi.gov**

How to obtain a Commercial Certificate of Compliance

How to obtain Rental Certificate of Compliance

How to request release of Lis Pendens



**BUILDINGS, SAFETY ENGINEERING
AND ENVIRONMENTAL DEPARTMENT**

Coleman A. Young Municipal Center
2 Woodward Avenue, Fourth Floor
Detroit, Michigan 48226

Phone 313•224•2733 TTY:711
Fax 313•224•1467
www.detroitmi.gov/BSEED

**REQUEST TO DEFER DEMOLITION ORDER
RESIDENTIAL PROPERTY INSTRUCTIONS**

The fee for this application is \$37, along with a Deferral Inspection Service processing fee of \$148. Please review the attached application carefully. Obtain the necessary documents for attachments and submit the application with all attachments to Buildings, Safety Engineering and Environmental Department (BSEED), Property Maintenance Division, Dangerous Building Office, Room 418, Coleman A. Young Municipal Center, Detroit, MI 48226.

The BSEED Dangerous Buildings Office will forward your request and all attachments for its recommendation to City Council for a decision to defer its previous Order to Demolish, based on the Dangerous Buildings Office's recommendation. The BSEED Dangerous Buildings Office will advise you by mail of the recommendation. **There is no official action on the deferral application until the Detroit City Council renders a decision.**

Your request **CANNOT** be processed unless all questions have been answered and all required documents are attached. Failure to submit this form in its entirety will result in BSEED's inability to provide a favorable recommendation, delay your request, and could result in the demolition of the property.

Payment of the \$167 Inspection Fee is to determine compliance and will not result in recommendation for deferral unless all other conditions are met. The Applicant shall receive notification of BSEED's recommendation within five (5) business days following the Inspection.

Your building was determined to be dangerous. To set aside the Order to Demolish you must remedy this dangerous situation, which may include correcting one or more of the following conditions prior to an inspection by BSEED:

- Open at door or window to invite trespass or exposure to elements;
- Attractive nuisance to children, vagrants, criminals or immoral persons;
- Dilapidated, deteriorated, or damaged to the point of collapse;
- Creating unsanitary or unfit conditions;
- Structurally unsound or unstable.

Effective November 1998, a building (commercial or residential) could be deemed Dangerous if it is:

- Vacant for 180 days (6 months) or longer,
- Not listed with a real estate broker for sale, lease or rent, and;
- Not maintained on the exterior in accordance with the City's codes.

*After a deferral has been granted, if the owner does not comply with the City's requirements, **the deferral may be rescinded by the City Council at any time and the building may be demolished without further notice.***

ADDRESS: _____

DNG CASE # _____

DATE ORDERED DEMOLISHED: _____

APPLICATION TO DEFER DEMOLITION ORDER – RESIDENTIAL PROPERTY

DATE: _____ DNG# _____

RE: ADDRESS (ES): _____

I request your Honorable Body to defer your demolition order for the above building(s) for the following reasons. I understand that this request must contain all information and attachments, in order to allow the Buildings, Safety Engineering and Environmental Department to make a recommendation in this regard.

1. This property is _____ Residential _____ Commercial _____ Other

2. _____ I am the owner. Date of Acquisition: _____

_____ I am a party of interest. Nature of Interest: _____

YOU MUST ATTACH: Copy of proof of ownership or interest (deed, land contract, purchase agreement, mortgage lien, etc.)

YOU MUST ATTACH: Proof of funds for rehabilitation (example: Loan, Grant, Bank or Credit Union, Credit Card, Status of Account).

3. This/These building(s) is/are secure from trespass/elements and not otherwise dangerous. All imminently hazardous conditions have been remedied, the structure, walkways and yards are maintained, and clear of overgrown vegetation, weeds, litter, debris, abandoned vehicles or other nuisance. Yes _____ No _____

4. The proposed use of this/these building(s) is/are: _____ Owner's use and occupancy
_____ Rehabilitation and Sale
_____ Rental Property

For dwellings listed as rental property YOU MUST: Register your Rental Property online at <http://detroitmi.gov/node3931>

5. This building has been vacant since: (date) _____

Occupancy is expected on or before: (date) _____

This building is currently listed for sale _____ lease _____ or rental _____

Note: Failure to maintain and occupy this building in the next six (6) months or less could result in execution of the demolition order without further notice. The Building Official for good cause can extend this schedule.

APPLICATION TO DEFER DEMOLITION ORDER – RESIDENTIAL PROPERTY

- 6. _____ This property is not tax delinquent.
- _____ A delinquent tax payment plan is in place and payments are current,

YOU MUST ATTACH: Property Tax Clearance obtained from
 Treasury, Revenue Collections Unit, Room 130,
 Coleman A. Young Municipal Center

Or, a copy of the State Land Purchase Certificate, if
 property was purchased from the State of Michigan.

- 7. _____ In conjunction with this request to defer the existing demolition order, I commit that all delinquent taxes and fees will be paid or otherwise resolved and maintained in a current status. I will not occupy or allow the property to be occupied without first obtaining a Certificate of Approval (dwellings), Certificate of Occupancy (commercial buildings), or Temporary Certificate (special uses). Further, I will not rent a residential property without first obtaining a Rental Registration and required inspection, nor will I sell a residential property without obtaining a Pre-Sale inspection. I will obtain all required permits before commencing work on this property and comply with all applicable laws.

I understand that a deferral of the demolition order is contingent upon verification of the above items. I understand that failure to adhere to all commitments, requirements and conditions will result in the building (s) being demolished without further notice.

Thank you in advance for your consideration of this matter.

Signature: _____
 Names: (Please Print) _____
 Address for future notification _____
 E-mail address _____
 Telephone No. _____

FOR BUILDINGS, SAFETY ENGINEERING & ENVIRONMENTAL DEPARTMENT USE ONLY

A previous deferral of demolition order has/has not been granted.

Date of previous deferral _____

See Attached BSEED status report.

Note: Emergency Demolition Orders can be rescinded by the Building Official Only

APPLICATION TO DEFER DEMOLITION ORDER – RESIDENTIAL PROPERTY

DANGEROUS BUILDING APPLICATION FOR INSPECTION

Location of Property: _____

Type of Building (residential – commercial/other): _____

I hereby request an inspection for the purpose of allowing the Building Inspection Division to investigate my appeal of the Detroit City Council's Order To Demolish the building(s) at the above location.

I am herewith submitting \$37 application fee, the \$167 inspection fee, and the Deferral Inspection Service processing fee of \$148 for a total of \$352.

Owner's Name (Print): _____ Phone# _____

Owner's Mailing Address _____ Zip Code _____

Owner's signature _____ Date: _____

.....

**Breakdown of Resolution
Rate by Department**

	COMPLAINTS	CLOSED	PERCENTAGE
BSEED	1996	1625	81.40%
ELECTIONS	0	0	0%
FINANCE	92	59	64.10%
FIRE	4	2	50.00%
GENERAL SERVICES	235	217	92.30%
HEALTH	19	7	36.80%
HUMAN RESOURCES	7	3	43.00%
LAW	4	2	50.00%
MUNICIPAL PARKING	9	6	67.00%
NON DEPARTMENTAL & NON JURISDICTIONAL	25	18	72.00%
P&DD	1	1	100%
POLICE	222	142	64.00%
PLD	30	12	40.00%
PUBLIC WORKS	163	76	46.60%
RECREATION	2	0	0%
DDOT (Transportation)	12	7	58.30%
DWSD (Water & Sewerage)	199	83	41.70%
DLBA	967	920	95.10%
OTHER	33	8	24.20%

Breakdown of Complaints by District

DISTRICT 1

BSEED COMPLAINT'S; TOTAL=335	ILLEGAL DUMPING	164
	HIGH GRASS/WEEDS	57
	ENVIRONMENTAL/DEBRIS INSPECTION	44
	OPEN DANGEROUS/DEMO	13
DLBA COMPLAINT'S; TOTAL=135	DEMOLITION REQUESTED	74
	OPEN/DANGEROUS	24
	ILLEGAL DUMPING	18
DPD COMPLAINT'S; TOTAL=38	ABANDONED VEHICLES	19
	ILLEGAL PARKING	5
	SQUATTERS	3
DPW COMPLAINT'S; TOTAL=27	SIDEWALK REPAIR	12
	ADMINISTRATION	9
	STREET MAINTENANCE	5
DWSD COMPLAINT'S; TOTAL=47	CATCH BASIN/SEWER	14
	WATER STANDING/RUNNING/BASEMENT	11
	BILLING/ACCOUNTING	10
	SIDEWALK REPAIR/DAMAGES	5
GSD COMPLAINT'S; TOTAL=50	REQUIRES REMOVAL/DEAD	36
	TRIMMING REQUESTED	9
	HIGH GRASS/VACANT LOT	3

Breakdown of Complaints by District

DISTRICT 2

BSEED COMPLAINT'S; TOTAL=307	ILLEGAL DUMPING	136
	HIGH GRASS/WEEDS	44
	ENVIRONMENTAL/DEBRIS INSPECTION	55
	DEMOLITION REQUESTED	11
	OPEN/DANGEROUS	10
DLBA COMPLAINT'S; TOTAL=81	DEMOLITION REQUESTED	30
	OPEN/DANGEROUS	23
	ILLEGAL DUMPING	20
DPD COMPLAINT'S; TOTAL=36	ABANDONED VEHICLES	26
	NOISE/NUSIANCE	3
	ILLEGAL DUMPING	2
	SQUATTERS	2
DPW COMPLAINT'S; TOTAL=22	SIDEWALK REPAIR	8
	ADMINISTRATION	7
	STREET MAINTENANCE	6
DWSD COMPLAINT'S; TOTAL=23	WATER STANDING/RUNNING/BASEMENT	9
	CATCH BASIN/SEWER	6
	BILLING/ACCOUNTING	4
	MAIN BREAKS/REPAIRS/DAMAGES	3
GSD COMPLAINT'S; TOTAL=28	REQUIRES REMOVAL/DEAD	17
	TRIMMING REQUESTED	5
	STUMP REMOVAL	1

Breakdown of Complaints by District

DISTRICT 3

BSEED COMPLAINT'S; TOTAL=466	ILLEGAL DUMPING	131
	DEMOLITION REQUESTED	99
	ENVIRONMENTAL/DEBRIS/INSPECT./ENF.	70
	HIGH GRASS/WEEDS	54
DLBA COMPLAINT'S; TOTAL=442	DEMOLITION REQUESTED/DEMO'D/STATUS	326
	ILLEGAL DUMPING/DEBRIS/BLIGHT	71
	OPEN/DANGEROUS	25
	HIGH GRASS/WEEDS	12
DPD COMPLAINT'S; TOTAL=49	ABANDONED VEHICLES/BOATS	32
	DRUG DEALING	6
	SQUATTERS	6
DPW COMPLAINT'S; TOTAL=29	SIDEWALK REPAIR	13
	STREET MAINTENANCE/REPAIRS/REPAVING	7
DWSD COMPLAINT'S; TOTAL=22	CATCH BASIN/SEWER	7
	WATER STANDING/RUNNING/BASEMENT	6
	BILLING/ACCOUNTING	6
GSD COMPLAINT'S; TOTAL=46	REQUIRES REMOVAL/DEAD/FALLEN	31
	TRIMMING REQUESTED	12

Breakdown of Complaints by District

DISTRICT 4✓

BSEED COMPLAINT'S; TOTAL=150	ILLEGAL DUMPING	45
	ENVIRONMENTAL/DEBRIS/INSPECT./ENF.	38
	HIGH GRASS/WEEDES	26
	OPEN/DANGEROUS	10
	DEMOLITION REQUESTED	8
DLBA COMPLAINT'S; TOTAL=27	DEMOLITION REQUESTED/DEMO'D/STATUS	17
	ILLEGAL DUMPING/DEBRIS/BLIGHT	5
DPD COMPLAINT'S; TOTAL=13	ABANDONED VEHICLES/BOATS	11
DPW COMPLAINT'S; TOTAL=17	SIDEWALK REPAIR	7
	ADMINISTRATION	7
DWSD COMPLAINT'S; TOTAL=11	CATCH BASIN/SEWER	5
	WATER STANDING/RUNNING/BASEMENT	2
	BILLING/ACCOUNTING	2
	MAIN BREAKS/REPAIRS	2
GSD COMPLAINT'S; TOTAL=7	REQUIRES REMOVAL/DEAD/FALLEN	4
	CUT VACANT LOT	2

Breakdown of Complaints by District

DISTRICT 5

BSEED COMPLAINT'S; TOTAL=234	ILLEGAL DUMPING	77
	DEMOLITION REQUESTED/BUILDINGS DANGEROUS	50
	ENVIRONMENTAL/DEBRIS/INSPECT./ENF.	23
	OPEN/DANGEROUS	23
	HIGH GRASS/WEEDS	20
	MULTIPLE CODE VIOLATIONS	14
DLBA COMPLAINT'S; TOTAL=92	DEMOLITION REQUESTED/DEMO'D/STATUS	51
	OPEN/DANGEROUS	15
	ILLEGAL DUMPING/DEBRIS/BLIGHT	9
	DEBRIS INSPECTION	6
DPD COMPLAINT'S; TOTAL=20	ABANDONED VEHICLES/BOATS	14
DPW COMPLAINT'S; TOTAL=26	SIDEWALK REPAIR	10
	STREET REPAIR	4
DWSD COMPLAINT'S; TOTAL=20	CATCH BASIN/SEWER	5
	WATER STANDING/RUNNING/BASEMENT	5
	BILLING/ACCOUNTING	3
	MAIN BREAKS/REPAIRS/DAMAGES	2
GSD COMPLAINT'S; TOTAL=48	REQUIRES REMOVAL/DEAD/FALLEN	23
	TRIMMING	18

