

Neighborhood Toolbox Brochure

We are committed to helping the citizens of Springfield and want to provide a safe and enjoyable place for all to live. We can only do this with your help. Citizens help City departments enforce ordinances and address problems within their community. This brochure provides information on a number of resources to deal with those concerns. For general information about the City of Springfield, call the Department of Public Information at **864-1010**. You may report problems to the specific department or call the Citizen's Service Assistance Office at **864-1011**. For an emergency or crime in progress, call **911**. To file an online service request through the City of Springfield Web site, go to Springfieldmo.gov/request.

Animal Control

There can be no more than four cats for each adult person in a household, and no more than four adult dogs for the entire household. A licensed veterinarian must vaccinate all dogs and cats over 3 months old. Proof of vaccination is required. It is unlawful to allow dogs to run loose; they must be kept in an enclosed area or on a leash. To report a barking dog during the day contact Animal Control; if the dog is barking at night, contact the Police Department. To report a problem to animal control, call **864-1126**. Animals can be reclaimed at the Animal Shelter from 8:30 to 9:30 a.m., 12 to 1 p.m., and 4 to 5 p.m. Monday through Friday. Saturday and Sunday hours are 8:30 to 9:30 a.m. and 3:30 to 4:30 p.m. Call **833-3592**.

Brush and Weeds

The growth of weeds, brush or other rank vegetation in excess of 12 inches in height is declared to be a public nuisance according to Sec. 74-403 of the City Code. You may report violations to the Health Department at **864-1666**. If the violation is not corrected at the end of the notice the owner can be issued a summons to Municipal Court and the property mowed by the City with a tax lien placed upon it.

Building Permits

Building Permits are generally required for all construction with certain exceptions. It is best to inquire before beginning construction. Applicants seeking a permit will need to supply specific information. The cost of a permit is based on square footage; the minimum cost is \$65. For more information call **864-1056**, or to download the application online, you may access the City's Web site at Springfieldmo.gov/egov/bds.

Dangerous Buildings

A structure can be posted as a Dangerous, Blighted or Nuisance structure on any one of 13 situations that may exist. Once posted, the owner is informed of the violation(s) and provided an opportunity to correct the problems. If the owner does not comply, the city then has the authority to correct the violations. Any cost expended by the City to correct these violations becomes both a lien on the property and a personal debt on the owner. A building does not have to be "dangerous" in the sense of being

ready to fall down and injure someone; it can be as simple as being vacant and open, having inadequate means of getting out, or those built or used in violation of the building or zoning codes of the City of Springfield. To report a dangerous, blighted or nuisance building, you may call **864-1068**.

Front-Yard Parking

The Springfield Neighborhoods Plan identifies front-yard parking as one of a number of recurring nuisances that negatively affect neighborhoods. It can create ruts and increase erosion. Combined with other nuisances it causes an aesthetic deterioration of the neighborhood. General Ordinance #5166 states it is against City Ordinance to park a vehicle or trailer of any kind in the front yard of private property. The front yard is considered the area of land that faces a street in front of the house. If a house is on a corner lot and faces two streets, then both sides are considered a front yard. The ticket will be issued to the registered owner of the vehicle and it will be a \$25 fine. To report, call **911** if the vehicle or trailer is actually in the front yard. This will allow police to be dispatched. If the vehicle is not in the front yard at all times, but is a persistent problem, call Building Development Services at **864-1056**, the Public Information Office at **864-1011** or file online at springfieldmo.gov/request.

Garage Sales

Any person holding a garage sale in Springfield must file a permit according to City Code Sec. 90-61. Apply for a permit online at springfieldmo.gov/garagesale, or call **864-1617**. Garage sales are limited to two sales in any 12- month period and can last no longer than 3 days each time.

