



BUREAU OF NUISANCE ABATEMENT

ACELA CITIZENS ACCESS PORTAL (ACA) USER GUIDE for UNSAFE BUILDING (USB) CASES

08/06/2024

The purpose of this document is to serve as a resource for the public to access information regarding the Department of Business & Neighborhood Services' (DBNS) unsafe building (USB) inspections and enforcement actions via the Accela Citizens Access Portal (ACA).

SEARCH FOR AN CASE/ADDRESS IN ACA

1. Click [here](#) or go to copy and paste the following into your web browser: <https://aca-prod.accela.com/INDY/Welcome.aspx?TabName=HOME&TabList=HOME%7C0%7CPermits%7C1%7CEnforcement%7C2%7CPlanning%7C3%7CLicenses%7C4%7CCurrentTabIndex%7C0>
2. Click on the **Enforcement** tab. You do not need to create an account or sign in.

Home Permits and Contractors **Enforcement** Planning / Historic Preservation more ▼

Search Cases

3. If you want to find a specific case and know the case number, enter it into the **Case Number:** field and click **Search**.
 - a. This field is not case sensitive; however, the case number must be exact - include all letters, numbers, and dashes.
4. If you want to see all enforcement cases at a specific address, or do not know the case number, enter the address in the **Street No.: (From)** and **Street Name:** fields and click **Search**.
 - a. The street number and street name must be the exact legal address and spelling. Do not use the Street No.: (To) field and do not select a Direction. or Street Type.

General Search

General Search ▼

Case Number: Case Type:

Start Date: End Date:

License Type: State License Number:

First: Last: Name of Business:

Street No.: Direction: Street Name: Street Type:

Parcel No.:

ADDRESS SEARCH RESULTS

If an enforcement case of any kind has been opened by DBNS at the address searched, search results will be presented in the format below. The Date listed indicates the date the case was opened.

Showing 1-10 of 100+ | [Download results](#)

<input type="checkbox"/>	Date	Case Number	Address	Case Type	Status	Action	Short Notes
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CASE NUMBER & CASE TYPE

All Case Numbers begin with 3 letters, 2 numbers, and 1 dash. The first 3 letters indicate the type of case; and the 2 numbers indicate the year the case was opened. For example, DEM24-00001 is a demolition case opened in 2024. Case Numbers beginning with INV are opened to schedule an initial inspection.

Unsafe Building cases include:

- Vacant Board Orders (Case Numbers begin with VBO, Case Type is Enforcement - Vacant Board Order),
- Repair Orders (Case Numbers begin with RNH, Case Type is Enforcement - Repair w/no Hearing), and
- Demolition Orders (Case Numbers begin with DEM, Case Type is Enforcement - Demolition).

Other cases related to property conditions that are commonly seen at properties with USB cases include:

- High Weeds & Grass (Case Numbers begin with HWG, Case Type is Enforcement/Violation/High Weeds & Grass/NA)
- Litter/Trash (Case Numbers begin with VIO, Case Type is Violation - Trash)

STATUS

The case status listed in the search results and outlined below reflect the overall case status, but more details about an individual case can be found by clicking on the case number (in blue) – please refer to the “Case Details” section of this guide for more information.

Case statuses for Initial Inspection (INV) cases include:

- Open – Initial inspection scheduled
- Closed-No Violation – Inspector found no violations at time of initial inspection
- Closed-Case Initiated – Inspector found property to be in violation at time of initial inspection and opened a case
- Closed-Duplicate – DBNS received a complaint on a property that already has an active case of the same nature opened; DBNS will continue enforcement of active case rather than opening a new case

Case statuses for Unsafe Building cases include:

- Vacant Board Orders (VBO)
 - Open – Inspector found the property in violation (unsecured openings on first floor), opened VBO case, pending Supervisor approval
 - NOV Issued – Supervisor has approved VBO case, and issued the Notice of Violation (NOV) to the property owner, and compliance inspection has been scheduled
 - Not Secure – Compliance inspection complete, remains in violation (openings not secured)
 - Contractor Notified – DBNS boarding contractor has been notified to board the openings
 - Closed – Violations corrected (owner secured the openings) at time of compliance inspection or DBNS boarding contractor arrival
 - Closed-Fees Due – Violations not corrected by owner, DBNS boarding contractor secured the openings
- Repair Orders (RNH)
 - Open – Inspector found the property in violation of the Vacant Building Standards (Chapter 537), opened RNH case, pending Supervisor approval
 - NOV Approved – Supervisor approved RNH case, pending order issuance
 - In Violation – Order to Repair issued by DBNS Bureau Nuisance Abatement, compliance and/or civil penalty inspection scheduled, civil penalty assessed if property remains in violation
 - Closed – RNH case closed before civil penalty assessed, for one of the following reasons:
 - *Violations corrected* (repairs made)
 - *Occupied* (once a structure is occupied, DBNS can no longer enforce repair orders, even if the violations are not corrected prior to occupancy; referred to Marion County Health Department)
 - Closed-Fees Due – RNH case closed after a civil penalty is assessed, for one of the following reasons:
 - *Violations corrected* (repairs made)
 - *Occupied* (once a structure is occupied, DBNS can no longer enforce repair orders, even if the violations are not corrected prior to occupancy; referred to Marion County Health Department)
 - *Statute of Limitations* reached (per IC 36-7-9, unsafe building orders/cases expire after 2 years; new RNH opened if structure is still in violation)

- *New case opened prior to expiration (may occur when notice of the repair order was not properly issued or when conditions warrant converting to demolition case before order expires)*
 - Hearing Pending - Violations corrected after civil penalty assessed and a hearing has been scheduled for a possible reduction in the civil penalty amount (Civil Penalty Hearing eligibility requirements must be met)
 - Void - RNH case should not have been opened (usually when a case is opened at the wrong property or is a duplicate case)
- Demolition Orders (DEM)
 - Open - Inspector found the property in violation of the Vacant Building Standards (Chapter 537) and the conditions meet criteria warranting demolition, opened DEM case, pending Supervisor approval
 - NOV Approved - Supervisor has approved DEM case, pending order issuance
 - In Violation - Bureau of Nuisance Abatement has administrative process for (e.g. title search to identify parties/addresses required for order issuance and hearing notification)
 - Hearing Pending - Bureau of Nuisance Abatement issued the Order to Demolish & Notice of Hearing; case is in the administrative hearing process required by IC 36-7-9 (hearings are continued until the property is in compliance (repaired or demolished by owner), the hearing authority affirms the order)
 - Affirmed to Bid - Hearing authority has affirmed the order, granting DBNS the authority to begin the public bid process required by IC 36-7-9 and state & local procurement laws in order conduct demolition
 - Closed - Violations were corrected (repaired or demolished by owner) or the order expired prior to DBNS taking action to demolish the structure (per IC 36-7-9, unsafe building orders/cases expire after 2 years; new RNH opened if structure is still in violation) (per IC 36-7-9, unsafe building orders/cases expire after 2 years; new DEM opened if structure is still in violation)
 - Closed-Fees Due - DBNS contractor demolished the structure or completed asbestos inspection and/or abatement prior to the owner correcting violations (repaired or demolished the structure)
 - Void - DEM case should not have been opened (usually when a case is opened at the wrong property or is a duplicate case)

Case statuses for other cases related to property conditions that are commonly seen at properties with USB cases include:

- High Weeds & Grass (HWG)
 - NOV Pending - Inspector found property to be in violation (grass/weeds taller at least 12 inches high), opened HWG case, pending Supervisor approval
 - NOV Issued - Supervisor has approved HWG case, issued the Notice of Violation (NOV) to the property owner, and compliance inspection has been scheduled
 - Mowing - DBNS mowing vendor has mowed the property and will continue to mow the property about every 30 days until the property is no longer in violation
 - Violations Abated - Property was mowed at least once by DBNS mowing vendor, but was found to be in compliance at some point in the DBNS mowing cycle; case remains open and DBNS can resume mowing if found in violation before mowing cycle ends

- Case Closed - Property found to be in compliance prior to entering the DBNS mowing cycle or mowing cycle has ended
- Litter/Trash (VIO, Enforcement - Trash)
 - NOV Pending - Inspector found property to be in violation, opened VIO case, pending Supervisor approval
 - Inspections - Supervisor approved VIO case, issued Notice of Violation (NOV) to property owner, and compliance inspection has been scheduled
 - Cleanup - Property remains in violation at time of compliance inspection and DBNS vendor has been assigned to clean the property
 - Closed - Violations corrected (trash/litter/debris cleaned) at time of compliance inspection or DBNS vendor arrival
 - Closed-Fees Due - DBNS vendor cleaned the property

CASE DETAILS

Additional details, such as violation information, hearing date and time, scheduled inspections, and fees, can be found by clicking on the case number from the search results.