Breakdown of Complaints by District

DISTRICT 6

BSEED COMPLAINT'S; TOTAL=213	ILLEGAL DUMPING	81
	ENVIRONMENTAL/DEBRIS/INSPECT./ENF.	37
	HIGH GRASS/WEEDS	23
	DEMOLITION REQUESTED/BUILDINGS DANGEROUS	21
	OPEN/DANGEROUS	11
	BAIT FOR RODENTS	11
DLBA COMPLAINT'S; TOTAL=135	OPEN/DANGEROUS	55
	DEMOLITION REQUESTED/DEMO'D/STATUS	47
	ILLEGAL DUMPING/DEBRIS/BLIGHT	24
DPD COMPLAINT'S; TOTAL=35	ABANDONED VEHICLES/BOATS	25
	DRUG TRAFFICKING	2
	NOISE	2
DPW COMPLAINT'S; TOTAL=20	SIDEWALK //STREET/ALLEY REPAIR	10
	STREET ADMINISTRATION	7
DWSD COMPLAINT'S; TOTAL=19	CATCH BASIN/SEWER	9
	BILLING/ACCOUNTING	5
	WATER STANDING/RUNNING/BASEMENT	2
GSD COMPLAINT'S; TOTAL=14	REQUIRES REMOVAL/DEAD/FALLEN	7
	TRIMMING	4

Breakdown of Complaints by District

DISTRICT 7

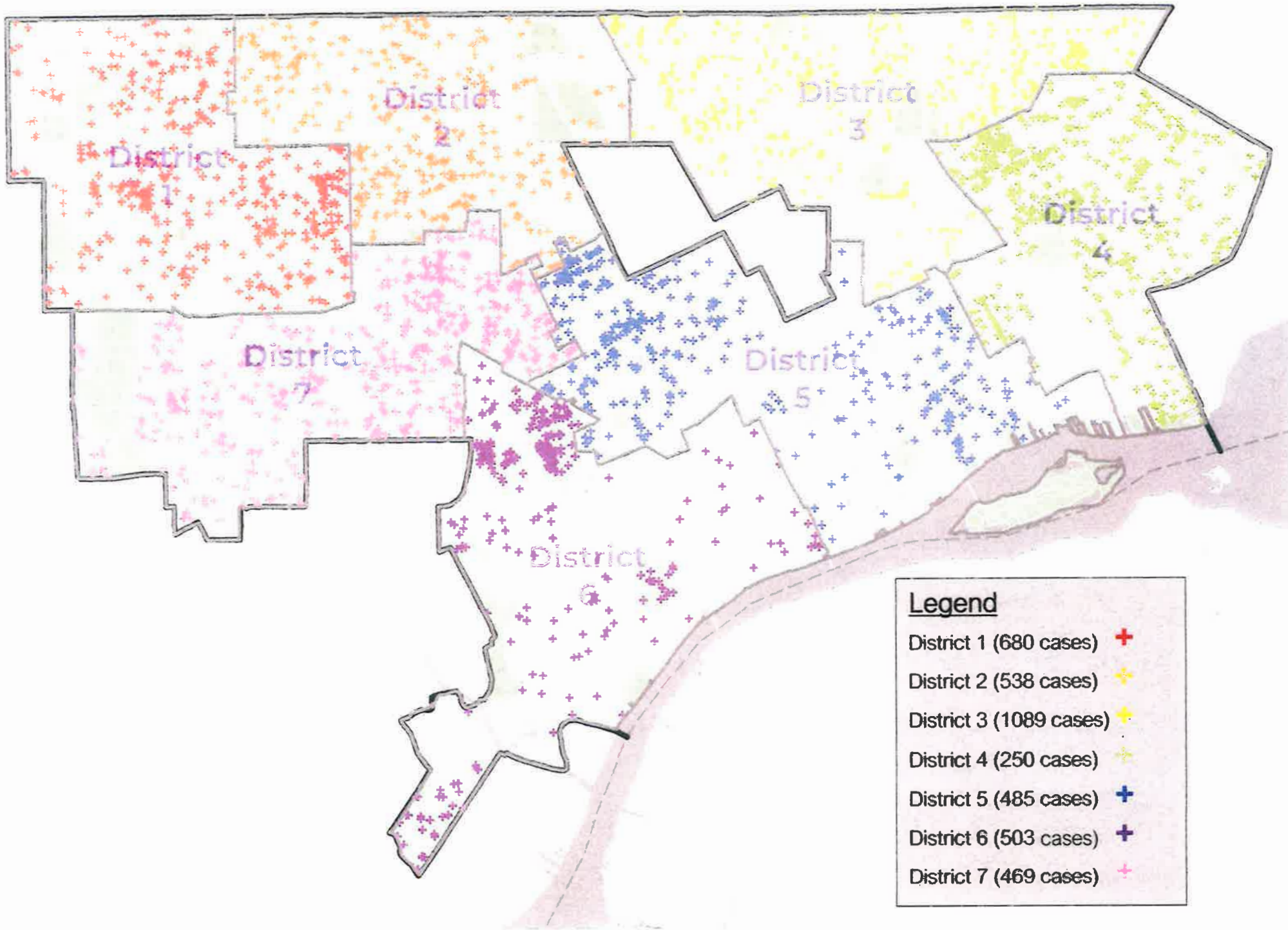
BSEED COMPLAINT'S; TOTAL=277	ILLEGAL DUMPING	104
	ENVIRONMENTAL/DEBRIS/INSPECT./ENF.	41
	HIGH GRASS/WEEDS	37
	COURVILLE CONTAINER INSPECTION	28
	OPEN/DANGEROUS	19
	DEMOLITION REQUESTED/BUILDINGS DANGEROUS	12
DLBA COMPLAINT'S; TOTAL=55	DEMOLITION REQUESTED/DEMO'D/STATUS	19
	OPEN/DANGEROUS	17
	ILLEGAL DUMPING/DEBRIS/BLIGHT	12
DPD COMPLAINT'S; TOTAL=30	ABANDONED VEHICLES/BOATS	20
	SQUATTERS	2
	ILLEGAL PARKING	2
DPW COMPLAINT'S; TOTAL=15	SIDEWALK //STREET/ALLEY REPAIR	9
	ADMINISTRATION	5
DWSD COMPLAINT'S; TOTAL=23	CATCH BASIN/SEWER	9
	WATER STANDING/RUNNING/BASEMENT	7
	DAMAGES/REPAIRS	5
	BILLING/ACCOUNTING	2
GSD COMPLAINT'S; TOTAL=42	REQUIRES REMOVAL/DEAD/FALLEN	29
	FALLEN TREES	5
	TRIMMING	4

Section 2

Complaints by District
February 2023-February 2024

DISTRICT 1	680
DISTRICT 2	538
DISTRICT 3	1089
DISTRICT 4	250
DISTRICT 5	485
DISTRICT 6	503
DISTRICT 7	469
[OTHER]	6
TOTAL	4020

Complaints by Council District



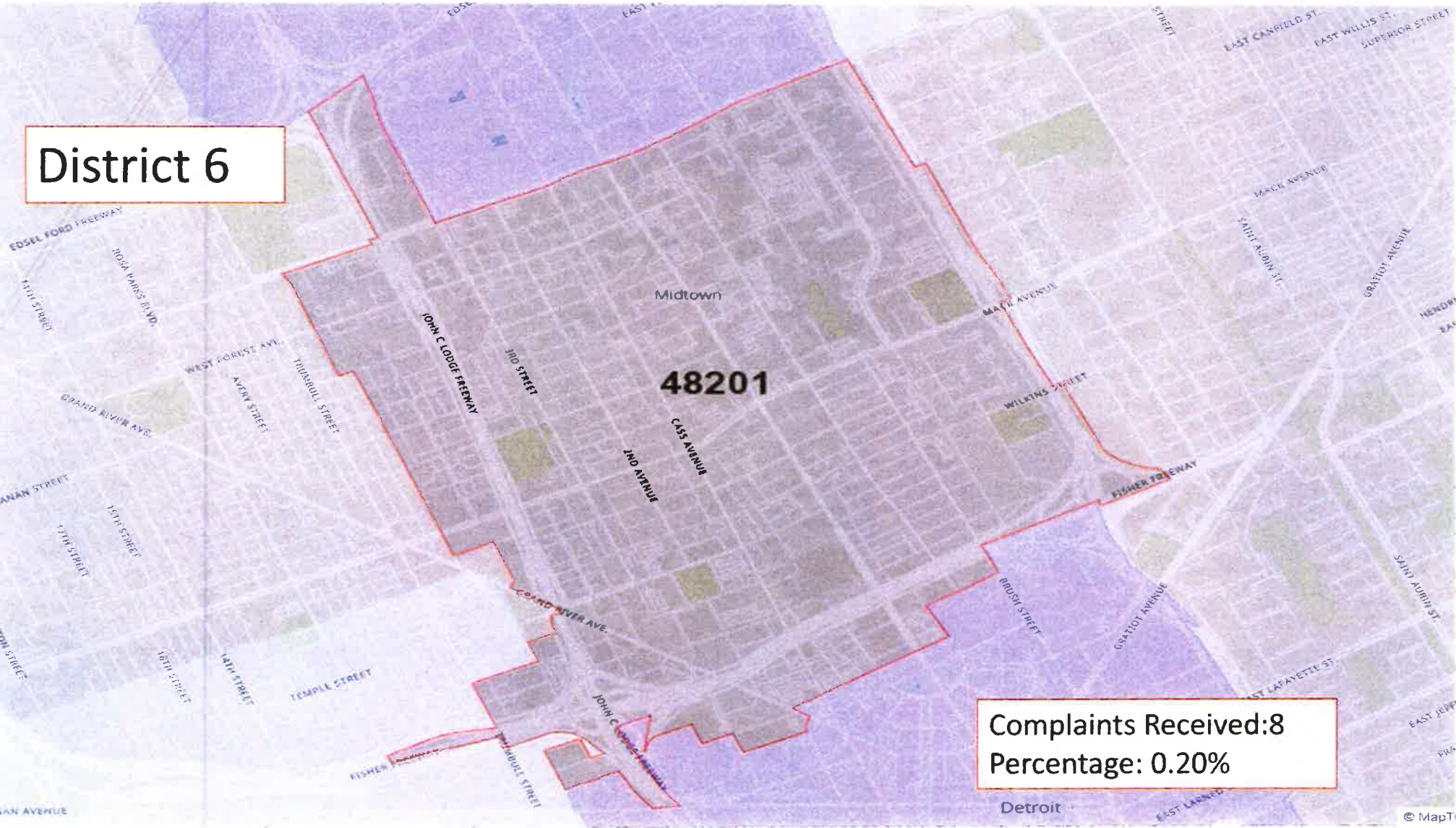
Section 3

**Complaints by Zip Code
February 2023 - February 2024**

Zip Codes	Complaints Received	Percentage
48201	8	0.20%
48202	47	1.17%
48203	134	3.33%
48204	254	6.32%
48205	237	5.90%
48206	154	3.83%
48207	73	1.82%
48208	29	0.72%
48209	45	1.12%
48210	107	2.66%
48211	38	0.95%
48212	116	2.89%
48213	508	12.64%
48214	144	3.58%
48215	62	1.54%
48216	21	0.52%
48217	29	0.72%
48219	181	4.50%
48221	207	5.15%
48223	203	5.05%
48224	165	4.10%
48226	57	1.42%
48227	282	7.01%
48228	231	5.75%
48234	236	5.87%
48235	210	5.22%
48236	13	0.32%
48238	219	5.45%
48239	10	0.25%
48240	0	0.00%

