



## HOW TO DEAL WITH PROBLEMATIC PROPERTIES

### Initial Steps:

- Notify the City of the Code Violation utilizing one of the following methods:
  - Utilize the 311 App on your Smart Phone to input the violation into the city's system
    - You can download the 311 App as follows:
      - For I-phones search the App Store utilizing “311 Baltimore”
      - For Android phones search Google Play utilizing “311 Baltimore.”
      - Download the App
  - Utilize 311 Online by setting your browser to:
    - <https://www.baltimorecity.gov/311-services>
  - Call 311
    - If you are utilizing a cell phone near the City/County boundaries or a land line outside the City limits and you are told 311 is not an available number, you can call 443-263-2220 to access 311.
- Report the violation
- Once you have reported the violation you will receive a Service Request Number (SR#). ***Document this number and save it, you will need to have access to it to follow up with an elected official and Mike Hilliard at HARBEL.***

### Initial Follow-Up:

- Set your browser to: <https://www.baltimorecity.gov/311-services> and utilizing the SR# you received check the status of your 311 Request.
- Set your browser to: [http://cels.baltimorehousing.org/Search\\_On\\_Map.aspx](http://cels.baltimorehousing.org/Search_On_Map.aspx) utilizing the address determine if Code Enforcement has issued a violation or a citation pertaining to the property.
  - You can also utilize this site to search for code violations and citations in your community
- Download any violations or citations against the property and save them for future reference
- Contact Mike Hilliard the Community Services Director at the HARBEL Community Organization at [mikehilliard@harbel.org](mailto:mikehilliard@harbel.org).
  - Make sure you provide him with the SR# and any documents you have downloaded
- Contact your City Council representative:
  - You can determine who your City Council representative is and their contact information at: <http://cityservices.baltimorecity.gov/citycouncil/>



- Make sure you provide your representative with the SR# and any documents you have downloaded
- Contact your Community Association
  - You can learn what community association your home or the pertinent property is within by going to: [http://cityview.baltimorecity.gov/cv/?extent=-8555445.92,4745167.90,-8503354.08,4779832.10&basemap=esricomm&basemapopacity=85&theme=comm\\_assoc&thematicmapopacity=95](http://cityview.baltimorecity.gov/cv/?extent=-8555445.92,4745167.90,-8503354.08,4779832.10&basemap=esricomm&basemapopacity=85&theme=comm_assoc&thematicmapopacity=95) and entering the address
  - You can then find the contact information for the community association at: <http://cityservices.baltimorecity.gov/CAD/Home.aspx>
  - If you live or are concerned about a property in Northeast Baltimore, Mike Hilliard the Community Services Director at HARBEL can also provide you with your community association and their contact information
  - Make sure you provide the association with the SR# and any documents you have downloaded
- If you suspect work is being done without the appropriate construction permits you check to see if permits have been issued at: [http://cels.baltimorehousing.org/Search\\_TM\\_MAP.aspx](http://cels.baltimorehousing.org/Search_TM_MAP.aspx)
  - If you find construction is occurring without a permit, you may report it to 311. Please retain the Service Request Number for future follow-up.

### **Further Follow-up;**

- Determine who the City and State of Maryland has listed as the owner of a property.
  - You can learn who the City has listed as the owner of the property by setting your browser to this site: <http://cityservices.baltimorecity.gov/realproperty/> and inputting the address
  - You can learn who the State of Maryland has listed as the owner of a property at: <https://sdat.dat.maryland.gov/RealProperty/Pages/default.aspx> and:
    - Selecting Baltimore City as the County
    - Selecting Street Address as the search method
    - Then inputting the address
  - Please note that when you enter addresses in the City or State databases do not precede the street name with a direction: i.e. North, South, East, West or N, S, E, or W and do not follow the street's name with Road, Street, Avenue, Drive, or Lane or Rd., St., Ave., or Dr.
- If the property is owned by a company or LLC you can find information about the company or LLC at: <https://egov.maryland.gov/BusinessExpress/EntitySearch> and entering the company's or LLC's name.



- At times you can determine if the property is being foreclosed upon by going to: <http://casesearch.courts.state.md.us/casesearch//inquiry-index.jsp>. If you enter the address in the “Last Name” portion of the screen, you may be able to find the court case that has been initiated for foreclosure upon the property. By going through the entire case entry you may be able to find the name of the company foreclosing on the property.