

How to report a code violation

Online

Submit reports online 24/7 at:

public.mygov.us/arnold_mo

Click "Request Manager". The first list that comes up are the most common requests. You can click "View all requests" to see all available templates. Browse or use the search function until you find the desired template. Hover over the template or tap it and click "Request".

In-Person

Submit by coming in to Arnold City Hall, which is located at 2101 Jeffco Blvd Arnold MO, 63010.

Please include the following with your online or in-person report:

- Specific address or detailed location of the code violation
- Detailed description of the code violation
- Time and date the violation occurred

Code violation reports may be submitted anonymously. If you would like City staff to contact you regarding your concern or if you allow Staff onto your property to view a violation, you will need to provide your name and contact information. The City's enforcement-related records are subject to Missouri's Sunshine Law and submitted information may be released to any requestor.



For more information:

**Community Development Department
Arnold City Hall
2101 Jeffco Blvd.
Arnold, MO 63010**

**(636) 282-2378
www.arnoldmo.org**

**Office Hours:
Monday - Friday, 8:00am to 4:30pm**



This series is published by The City of Arnold, Missouri, Community Development Department, as part of a public information service.

These brochures have no legal status and cannot be used as an official interpretation of the various codes, regulations, and ordinances currently in effect. This is not intended to be an all exhaustive source of information on the subject matter. The City of Arnold accepts no responsibility to persons relying solely on this information.

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Brochures are updated periodically. Contact the Community Development Department to determine if you have the most recent edition.

Code Compliance

Reporting Violations



What you need to know.



Dept. of Community Development
(636) 282-2378
www.arnoldmo.org

Code Compliance is responsible for ensuring that the City of Arnold's Municipal Code is followed. Reports of code violations are vital to helping the City protect every resident's right to a clean, safe, and enjoyable neighborhood.

Many citizens may not be sure what to do if they suspect a code violation or how to report a possible code violation. This brochure is intended to explain the code violation reporting process.

What is Code Compliance?

The City's Building & Code Compliance Division enforces the Municipal Code of Ordinances that pertain to building, development, zoning, nuisance, and property maintenance codes. From time-to-time, residents may have issues that create a "non-compliance" situation that needs to be addressed.

The City works both proactively and in response to citizen concerns regarding violations of various sections of the Arnold Code of Ordinances such as, but not limited to, trash buildup, vacant, dangerous or blighted buildings and properties, derelict vehicles, graffiti, and excessive vegetation.

I got a notice of non-compliance from the City, what do I do?

Do not ignore the problem.

Do your best to address the issue of concern as soon as possible. Failure to fix the problem can result in fines, civil action, or even criminal prosecution. For more information on your violation, call the inspector listed on your notice letter.

How do I know a code violation exists?

There are many types of violations, too numerous to list here. The Community Development Department has separate brochure, "Are you up to code?", that describes some of the more common code violations. Please keep in mind the differences between personal opinions and code violations. In order for a code violation to exist, there must be a definite violation of the City of Arnold's Code of Ordinances.

As an example, if your neighbors paint their home a color you dislike, it is not a code violation. It may be in violation of the Homeowners Association or a deed restriction, but is not a code violation.

Code Enforcement does not enforce indentures, community covenants, Homeowners Association rules, or deed restrictions. Those are civil issues pursued privately by individuals or organizations.

How do I report a code violation?

If you suspect a code violation, you can report it as an issue of concern to the City online or in-person. You can report violations anonymously, or you can provide your name and phone number if you would like follow-up information.

Detailed methods of contact and required information to include in your report is listed elsewhere in this brochure.

What happens when a code violation is reported?

- Resident concern received (via phone, website, email, walk-up, etc.)
- Resident concern assigned to appropriate City department and entered into record-keeping software
- Inspector visits site to assess the resident concern
 - Typically within 2 business days of receipt (dependent upon assessed hazard level)
- If a violation is verified:
 - Where there isn't an immediate life or safety concern, a door hanger notifying the property owner of non-compliance may be left directing the violator to contact the City and remedy the situation; and/or
 - A letter notice of non-compliance is sent providing the legally required number of days (5-14 depending on violation type) to remedy the situation before a citation is issued



The City's end goal is compliance. Most property owners cooperate and resolve their code violation within the provided time frame. However, if the property owner fails to cooperate, the City will pursue fines and/or court action.

The time between a report and the resolution of a code violation depends on the urgency of the violation in question, as well as the cooperation of the property owner. If the property owner is sent to court, proceedings may continue for several months.

City of Arnold's Code of Ordinances

ecode360.com/AR3228