Total **4020**

District 6



48201

Complaints Received: 8
Percentage: 0.20%

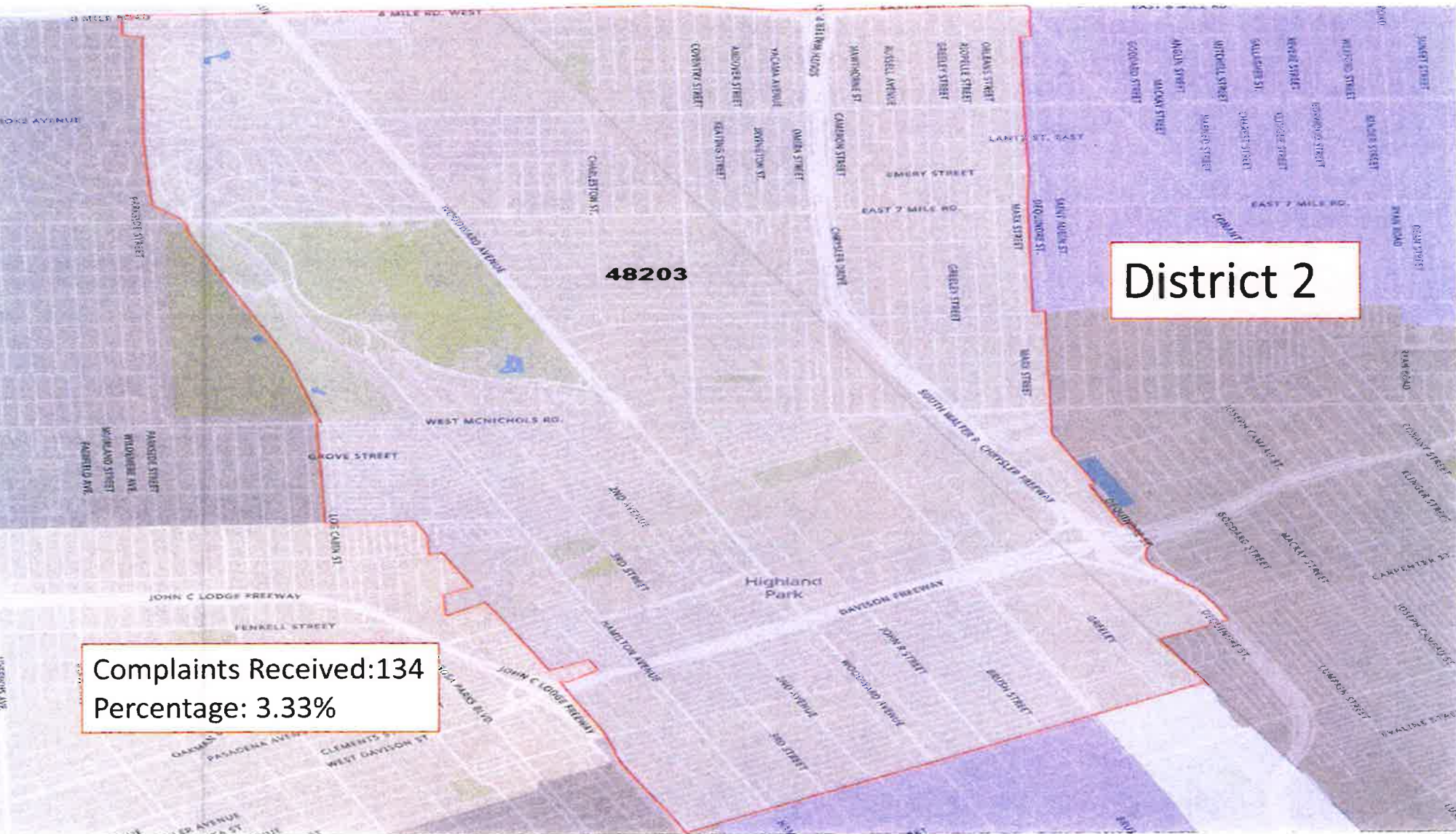
Detroit



District 5

Complaints Received: 47
Percentage: 1.17%

48202



48203

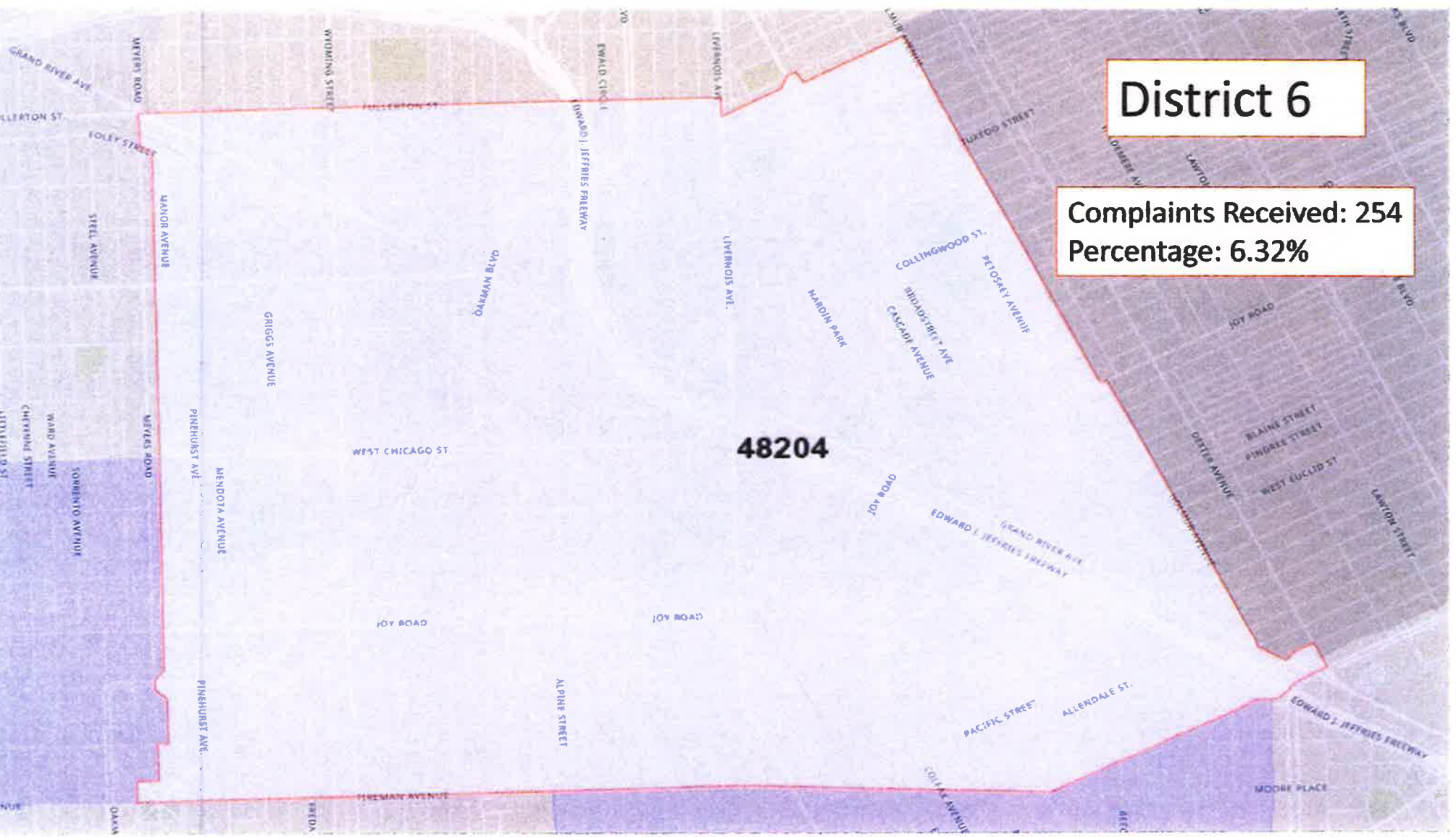
District 2

Complaints Received:134
Percentage: 3.33%

District 6

Complaints Received: 254
Percentage: 6.32%

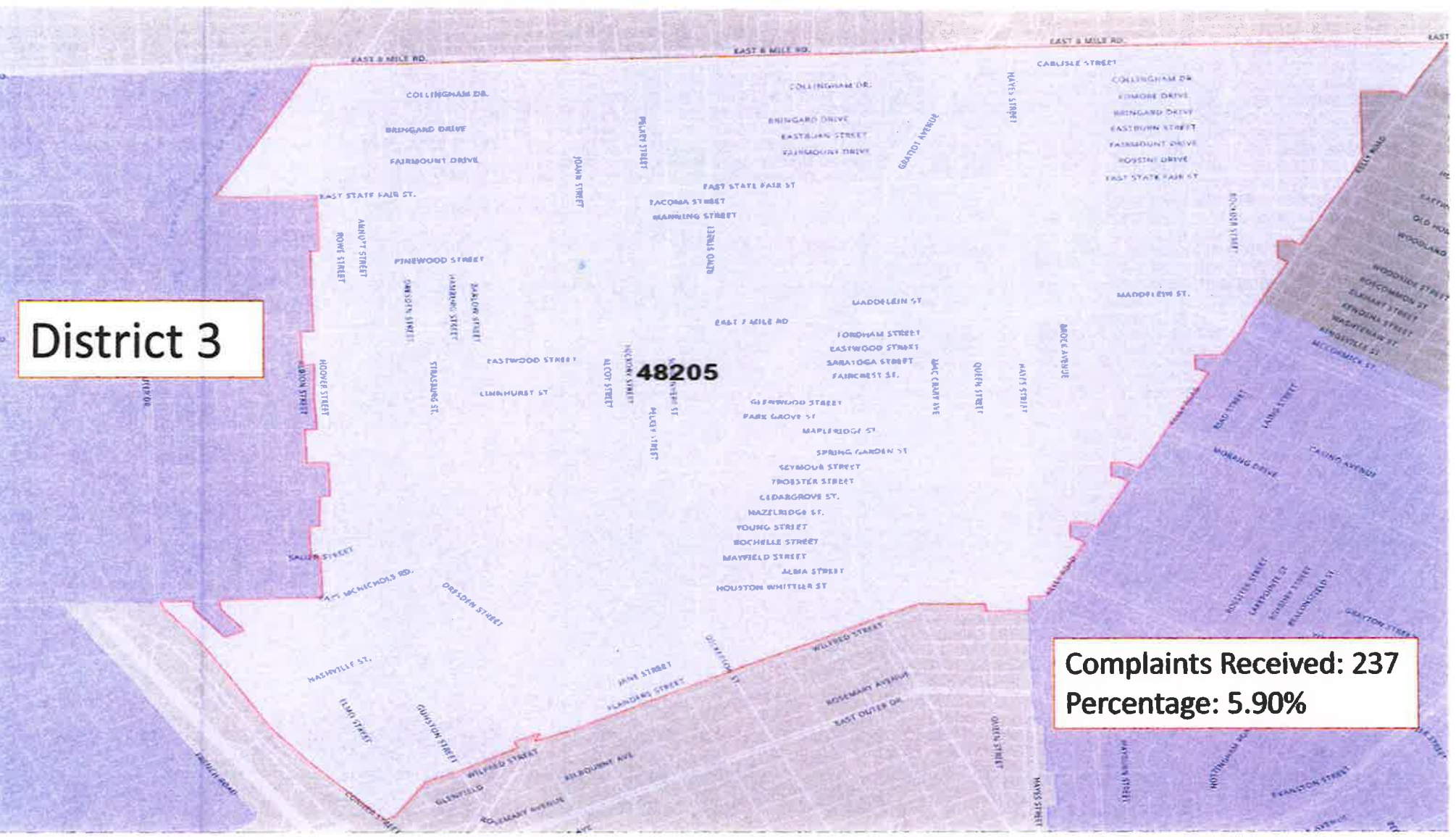
