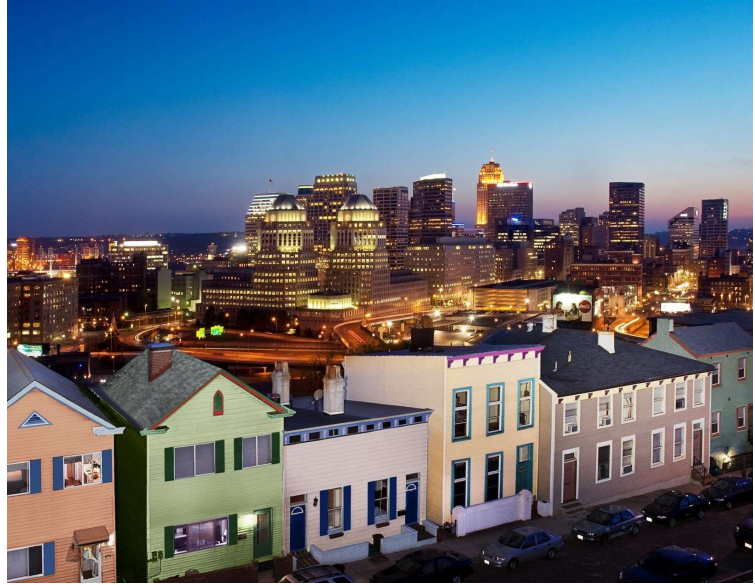




ENHANCING OUR NEIGHBORHOODS TOGETHER

*A Community Guide to Property
Maintenance Strategies*

INTRODUCTION

The residents of the City of Cincinnati take great pride in the quality of their property and their neighborhoods. For this reason, we have created this booklet for community groups and residents to use as a reference guide. This guide can be used to conduct neighborhood surveys and a resource to address blight and safety issues in your neighborhood.

In this booklet, you will find some common code violations and enforcement policies across various City departments. They include health code violations, litter and graffiti on public and private property, common property maintenance violations, and fire code violations.

After reading through this informational guide, we hope you will have a deeper understanding of the environmental conditions these issues can cause as well as the basic remedies in correcting any violations. This booklet will help you to know what the next steps are in correcting any code violations and a list of contact information for the City departments you may wish to contact. This is not an exhaustive list of code violations. We encourage you to visit each department's website to see a full list.

Finally, please note that the information provided in this booklet is subject to change at any time and for any reason. For the most up to date information about City services and municipal code, please visit the City's website at www.cincinnati-oh.gov.

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CONTACT LIST

BUILDINGS & INSPECTIONS:

805 Central Avenue, Suite 500
Cincinnati, OH 45202
<https://www.cincinnati-oh.gov/buildings/>

Permit Center

513-352-3271

Zoning Administration

513-352-2430

Historic Conservation

513-352-4848

Plans Examination

513-352-3313

Building Construction Inspections

513-352-3267

Property Maintenance Code Enforcement

513-352-3275

FIRE DEPARTMENT:

<https://www.cincinnati-oh.gov/fire/>

District 1

386 E 9th Street
Cincinnati, OH 45202
513-352-2303

District 2

2101 W 8th Street
Cincinnati, OH 45204
513-979-4400

District 3

1668 Blue Rock Street
Cincinnati, OH 45223
513-263-8300

District 4

4401 Marburg Avenue
Cincinnati, OH 45209
513-352-2344

HEALTH DEPARTMENT:

3101 Burnet Avenue
Cincinnati, OH 45229
513-357-7200
<https://www.cincinnati-oh.gov/health/>

GREATER CINCINNATI WATER WORKS:

4747 Spring Grove Avenue
Cincinnati, OH 45232
513-591-7700
<https://www.cincinnati-oh.gov/water/>

METROPOLITAN SEWER DISTRICT:

1600 Gest Street
Cincinnati, OH 45204
513-244-1300
<http://www.msdbg.org/>

POLICE DEPARTMENT:

<https://www.cincinnati-oh.gov/police/>

Central Business District

150 East Freedom Way
Cincinnati, OH 45202
513-352-5420

District 1 (Central, South)

310 Ezzard Charles Drive
Cincinnati, OH 45214
513-352-3505 (Option 3)

District 2 (East)

3295 Erie Avenue
Cincinnati, OH 45208
513-979-4400

District 3 (West)

2300 Ferguson Road
Cincinnati, OH 45238
513-263-8300

District 4 (Central East)

4150 Reading Road
Cincinnati, OH 45229
513-569-8500

PUBLIC SERVICES:

1115 Bates Avenue
Cincinnati, OH 45225
513-765-1212
311Cincy.com

COMMON CODE VIOLATIONS

COMMON CODE VIOLATIONS

The purpose of the Cincinnati Housing Code is to establish minimum housing standards necessary for the preservation of public safety, health, and general welfare in all parts of buildings, or premises used for dwelling purposes, and to assign the maintenance responsibility of owners, operators, and occupants of dwellings and accessory buildings such as garages and fences.

