



NEW CASTLE COUNTY CUSTOMER RELATIONS AND ASSISTANCE

? How do I file a complaint about a property in my neighborhood?

To file a complaint, call (302) 395-5555. All information will be kept confidential. You will not be required to give your name, but if you would like us to keep you informed on the status of the complaint, a name and address will be necessary.

Be sure to have the address available for the property in question. If you cannot determine the exact street address, provide as much detail as possible.

Provide thorough information about the property conditions. For example, if there is trash and debris in the yard as well as unregistered vehicles, be sure to tell our Customer Relations staff about both conditions. This will ensure that the Code Enforcement Officer will inspect for all conditions that you have observed.

? Are there other ways I can get property maintenance problems resolved?

We encourage people to try making contact with the responsible person or property owner before filing a formal complaint. Describe your perception of the problem. Discuss how the problem affects you and offer suggestions for solutions. We recognize that it is sometimes difficult to do so, either because it is difficult to determine the responsible party or because of personality conflicts in dealing directly with your neighbor.

Another avenue to explore is becoming active in your neighborhood civic association or maintenance corporation. If your community has a newsletter, you may be able to request that an article be included that addresses the problem in a general fashion, without pointing directly to a specific property or property owner.

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