48204

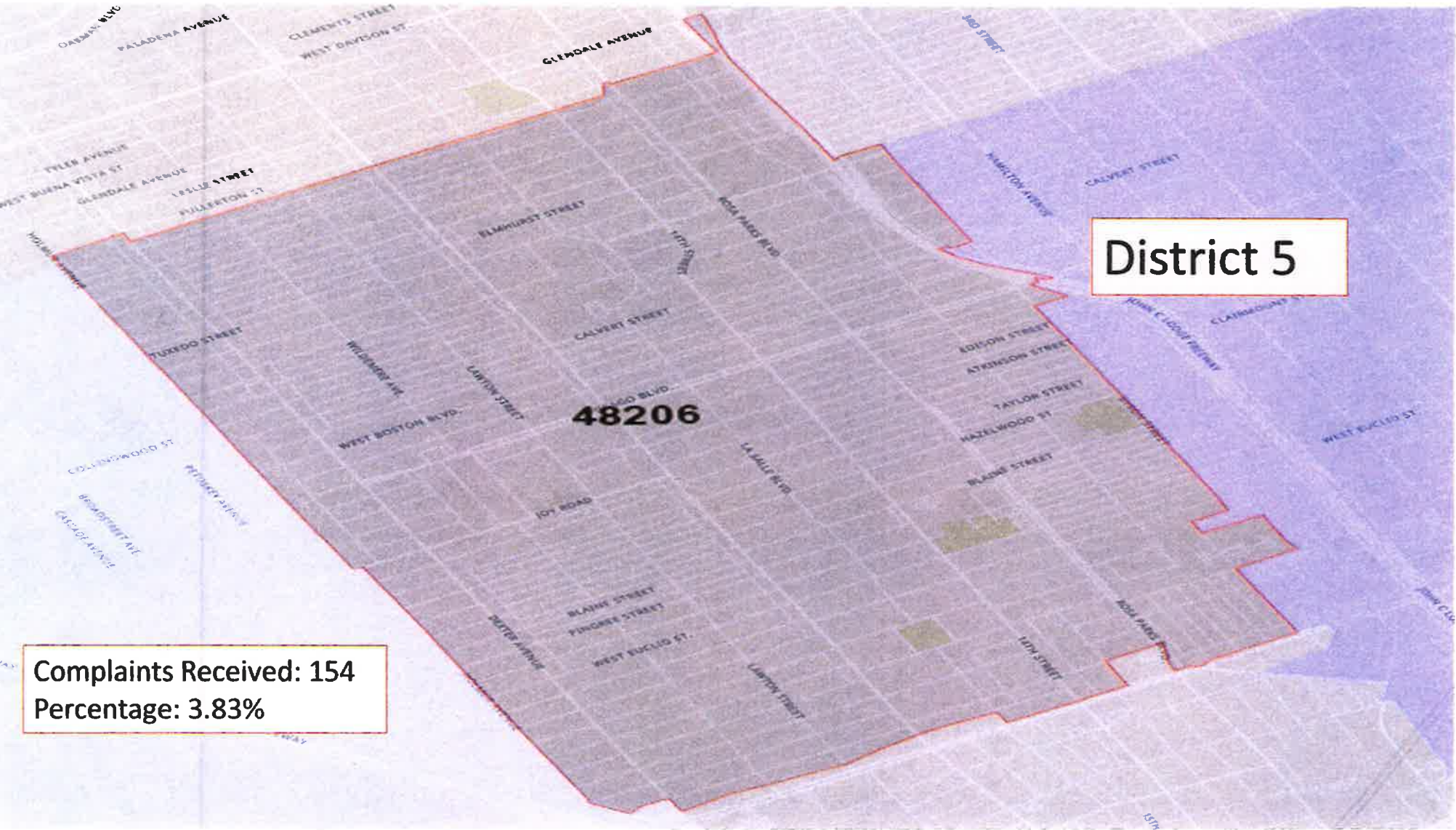


District 3

48205

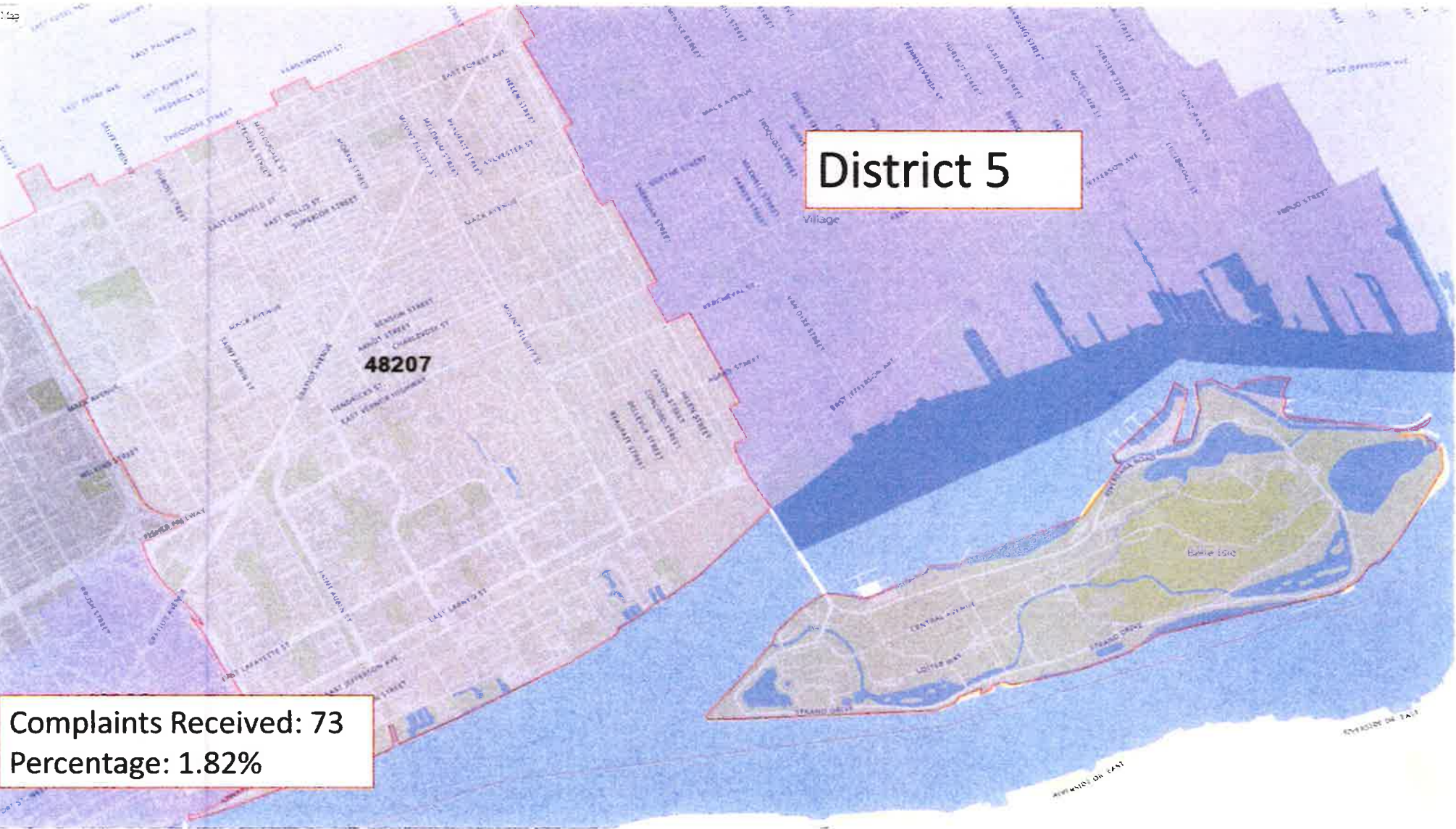
Complaints Received: 237
Percentage: 5.90%





District 5

Complaints Received: 154
Percentage: 3.83%



District 5

48207

Complaints Received: 73
Percentage: 1.82%



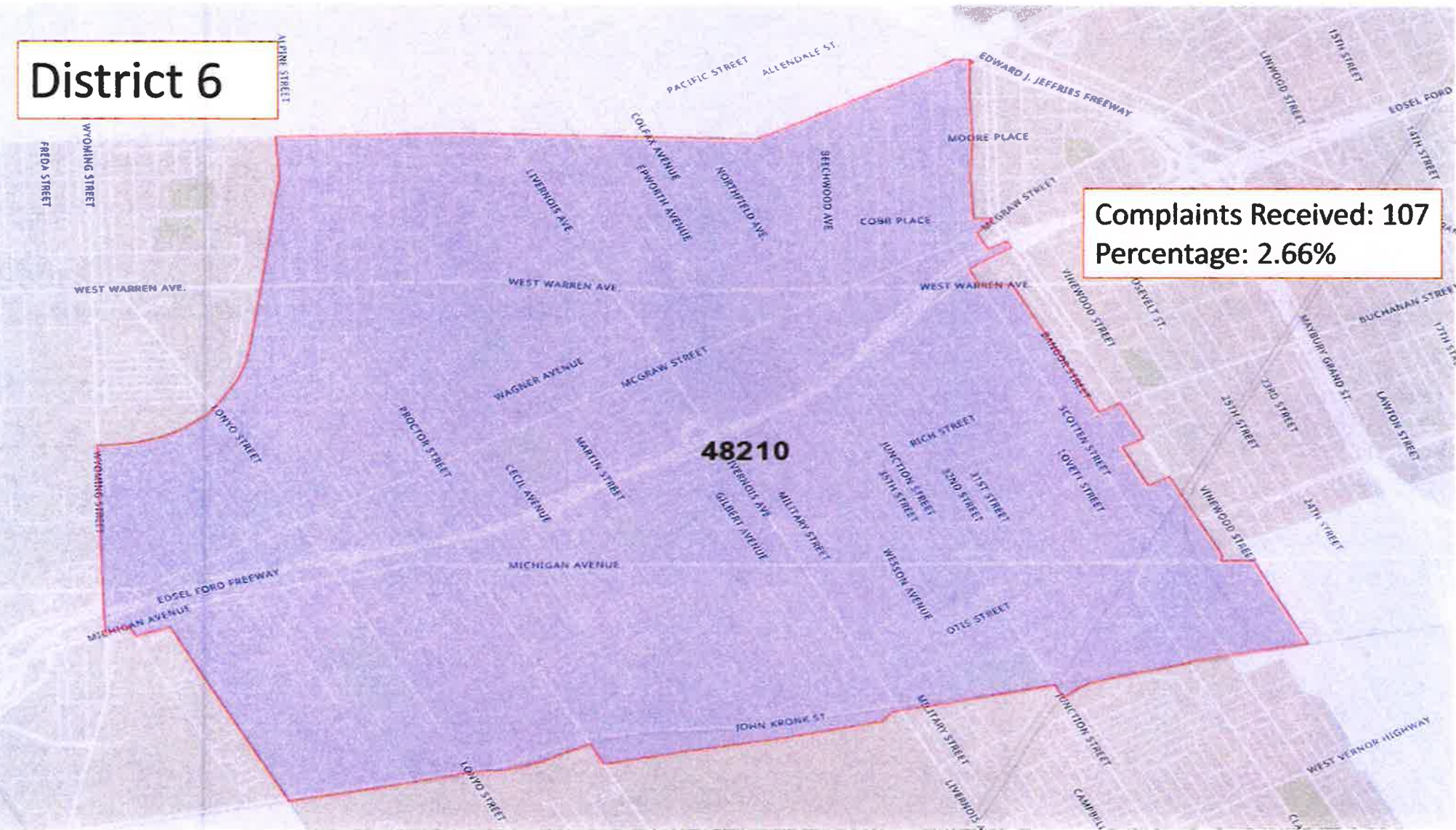
Complaints Received: 29
Percentage: 0.72%