PROPERTY OWNER INFORMATION

Property owner information can be obtained online at the Hamilton County Auditor's website. Go to hamiltoncountyauditor.org and follow the prompts or visit <https://eztrak.cagis.org> and select "Search".

RECEIVING A PROPERTY VIOLATION

The code enforcement inspection process is primarily done on a complaint-based system. When the City receives a complaint; the complaint is assigned to the appropriate enforcement agency and is inspected. If the inspector finds a violation on the property, a notice of violation is sent through the mail to the owner's address listed on the Hamilton County Auditor's site. The property owner should immediately contact the inspector listed on the notice of violation to confirm receipt. If the owner does not acknowledge the notice of violation, a copy will be posted to the property.

The property owner has a compliance due date in the notice, which is normally 30 days to correct the violation(s). The owner may request that the inspector meet them at the property and discuss the violations found. The Department of Buildings & Inspections also understands that some violations cannot be resolved within 30 days due to the timeline of the work or financial constraints. We have provided a list of financial resources available to owner-occupied homeowners in this guide (see page 25).

If you need additional time to complete the required work; please contact the inspector listed on the Notice of Violation immediately. They will assist in drafting an approved workplan and timeline.

FILING A COMPLAINT

There are a few methods to file a complaint:

- Visit 311Cincy.com (see page 23)
- Download the 311Cincy App (see page 24).

After filing the complaint, you can track the complaint and its current status through:

<https://eztrak.cagis.org> and select "Search". (see page 28).



BUILDING CODE VIOLATIONS

Except for a few minor cosmetic conditions, the Cincinnati Building Code (CBC) (Chapter 1117) addresses nearly every part of a dwelling, inside and out, including plumbing, heating, ventilation, fire safety, electrical, etc. The Housing Code covers nearly all parts of a residence, this list will provide a general guideline for beginning to assess the exteriors of housing for code violations.

A. ACCESSORY STRUCTURES

Condition: An accessory structure is considered accessory to or an accessory of the residential use of a dwelling. If not maintained, accessory structures will become dilapidated, such as garages with rotting parts or roof leaks, broken down fences and collapsing retaining walls. Such structures will have a negative influence on a neighborhood.

The Order: Repair or take down and remove the dilapidated accessory structure located on the premises.

CBC Section 1117-51.1 Maintenance of accessory and appurtenant structures:

All accessory and appurtenant structures such as garages, sheds, fences, etc., shall be maintained in good repair and free from health, accident and fire hazards.

B. PAINT EXTERIOR

Condition: Flaking, loose paint or missing aluminum trim that has exposed wood or metal that is subject to rot or rust. (Note that masonry or decay resistant wood, such as redwood, is not necessarily a violation. Redwood and brick need not be painted or protected from rust and decay.)

The Order: Paint or otherwise protect all exterior wood and/or metal, that are now inadequately protected against the weather. Be aware, existing painted surfaces that must be disturbed to complete this work may contain lead.

CBC Section 1117-47.2. Protective coating: All exterior walls, woodwork and exposed metal portions of every dwelling that are inadequately protected against the weather due to lack of paint, or other approved protective coating shall be painted or otherwise protected against decay, corrosion, or deterioration.

C. STEPS

Condition: Cracked, extremely uneven, broken or missing pieces of steps. Note: more accidents happen on stairs, inside and out, than on any other part of a residence. Any set of steps with more than four risers must also have a substantial handrail.

The Order: Repair exterior steps, replacing all defective materials and provide uniform risers and treads.

CBC Section 1117-45.1 General maintenance and repair: All residential buildings and all parts thereof, together with the premises on which they are located, shall be kept in good repair and free from unsafe, unclean, and unsanitary conditions, so that all parts thereof shall function properly and provide approved conditions of safety and sanitary habitability.

D. WINDOWS

Condition: Broken, missing or cracked windows that allow entry of the elements, or windows that do not provide security, are violations.

The Order: Overhaul windows, where necessary, provide sound sash, replace glass and restore to good working order. If the building is in a historic district or is listed as historic, please reference the appropriate historic guidelines and you will need to obtain a Certificate of Appropriateness.

CBC Section 1117-45.1. General maintenance and repair: All residential buildings and all parts thereof, together with the premises on which they are located, shall be kept in good repair and free from unsafe, unclean, and unsanitary conditions, so that all parts thereof shall function properly and provide approved conditions of safety and sanitary habitability.

E. CORNICE

Condition: The cornice is generally considered a horizontal, projecting wood or metal architectural feature of a building fastened near the tops of roofs or over windows or doors. Holes or rotted, loose, or missing sections of cornice are violations.

The Order: Repair cornice, replacing all rotted material and securely fastening all loose parts.