SPECIFIC VIOLATIONS & STATUS - ALL USB CASES

- Click on the *arrow* next to **More Details**, then the *plus* sign next to **Application Information Table**.

▼ **More Details**

- ▣ **Related Contacts**
- ▣ **Application Information**
- ▣ **Application Information Table**
- ▣ **Parcel Information**

Print/View Summary

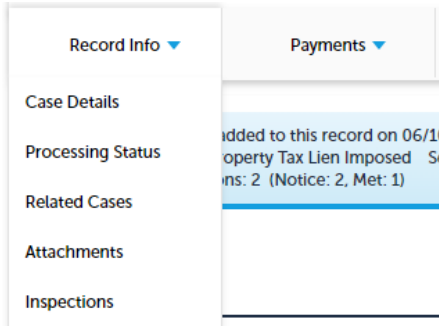
- Vacant Board Orders (VBO) - shows the location of the openings in the structure that are in violation and are required to be secured
- Repair Orders (RNH) - lists type, status, and description of each violation cited in the RNH
- Demolition Orders (DEM) - lists the conditions of the structure that cause it to warrant demolition and hearing information
 - FINDINGS - LINE 4 - find the hearing authority's decision and any upcoming hearings
 - Hearing Date: date of hearing held (if date is in the past) or date of next scheduled hearing (if date is in the future)
 - Comment: indicates whether the hearing authority continued the hearing or affirmed the order
 - If the hearing was continued, comment will include next hearing date and time.
 - If the order was affirmed, the hearing authority has granted DBNS permission to have the structure demolished and there will be no additional hearings on the matter.
 - INSTRUMENT

- If DBNS has selected a property for demolition, a Notice of Public Bid will be issued and recorded with the Marion County Recorder's Office. *Notice of Public Bid* will be listed as the *Explanation* of the instrument.

Instrument #:	A202400023238
Recorded Date:	03/27/2024
Date Of Hearing:	12/20/2023
Explanation:	Notice of Public Bid

INSPECTION STATUS - ALL USB CASES

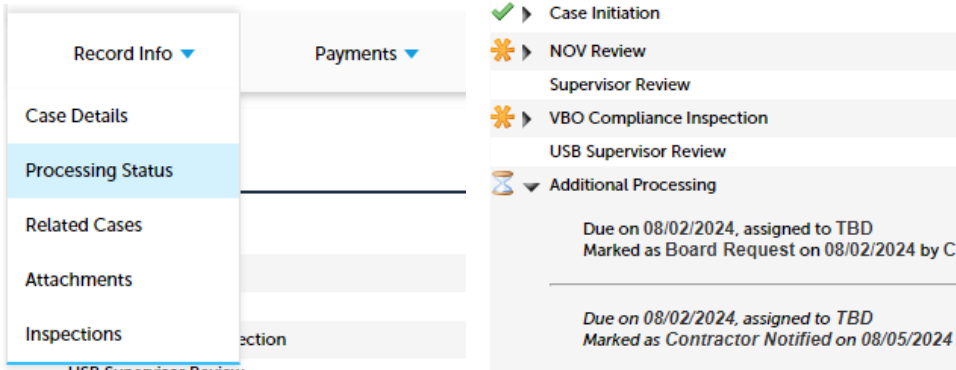
- Click on **Record Info** → **Inspections**



- Upcoming - find whether an inspection is scheduled and the date that inspection
 - If no upcoming inspection is currently scheduled, "You have not added any inspections" will appear under this field.
 - Note: this only reflects inspections that are currently scheduled and should not be interpreted to mean an inspection will not be scheduled in the future.
 - If an upcoming inspection has been scheduled, the date of the inspection and inspection type will appear under this field.
- Completed - find the status of a completed inspection
 - The results of each completed inspections can be found by clicking on **View Details** next to inspection(s) listed under this field, then by clicking **View Result Comments**.

