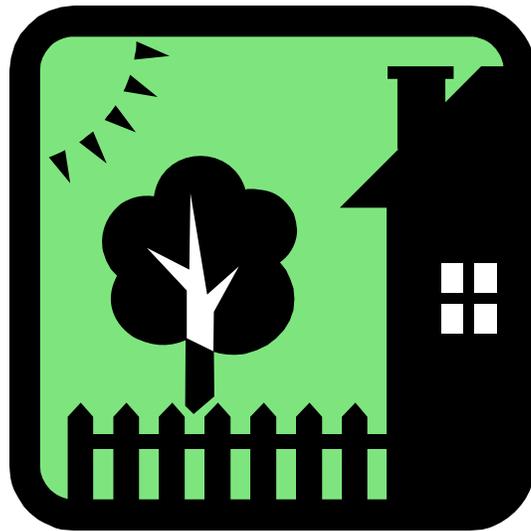


HITS

**“HOUSING INSPECTION
AND TRACKING SYSTEM”**



Online Help

HITS Table of Contents

I. Welcome to HITS	
a. Overview	Page 3
b. Online Support Center	Page 3
II. Hits System	
a. HITS content	Page 4
III. Code Enforcement Home Page	Page 4
IV. Search for a Complaints	Page 5
a. About the Fields	Page 5
b. Navigating Results	Page 6
c. Cases.....	Page 6
d. Case Information	Page 7
e. Complaint Information	Page 8
f. Status Information.....	Page 9
V. Reporting a Violation	
a. Reporting Violation/Complaint	Page 10
b. Street Types	Page 13
c. Street Directions.....	Page 13
d. Street Suffix	Page 14

Welcome to the (HITS) Housing Inspection Tracking System!

(HITS) Housing Inspection Tracking System provides the user with a web-based search function allowing the user to look up information about cases and complaints against dwellings, properties or vehicles in violation. You will be able to research property owner information and vehicle owner information by multiple criteria.

Housing Inspection and Tracking System

Code Enforcement Home | Search for a Complaint | Report a Violation

Search Type

Comp # Case #
Case # -
MCSC #
Violation #
Address No.:
Name:

Cases

Please enter search criteria.

System Overview

The HITS system can be accessed from the Code Enforcement Home page link provided, or you may access the page directly by entering the following into your internet browser address bar: <http://memphistn.gov/HCDWeb/content/search.aspx>

(You may wish to bookmark for easy access).

If for some reason, you cannot access the system, or you encounter problems with the system, click here to visit the City's [Online Support Center](#).

The Housing Inspection Tracking System is organized as follows:

- Code Enforcement Home – Takes you back to the Code Enforcement Home page.
- Search For Complaints – Allows you to search for existing complaints.
- Report a Violation – Allows you to make a complaint against a Violator.

Code Enforcement Home Page

Address <http://www.memphistn.gov/framework.aspx?page=318>

Residents

HOME GOVERNMENT RESIDENTS VISITORS BUSINESS CHILDREN CONTACT US

Code Enforcement

Purpose
The purpose of the Department of Housing/Code Enforcement is to protect the public health, safety and welfare in existing buildings used for dwelling purposes. The department administrates and enforces sections of the City of Memphis Code of Ordinances. These ordinances regulate:

Filing a Complaint

- Storage of inoperable or abandoned vehicles on public and private property
- Minimum housing standards for existing dwellings, and environmental conditions which may contribute to deterioration in the community
- Abandoned commercial structures, which may contribute to deterioration in the community

Some of the common complaints reported by citizens include abandoned houses and vehicles, structural defects in dwellings, and appliances or junk stored on property.

Concerned citizens are encouraged to telephone the Mayor's Citizen Service Center at 576-6500 to file a complaint. The Department of Housing/Code Enforcement can also be contacted at 576-7380 to file a complaint regarding unsafe housing conditions or inoperable vehicles.

Compliance

Potential violations are discovered through citizen complaints, referrals from other agencies, inspector observations in an assigned area and systematic inspections in a target area. Once a complaint is received, an inspector will conduct an investigation to determine if there is an ordinance violation. If there is a violation, the inspector may notify the owner verbally or in writing. When there are numerous violations, the owner is mailed a list of violations, and a "Notice of Hearing".

