

### Typical Procedure for Storm Water/Drainage Issues

1. The Property Owner Contacts the City of Hudson typically through:
  - I. Public Works Department,
  - II. Engineering Department, or
  - III. Zoning Compliance Department.
2. After a call is received and recorded:
  - I. Staff reviews and gathers existing information on the property and discusses with the other applicable departments. Typical information gathering includes:
    - i. Archive Improvement plans, highway plans, GIS;
    - ii. Recorded plats, recorded easements, Deeds;
    - iii. Work orders, and past history/records;
    - iv. Discuss with other departments, as necessary.
3. Staff includes a field visit to the site within 1-3 working days of the initial contact (weather permitting) and at this time may also review the issue with the property owner on site.
4. After the field visit, staff will determine if the City has any responsibility and will follow-up with the property owner on any course of action. The follow-up with owner is normally within 7-14 days in writing (i.e. email and/or letter in the US mail).
5. If the issue is a private property issue and not a City of Hudson issue, the staff would offer basic technical assistance and advice.
6. If the issue has any special circumstances or items that need to be resolved, staff will review with the administration and their involvement may be necessary in order to resolve the issue.
7. If it is a zoning compliance issue, staff will coordinate with Code Enforcement and the City Solicitor prior to any additional response.
8. Staff periodically does follow-up with property owner on the private issues, until the item is resolved.