

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.

• **Where Can I Put My Garage Sale Or House "For Sale" Signs?**

You may place one (1) sign of six (6) square feet or less on the property advertised without a permit.

Other temporary signs for residential open houses, garage sales, yard sales, estate sales, and other residential events in the various residential zoning districts will be permitted through the issuance of a special event permit. Please contact the Planning Division at 407-971-5781 for a special event permit application.

• **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 7,000 illegally posted signs a year. We routinely pick up signs seven (7) days a week.

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

Accumulations of any garbage, rubbish, trash, refuse, 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.