



HOW TO REPORT A COMPLAINT

Call 336-641-3334 and ask for Land Use/Zoning Enforcement information regarding:

- Junked Vehicles
- Illegal Signs
- Site Dimensions/Violations
- Use/Violations

HOW TO HELP THE LAND USE/ZONING ENFORCEMENT OFFICER

The Land Use/Zoning Enforcement Officer needs as much detailed information as is available on a potential violation. This information allows the Enforcement Officer to go to the property and substantiate the complaint so that the appropriate action may be taken. The following information is recommended when reporting a possible violation(s):

- Street number and road name; address of violation site
- Description of building, house, or property;
- Violation(s) suspected;
- Explain what you have seen on the property that constitutes a violation;
- Are you willing to be a witness; and
- Your name and phone number

ENFORCEMENT PROCEDURES

Investigation Step One (Notification in Writing)

- Documented notification is mailed or hand-delivered to the owner to outline the nature of the violation and what action 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 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 violation(s).
- If no efforts are being made toward compliance, 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 fifteen (15) -day appeal period is included in the Notice of Violation to appeal the decision of the Enforcement Officer to the Board of Adjustment.
- If no appeal is made within fifteen (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 stipulated by the Unified Development Ordinance until compliance is achieved. The owner is notified to contact the Enforcement Officer for an inspection for compliance to stop the civil penalty.
- If the owner has not contacted the Enforcement Officer within fifteen (15) days, an inspection of the property is conducted. 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 by the stipulated deadline, the case is referred for legal action.

Investigation Step Five (Legal Action)

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

Helpful Contacts:

Junked Vehicles, Illegal Signs, Site Dimensions/Violations, and Use Violations

	Zoning Enforcement	336-641-3334
Illegal Dumping	Solid Waste	336-641-2082
Tall Grass/Rodents	Env. Health	336-641-3771
Greensboro Tenant-Landlord Dispute		336-373-2038

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 Unified Ordinance (UDO) in any legal proceeding.