

# HOW TO MAKE A CODE ENFORCEMENT COMPLAINT ONLINE

## Planning and Community Redevelopment Services Code Enforcement Web Page Notification

A link has been placed on the City's website [www.bellegladegov.com](http://www.bellegladegov.com) to allow residents or anyone to make a code enforcement or permitting complaint either anonymously or not.

The screenshot shows the website [www.bellegladegov.com](http://www.bellegladegov.com) with a navigation menu on the left containing links such as City Manager, City Clerk, Code Enforcement, Finance, Human Resources, Parks and Recreation, Planning and Building, Public Works, Employment, Public Notices, Pension Plans, Phone Directory, Online Services, Schedule of Events, Web Cam, and Web Links. A login form is also present. The main content area features a news article titled "Glades Tech. Advisory Council" dated Monday, 16 November 2015 19:01, written by CBG. The article includes the text "Public is invited" and "Glades Technical Advisory Council (GTAC)" with a speaker listed as County Administrator Verdenia Baker. A "REPORT CODE & BUILDING VIOLATIONS" button is visible on the right side of the page, with a red arrow pointing to it and the text "Click here to report complaints". Other articles include "Solid Waste Authority of Palm Beach County" dated Monday, 17 August 2015 15:07, and a "Know your deadline." notice from the Department of Economic Sustainability (DES).

After “clicking” on the above link the below page will appear.  
*(Please provide your complaint in detail)*

Mozilla Firefox

www.belleglade-fl.com/bellegladegov/code/htmlform.htm

Please use this form to report any neighborhood problems to the City's Code Enforcement Division. A code enforcement officer will investigate the complaint and, if necessary, work with the property owner to solve the problem. You may also call (561)996-0100 from 8 a.m. to 6:30 p.m. Monday through Thursday. You may also contact the division by email at [codeenforcement@belleglade-fl.com](mailto:codeenforcement@belleglade-fl.com).

*If your request involves an immediate threat to health or safety, please call the Palm Beach County Sheriffs Department at (561)996-1670 at any time.*

Please note, by using the form below, you may remain anonymous, however, we will be unable to contact you with any follow up details about your complaint.

*Your information (will be used for tracking, and follow up information)*

Name of Complainant:

Date:

Address of Complainant:

Telephone:

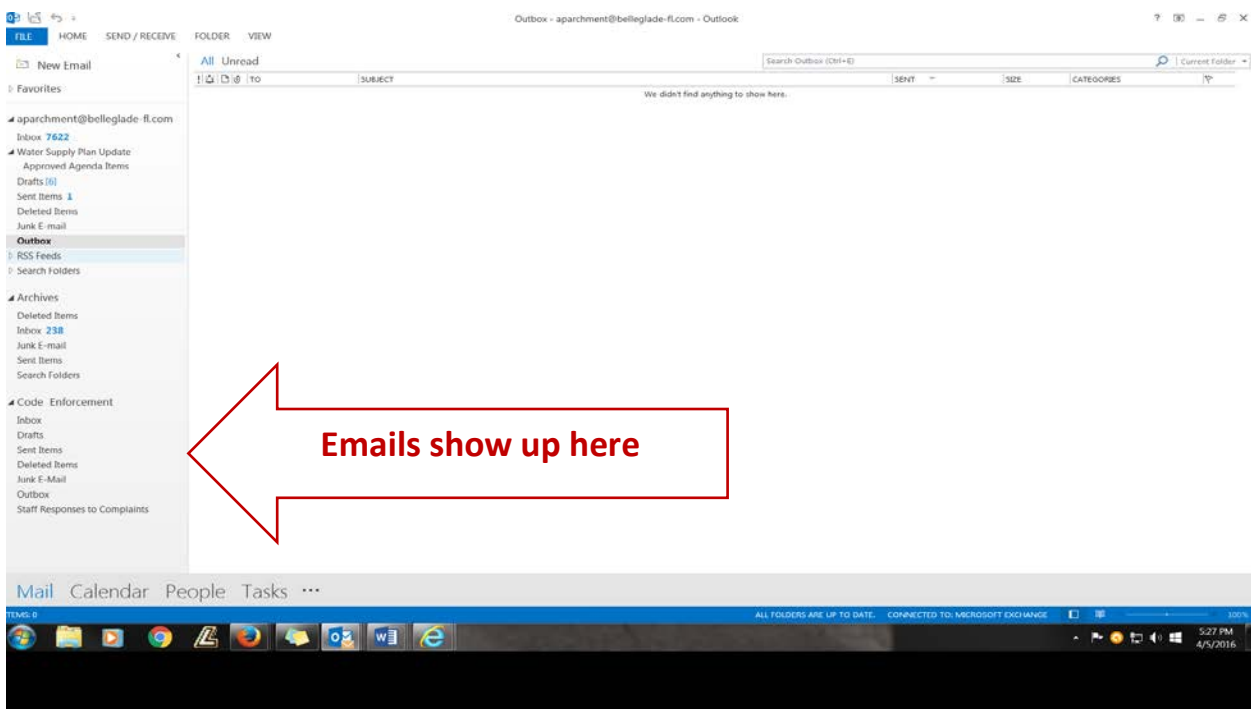
Email Address:

*Complainant is to fill out all fields on this form. This information is then forwarded to Code Enforcement email.*

*Location, Problem, and Details of Complaint*

Complaints are processed accordingly:

The complaint is emailed directly to Code Enforcement “Outlook” and monitored by the Departmental Director. As you can see below there is a Code Enforcement Section set up. This email is monitored at all times.



1. The Complainant is notified that their complaint has been received and they will be notified in person or phone by a Code Enforcement Officer within 24 hours to discuss the complaint. If the complaint was sent anonymously, staff will move forward to inspect the complaint and notice the property owner.
2. Complaints are then forwarded to Code Enforcement staff. All complaints are inspected within 24 hours of complaint, except complaints that are sent on Friday, Saturday and Sunday.

3. Complaints that are received on Friday, Saturday and Sunday, will be inspected immediately on the following Monday (if a holiday, inspection will be Tuesday).
4. Once Code Enforcement Officer has inspected the site and determined the origin of violation. The property owner is notified by certified mail of the complaint and given a reasonable amount of time to comply. If the property owner do not comply within the reasonable amount of time, the violation will be taken to the Special Magistrate to issue an "Order" to assess fines.
5. If complainant request a copy of the notice, it will be mailed upon request.