

# SLC MOBILE APP:

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.

[www.mySLC.gov](http://www.mySLC.gov)  
[www.slc.gov/city-directory/](http://www.slc.gov/city-directory/)



Report problems and request assistance with issues including:

- *Concern Regarding Homelessness* • *Boarded/Unsecured Building*
- *Parks* • *Parking* • *Vehicle Violation* • *Construction Concern*
- *Illegal Dumping* • *Abandoned shopping carts*
- *Graffiti Removal* • *Zoning Violations/Enforcement*



## Good Neighbor Guide

Update Spring 2023



## SALT LAKE CITY'S COMMUNITY OUTREACH TEAM:

This team is focused on sharing with community groups the Mayor's goals and vision as well as helping neighborhoods understand city process and policies. The team fully utilizes City resources to proactively address community needs through collaborative work, creative problem solving, and resource prioritizing to help bring positive outcomes to neighborhoods.



### Katie Riser

Special Project and  
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## 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](http://www.slc.gov/mayor)



### Tim Cosgrove

Citywide Lead Liaison & District 7  
Tim.Cosgrove@slcgov.com  
Work: 801-535-7238  
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### Alicia De León

Liaison, District 2 & 3  
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### Joshua Rebollo

Liaison, Districts 1 & 5  
Joshua.Rebollo@slcgov.com  
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### Hannah Barton

Liaison, Districts 3 & 6  
Hannah.Barton@slcgov.com  
385-258-8503 (Hablo español)

## ADA/ACCESSIBILITY ISSUES

SLC is committed to being accessible to people with disabilities. Questions or complaints about city accessibility can be addressed by the city's. **ADA Coordinator:** [ADA@slcgov.com](mailto:ADA@slcgov.com); (801) 535-7697  
**TTY: 711, ADA issues:** [www.ada.gov](http://www.ada.gov)

## BOARDED/UNSECURED BUILDINGS

Vacant houses/buildings must be locked and secured. Some buildings require boarding & 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, & the Landlord/Tenant Program. **Business Licensing:** (801) 535-6644 [business.license@slcgov.com](mailto:business.license@slcgov.com); **Voicemail for Building Permits** (801)-535-7968

## CALL 2 HAUL – New Bulk Waste Program

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 & up to four tires are now accepted. Set-out time for items limited to 24 hours. Other restrictions and rules apply. Visit [www.slcgreen.com](http://www.slcgreen.com) for full details. Please email [Call2Haul@slcgov.com](mailto:Call2Haul@slcgov.com) or call SLC's Waste & Recycling to schedule: (801) 535-6953 (Voicemail)

## CERT (COMMUNITY EMERGENCY RESPONSE TEAM)

This 3-day or 7-evening course teaches basic emergency response principles & techniques such as search & rescue, first aid, & team organization. **Emergency Management:** (801) 799-3605  
[www.slc.gov/em/cert](http://www.slc.gov/em/cert)

## EMERGENCY PREPAREDNESS

Plan before disaster. Build a 96-hr kit for each household member, including pets, businesses, communities, & 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](http://www.bereadyslc.com)

## ENVIRONMENTAL ISSUES

**Sustainability:** (801) 535-6470; [www.slcgreen.com](http://www.slcgreen.com)

## FIREWORKS

Most restrictions are set by the State of Utah. Cities may set additional restrictions. For information, go to [firemarshal.utah.gov/](http://firemarshal.utah.gov/) or [www.slcfire.com](http://www.slcfire.com). **Routine inquiries SLC Fire Dept at: 833-752-3473 (SLC-FIRE); Reporting Non-emergency police line: (801) 799-3000**

## GANG ACTIVITY

**Crime Tips: Call 801-799-INFO(4636) or text 274637**

## 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/ILLEGAL DUMPING

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, missed pick up or to report illegal dumping in SLC, call Public Utilities: **Waste & Recycling: (801) 535-6999 Water, Sewer, Stormwater Hotline (801) 483-6900**

## GRAFFITI

Must be cleaned immediately; call to report for cleanup; adopt a spot covered by graffiti with paint supplied by the City. **SLC Graffiti Hotline: (801) 972-7885**

## HOUSING INSECURITY

Looking for immediate shelter? **Call the Homeless Services Line: (801) 990-9999** Experiencing a housing crisis? Utah Community Action may be able to help you find the resources you need. **Call the Housing Hotline at (801) 359-2444** Team members available: **M–F between 9am–5pm.** If you're in need of other resources such as food, utilities, medical & dental and employment help call: **2-1-1 or text 898-211** with your zip code to get support.

## 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) 468-3862 Sanitation & Safety Salt Lake County Health Dept.: (801) 580-6681**

## LIGHTING

Private property—Lights are not to shine or glare onto neighbor's property. **Civil Enforcement: (801) 535-7225 Streetlight outage: Public Utilities: (801) 483-6900**

## 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. Noise Compliance Enforcement: **Salt Lake County Health Dept. (385) 468-4100** Motor Vehicles – Must have muffler meeting mfr. specs. **Noise Complaints: SLC Police Dispatch: (801) 799-3000**

## OUTDOOR BURNING

Do not burn trash. For patio fireplaces or culinary purposes, fire must be less than 3 ft wide & 2 ft 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 Dept.: <https://slco.org/health/air-quality/wood-burning/> **Routine inquiries SLC Fire Dept at: (833) 752-3473 (SLC-FIRE)**

