



Good Neighbor Guide

Updated January 2020

ADA/ACCESSIBILITY ISSUES

Salt Lake City is committed to being accessible to people with disabilities. Questions or complaints about city accessibility can be addressed by the city's Policy Advisor and Community Outreach for Diversity and Human Rights.

Mayor's Office: (801) 535-7697; www.sl.gov/odhr

Other ADA issues—Access Utah Network: (801) 533-4636 (TTY Relay: 711); www.ada.gov

CALL 2 HAUL – New Bulk Waste Program

In 2018, the city replaced Neighborhood Cleanup with Call 2 Haul, a program to collect large bulky items. Each SLC waste customer receives one pickup per year, now available year-round. Electronic waste and up to four tires are now accepted. Set-out time for items limited to 24 hours. Other restrictions and rules apply. Visit www.slgreen.com for full details.

Waste & Recycling: (801) 535-6999 – Call to Schedule

BOARDED/UNSECURED BUILDINGS

Vacant houses/buildings must be locked and secured. Some buildings require boarding and an annual fee.

Civil Enforcement: (801) 535-7225

BUSINESS LICENSING

For questions involving requirements or possible business licensing violations. Also includes home businesses, mobile vendors, and the Landlord/Tenant Program.

Business Licensing: (801) 535-6644

CERT (COMMUNITY EMERGENCY RESPONSE TEAM)

This 3-day or 7-evening course teaches basic emergency response principles and techniques such as search and rescue, first aid, and team organization.

Emergency Management: (801) 799-3604

www.sl.gov/em/cert

COMMUNITY CONNECTION CENTER – CCC

If you or your family is experiencing homelessness or are in a crisis, the CCC can provide a safe environment for you to access individualized care, support, and appropriate community resources.

Outreach – Dispatch: (801) 799-3000

Schedule Appointment: (801) 799-3533

CRIME/POLICE

Call **911** for immediate assistance (emergencies). Call dispatch for non-emergency response. Contact your district's Community Intelligence Unit (CIU) detective to report crime problems in your community.

Emergency: 911

Police Department Dispatch: (801) 799-3000

(non-emergency response and community detectives)

To submit a tip: Call dispatch (you may remain anonymous) or submit online: www.tipsubmit.com

DRUG ACTIVITY

Report suspected drug activity to the drug hotline.

Drug Hotline: (801) 799-DRUG (3784)

EMERGENCY PREPAREDNESS

Plan ahead before disaster. Build a 96-hour kit for each household member, including pets, businesses, communities, and associations. Get involved and be informed. Be S.A.F.E. and connect with your closest elementary school.

Questions: (801) 799-3605; www.bereadyslc.com

ENVIRONMENTAL ISSUES

Sustainability: (801) 535-6470; www.slgreen.com

FENCES

Must be kept upright and in good condition; cannot be over 4 feet in front yard, 6 feet in back; a permit is required to construct a fence. **Civil Enforcement: (801) 535-7225**

FIREWORKS

Most restrictions are set by the State of Utah. Cities may set additional restrictions. For information, go to <https://firemarshal.utah.gov/> or www.slcfire.com.

Questions — State Fire Marshal: (801) 284-6350

Reporting — Non-emergency police line: (801) 799-3000

GANG ACTIVITY

To report gang activity, please call:

Gang Tip Hotline: (801) 799-GANG

Confidential tips can be sent via text at: TIPSSLCDP

Tips with photos can be sent via text at: CRIMES

GARAGE/YARD SALES

Households limited to 2 sales, no more than 3 days in length, per year; signs must be removed within 3 days of sale.

Civil Enforcement: (801) 535-7225

GARBAGE CANS

Out by 7am; may be out night before pickup; must be off the street by midnight on day of pickup.

Household (green bin) garbage cans— Waste & Recycling Customer Service: (801) 535-6999

Dumpster violations—call number on dumpster or Salt Lake County Health Department: (385) 468-3835

GRAFFITI

Must be cleaned immediately; call to report for cleanup; adopt a spot by covering graffiti with paint supplied by the City.

Graffiti Hotline: (801) 972-7885

HOST – Homeless Outreach Service Team

if you or someone you know needs clothing, dental care, food, housing assistance, obtaining an ID, medical assistance, shelter, or work, HOST is here to provide assistance.