Inoperable or Abandoned Vehicles

A vehicle that does not have a valid license plate or is not in operating condition may be considered an inoperable vehicle. Inoperable vehicles must be stored in a garage or suitable enclosed building. If a violation is found to exist, the owner of the property will be notified and given a specific period of time to correct the problem. If the vehicle is still in violation at the end of the notice, the owner will be issued a summons to Municipal Court under Sec. 106-34 and 106-35 of the City Code. To report an abandoned or inoperable vehicle on private property, contact the Health Department at **864-1666**. To report an abandoned car on the street, contact the Police Department at **864-1810**.

Insects

With West Nile Virus, citizens are understandably concerned about mosquitoes. The Health Department is responsible for mosquito control on public property within the City of Springfield. Property owners need to control mosquito infestations on private property. If mosquito larvae are found, the area should immediately be treated with mosquito larvicide. Larvicide kills mosquitoes before they have the opportunity to reach adulthood. One of the best ways to prevent West Nile Virus is to eliminate mosquito breeding grounds and their habitat. You may do this by emptying any container that allows water to pool, change water in birdbaths, fountains, potted plant trays, etc., at least once a week. Keep swimming pools treated and circulating and rain gutters free of debris. There are many species of birds that have high attack rates of West Nile. If you find birds

that have recently died with no apparent injuries, dispose of it in a safe fashion. Instructions for disposal are on our website at springfieldmo.gov/health/WNV.html#disposal.

Neighborhood Assessment

Neighborhood Assessments are part of a process the Neighborhood Conservation Office uses to identify and target needed improvements. Neighborhood residents come together to discuss and identify assets they want to preserve or enhance and improvements they feel will help their neighborhood. They are asked to vote on their top priorities. From the assessments, the Neighborhood Conservation Office produces a report to City Council outlining actions the City will take to address top priorities identified and voted on by Neighborhood Assessment participants. It is then distributed to all City Departments and workshop participants. This planning process will be available to all neighborhoods in the City of Springfield within a five-year period. The City Council has adopted the neighborhood assessments process as part of the Vision 20/20 long-range planning process and the Council is committed to implementing top priorities identified at the assessments.

Neighborhood Watch and Associations

The City of Springfield believes that neighborhoods are the building blocks of our community. The Neighborhood Conservation Office works with the community to ensure strong neighborhoods. For more information on forming a Neighborhood Association, contact the Neighborhood Conservation Office at **864-1031**.

One of the most important steps you can take to prevent or lessen crime in your neighborhood is to start a Neighborhood Watch program. Improving home security, locking your doors, and talking to kids about strangers are all ways to promote safety. A Neighborhood Watch program is neighbors working with each other for a safer environment for all. If you are interested in starting a Neighborhood Watch, contact the Springfield Police Department Crime Prevention Division at **874-2113**.

NeighborWoods Tree Program

The NeighborWoods Tree program was established to help neighborhoods plant trees. Trees can help beautify a neighborhood and improve property values. Grants are available to purchase trees. For more information, contact **864-1136**.

Noise

The City of Springfield is constantly working to preserve and protect the peace and quiet of its neighborhoods. As a result, a number of ordinances have been passed to cover noise limits and noise control. For these ordinances to work, citizens must work with the City as a partner to control the noise and noise pollution. The first step is to report a noise violation to the police at **864-1810**. A noise violation could be continuous and frequent barking from dogs, loud or disturbing noise from a residence or vehicle, especially at night, or loud and continuous noise from construction sites or commercial vehicles during certain hours of the day and night. There are exceptions that allow certain noises under limited circumstances. Once the police take a report, it will be sent to the Prosecutor's Office. That office will evaluate and determine if a violation has

occurred and could be successfully prosecuted. If the complaint is prosecuted, you may be required to testify at a trial.

Recycling Information

The City provides four recycling centers; 2525 W. College St. will take aluminum, glass, newspapers, plastic and tin cans; 3020 S. Lone Pine Ave. and 731 N. Franklin Ave. also accept paper, magazines and telephone books. The Yardwaste Recycling Center is located near the Southwest Wastewater Treatment Plant. The Household Chemical Collection Center, at 1126 W. Nichols St., accepts items such as batteries and paint. An appointment is needed; call **864-2000** to schedule an appointment. For more information or directions visit the Web site at springfieldmo.gov/recycling or call the Recycling Hotline at **864-1904**.