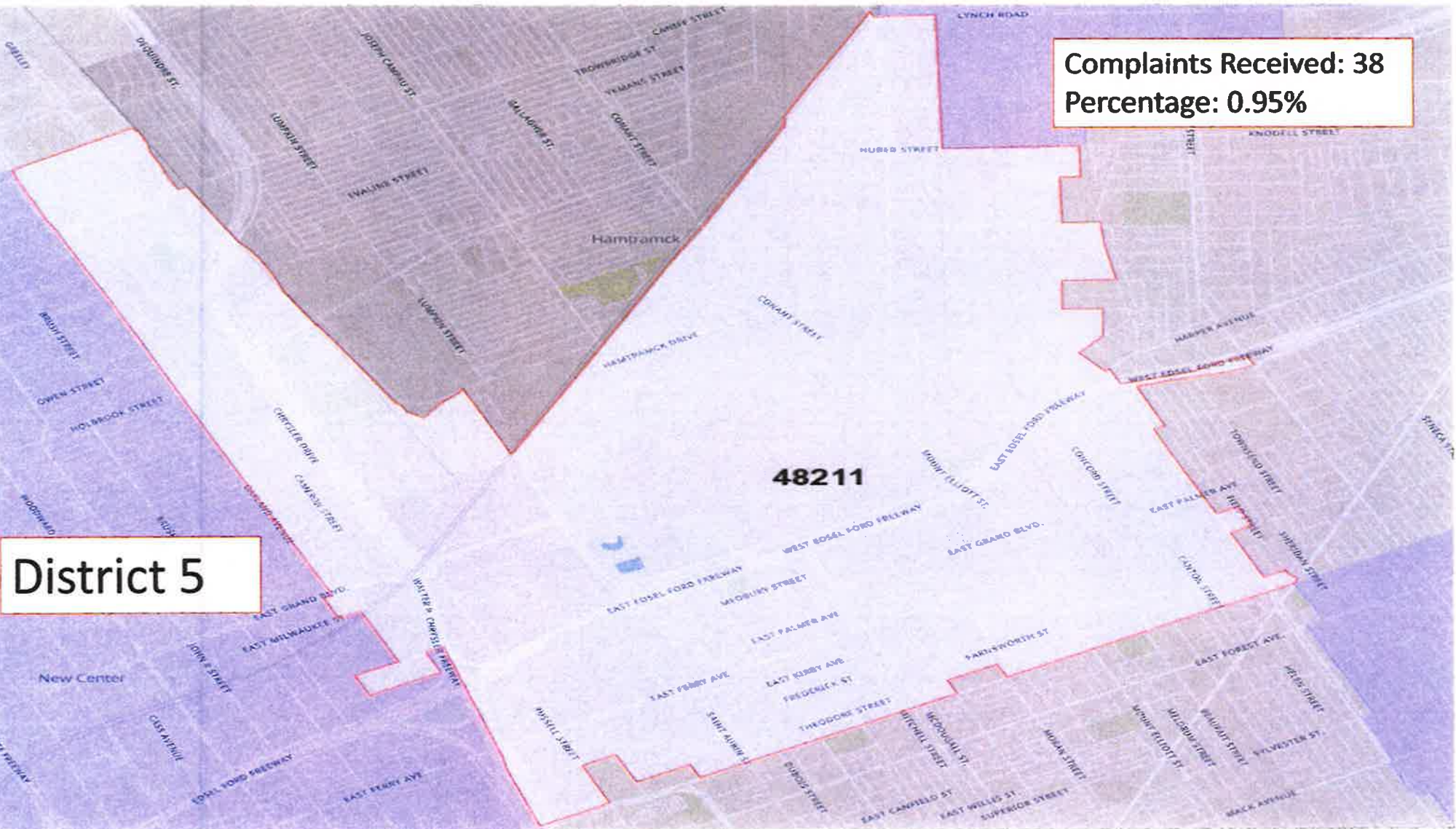
District 5

District 6

Complaints Received: 107
Percentage: 2.66%

48210





Complaints Received: 38
Percentage: 0.95%

District 5

48211

District 3

Complaints Received: 116
Percentage: 2.89%

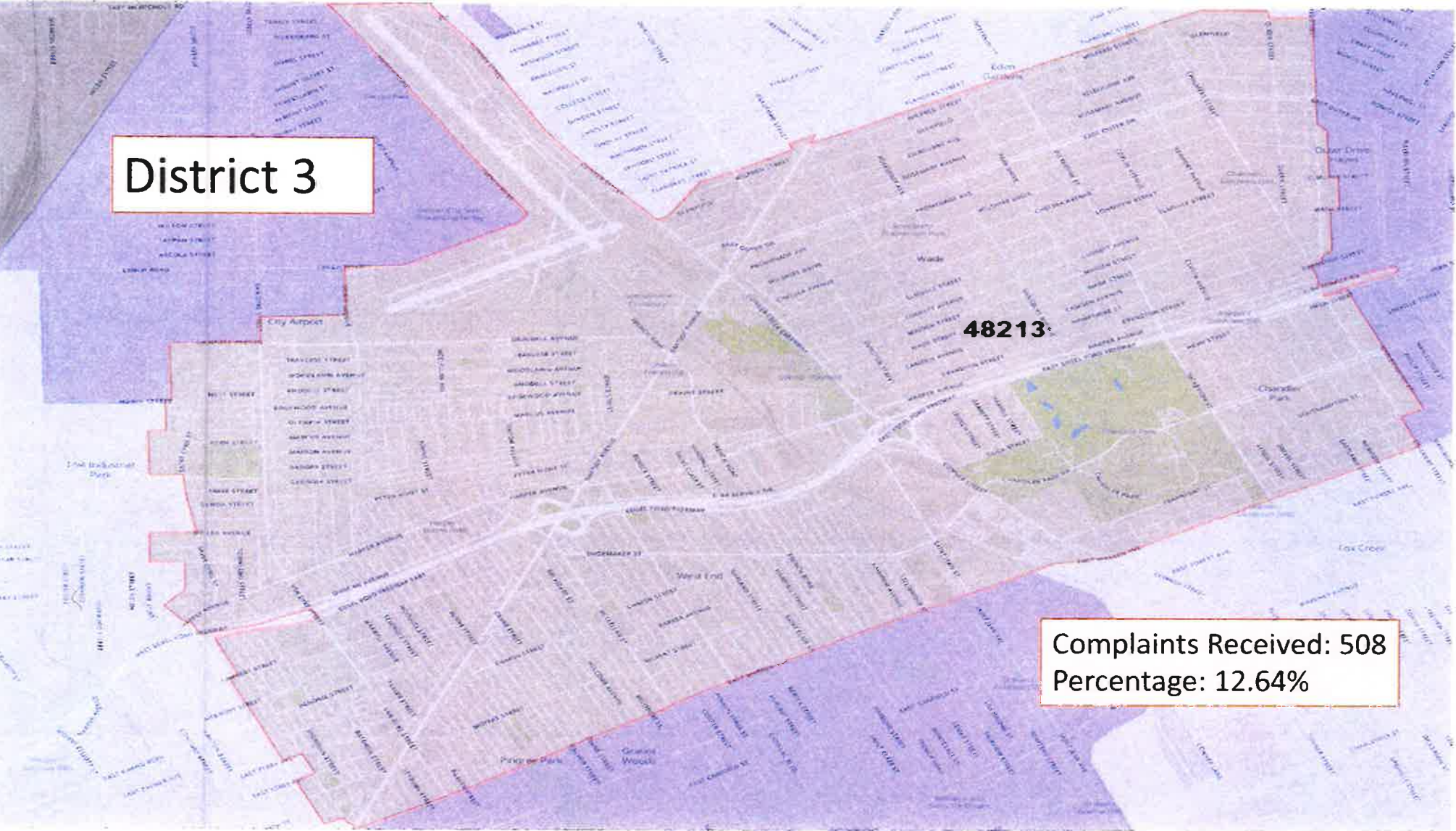
48212

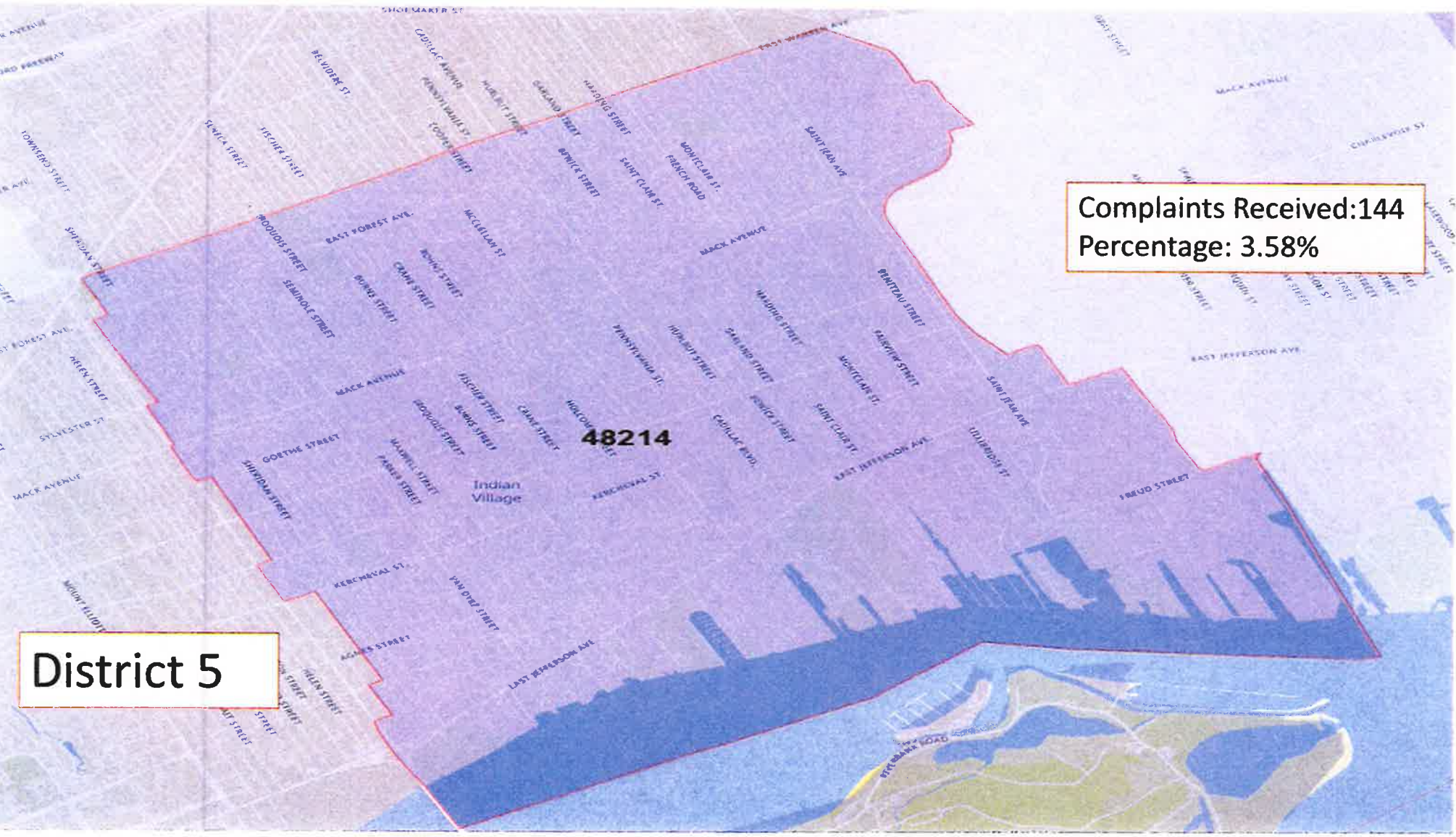
Hammerbrook

District 3

48213

Complaints Received: 508
Percentage: 12.64%





Complaints Received:144
Percentage: 3.58%

District 5



District 4

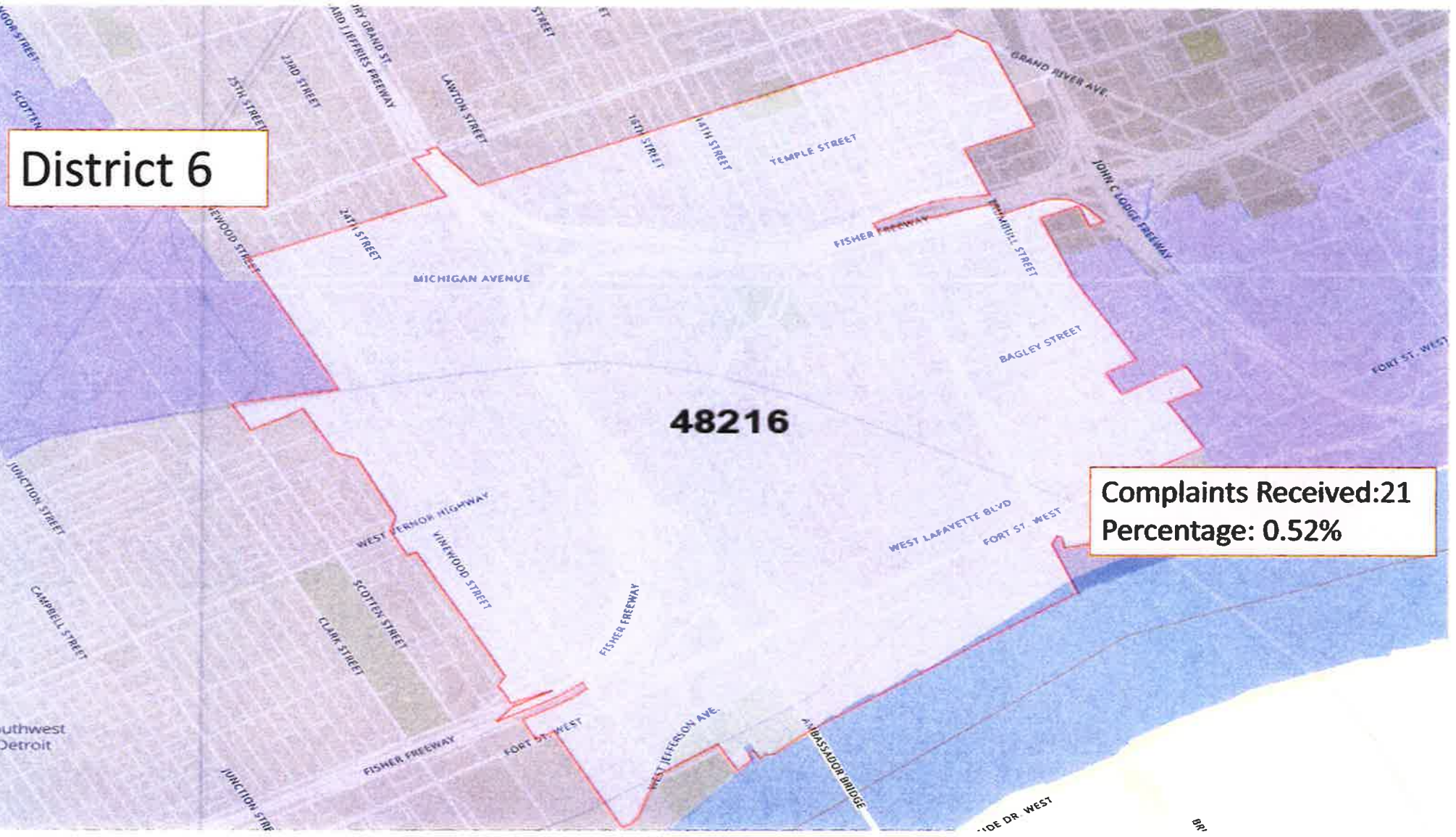
**Complaints Received:62
Percentage: 1.54%**

