



Salt Lake City Good Neighbor Guide



ADA/ACCESSIBILITY ISSUES

Salt Lake City Government is committed to being accessible to people with disabilities. Questions or complaints about city accessibility can be addressed by the city's ADA Coordinator.

SLC ADA Coordinator—Mayor's Office: (801) 535-7110 (TTY Relay: 711); www.slcgov.com/ada

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

ANNUAL CLEANUP

Once each year; look for notice in the mail; schedule varies each year; place on the street (not park strip) no earlier than 5 days before scheduled pickup. Not accepted: any waste (recyclable, yard waste or regular trash) that will fit in the appropriate weekly container, construction material, hazardous waste, electronics. Separate branches and woody waste.

Info—Sanitation Customer Service: (801) 535-6999; www.slcgreen.com

Violations—Salt Lake County Health Department: (385) 468-3835 or visit www.SaltLakeHealth.org for the Neighborhood Debris reporting form.

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. www.slcgov.com/em

Emergency Management: (801) 799-3604

CRIME

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.

Police Department Dispatch: (801) 799-3000
(non-emergency response and community detectives)

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

DRUG ACTIVITY

Report suspected drug activity to the drug hotline.

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

ENVIRONMENTAL ISSUES

Office of Sustainability (801) 535-6470
www.slcgreen.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; the City may set additional restrictions. www.slcfire.com
<http://publicsafety.utah.gov/firemarshal>

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

Violations—Police Department: (801) 799-3000

GARAGE/YARD SALES

Households limited to 2 sales, no more than 3 days in length, per calendar 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—City 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.

Off the Wall: (801) 972-7885

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

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**

Contact 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 18 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.

Civil Enforcement: (801) 535-7225

Urban Forester: (801) 972-7818

Conservation: (801) 483-6860

PESTS (RATS, MICE, RACOONS, SKUNKS)

For more information regarding abatement and pick up please call **USDA Wildlife Services: (385) 419-3405**

For inquiries about a dead raccoon or skunk, please contact **Salt Lake County Animal Services dispatch (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 315 East 200 South. More information at: www.slccgreen.com

PLANNING & ZONING

Email questions to the Planning Division at Zoning@slccgov.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. Go to www.slccgreen.com for details on recycling options. For availability of city services to business and multi-family units, call (801) 535-6999. High rise, business, and multi-family recycling is available through most waste haulers.

Residential Service—Sanitation Division: (801) 535-6999

Business and multi-family units—Sustainability Office: (801) 535-6438

SHOPPING CARTS

Report abandoned shopping. Carts usually picked up within 1 week.

Shopping Cart Hotline: (801) 446-7984

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

Snow removal on streets—Streets & Sanitation Customer Service: (801) 535-6999

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

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

WATER, SEWER, STORM DRAINS

Public Utilities Customer Service: (801) 483-6900

24-hour emergency line: (801) 483-6700

Water conservation: www.slccgov.com/waterconservation

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. www.slccgreen.com

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