

FREQUENTLY ASKED QUESTIONS

• **How Do I File a Complaint?**

Complaints can be filed in person or over the phone. Our office is located on the 2nd floor of the City Hall Annex Building and the telephone number is 407-971-5785.

• **Can I File An Anonymous Complaint?**

Yes, as long as you don't give us your name, you can file an anonymous complaint. All information provided to, or gathered by, Code Enforcement is a public record. Therefore, if you give your name it becomes part of the file.

• **What Happens After I File A Complaint?**

Code Enforcement strives to inspect all complaints within one work day of when they are received. We will go out to the property and investigate to determine if a violation of City Code exists. If we find a violation, we will notify the violator and give them a reasonable amount of time to correct the violation. Failure to correct the violation may result in the case being brought before a Special Magistrate at a Public Hearing where fines can be imposed.

• **Can I put out signs for a garage sale?**

Yes. Garage sale sign stickers may be obtained from the Planning & Zoning Division of Development Services. There is no fee for the stickers but an application must be filed with the Division. Contact 407-971-5781 for further information on how to apply for and obtain the required stickers for a garage sale.

Garage sale signs MUST be placed on private property only. Any signs placed in the public right-of-way will be removed by City staff regardless of whether it has a sticker or not.

• **Can I put out "For Sale" signs for my home?**

Yes. "For Sale" signs for homes are handled the same as garage sale signs. "For Sale" signs for homes stickers may be obtained from the Planning & Zoning Division of Development Services. There is no fee for the stickers but an application must be filed with the Division. Contact 407-971-5781 for further information on how to apply for and obtain the required stickers for a garage sale.

"For Sale" signs for homes MUST be placed on private property only. Any signs placed in the public right-of-way will be removed by City staff regardless of whether it has a sticker or not.

• **What About All The Signs I See On The Side Of The Road?**

Signs may not be placed in the public right-of-way (medians and areas between the sidewalks or utility poles and the street). Code Enforcement picks up over 5,000 illegally posted signs a year. Part time City workers pick up signs on weekends and Code Enforcement Officers remove illegally posted signs during the week.

• **Are You Allowed To Store Junk And Debris On Your Property?**

Accumulations of garbage, rubbish, trash, can, bottle, box, container, paper, tire appliance, mechanical equipment or part, building or construction material, tool, machinery, wood, motor vehicle part, aircraft part, farm machinery or equipment or junk upon any uncovered premises or uncovered portion of premises on residential properties is prohibited.

- **Is There A Code Against Keeping Junk Cars On Your Property?**

Vehicles are required to be both licensed and operational to be kept on residential property or the street. If not both licensed and legally operable, then the vehicle must be stored in the garage or at a licensed storage or repair facility.

- **Where can I park my boat, RV or trailer?**

Large vehicles including, but not limited to, boats, recreational vehicles, travel trailers, and trailers may only be parked behind the front building line of your house. They may not be parked in the street or any part of the front of the house.