

BUILDING & NEIGHBORHOOD SERVICES

SERVICE REQUESTS & OPEN CASES

Service Requests Received From:
1/1/15-12/31/15

Results as of:
4/18/16



HISTORIC
FRANKLIN
TENNESSEE

<u>Service Request Type</u>	<u>Average Days to Resolution</u>	<u># of Service Requests Received</u>	<u># of Service Requests Resolved*</u>	<u># of Open Requests*</u>
BNS Dept - Referral to other Dept or Agency	2.04	21	21	0
Building Code Violation	30.19	9	10	0
Construction Without Required Permits	42.40	12	13	0
Fence Location/ Height	0.00	2	2	0
Flood Damage Inspection	0.19	1	1	0
High Grass/ Vegetation	14.76	116	122	0
Illegal Signage	11.08	2	2	0
Information Request	0.18	32	33	0
Inoperable or Unlicensed Vehicle	18.97	141	142	0
International Property Maintenance Code (IPMC) Violation	28.69	22	23	0
IPMC Violation - Protective Treatment (Painting of Structure)	65.65	6	6	0
IPMC Violation - Rodent Harborage	20.48	9	10	0
IPMC Violation - Roofs & Drainage	124.23	3	4	0
Miscellaneous	15.81	14	13	1
Municipal Code Violation	8.29	45	46	0
Short Term Vacation Rental	50.41	31	32	0
Sign Violation on Private Property	18.24	1	1	0
Signs in Public Right Of Way	9.18	1	2	0
Structure Unsafe, Dilapidated, or in Disrepair	19.83	41	42	0
Temporary Sign Violation	13.87	3	3	0
Trash, Garbage, Rubbish, Debris	22.40	58	65	0

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Tree Removal Without a Permit	3.96	1	1	0		
Unnecessary Noise, Work Hours Violation	1.00	4	4	0		
Use or Business Violation	21.62	5	5	0		
Vacant Dwelling Unsecured/ Open to Entry	81.97	1	1	0		
Vehicles Parking in Front Yard	5.84	35	35	0		
Zoning Certification Request	4.69	2	2	0		
Zoning Violation	34.02	61	63	0		
Cases Resolved:	100%	Average Days to Resolution:	20.32	679	704*	(25)

*The Resolution of Service Requests may involve multiple steps/ actions, resulting in a larger number of Service Requests Resolved per Service Requests Received.