

# Frequently Asked Questions

<i>Is this where you get permits?</i>	Yes, start at the Planning & Zoning Office. 3 <sup>rd</sup> door on the right.
<i>What do you do if you are building something?</i>	Check with the Planning & Zoning Office. 3 <sup>rd</sup> door on the right.
<i>Is this where you go if you are moving business locations?</i>	Same as above.
<i>Is this where you get a sewer tap?</i>	The fees for sewer taps are paid here so you may want to check with the Inspections Office at the end of this hall. Speak with Cora or Micheree.
<i>Is this where you get a ditch and/or culvert permits?</i>	You will need to go to the Engineering Department located at 802 N 31 <sup>st</sup> Street.
<i>Property line questions. Who can help locate private property lines?</i>	The City does not provide that service. You will need to hire a surveyor or engineer to do a survey. Planning & Zoning can show you your lot on a map -3 <sup>rd</sup> door on the right.
<i>How do you find the size of a lot?</i>	Check with the Planning & Zoning Office. 3 <sup>rd</sup> door on the right.
<i>How do you purchase property?</i>	If you mean adjudicated property, you will need to see Mary Lou Harrison in the Legal Department. They are located in City Hall at 400 Lea Joyner Memorial Expressway across from the Civic Center.
<i>Who/Where is the EEO Compliance Office located?</i>	Check with the HR Department located on the first floor of City Hall, 400 Lea Joyner Memorial Expressway across from the Civic Center.
<i>Information about alcohol or sales tax</i>	Check with Tax and Revenue located at 316 Breard Street
<i>Is there a rehab grant for citizens who live in the Parish?</i>	Unfortunately, the City does not assist citizens in the Parish, you can contact Rural Development at 318-343-4467.
<i>How do I apply for housing rehabilitation grant?</i>	Contact the Community Development Division Office at 318-329-2256 to speak with Jeanette Mitchell or Raven

	<p>Spears or email them at <a href="mailto:Jeanette.Mitchell@ci.monroe.la.us">Jeanette.Mitchell@ci.monroe.la.us</a> or <a href="mailto:Raven.Spears@ci.monroe.la.us">Raven.Spears@ci.monroe.la.us</a> to get placed on our Housing Waiting List.</p>
<p><i>Who do I contact for Homeless Services?</i></p>	<p>For teens and youth contact Christopher Youth Center at 318-315-5556. For Domestic Violence Victims and the general homeless population contact D.A.R.T. 318-251-2255 or Wellspring 318-651-9314.</p>
<p><i>How do I sign up to compete for CDBG or HOME grant as a non-profit agency?</i></p>	<p>Please call Jeanette Mitchell or Raven Spears at 318-329-2256 to be placed on the non-profit organization list to receive notification on the RFP competitive process.</p>
<p><i>Is this where I make a complaint about a property?</i></p>	<p>Yes, the Planning &amp; Zoning Division Office takes Zoning Violation complaints. Please see either Alyeasha Clay. All other complaints regarding property should be directed to the Code Enforcement Division Office.</p>
<p><i>How long does it take to inspect a complaint?</i></p>	<p>The complaint will be inspected within 24 hours after the complaint is received.</p>
<p><i>Can I remain anonymous?</i></p>	<p>In most cases, yes but the City of Monroe does adhere to the Freedom of Information Act.</p>
<p><i>What is the process after I file a complaint?</i></p>	<p>An inspection is performed and if a violation is found, the property owner is notified.</p>
<p><i>When is court?</i></p>	<p>Environmental Court is held every 4<sup>th</sup> Tuesday of the month at 9:00 am in the Council Chambers located in City Hall, 400 Lea Joyner Memorial Expressway unless otherwise noted.</p>
<p><i>When are the City Council meetings?</i></p>	<p>The City Council meetings are held every 2<sup>nd</sup> and 4<sup>th</sup> Tuesday at 6:00 pm</p>
<p><i>What do you do if you receive a notice?</i></p>	<p>The Notice gives corrective action. If assistance is needed beyond that, call Code Enforcement at 318-329-2336.</p>
<p><i>Why does it appear that nothing is being done with my complaint?</i></p>	<p>Either there wasn't a code violation, or the abatement procedure is in progress. You may call the Code Enforcement Division Office at 318-329-2336 to check the status.</p>
<p><i>How should I report a code violation?</i></p>	<p>To report a violation, a citizen may call Code Enforcement at 318-329-2336 or email Code Enforcement at <a href="mailto:Catherine.robinson@ci.monroe.la.us">Catherine.robinson@ci.monroe.la.us</a> or</p>

---

<i>Who complained about my property?</i>	<b>come to the Code Enforcement Division Office located in the City Hall Annex South, 3901 Jackson Street. Since complaints can be anonymous, information about the complainant is not required.</b>
<i>What are the restrictions on signs?</i>	<b>There are various signs, most are small temporary signs and should not be placed in the right-of-way, boulevards, on utility poles or trees.</b>
<i>Are dogs allowed to run free?</i>	<b>NO! All Dogs must wear a leash when away from the owner's premises.</b>
<i>Are chickens, horses or donkey allowed in the City?</i>	<b>NO. Chickens, horses or donkey are not allowed within the incorporated areas of the City of Monroe.</b>