



# Taylor County

## Board of County Commissioners'

### Policy Manual

|                  |                                     |                        |
|------------------|-------------------------------------|------------------------|
| <b>Policy #:</b> | <b>Title:</b>                       | <b>Effective Date:</b> |
| <b>2010-05</b>   | <b>Issuance of Courtesy Notices</b> | <b>03/01/10</b>        |

### PURPOSE

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To establish a policy for issuance of Courtesy Notices when responding to Requests for Service.

### REFERENCE

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N/A

### POLICY

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1. A Courtesy Notice advises a citizen of any action taken in response to a service call. Courtesy Notices are to be left at a citizens' residence when Officers unsuccessfully attempt to make personal contact with citizens. The Courtesy Notice shall be completed thoroughly, including the name and address of the person the notice is addressed to, if known. If the person receiving the courtesy notice is not at home, the notice shall be left on the door or other conspicuous place.
2. Courtesy Notices are NOT to be placed inside mailboxes or newspaper boxes.
3. Courtesy Notices left for the animal's owner shall include marking the appropriate boxes to indicate any violation observed, steps to be taken to correct the problem(s), and any remarks necessary to explain the situation.
4. Courtesy Notices will also be given to owners whose animals were complained against, but which were not observed in violation at the time of the Officer's visit. In most other cases, if the Officer has probable cause to believe that a violation has occurred, the Officer may issue a warning/citation in lieu of posting or delivering a Courtesy Notice to the owner.
5. The yellow copy of the Courtesy Notice will be stapled to the service request and a copy will be placed in the "Courtesy Notice folder" for the appropriate month. The white copy should be given to the animal owner.
6. All owner contacts will be documented with a Courtesy Notice, Warning, or Citation, so that Officers conducting subsequent visits will have access to information concerning prior incidents.

## RESPONSIBLE DEPARTMENT

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Environmental Services Department – Animal Control

**Sunset Date: None**