**MAKING THE “30-DAY NOTICE” PROGRAM WORK**

**READ THIS before using one of the two Courtesy Notice templates**

1. Property inspectors should be trained as Defensible Space Advisors.
2. Use two inspectors per property.
3. They should be in agreement with each other: (a) That the property is in need of a notice; and (b) regarding the exact language used on the form.
4. The form is a TEMPLATE – be sure to substitute the appropriate wording (in black font) wherever you see red font on the page.
5. The same two inspectors should be the ones to re-visit the property after 30 days.
6. If the property has not been cleaned, the same two inspectors should agree on the

 next step which might include submission to fire authorities.

1. Your phone contact person should always have a copy of each notice and should have helpful suggestions for the noticed party if contacted.
2. When filling out the notice, it's best to state WHAT, specifically, needs to be done in order to satisfy the inspectors.
3. “Failed” properties are to be referred to fire officials. Do not mail in, but call for a personal appointment. Bring copies of the forms, any background notes, or other supporting documents. Discuss each case and leave these documents with the fire official. Make sure that you keep your own copies.

**WORKING WITH FIRE OFFICIALS**

The goal is to send as few notices as possible to fire officials. Most people will do the right thing when they receive the initial notice from your Firewise Committee. If you are clear about what you want done, stay courteous, and keep moving people along, you will be surprised about your level of compliance just from your 30-day Notice. You may need to give some extensions and respond with flexibility is some cases.

**Ensure that your local fire agency knows you are using the *30-Day Courtesy Notice* BEFORE you actually issue one to a resident.** The goal with the fire officials is to partner with them, build a relationship, and to help them to see that you are after the same thing, safer neighborhoods. Many fire officials in positions that have to do with inspections/enforcement may not be used to working with citizen, claim-driven complaints of potential violations. They often fall back on the idea that only trained fire officials can do this work properly, and that the fire officials must follow their own legal protocols.

At the same time, they will usually say that they are challenged to do inspections given the number of properties in any given area. This is where you step in: Say that you can help to conserve their resources by identifying dirty properties that need follow-ups by fire officials. Your committee lives in the neighborhood and knows what is going on. You can become the “eyes and ears” for the fire officials so they don't have to run around targeting random geographic areas. You are not trying to do their jobs for them, but you are trying to help them to *do a better job with limited resources*.