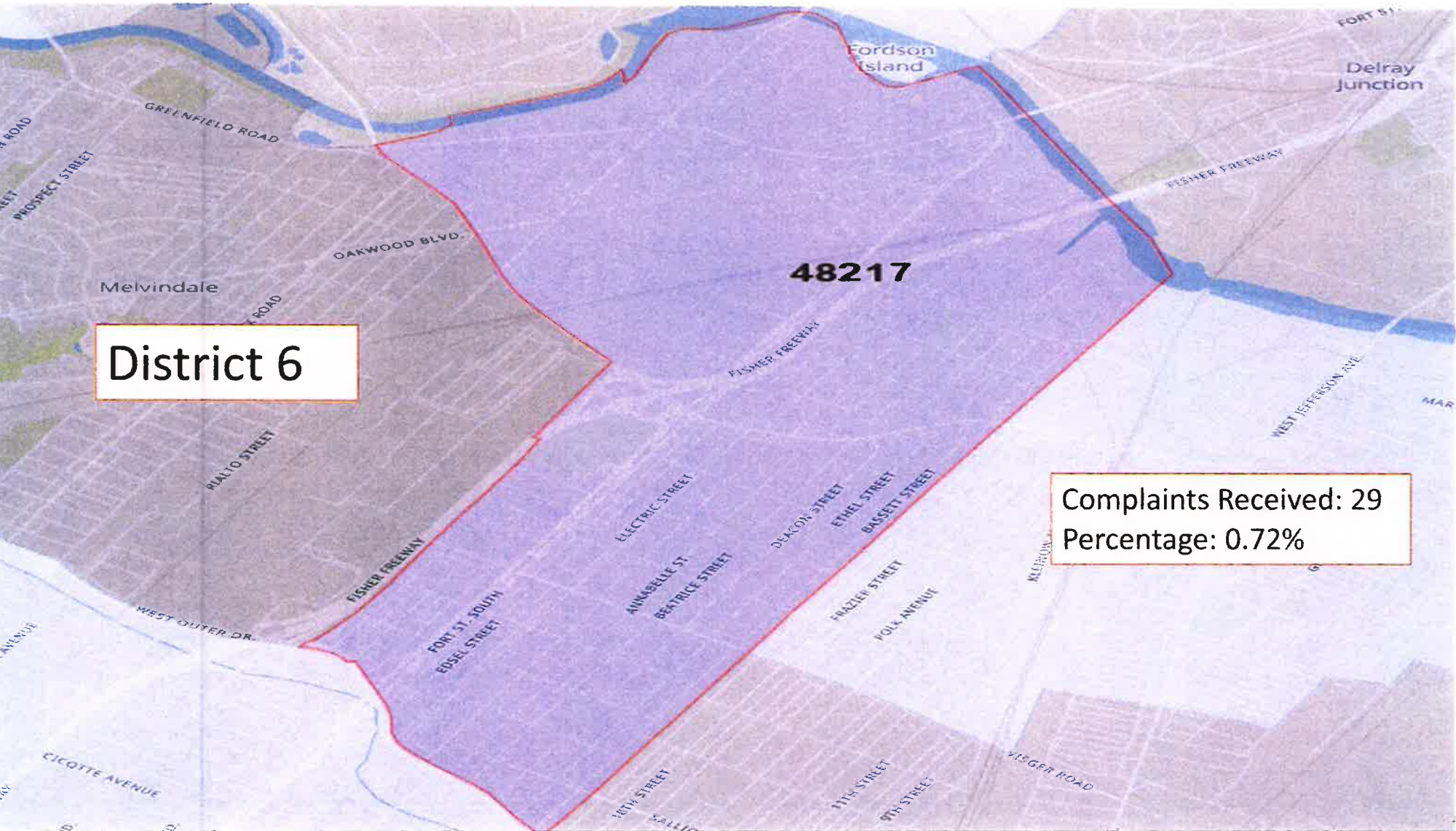
48215

District 6

48216

Complaints Received: 21
Percentage: 0.52%





District 6

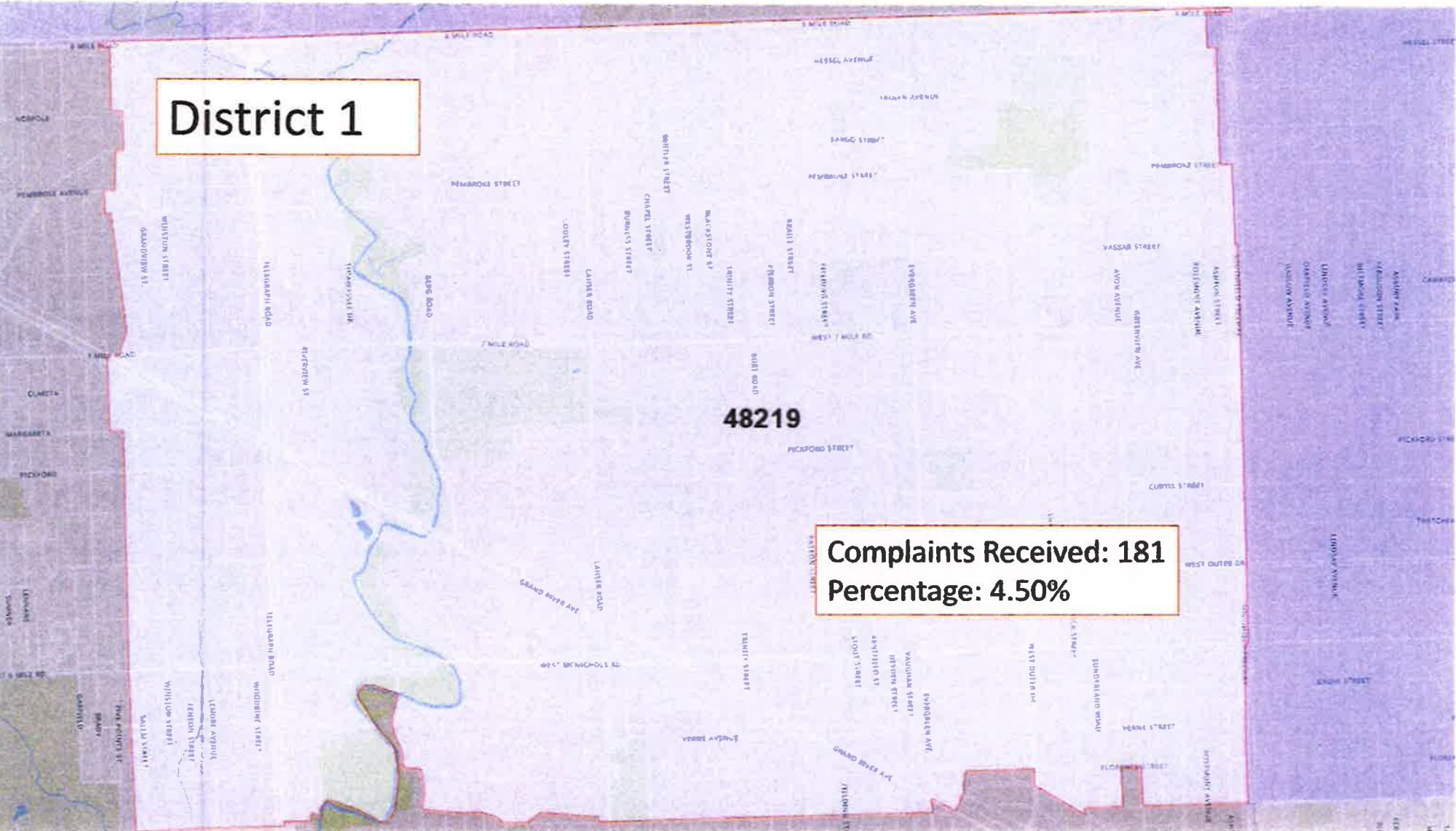
48217

**Complaints Received: 29
Percentage: 0.72%**

District 1

48219

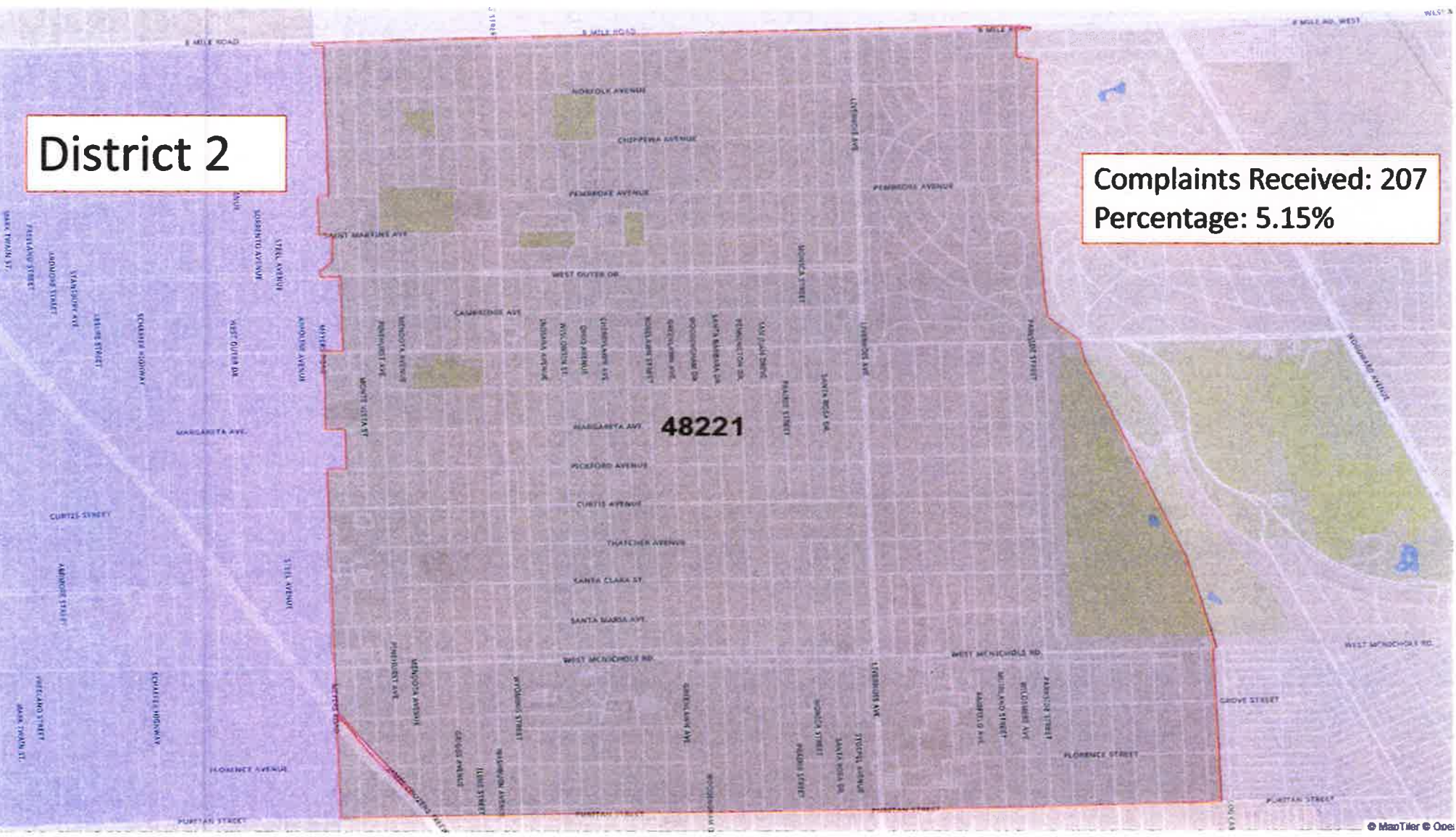
Complaints Received: 181
Percentage: 4.50%



District 2

Complaints Received: 207
Percentage: 5.15%

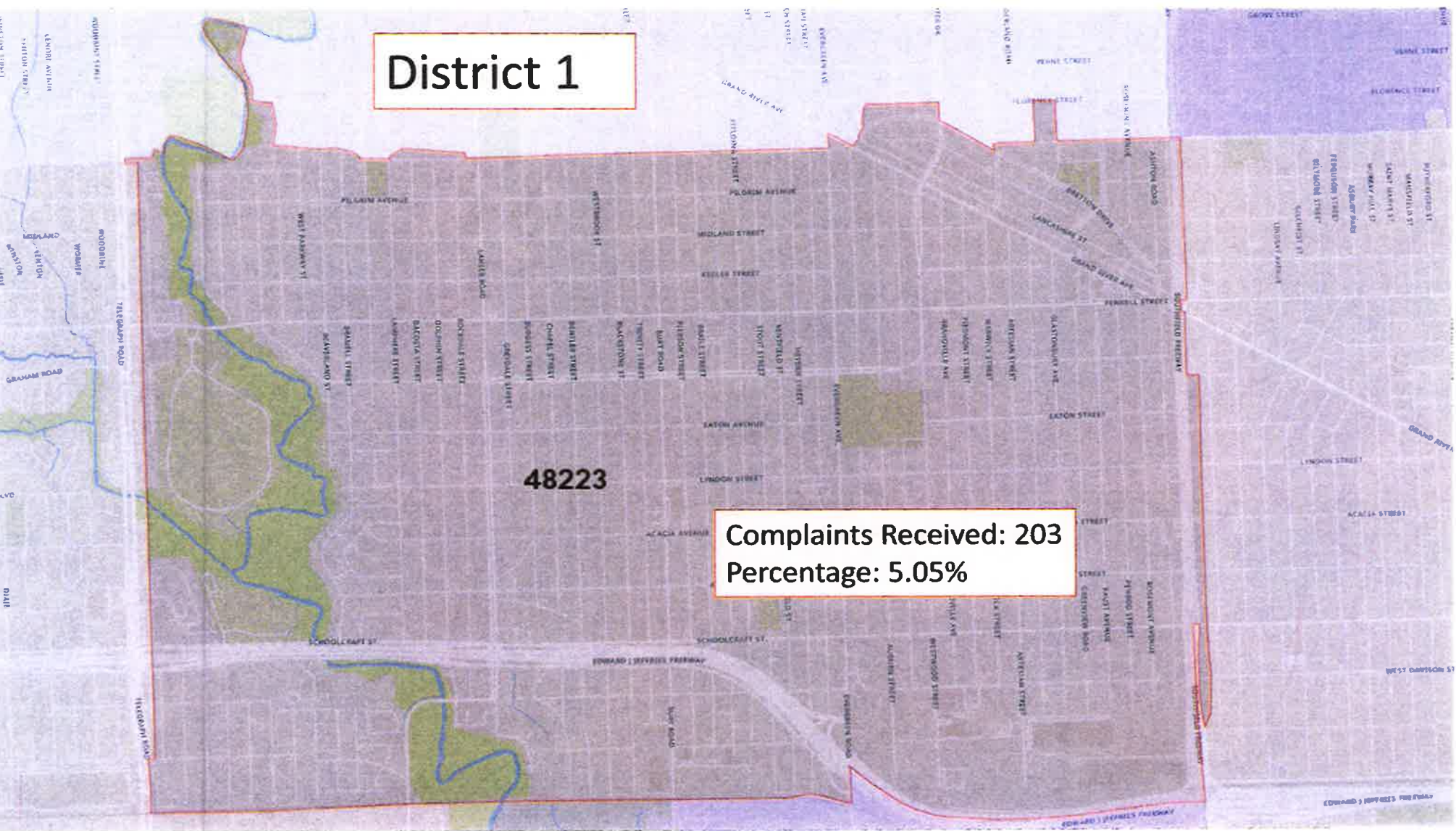
48221



District 1

48223

Complaints Received: 203
Percentage: 5.05%



District 4

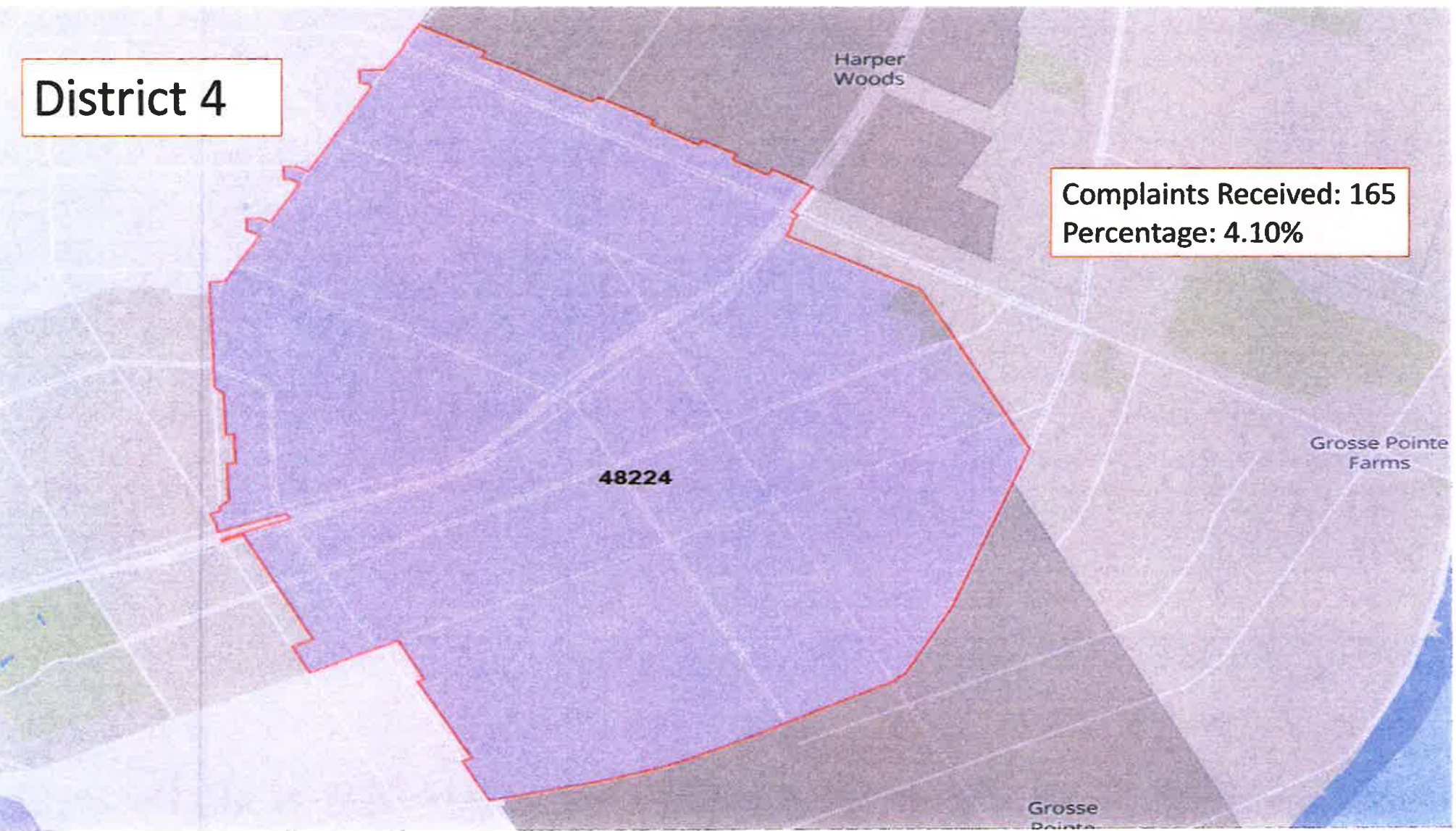
Complaints Received: 165
Percentage: 4.10%