After a violation order is issued for structural or environmental conditions, periodic follow-up inspections are conducted to determine if compliance has been met. The owner may telephone the Department of Housing/Code Enforcement at 576-7380 to discuss the needed repairs and arrange a plan of action to meet compliance. Follow-up inspections are done to determine if compliance has been met. Depending on the circumstances and severity, the department can opt to:

- Give an extension to meet compliance
- Court action
- Issue an order to vacate the premises
- Issue an order not to occupy until repairs are made
- Condemnation

Should the owner fail to comply, court action can be initiated at any time after the first follow-up inspection. The department utilizes the General Sessions Environmental Court to resolve cases where the violator has voluntarily failed to comply.

[Search for a Case](#)

Links

- [Smoke Detector Request Form](#)
- [City Code List](#)
- [File a Complaint](#)
- [Search for a Case](#)

Contact Information:
Johnnie McKay
Manager
Code Enforcement
701 N. Main St.
Memphis, Tn 38107
Phone: (901) 576-7380
Fax:
Email: johnnie.mckay@cityofmemphis.org

About the Code Enforcement Home Page:

The Code Enforcement Home Page (shown above and the first link of the “Residents” section of the City Website), is the hub of all the information regarding Code Enforcement, City Codes and Complaints. You’ll find some contact information on the Left side of the page, as well as details regarding the department and more in the center section. As well, on the right side, are convenient links you may wish to use to navigate to Codes, or to Search or File complaints.

☛ **Tip:** Whenever you see an underlined Link or “Hyperlink”, you can hover over it with your mouse, and click to navigate to the corresponding page.

If you encounter any problems or issues with the HITS system, please feel free to contact our [Online Support Center](#) or call the Mayor's Citywide Call Center at (901) 576-6500, Monday - Friday, between the hours of 8:30 am and 5 pm.

THANK YOU FOR VISITING THE [CITY OF MEMPHIS WEBSITE](#).

Search for Complaints

Within the HITS system, you can search for a complaint by Case #, MCSC#, Violation# (if available) or Violator's "Address". Click on "Search for a Case" link, choose the option you wish to search for, enter desired search criteria and hit 'Search'. Use the 'Clear' button if you wish to reset, or clear the contents of the form and begin again.

Search Type		Cases
Comp #	Case #	Please enter search criteria.
Case #	-	
MCSC #		
Violation #		
Address	No.:	
	Name:	
<input type="button" value="Search"/> <input type="button" value="Clear"/>		

About the Fields

Case Number

You may search by the "Case Number" (if available), which consists of a "Complaint Number" or Comp# and the Case#.

MCSC Number

You may search by the MCSC Number (if available), which would be a number assigned to a case if the complaint came through the Mayor Citizen's Service Center.

Violation#

You may search for a case by "Violation#" if you have this information available.

Address:

Most commonly, you may search for a complaint by the "Address" of a property, which consists of the **Street No** combined with the **Street Name** of the property. If you are unsure of the exact Street#, you can enter just the street name, which may provide multiple results.

Navigating your Results

The screenshot shows the 'Housing Inspection and Tracking System' interface. At the top, there is a navigation bar with 'Code Enforcement Home', 'Search for a Complaint', and 'Report a Violation'. Below this is a search form with fields for 'Case #', 'Comp #', 'Case #', 'MCSC #', 'Violation #', 'Address', 'No.:', and 'Name:'. The 'No.:' field contains '1206' and the 'Name:' field contains 'AGNES'. There are 'Search' and 'Clear' buttons. To the right, under 'Cases', it says '1 Match Found.' and displays a table with the following data:

Case #	From	To	Street Name	Type	Dir	Suffix
6	1206	0	AGNES	PL		

Once you have searched for a particular complaint, and found the correct Match, you will most likely wish to view the details of the complaint(s). In the Case results (shown above), simply hover and click the “link” with your mouse (as shown below) to view the detail.



After clicking the link to the specific Case in which you are searching, you should see a details screen much like the one illustrated on the next page. From this screen you can choose to view either the “Case Information” section or the “Complaint Information” section for details regarding the case(s).

(See next page for detailed screen shots).

Case Information

If you have selected the “Case Information” section, you should see a screen similar to that illustrated below.