HOST: (801) 799-3035

HOUSEHOLD HAZARDOUS WASTE

Do not throw paint, batteries, oil, cleaning supplies, chemicals, CFL and fluorescent tube light bulbs, tires or electronics in trash or include them with your annual cleanup. Take hazardous waste and electronics to the hazardous waste office at the landfill or annual hazardous waste collections sites sponsored by:

Salt Lake Valley Health Department: (385) 468-3835

HOUSING ISSUES

No more than 3 unrelated adults (2 beyond one family) living together in a single housing unit; must have heat and water. House numbers are required, must be 3 inches tall and in a contrasting color.

Civil Enforcement: (801) 535-7225

ILLEGAL DUMPING

The landfill (6030 West 1300 South) is available for excess materials (Monday-Saturday, 8am-4pm). It is illegal to dump waste on public property. **Waste & Recycling: (801) 535-6999**

JUNK & OUTDOOR STORAGE

Yards are not to be used as storage areas for unlicensed vehicles, building materials, appliances or junk.

Civil Enforcement: (801) 535-7225

LIGHTING

Private property—Lights are not to shine or glare onto neighbor's property.

Civil Enforcement: (801) 535-7225

Public property—Transportation Division: (801) 535-7147

For Maintenance: 1-800-814-4311

LITTER

Must keep in garbage cans; not permitted to blow into street or neighbors' yards; do not sweep into street.

Waste & Recycling: (801) 535-6999

MAYOR'S COMMUNITY LIAISONS

The Mayor's Community Liaisons work directly with SLC residents to provide outreach and solutions to the community on a variety of needs, and concerns. Find your District at www.slc.gov/mayor

Districts 1, 2: Josh Rebollo (801) 535-7976;

Joshua.Rebollo@slcgov.com

Districts 3, 4: Eva Lopez (801) 535-7741;

Eva.Lopez@slcgov.com

Districts 5, 7: Tim Cosgrove (801) 535-7238;

Tim.Cosgrove@slcgov.com

Districts 6: Jamie Stokes (801) 535-7110;

Jamie.Stokes@slcgov.com

NOISE

The noise regulation prohibits loud noise at night between the hours of **10:00 p.m. and 7:00 a.m.** The regulation also sets limits for extremely loud noise during daytime hours.

Exemptions: Emergency services, HVAC systems, portable mechanical equipment during day, municipal approved events with special permission, public assemblies/crowds, and snow removal. See regulation for details.

Motor Vehicles – Must have muffler meeting mfr. specs.

Noise complaints – After hours/weekends: (801) 799-3000

SLC Police Dispatch: (801) 799-3000

OUTDOOR BURNING

Do not burn trash. For patio fireplaces or culinary purposes, fire must be less than 3 feet wide and 2 feet tall, 25 ft from structures or combustible material, constantly attended, with extinguishing equipment ready. Special burns such as pit roasting need to be cleared by the Fire Department.

Salt Lake County Health Department:

www.slco.org/health/air-quality/wood-burning/

Fire Prevention Bureau: (801) 799-4150; Emergencies: 911

PARKING

Public Property—No parking on street for more than 48 hours without moving; cannot park within 5 feet of driveway, 20 feet of crosswalk, 30 feet of stop sign, over sidewalk, on parking strip; only 1 car per licensed driver per household on street.

Parking and Enforcement: (801) 535-6628

Private property—No parking on lawn; vehicles must be on a hard surface and be registered. Permit required for installation of new concrete. **Civil Enforcement: (801) 535-7225**

PARK STRIPS

Property owner/tenant responsible; no weeds; must be 33 percent vegetation; vegetation that is not over 22 inches high and non-continuous specimen plants may be as tall as 36 inches high, 10 feet away from the ends of the strip and do not form a continuous hedge; tree planting/trimming must be cleared by Urban Forester. Rocks may not be used as a mulch within a 36 radius (72 inch diameter) of a park strip tree unless an operable irrigation system is installed (rocks reflect/retain heat and emit it

during the night and further stress street trees that do not have supplemental water).