BOARDING VENDOR SCHEUDLED - VBO CASES ONLY

- If a property owner does not secure openings listed in a VBO by the date required by the VBO, DBNS will request their contracted boarding vendor to secure the openings. The vendor is scheduled to complete the boarding 10 days after the case is updated to *Contractor Notified*.
- Click **Record Info** → **Processing Status** → **Additional Processing**.
 - In the example below, the board request was made on 8/2/2024 and the contractor was notified on 8/5/2024. The contractor should arrive 8/15/2024 to board the structure.



INSTRUMENT NUMBERS - RNH & DEM CASES ONLY

- Repair and demolition orders are recorded with the Marion County Recorder's Office and serves as notice of the orders to anyone who may take an interest in the property - anyone who takes an interest in the property with a recorded repair or demolition order, takes interest subject to the conditions of the order(s), including unpaid and future penalties assessed.
- The Recorder's Office assigns each document an *Instrument #*. These instrument numbers can be found by clicking *arrow* next to **More Details**, then the *plus* sign next to **Application Information Table**. Scroll down to the **Instrument** section.

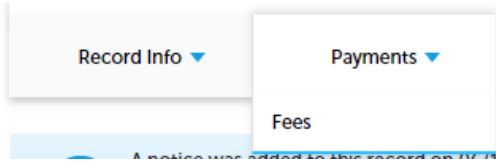
INSTRUMENT	
Instrument #:	A202300098808
Recorded Date:	11/29/2023
Date Of Hearing:	12/20/2023
Explanation:	Original Demolish Violation Notice
Instrument #:	A202400006647
Recorded Date:	01/29/2024
Date Of Hearing:	12/20/2023
Explanation:	Affirmed Record of Hearing
Instrument #:	A202400023238
Recorded Date:	03/27/2024
Date Of Hearing:	12/20/2023
Explanation:	Notice of Public Bid

- Instrument numbers may not be complete or accurate in ACA - always get a title search for property transactions.
- To request a release of interest, email bns.liens@indy.gov. A release of interest will only be provided for cases in which
 - all penalties/fees have been paid; and
 - the property is in compliance with the order, the order is expired, or was closed as occupied before compliance was achieved.

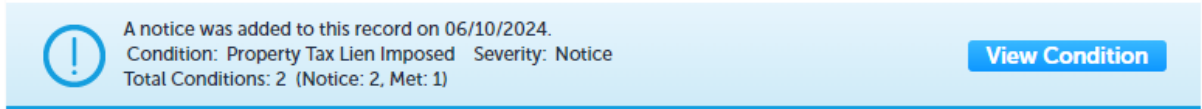
PENALTIES/FEES - ALL USB CASES

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- Click on **Payments** → **Fees**



- Notice of Lien Condition - indicates DBNS has certified an outstanding penalty/fee to the Marion County Treasurer's Office (MCTO) to be added as a special assessment (lien) on the property tax bill.



- Outstanding - shows the any penalties/fees assessed to the case that have not been paid to DBNS.
 - Fees certified as a special assessment on the property tax bill must be paid to the Marion County Treasurer's Office.
 - ACA will show the penalty/fee as *Outstanding* until DBNS received payment from MCTO. To verify whether a penalty/fee sent to lien is truly outstanding, please email bns.liens@indy.gov.
- Paid - shows penalties/fees that have been assessed and paid

MORE QUESTIONS?

For specific questions regarding work required by an unsafe building order or to request a compliance inspection, refer to the Inspector's contact information listed on the order or email BNS.propertyinspections@indy.gov.

For general questions about the unsafe building program, email BNS.UnsafeBuildings@indy.gov or call 317-327-4600.

To request a Civil Penalty Review Hearing, submit an Informal Hearing Request Form online. To review additional information regarding Civil Penalty Review Hearings and other Unsafe Building Hearings, visit the DBNS Nuisance Abatement Hearings website, email bns.hearings@indy.gov, or call 317-327-4600.