

# What you can do about Poorly Maintained Property

## Having trouble with a building on your block?

Does its unkempt appearance reflect badly on the community? There are several problems which seem to be familiar in many neighborhoods.

- Unsightly house or yard
- Poor building maintenance
- Poor Building security
- Appearance of criminal activity

## If you and your block club are concerned about these problems, there is something you can do.

- You can get the name and address of the property owner from the Hennepin County Property Taxation office at 612-348-301 or on the City of Minneapolis website at [www.minneapolismn.gov/propertyinfo](http://www.minneapolismn.gov/propertyinfo).
- Contact the property owner, in writing, informing him/her of your concerns. In the letter, state the address and location of the property. List your concerns. Be specific about your complaints and what your expectations are. If possible, have everyone in your block club sign the letter. As a rule, the more signatures, the better but it is up to your block club and the individuals involved. Mail a copy of the letter to the property owner, your council member and your [crime prevention specialist](#). Keep one copy for your block club. Often this letter is all that is needed.
- If there is an appearance of criminal activity, such as drug traffic, contact the appropriate division of the Police Department and send them a copy of your letter. Your [crime prevention specialist](#) can help you assess the situation and determine which division of MPD to call.

## If your letter does not bring appropriate results:

- Invite the property owner to a block club meeting.
- Contact Minneapolis Housing Services at 612-673-3003 for tenant/landlord issues. They can act as an intermediary between you and the property owner.
- Call 311 to report maintenance problems and/or unsightly house or yard. 311 will notify the correct City department to deal with the problem. If after 2-3 weeks you see no results, call 311 again and ask about the status of your complaint.
- For unshoveled sidewalks, call 311 or use the online [unshoveled/icy sidewalk form online](#).
- If the building is attracting pests and rats, call 311. (Outside of Minneapolis, call 612-673-3000.)

## You may have to keep plugging away at a stubborn case, but eventually you should get action.



English: Attention. If you want help translating this information, call 612-673-3737

Spanish: Atención. Si desea recibir asistencia gratuita para traducir esta información, llame 612-673-2700

Somali: Ogow. Haddii aad dooneyso in lagaa kaalmeeyo tarjamadda macluumaadkani oo lacag la' aan wac 612-673-3500

Hmong: Ceeb toom. Yog koj xav tau kev pab txhais cov xov no rau koj dawb, hu 612-673-2800

Sign Language: TTY 612-673-2626

If you need this material in an alternative format, please contact the Minneapolis Police Department at 612-673-2912