



## FREQUENTLY ASKED QUESTIONS AND ANSWERS

COMMUNITY DEVELOPMENT DEPARTMENT  
CODE ENFORCEMENT DIVISION

EFFECTIVE DATE: 05/20/2010  
REVISED DATE: 06/14/2012

1. **Q.** *What is Code Enforcement?*  
**A.** The **Code Enforcement Division** ensures compliance with the City's codes and ordinances relating to housing, overgrowth, open storage/care of premises, zoning, disabled/abandoned vehicles, minimum maintenance for commercial structures, signage and other City ordinances. Violators are provided time to correct violations and administrative hearings are scheduled for those that are not corrected. The Division's Code Enforcement Officers are responsible for different areas/districts of the City.
2. **Q.** *How do I report a code violation?*  
**A.**

  - Call 407-877-5144 or 407-656-4111 or
  - Visit the Community Development Department in downtown City Hall (300 W. Plant Street), open from 7:30 a.m. to 5:00 p.m. Monday through Friday or
  - Submit via the "Service Request and Question" on the City website at <http://www.cwgd.com/resident/>
3. **Q.** *Are complaints kept confidential?*  
**A.** Confidentiality is always respected and a complaint may be submitted anonymously.
4. **Q.** *How quickly will a code compliance officer respond to a complaint?*  
**A.** Upon receiving a complaint during normal business hours, a code compliance officer will typically respond by phone or in person within twenty-four (24) hours.
5. **Q.** *How can I find out if any action has been taken on a complaint?*  
**A.** A citizen can call and request a status report at any time. If a Code Enforcement hearing is schedule, the public is welcome to attend. This is a process that offers the property owner an opportunity to respond if corrections are not made within a reasonable time given by the notice of violation.
6. **Q.** *What happens after I file a complaint?*  
**A.** The complaint is forwarded to the code compliance officer responsible for the area of the city the violation occurred in. If the compliance officer finds a violation:

  1. A courtesy postcard explaining the violation and reasonable time to comply is left at the property.
  2. A case is opened and often a compliance officer makes a visit and obtains pictures of the violation.
  3. Written notice is sent to the property owner requesting compliance in correcting the violation if the violation was not brought into compliance by the time given on the courtesy postcard. (In most cases the violator complies and the case is closed).
  4. If the violator does not comply, the City has legal authority to obtain bids from licensed contractors and have the work done. Any fees paid by the City are then charged back to the property owner; or

The case is schedule to be heard by the Code Enforcement Board.

7. **Q.** *What is a Code Enforcement Board meeting?*  
**A.** Cases where violators do not come into compliance within the provided time as designated by the code compliance officer will be presented to the Code Enforcement Board. This Board can consider imposing fines for violations that are not corrected. These processes are reserved for when compliance with the City Code cannot be achieved.
8. **Q.** *What is an inoperative vehicle?*  
**A.** Any vehicle that does not have a current vehicle registration, cannot move on its own power, has one or more flat tires, is wrecked, dismantled, or partially dismantled can be considered an inoperable vehicle.
9. **Q.** *What is overgrowth grass?*  
**A.** When weeds and grass have reached a height of eighteen (18) inches it is considered overgrown.
10. **Q.** *Can I operate a business from my home?*  
**A.** A residence can be used for a business address only with the issuance of a business tax receipt.
11. **Q.** *Can I park a commercial vehicle at my house?*  
**A.** No, a commercial vehicle cannot be parked in a residential area.
12. **Q.** *Where can I park a recreational vehicle?*  
**A.** Recreational vehicles, such as motor homes, trailers, boats, boat trailers, jet skis, etc... must be parked to the rear of the house and on corner lots must be parked to the rear of the house not on the two sides that face the street.
13. **Q.** *What if the property is a rental?*  
**A.** Code compliance officers will always try and get voluntary compliance from the resident of the property first. Most rental agreements require the resident to maintain the property and, in the event the resident does not voluntarily come into compliance, the code compliance officer will research public records to locate and contact the owner of record for the property. Contact will be made with the owner of record to notify the owner of the violation.
14. **Q.** *What can I do if I get a notice and do not understand what the violation is?*  
**A.** Contact the inspector that served the notice. Code Compliance Officers telephone number is located at the bottom of the notice. **Code Enforcement** encourages you to call, not only if you have received a violation but, to answer any questions you may have. **Code Enforcement** is here to work with the citizens to insure that our community will remain a highly valued place to reside. If you have further questions please call **Code Enforcement** at 407-877-5144.
15. **Q.** *A vacant lot becomes overgrown with tall weeds. Is there a way to make the owner mow the lot?*  
**A.** City ordinance makes it illegal to allow grass or weeds to grow more than eighteen (18) inches tall. (This does not apply to land on which the natural vegetation has not been removed.) Citizens should contact the **Code Enforcement** division and provide information on the property. An officer will inspect the property and contact the owner of record. The owner is given ten (10) days, upon receipt of the notice or posting, to have the property mowed. However, if the owner of record cannot be located or does not mow the property, a pre-qualified contractor will mow or clean the property at a predetermined cost. The City will invoice the owner of record for the work done, plus administrative costs, and a lien will be placed on the property.

16. **Q.** *I have received a notice from the Code Compliance Officer for violating one of the City codes. I don't feel I was given enough time to correct the problem. What should I do?*
- A.** Call 407-877-5144, or go to the Code Enforcement Division in downtown City Hall (300 W. Plant Street) before the deadline has expired, and discuss the circumstances with the Code Compliance Officer. Based on the circumstances the deadline may be extended.
17. **Q.** *If the City remedies a code violation, an invoice will be sent to the owner of record for the property. What happens if the invoice is not paid?*
- A.** If the invoice is not paid within ten (10) days after the invoice was mailed to the owner of record, the City records a lien upon the subject property. After ninety (90) days if the lien is still outstanding, the City may start a foreclosure proceeding.
18. **Q.** *Are chickens allowed in residential zoned area?*
- A.** No. Chickens, roosters, goats, and all other farm animals are not permitted in a residential zoned area.
19. **Q.** *What is considered to be junk, trash and debris?*
- A.** Any items, objects, materials, that are not properly stored, placed in containers or are spread all over the property in a disorderly manner.