Civil Enforcement: (801) 535-7225

Urban Forester: (801) 972-7818

Conservation: (801) 483-6860

PESTS (RATS, MICE, RACOONS, SKUNKS)

USDA Wildlife Services: (385) 419-3405

For inquiries about a dead animal, please contact:

Salt Lake County Animal Services: (801) 743-7045

PETS

Dogs—No quantity limit. Must be licensed (fine for failure) with rabies vaccine. Cannot run loose, must be on leash. Owners must clean up feces weekly. Barking dogs are a nuisance. Cats— No quantity limit. Must be licensed (fine for failure) with rabies vaccine. Residents may trap wild/nuisance cats.

Animal Services: 385-GOT-PETS (385-468-7387).

PHARMACEUTICAL WASTE (OLD MEDICATIONS)

Do not flush down toilets or drains. Drop-off locations at the SLC Police Stations at 1040 West 700 South or 475 South 300 East.

More information: www.slcgreen.com

PLANNING & ZONING

(801) 535-7700; zoning@slcgov.com

RECYCLING

Residential recycling (blue bin) and yard waste (brown bin) services are provided as part of the city's garbage service. Glass recycling is available for an extra fee or use a free drop-off site. High rise, business, and multi-family recycling is available through most waste haulers. Visit www.slcgreen.com for details on recycling options.

Waste & Recycling: (801) 535-6999

REQUEST/REPORT

SLC Mobile is a real time, free, civic engagement platform that allows the public to communicate non-emergency civic issues directly to city government from their smart devices. Download the app from the App Store or Google Play

SHOPPING CARTS

Report abandoned carts; usually picked up within 1 week.

Shopping Cart Hotline: (801) 523-6498, or (801) 535-7704

SIDEWALKS

Repair—Property owner responsible; assistance available through City; report cracks, root damage, raised sections. Obstructions— Cannot block sidewalks with vehicles, storage, bushes, or trees.

Streets and obstructions: (801) 535-6934 SIGNS

Signs may not be placed on public property (parking strips, utility poles, etc.) without permission from City. Signs on private property are controlled by ordinance.

Violations—Civil Enforcement: (801) 535-7225

SNOW REMOVAL

Residents and businesses are responsible for removal of snow from entire sidewalk; enforcement begins 24 hours after snowfall; cannot shovel snow into street. Help clear crosswalks.

Sidewalk violations—Civil Enforcement: (801) 535-7225

Please be prepared with the exact address. If it is a business, provide the name of the business the property is adjacent to.

STANDING WATER/AUTO FLUIDS

No auto fluids (oil and antifreeze) on ground or street. Standing water causes odor, bacteria growth, and breeds mosquitoes.

Auto Fluids: Salt Lake County Health Department:

(385) 468-3862

Standing Water and SLC Mosquito Abatement:

(801) 355-9221

TRAFFIC SIGNS & SIGNALS

Requests for new signs/signals—Transportation Division: (801) 535-6630

Missing or damaged signs—Sign Shop: (801) 535-6992

TREES

Privately-owned—Trees that encroach or fall on a neighbor's property are a civil matter between property owners.

City trees—Adjacent property owners are responsible for watering city trees in the park strip. Cannot plant, trim or remove City trees without permission. A planting program is available to request a tree. Call about broken limbs or dying trees.

Urban Forester: (801) 972-7818 VENDING

VENDING

Mobile food vendors are not allowed in residential areas. Cart and truck vendors must have a business license and food handlers permit and comply with City ordinance. Ice cream vendors need business license to be posted on the vehicle in 3-inch letters.

On public property—Property Management: (801) 535- 7133

On private property—Permits: (801) 535-7700

SEWER/STORM DRAINS

Public Utilities Customer Service: (801) 483-6900

24-hour emergency line: (801) 483-6700; www.slc.gov/utilities

WEEDS

Lawn or any weeds over 6 inches constitutes a violation; enforcement normally done April through October.

Civil Enforcement: (801) 535-7225

YARD WASTE RECYCLING

Year-round curbside collection of yard waste (grass clippings, leaves, branches, Christmas trees, fruit and vegetable scraps), no additional charge for residents with City garbage service.

Qualifying businesses and multi-family units are charged per container per month for weekly service.

Streets & Waste & Recycling: (801) 535-6999

www.slcgreen.com