

# Frequently Asked Questions

*Where do you get permits?*

*What do you do if you are building something?*

*What do you do if you are moving business locations, changing business name, changing owners of a business or opening a new business??*

*Where do you get a sewer tap?*

*Where do you get a ditch and/or culvert permits?*

*Property line questions. Who can help locate private property lines?*

*How do you find the size of a lot?*

*How do you purchase property?*

*Who/Where is the EEO Compliance Office located?*

You should start at the Planning & Zoning Office located at 3901 Jackson Street or call 318-329-2430 to see if you need a Certificate of Occupancy. If not, call the Inspections Office located in the same building, at 318-329-2351 or 2214, Cora Blanson or Micheree Porter  
Same as above.

The fees for sewer taps are paid in the Inspections Division so you should check with the Inspections Division Office located at 3901 Jackson Street or call 318-329-2351 or 2351 Speak with Cora or Micheree.

You will need to go to the Engineering Department located at 802 N 31<sup>st</sup> Street or call 318-329-3364

The City does not provide that service. You will need to hire a surveyor or engineer to do a survey. Planning & Zoning can give you the lot dimensions. Call Planning & Zoning at 318-329-2430

Check with the Planning & Zoning Division Office. 3901 Jackson Street or call 3118-329-2430

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. Or call 318-329-2240

Check with the HR Department located on the first floor of City Hall, 400 Lea Joyner Memorial Expressway across from the Civic Center. Or call 318-329-2200.

<i>Information about alcohol or sales tax</i>	Check with Tax and Revenue located at 316 Breard Street. Call Ruby Whitfield at 318-329-2279
<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 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.
<i>Who do I contact for Homeless Services?</i>	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.
<i>How do I sign up to compete for CDBG or HOME grant as a non-profit agency?</i>	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.
<i>Where can I make a complaint about a property?</i>	Yes, the Planning & Zoning Division Office takes Zoning Violation complaints. Please see either Alyeasha Clay or Larry Badon. All other complaints regarding property should be directed to the Code Enforcement Division Office. Please see the Code Enforcement Secretary or call 318-329-2336.
<i>How long does it take to inspect a complaint?</i>	The complaint will be inspected within 24 hours after the complaint is received.
<i>Can I remain anonymous?</i>	In most cases, yes but the City of Monroe does adhere to the Freedom of Information Act.
<i>What is the process after I file a complaint?</i>	An inspection is performed and if a violation is found, the property owner is notified.
<i>When is court?</i>	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.
<i>When are the City Council meetings?</i>	The City Council meetings are held every 2 <sup>nd</sup> and 4 <sup>th</sup> Tuesday at 6:00 pm

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*What do you do if you receive a notice?*

The Notice gives corrective action. If assistance is needed beyond that, call Code Enforcement at 318-329-2336.

*Why does it appear that nothing is being done with my complaint?*

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.

*How should I report a code violation?*

To report a violation, a citizen may call Code Enforcement at 318-329-2336 or email Code Enforcement at [Catherine.robinson@ci.monroe.la.us](mailto:Catherine.robinson@ci.monroe.la.us) or come to the Code Enforcement Division Office located in the City Hall Annex South, 3901 Jackson Street.

*Who complained about my property?*

Since complaints can be anonymous, information about the complainant is not required.

*What are the restrictions on signs?*

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.

*Are dogs allowed to run free?*

NO! All Dogs must wear a leash when away from the owner's premises.

*Are chickens, horses or donkeys allowed in the City?*

NO. Chickens, horses or donkeys are not allowed within the incorporated areas of the City of Monroe.