## PARK STRIPS

Property owner/tenant responsible; no weeds; must be 33 percent vegetation; vegetation that is not over 22 in high & non-continuous specimen plants may be as tall as 36 in high 10 ft away from the ends of the strip and do not form a continuous hedge. Trees that are planted or removed must be cleared by Urban Forester. Rocks may not be used as a mulch within a 36 in radius (72 in diameter) of a park strip tree unless an operable irrigation system is installed (rocks reflect/retain heat and emit it during the night & further stress street trees that do not have supplemental water). **Civil Enforcement: (801) 535-7225 Urban Forestry : (801) 972-7818 Park Strip Trees (Public Property)**

## PARKING ENFORCEMENT

Public Property—No parking on street for more than 48 hours without moving; cannot park within 5 ft of driveway, 20 ft of crosswalk, 30 ft 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**

## PESTS (RATS, MICE, RACOONS, SKUNKS)

**For inquiries about a dead animal, please contact: Salt Lake County Animal Services: (385) 468-7387 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. **24 HR Officer Dispatch Voicemail: (801) 840 4000; Animal@slco.org Salt Lake County Animal Services: (385) 468-7387**

## POLICE/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 **Emergency: 911; Police Department Dispatch: (801) 799-3000 (non-emergency response and community detectives)** To submit a tip: Call dispatch (you may remain anonymous) Submit a Crime Tip—DO NOT USE THIS SERVICE TO SUBMIT A CRIME IN PROGRESS! To submit a secure & anonymous text message on a mobile phone using the following information: **Crime Tips call: 801-799-INFO (4636) or text 274637**

## PUBLIC LANDS AND PARKS

Report maintenance/service concerns in Parks & Trails (I.E. Broken Lights, Mowing Requests, Trash, Debris, Trees, Irrigation Concerns, Playground Ect. **Public lands : (801) 972-7800 [www.slco.gov/parks](http://www.slco.gov/parks)**

## PUBLIC SERVICES: STREETS

**Asphalt Maintenance:** Pot Hole repair, Crack Seal, Chip Slurry Seals, & Level Patching **Sweeping services:** Snow & Ice control Plowing **Traffic Management:** Signal repairs, Roadway marking & stripping, Roadway signs **Concrete Replacement:** ADA Ramp Upgrades **(801) 535-2345 [www.slco-streets.com](http://www.slco-streets.com)**

## PUBLIC UTILITIES

Water utilities, Stormwater, sewer: **(801) 483-6700 <https://www.slco.gov/utilities> Street lights: (801) 483-6738**

## RECYCLING & WASTE

Residential recycling (blue bin) & yard waste (brown bin) services provided as part of the city's garbage service. Glass recycling available for an extra fee or use free drop-off site. High rise, business, an multi-family recycling is available through most waste haulers. Visit [www.slco-green.com](http://www.slco-green.com) for details on recycling options. **Waste & Recycling: (801) 535-6999**

## SHOPPING CARTS

Report abandoned carts on SLC Mobile app or call **Romac Services (801) 523-6498**; usually picked up within 1 week. **Report online at [slco.gov/request-report/](http://slco.gov/request-report/)** Leave a detailed message with the address and location of shopping cart.

## SIDEWALKS

Repair—By City Ordinance, the repair or replacement of deteriorated sidewalk in the public way is the responsibility of the adjacent private property owner. Property owners can hire a contractor to accomplish the required concrete repairs, which requires a permit to work in the public way.

Another option for property owners is the 50/50 cost sharing program; to learn more contact **Operations Supervisor of the SLC Streets Department (801) 535-6934.** This program is a cost-sharing program for private property owners. It provides sidewalk remediation for businesses at 100% cost.

**Engineering Construction Manager: DAVID.JONES@SLCOV.COM (801) 535-6425**

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. Obstructions—Cannot block sidewalks with vehicles, storage, bushes, or trees.

**Violations—Civil Enforcement: (801) 535-7225 Signal or Sign Repairs: (801) 535-2345**



## SLC BUILDING SERVICES

### **Ones stop for building development: (801) 535-6000**

Staff Directory, Inspection Scheduling, Building Services Permits, Zoning Inquiry, Planning Questions, Civil Enforcement, Fire Prevention, Water, Sewer, storm Drain, Work in the Public Way, All other Building Service Questions: Fences must be kept upright and in good condition; cannot be over 4 ft in front yard, 6 ft in back; a permit is required to construct a fence.

**Civil Enforcement: (801) 535-7225**

## SNOW REMOVAL SLC

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.

**Storm drain back up contact Public Utilities: (801) 483-6900**

## 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 Dept: (385) 468-3862** Standing Water & SLC **Mosquito Abatement: (801) 355-9221** Standing Water due to storm drain back up contact: **Public Utilities: (801) 483-6900**

## TRAFFIC SIGNS & SIGNALS

### **Transportation Division**

Requests for new signs/signals or to report missing or damaged signs call **Transportation Division: (801) 535-6630** [slc.gov/transportation/](http://slc.gov/transportation/)

## TREES - Urban Forestry

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 Forestry: (801) 972-7818**

## 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.

**Public Utilities: (801) 483-6900 or Waste & Recycling: (801) 535-6999 (Mainline) or visit [www.slccgreen.com](http://www.slccgreen.com)**

## WATER/SEWER/STORM DRAINS

**Public Utilities Customer Service: (801) 483-6900;**  
**24-hour emergency line: (801) 483-6700;**  
[www.slc.gov/utilities](http://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**

## ZONING & PLANNING

**(801) 535-7700; [zoning@slccgov.com](mailto:zoning@slccgov.com)**