Code Enforcement Home	Search for a Complaint	Report a Violation
Case Information		Complaint Information

Case: 6

Address: 1206 AGNES

Property Information

Case #:	6		
Address From:	1206	To:	0
Street Name:	AGNES		
Street Type:	PL		
Street Direction:			
Street Suffix:			
Suite, Box, or Apt.:			
Suite, Box, or Apt. #:			
Zip Code:			

Property Description

District:	5	Ward:	032
Sub-District:	1	Block:	025
Sub-Tract:	0	Subdivision:	
Lot Number:		Parcel:	00011
Year Built:		Consolidation:	

Property Dwelling Information

Use Type:	Residential
Construction Type:	Stucco

Owner Information

First Name	Last Name	Type
<u>BILLY &</u>	<u>HELEN NELSON</u>	<u>Owner</u>

Type:	Owner
First Name:	BILLY &
Last Name:	HELEN NELSON
Street Number:	1206
Street Name:	AGNES
Street Type:	PL
Street Direction:	
Street Suffix:	
Suite, Box, or Apt.:	
Suite, Box, or Apt. #:	
City:	MEMPHIS
State:	TN
Zip Code:	381040000

Complaint Information

If you have selected the “Complaint Information” tab, your screen should reflect information very similar to that illustrated below.

Case: 6
Address: 1206 AGNES

Complaint Information

Complaint #
<u>2</u>
<u>3</u>
<u>4</u>
<u>5</u>
<u>6</u>
<u>7</u>
<u>8</u>

Complaint #: 2
Received: **1/19/1995**
Type: **Regular**
Source: **Mayor's Action Center**
MCSC #: **0**
Violation #: **0**
Inspector: **TONY NEWSOME**
Details: **VACANT HOUSE NEED TO CONDEMNEDSECURED**

Property Information

Exterior Condition: **Rehabilitate**
Interior Condition:
of Owners: **0**
of Renters: **0**
Occupancy:
Vacancies: **1**
Units Under Condition: **0**

Status Information

No.	Date	Status
<u>1</u>	<u>1/19/1995</u>	<u>RECD</u>
<u>2</u>	<u>1/19/1995</u>	<u>CCINO</u>
<u>3</u>	<u>1/19/1995</u>	<u>CCINO</u>
<u>4</u>	<u>1/31/1995</u>	<u>NJ</u>
<u>5</u>	<u>9/24/1999</u>	<u>CCINO</u>

Status #: **1**
Description: **RECEIVED**
Type: **INITIAL INSPECTION CODE**
Inspector: **ANTHONY NEWSON**
Inspection Date: **1/19/1995**
Suspense Date:
Comments:

Pictures

Within the **Complaint Information** section you will see one or more numbered entries, in which you can click with your mouse (shown below) to access information on each individual entry.

Complaint Information

Complaint #
<u>2</u>
<u>3</u>
<u>4</u>
<u>5</u>
<u>6</u>
<u>7</u>
<u>8</u>

Complaint #: 2
Received: **1/19/1995**
Type: **Regular**
Source: **Mayor's Action Center**
MCSC #: **0**
Violation #: **0**
Inspector: **TONY NEWSOME**
Details: **VACANT HOUSE NEED TO CONDEMNEDSECURED**

Within the **Status Information** section you will see one or more numbered entries, in which you can click with your mouse (shown below) to access information on each individual entry.

Status Information

No.	Date	Status
1	1/19/1995	RECD
2	1/19/1995	CCINO
3	1/19/1995	CCINO
4	1/31/1995	NJ
5	9/24/1999	CCINO

Status #: **5**

Description: **CHANGE CONTROLLING-INSPECTOR**

Type: **SPECIAL DATA CODE**

Inspector: **TONY NEWSOME**

Inspection Date: **9/24/1999**

Suspense Date:

Comments:

If you encounter any problems or issues while using the HITS system, please feel free to contact our [Online Support Center](#) or call the Mayor's Citywide Call Center at (901) 576-6500, Monday - Friday, between the hours of 8:30 am and 5 pm.

Reporting a Violation

The screenshot shows the Memphis Housing Inspection and Tracking System interface. At the top, there is a navigation bar with the Memphis logo, the title 'Housing Inspection and Tracking System', and three links: 'Code Enforcement Home', 'Search for a Complaint', and 'Report a Violation'. Below the navigation bar, a text block explains the purpose of the form: 'To report a home in violation of City code, please complete and submit the form below. Place your contact information in the fields marked **Complainant** and the address for the home in violation of code in the area marked **Case**. We appreciate your assistance in keeping Memphis a beautiful and safe place to live.'

Asterisks denote required field.