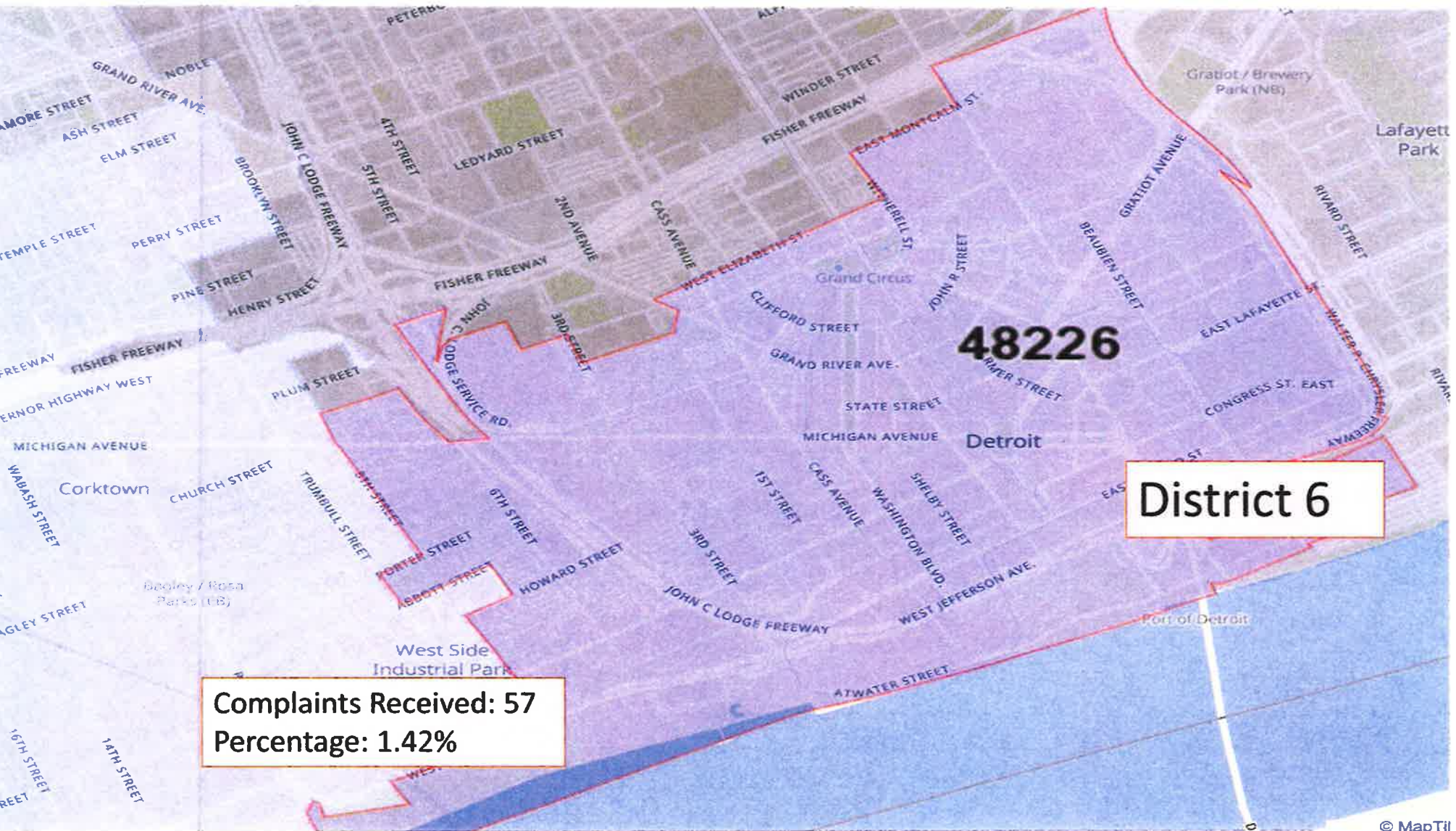
48224

Harper Woods

Grosse Pointe Farms

Grosse Pointe





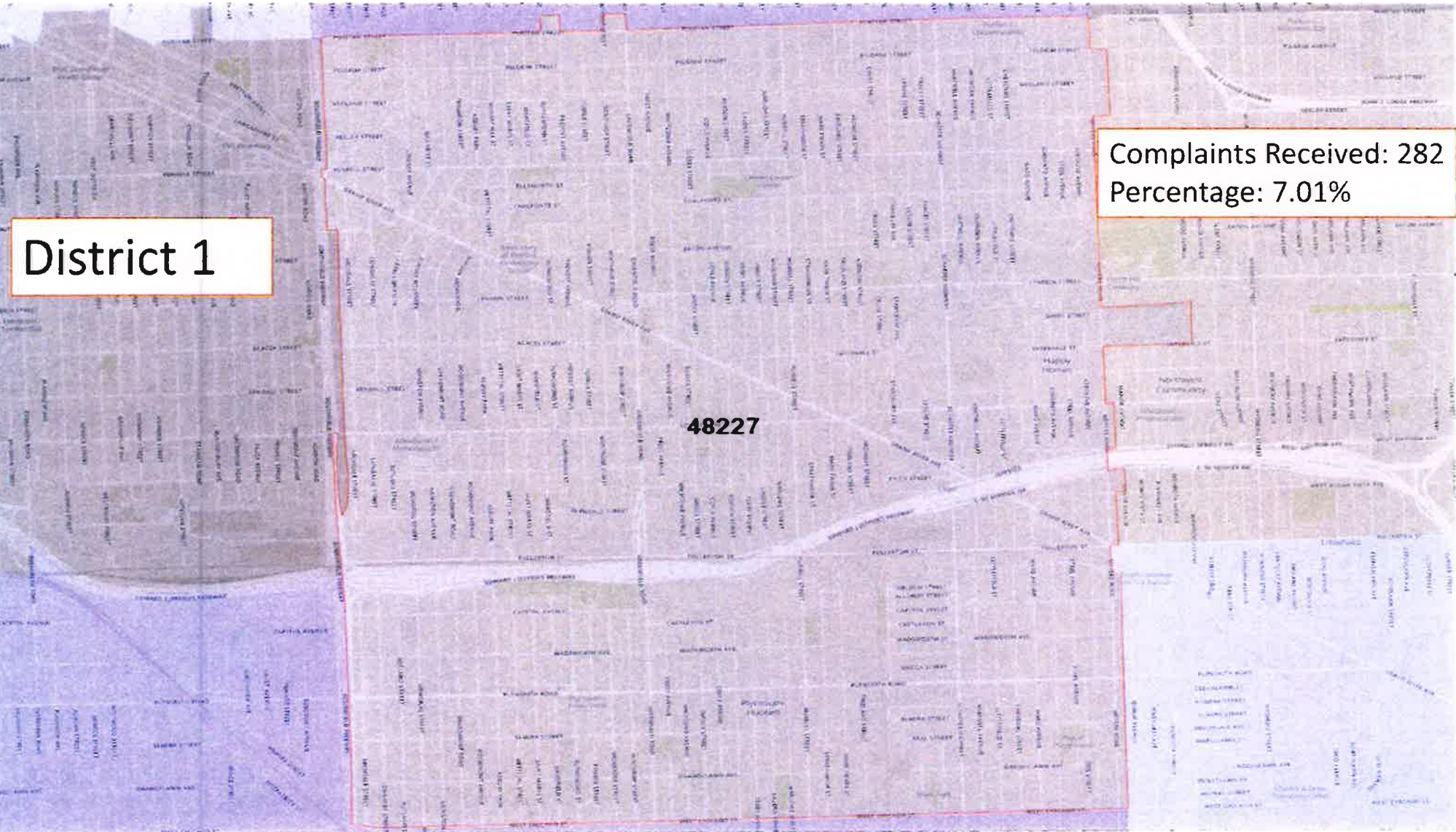
District 6

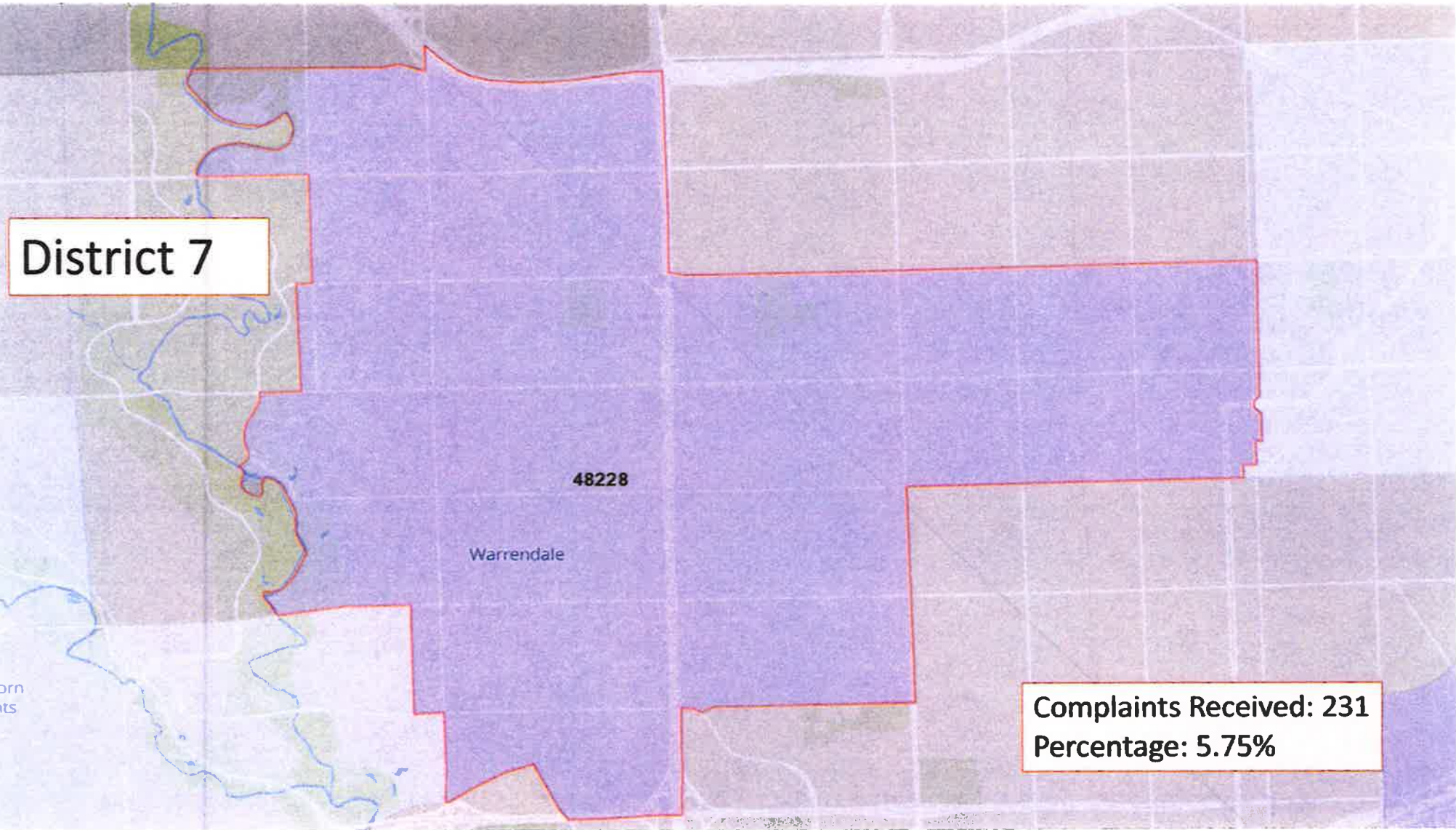
Complaints Received: 57
Percentage: 1.42%

