

Colleen Neel – 324 Birchwood – Mechanical Permit

Background:

On January 3, 2019, Colleen Neel addressed the City Council regarding her concern that inspections on her mechanical permits for her furnace and air conditioning units have not been done. One permit was taken out in 2017 and one in 2018. She had contacted staff members, Susan Junnikkala, Building Clerk and Administrator Smee several times and has yet to get the issue resolved. Mayor Reuter stated he would look in to the matter and get back to her by next Wednesday, January 9, 2019.

Building Clerk Susan Junnikkala was directed to look at all mechanical permits and determine whether the inspections had been done. She was to contact any home owners, Ms. Neel specifically, and schedule a time to go out and complete the inspections. She found that of the 11 permits, 6 had been inspected, 1 was not a mechanical, but a plumbing. There were 4 including Ms. Neel in need of inspections. They were called to set up appointments - two are not ready for inspection and one was found to still need an electrical inspection. A message was left Ms. Neel on January 8, 2019.

Contact with Ms. Neel on January 8, 2019

Ms. Neel returned the call and rather than agree to set up a time for the inspection with Susan, demanded that her fees be refunded. Susan transferred her to me, as approval of a refund is beyond her authority. I explained to Ms. Neel that I did not feel a refund of the fees was approvable, but the City would like to complete the inspections and finalize the permits. The City did find where an inspection had been scheduled on the log, but not sure why it was not completed and why there had been no follow up. She stated that she had taken 2 days off of work already, and has no confidence in the process, so believes they will just come out to “check the boxes.” She has been working on this for a year and a half. I expressed my understanding of her frustration explaining that the City cannot do anything about the past, but wants to work to make things right. The building official would be coming out to do the inspection, if we can set a time, so the inspection will be completed accurately. She refused, stating that she will just move the request to a higher authority. I informed her that this would have to be the City Council. She stated she would take it to Council.

Coni McMaster
Clerk/Treasurer