



HOW IS A COMPLAINT REPORTED

Anyone can contact our office by calling 641-3334 and ask for Zoning Enforcement for . . .

- Ask if something specific is an Ordinance violation, for example:
 - Junked Cars
 - Illegal Signs
 - Building Without a Permit
 - Occupancy Violations
- Receive guidance as to whether a permit, certificate or any form of authorization is required for specific work to be completed

OTHER CONTACTS THAT MAY HELP

Illegal Dumping
Solid Waste (336) 641-2082

Weeds / Rodents
Health Hazards (336) 641-7777

Tenant / Landlord Issues
Legal Aid (336)-272-0148

HOW CAN I HELP THE INVESTIGATOR

A Zoning Investigator needs as much detailed information available on a violation and specifically what is on the property that would make a person believe a violation exists. This information allows the investigator to go to the property and substantiate the complaint so that the appropriate action may be taken in an investigation. The following information is recommended when reporting a possible violation(s):

- House number and road name;
- Description of house or property;
- Violation(s) suspected; and
- Explain what you have seen on the property to make you believe this violation exists.
- Are you willing to be a witness?
- Your name, address and phone number

ENFORCEMENT PROCEDURES

Investigation Step One (Notification in Writing)

- Documented notification is mailed or hand delivered to the owner to outline exactly the nature of the violation and what is expected to bring the property into compliance.
- A property visit is made to evaluate compliance, efforts toward compliance to allow an extension, and/or to determine if the next level of enforcement is needed for blatant non-compliance (refusing to comply).
- If reasonable effort is being made to comply, extensions may be given as necessary to complete work to correct the violations.

- If no efforts are being made toward compliance or if any efforts working toward compliance cease and the owner refuses to comply, then a Notice of Violation is issued.

Investigation Step Two (Notice of Violation)

- A Notice of Violation is issued for no compliance or if all efforts to comply have ceased.
- A 15-day appeal notice is included in the Notice of Violation to appeal the decision of the Enforcement Officer to the Board of Adjustment.
- If no appeal is given within 15 days, a site inspection is conducted to determine compliance. If there has been no compliance, a Civil Penalty is issued.

Investigation Step Three (Civil Penalty)

- A Civil Penalty is assessed at the rate allowed by the Development Ordinance until compliance is achieved. The owner is notified to contact the Enforcement Officer for an inspection to stop the civil penalty for compliance.
- In 15 days, if the owner has not made contact with the Enforcement Officer, an inspection of the property is conducted for compliance. If there has been no compliance, demand for payment is made.

Investigation Step Four (Demand for Payment)

- A Demand for Payment is sent to the owner for payment of the Civil Penalty which has accrued while the property has been in violation.
- If there has been no compliance and the Civil Penalty is unpaid, the case is referred for legal action.

Investigation Step Five (Attorney)

- The case is referred to the County Attorney for legal action to obtain compliance. Enforcement actions may include (but are not limited to) a civil lawsuits to force compliance, a preliminary injunction to prevent use of the property or an action to collect the civil penalties owed.

Who to Call:

Junked Cars, Illegal Signs, Building without Permit,

Occupancy Violators	Zoning Enforcement	336-641-3334
Illegal Dumping	Solid Waste	336-641-2082
Weeds / Rodents	Env Health	336-641-7777
Tenant/Landlord Issues	Legal Aid	336-272-0148

This document is intended for public information purposes only. It summarizes and omits some provisions. It is not to be construed or used as an official interpretation of the Guilford County Development Ordinance in any legal proceeding.