The form contains the following fields:

- * Complainant First Name:
- * Complainant Last Name:
- * Complainant Street Number:
- * Complainant Street Name:
- Complainant Street Direction:
- Complainant Street Type:
- Complainant Street Suffix:
- * Complainant Phone Number:
- * Case Street Number:
- * Case Street Name:
- * Details:

At the bottom of the form are two buttons: 'Submit' and 'Clear'.

To Report A Violation:

1. Click the “Report a Violation” link which will take you to the above screen.
2. Enter as much information as you have available to the form shown above.

Tip: Fields that are marked with an (*) Asterisk, are required fields—you must enter this information before the system will allow you to submit your complaint.

3. Enter the first name of the person making the complaint (your name) in the Complainant First Name field.
4. Enter the last name of the person making the complaint (your name) in the Complainant Last Name field.
5. Enter the street number of the person making the complaint (your street #) in the Complainant Street Number field.
6. Enter the street name of the person making the complaint (your street name) in the Complainant Street Name field.

- Click the drop-down arrow next to Complainant Street Direction (if applicable), and select an answer from the drop-down list. (see screenshot)

Complainant Street Direction: Please select a value

Complainant Street Type: Please select a value

Complainant Street Suffix: Please select a value

***Complainant Phone Number:**

***Case Street Number:**

***Case Street Name:**

***Details:**

- E - East
- N - North
- NE - Northeast
- NW - Northwest
- S - South
- SE - Southeast
- SW - Southwest
- W - West

- Click the drop-down arrow next to Complainant Street Type (if applicable), and select an answer from the drop-down list (see screenshot).

Complainant Street Type: Please select a value

Complainant Street Suffix: Please select a value

***Complainant Phone Number:**

***Case Street Number:**

***Case Street Name:**

***Details:**

- AL - Alley
- AV - Avenue
- BD - Boulevard
- BL - Bluff
- BP - Bypass
- CA - Causeway
- CR - Circle
- CT - Court
- CV - Cove
- DR - Drive
- ES - Esplande
- ET - Extension
- EX - Expressway
- FW - Freeway
- HW - Highway
- LA - Lane

Clear

- Click the drop-down arrow next to Complainant Street Suffix (if applicable), and select an answer from the drop-down list (see screenshot).

The screenshot shows a web form with several fields. The 'Complainant Street Suffix' field is open, displaying a dropdown menu with the following options: AL - Alley, AV - Avenue, BD - Boulevard, BL - Bluff, BP - Bypass, CA - Causeway, CR - Circle, CT - Court, CV - Cove, DR - Drive, ES - Esplanade, ET - Extension, EX - Expressway, FW - Freeway, HW - Highway, LA - Lane, and To the right of the dropdown menu, there are two empty text input fields and a 'Clear' button.

- Enter the Phone # of the person making the complaint (your phone#) in the Complainant Phone Number field.
- Enter the Street # of the location of the Complaint/Violation being reported in the Case Street Number field (required).
- Enter the Street Name of the location of the Complaint/Violation being reported in the Case Street Name field (required).
- Enter Details of the Complaint or comments that might be helpful in the Details section of the form (required).
- Click the “Submit” button to file your complaint or “Report Violation” (or you may click “Clear” to clear the form and begin again, or to cancel this action).

(See next page for assistance with Street Types, Street Directions or Street Suffixes).

Street Types/Street Directions/Street Suffixes

Below is a complete list of Street Types.

Street Type	Description
AL	Alley
AV	Avenue
BD	Boulevard
BP	Bypass
CR	Circle
CT	Court
CV	Cove
DR	Drive
ET	Extension
HW	Highway
LA	Lane
ML	Mall
PA	Plaza
PL	Place
PW	Parkway
RD	Road
ST	Street
TR	Terrace

Direction

Displays the street direction. Select the street **Direction** from the drop-down list.

Below is a complete list of street directions.

Direction Types	Description
N	North
S	South
E	East
W	West

NE	Northeast
NW	Northwest
SE	Southeast
SW	Southwest

Suffix

Location of the complaint within the property. Select the **Suffix** from the drop-down list. *Below is a complete suffix list.*

Location Suffix	Description
R	Rear
HR	Half Rear
VL	Vacant Lot
AVL	Across from Vacant Lot

If you encounter any problems or issues with the HITS system, please feel free to contact our [Online Support Center](#) or call the Mayor's Citywide Call Center at (901) 576-6500, Monday - Friday, between the hours of 8:30 am and 5 pm.

THANK YOU FOR VISITING THE [CITY OF MEMPHIS WEBSITE.](#)