District 1

48227

Complaints Received: 282
Percentage: 7.01%



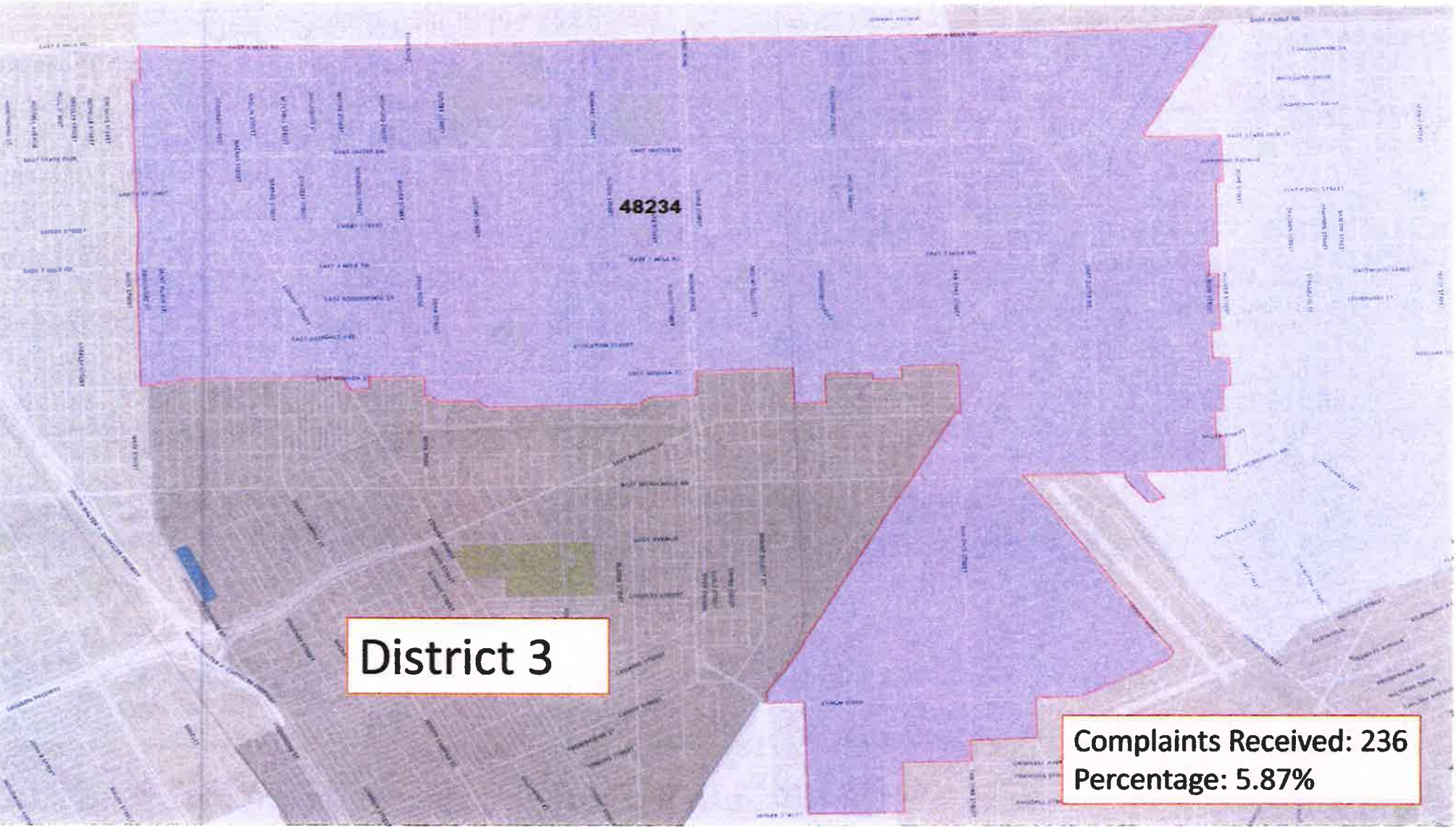


District 7

48228

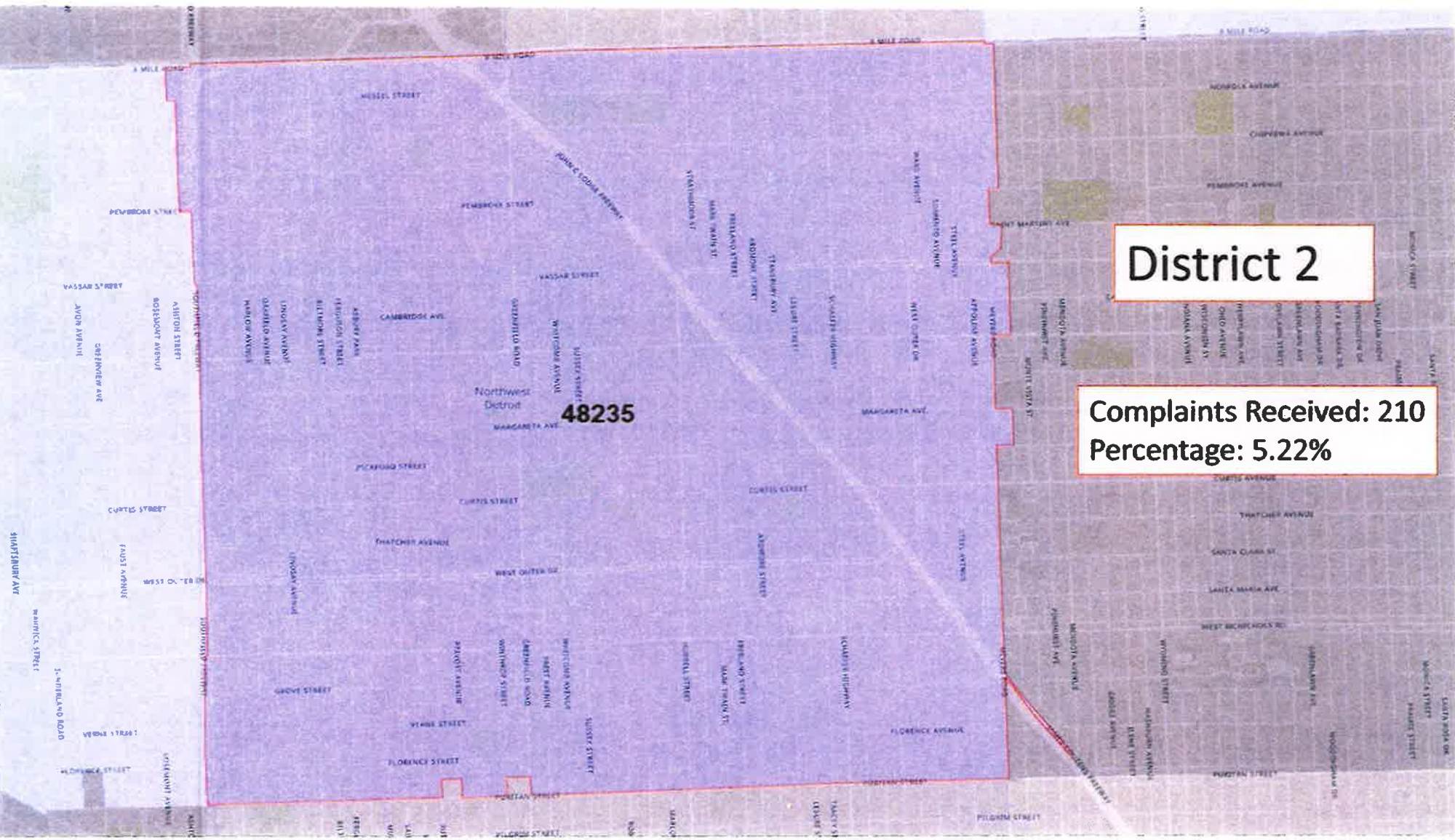
Warrendale

Complaints Received: 231
Percentage: 5.75%



District 3

Complaints Received: 236
Percentage: 5.87%



Northwest
Detroit
48235

District 2

Complaints Received: 210
Percentage: 5.22%



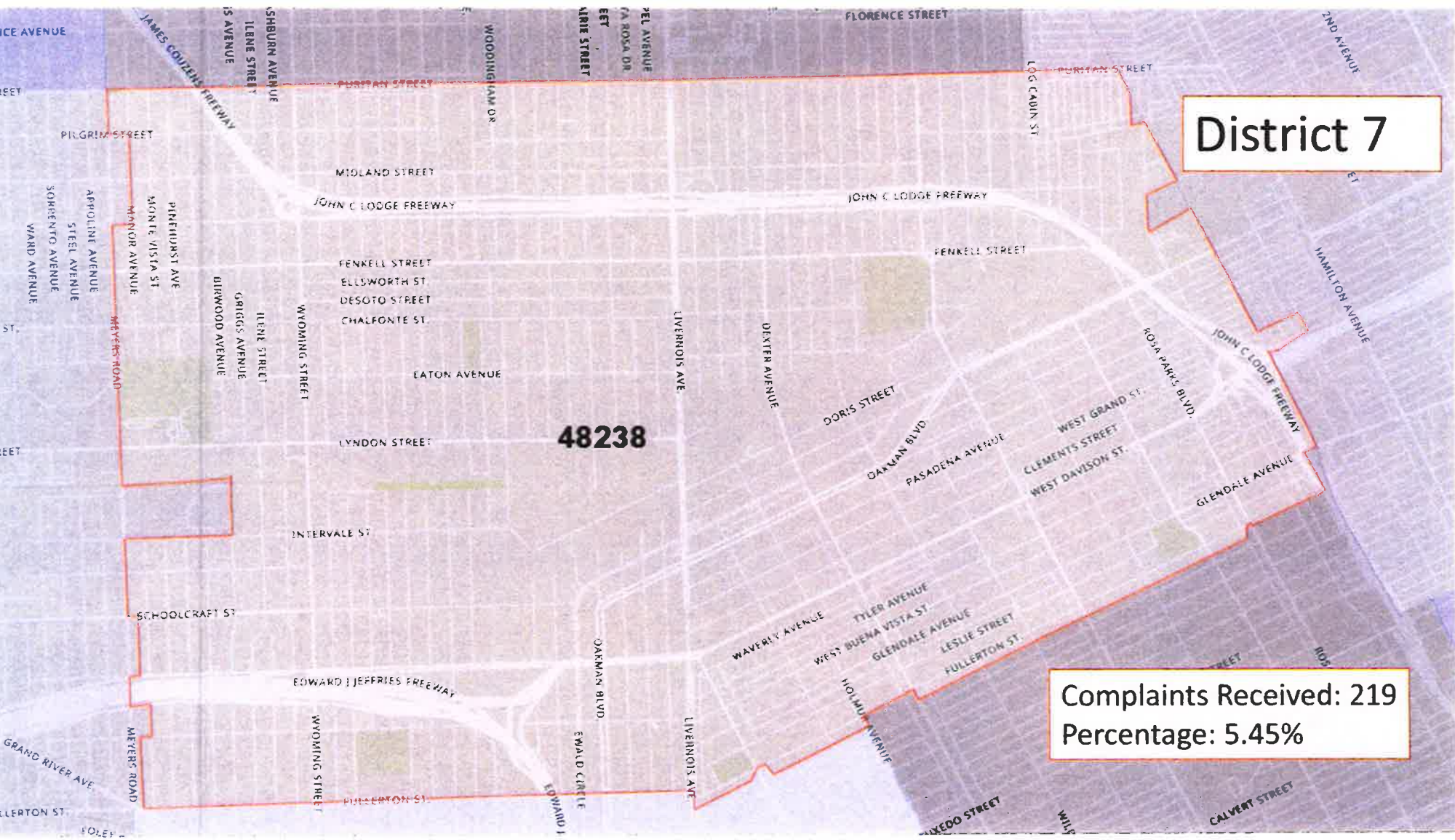
District 4

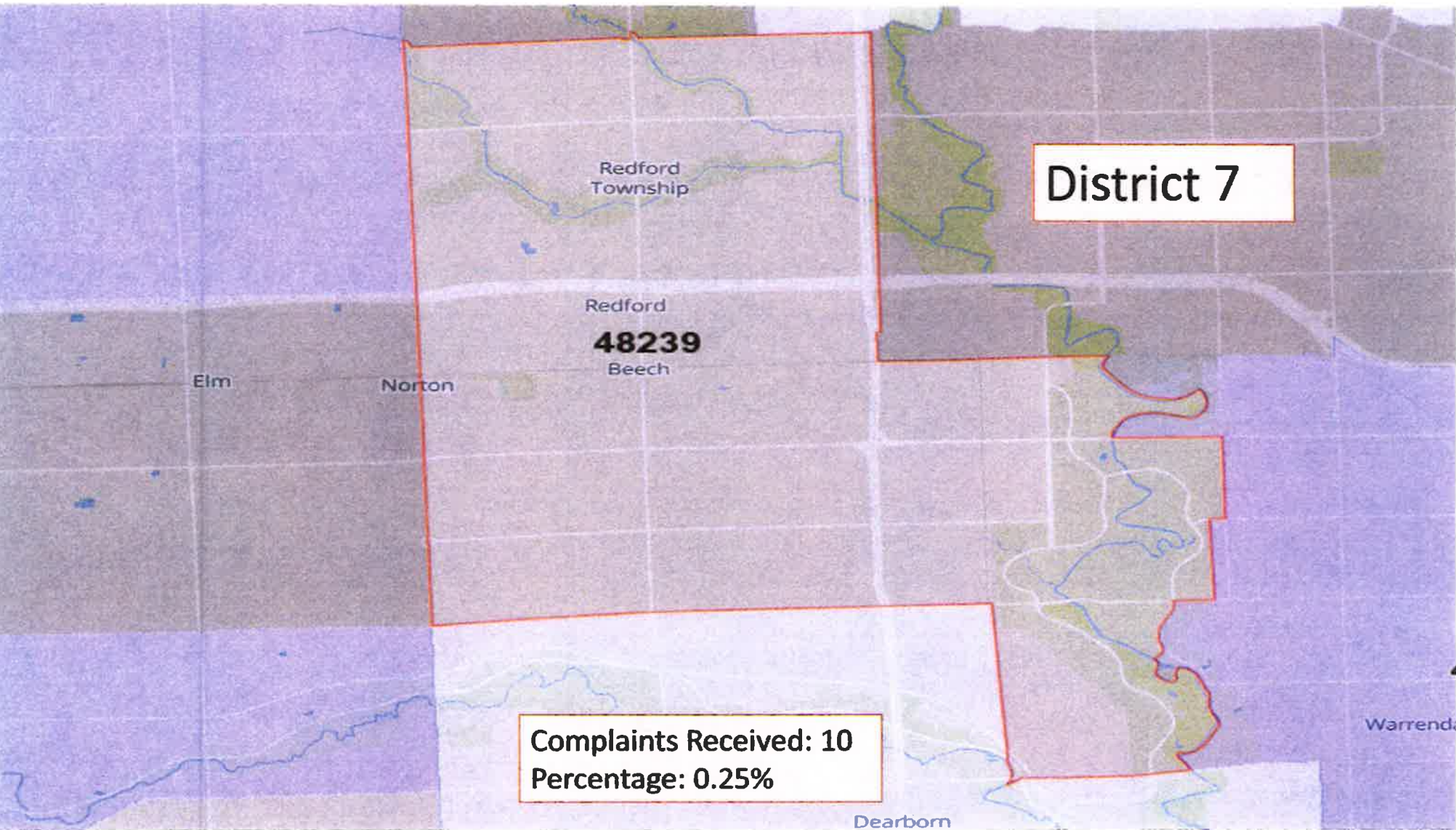
Complaints Received: 13
Percentage: 0.32%

District 7

48238

Complaints Received: 219
Percentage: 5.45%





District 7

**Complaints Received: 10
Percentage: 0.25%**

Section 4

The City of Detroit Ombudsman Bruce Simpson & The Office of The Ombudsman 2023
 Reporting Period Feb. 2023 - Feb. 2024
 Community Engagement Summary
"Improving Your Quality of Life on A Daily Basis"



The Office of the Ombudsman hosted Four Community Engagement Events:

5/2023
 The Millennials Learn, Apply & Thrive Meeting

6/2023
 Mid-Day Coffee Chat with GSD Former Deputy Director

8/2023
 Ombudsman Office Workday in the Park

10/2023
 Virtual Governmental Services and Current Events Chat with Corporation Counsel Conrad Mallett