Service Request

If you have a question or concern that is not specifically listed, contact Citizen's Service Assistance at **864-1011**. This number may be called to report any problem. You may call between 8 a.m. and 5 p.m. or leave a message 24 hours a day. Citizens' concerns and requests for service are recorded and directed to the proper department to address. This process was established to help the City better respond to the needs of citizens and neighborhoods. With the help of citizens, the City can work to keep neighborhoods clean and safe. These requests also can be reported through the City's Web site at the following link for Online Services springfieldmo.gov/request.

Sidewalks

Public Works Department will look at cracked, broken or missing sidewalks and determine repair and/or replacement needs. Funds are limited for sidewalks so they are assigned by priority. Grass and weeds on sidewalks are the responsibility of the homeowner. Sidewalks cannot be blocked and must be kept open for traffic. To report a problem sidewalk, contact Public Works at **864-1965**.

Streets

To report potholes or a city street that needs repair, you may contact Public Works Street Maintenance at **864-1965**.

To report problems with traffic signals on a City maintained street, sight interference at an intersection, or a street sign that is damaged or missing, contact Public Works Traffic at **864-1980**.

Trash

Accumulation of trash and solid waste is prohibited in Sec. 74-381 and 74-382 of the City Code. If a violation is found to exist, the Health Department will notify the occupant or property owner and will assign a specific period of time in which to correct the situation. Repeat offenders may be issued a court summons without additional notice. If you believe a violation exists, contact the Health Department at **864-1666**.

Trees

Public Works Operations will maintain trees that are on City property or on the City right-of-way. Around all overhead utility lines, Public Works Operations will trim trees only on City property or City right of way that interfere with electric or other lines going from pole to house. Concerns about trees on private property that interfere with electric, telephone or cable TV lines need to be addressed to the appropriate utility company. To report a problem with a tree on City property, call **864-1136**. Trees that are on private property are the responsibility of the property owner. If there is a dispute between property owners it is a civil matter, and the City does not get involved.

Zoning

Building Development Services looks at zoning violations. Examples of these include: More than three unrelated people living in a single housekeeping unit; illegal use of property such as a business in a residential area; or the storage or parking of a vehicle used for commercial purposes with a gross vehicle weight of more than 19,500 pounds or a single unit with more than one drive axle, which is prohibited in a residential district. To report a zoning violation, call **864-1056**.

Service Request Details

Enter the address of the property you are calling about. If you don't have the address, please describe the property in the Situation box below and include any identifying information you think will help us locate the property. Let us know what side of the street the property is on and what direction (east, west, south, north) it is from your property or another landmark. If it is on the corner, indicate that it is at the SW corner of Springfield and Talbot. The location is the most important factor in solving a problem, so please be as specific as possible.

Address of problem:

Number: _____ Direction: ____ Street Name: _____

Describe the problem you are reporting. If you are reporting an abandoned vehicle you might tell us, "There's an abandoned vehicle, a yellow Volkswagen, near the 1400 block of East Springfield, in the eastbound lane close to Springdale Street." If you are reporting trash, you might tell us, "There are approximately 50 trash bags that have been at 1452 East Springfield for approximately one month."

Situation you're reporting:

Contact Information (Optional): You may remain anonymous. However, this information also gives us a way to contact you to clarify the details of your service request, if needed, and to inform you of the request status. Call 864-1011 between 8 a.m. and 5 p.m., Monday through Friday for closing information if you don't provide contact information.

Your First Name: _____ **M.I.:** _____

Your Last Name: _____

Your Address: _____

City: _____

State _____ **Zip:** _____

Daytime Phone: (417) _____ **E-mail address:** _____