

FAQ'S

What does high grass and weeds mean?

Grass and weeds are considered high by ordinance at 18".

I own the property, but someone else rents it. Why did I get a letter to cut the grass?

Unless your lease states otherwise, the tenant should cut the grass; however if the tenant does not cut the grass, the ultimate responsibility belongs to the property owner.

My heat doesn't work and I told my landlord. It's been two weeks and they still haven't fixed it. Can I stop paying my rent until it's fixed?

No, you still have to pay rent. Notify your landlord in writing, keeping a copy for yourself. If it still has not been repaired, you may contact our office for assistance.

I rented a house and now its summer and getting hot and I don't have air conditioning. Doesn't my landlord have to put in air?

Depending on the age of the house, as long as you have screens on your windows, the landlord is **not** required to put in air conditioning.

I got a letter that says I have junk in my yard. The only thing out there is my old washing machine that I'm giving to my friend. It still works.

Appliances, furniture, lawn equipment (mowers), and other similar items have to be kept inside, either your home or a building. They can not be stored in an open, outside location, including open porches. If you no longer want the item, or it does not work, please call Solid Waste and they will pick it up and dispose of it. You can reach Solid Waste at 704-282-4565.

My neighbor's play loud music all night. It keeps my family awake. What can I do?

Call the Police Department. The non-emergency number is 704-289-1591. For emergencies, call 911.

My neighbor lets his dog run loose and it barks at everybody. I am afraid it will bite someone. What can I do?

Again, for emergencies call 911. For non-emergencies call 704-282-4700.

I got a letter that said to cut my grass, but my mower is broken. It will be fixed, but my seven days will be up before then. Can I get an extension?

Call the Code Enforcement Officer handling your case to request an extension.

People that live in my neighborhood park on the street all the time. Our Homeowner's by-laws state that you are to park in certain areas. Can you make them move their cars?

We do not have the authority to enforce by-laws. You will need to contact your homeowner's association.

I live out of state and can't come to mow the property that belonged to my family. Can you cut it for me and bill me?

If the City is required to maintain the property you will be charged for the mowing as well as an administrative fee. We would be glad to provide you with names of several companies to contract with to maintain your property.

I sent in a complaint about my neighbor having junk in the yard. It has been two weeks and they haven't cleaned it. Why does it take so long?

Typically when we receive a complaint, we send the violator a courtesy letter. If the violator does not respond to a courtesy letter, we send a Notice of Violation which is mailed certified, and return receipt. If we are forced to proceed further, we have legal proof that we did contact the violator about the nuisance.

My neighbors have piles of trash in their yard. Can you come to Unionville and make them clean it up?

Our authority ends at the City limits and the ETJ. You need to call the town/city/county where you live to address the problem. If you are unsure who to call, we will try to assist you.

All reports concerning Code Enforcement issues are investigated by Code Enforcement Officers. If the officer finds a violation, the tenant/landlord/property owner will be issued notice to bring the property into compliance. Citizens in violation often voluntarily bring property into compliance when they are made aware of a problem.

Unfortunately, not all citizens respond when alerted to a violation on their property. Voluntary compliance can be a matter of money, health, or time. Involuntary compliance then becomes a legal issue. It is the goal of the Code Enforcement Department that every citizen voluntarily complies with the ordinances.

Please feel free to call us with any questions or concerns you might have. We are here to serve the Citizens of Monroe.