CBC Section 1117-45.1. General maintenance and repair: All residential buildings and all parts thereof, together with the premises on which they are located, shall be kept in good repair and free from unsafe, unclean, and unsanitary conditions, so that all parts thereof shall function properly and provide approved conditions of safety and sanitary habitability.

F. OVERHAUL PORCH

Condition: Porches that have broken or missing guardrails, rotted flooring, leaking roofs, missing parts with sound material.

The Order: Replacing all rotted, broken or missing parts with sound material.

CBC Section 1117-45.1. General maintenance and repair: All residential buildings and all parts thereof, together with the premises on which they are located, shall be kept in good repair and free from unsafe, unclean, and unsanitary conditions, so that all parts thereof shall function properly and provide approved conditions of safety and sanitary habitability.

D.



E.



F.



G. CHIMNEY

Condition: The chimneys with loose brick or missing mortar from between the bricks.

The Order: Rake out mortar joints of chimney(s), replace crumbling brick and tuck point. After a chimney is repaired, all flues, inlets and cleanouts shall be thoroughly cleaned and left in good operating conditions.

CBC Section 1117-45.1. General maintenance and repair: All residential buildings and all parts thereof, together with the premises on which they are located, shall be kept in good repair and free from unsafe, unclean and unsanitary conditions, so that all parts thereof shall function properly and provide approved conditions of safety and sanitary habitability.

H. SIDING

Condition: Siding that has blown off, fallen off the building, or come loose, due to rot of the wood and loss of nail group.

The Order: Repair or replace all missing defective siding and re-nail loose siding.

CBC Section 1117-47.1. Maintenance of foundations, floors, roofs and exterior walls: All foundations, floors, roofs, and exterior walls of every dwelling shall be reasonably free of holes, large cracks and any loose and deteriorated material, shall be maintained so as to be reasonably weather tight and watertight.

G.



H.



I. Masonry Walls

Condition: Masonry walls, like chimneys, tend to lose mortar between the bricks due to effects of weathering. Walls with broken or missing bricks, or missing mortar from joints must be repaired. If a wall is not tuck pointed, water can infiltrate the brick and freeze causing walls to weaken over time. These walls may need to be taken down and rebuilt.

The Order: Rake out and tuck point with cement mortar all defective mortar joints.

CBC Section 1117-47.1. Maintenance of foundations, floors, roofs, and exterior walls: All foundations, floors, roofs, and exterior walls of every dwelling shall be reasonably free of holes, large cracks and any loose and deteriorated material and shall be maintained to be reasonably weather tight, and watertight.

J. Gutters and Downspouts

Condition: Leaking, rusted, clogged, or missing gutters or downspouts. Water is the enemy of any structure and gutters serve to control the flow of water away from the building.

The Order: Repair or replace all leaking, loose, rusted, or defective gutters and downspouts.

CBC Section 1117-45.2. Supplied fixtures and equipment: Every plumbing installation, gutter and downspout, required piece of equipment, or utility shall be so constructed or installed that it will function safely and shall be maintained in satisfactory working condition.

K. Roof

Condition: Missing shingles, broken slate, or rusted out flashing and leaks that are evident through the eaves or walls.

The Order: Repair the roof where it is leaking or replace if severely damaged.

CBC Section 1117-47.1. Maintenance of foundations, floors, roofs, and exterior walls: All foundations, floors, roofs, and exterior walls of every dwelling shall be reasonably free of holes, large cracks and any loose and deteriorated material, and shall be maintained so as to be reasonably weather tight, and watertight.



L. VACANT PROPERTY

Condition: Structurally compromised, provide havens for criminal activity; jeopardize the safety of neighborhoods; pose dangerous risks to emergency responders and code enforcement officials; diminish surrounding property values. Visit Cincinnati-oh.gov and search “vacated and condemned buildings” for more information. Starting in March 2026, any property that has been vacant for 180 days, must be registered with the City of Cincinnati.

BUILDINGS AND INSPECTIONS' PRIVATE LOT ABATEMENT PROGRAM (PLAP)

The Department of Buildings and Inspections (B&I) is responsible for upholding chapters of the Cincinnati Municipal Code for weed, litter, garbage, and graffiti issues on private property within the City of Cincinnati. In the event compliance is not reached by the property owner, referrals will be forwarded to the Private Lot Abatement Program (PLAP). The PLAP program contracts with private contractors to bring these nuisance properties into compliance.

LITTER AND OVERGROWN WEEDS ON PRIVATE PROPERTY

Citizens wishing to report litter and/or overgrown grass and weeds nuisances should call the City's Customer Service line at 311 or 513-765-1212, file a complaint at [311Cincy.com](https://311cincy.com) or through the 311Cincy app. Private property complaints that aren't municipally owned, will be referred to PLAP.

Approximately 72 hours after receiving a complaint, an inspector will investigate the complaint and, if warranted, issue a citation to the owner of the property. The inspector will return in 10 days to re-inspect for compliance. If the problem still exists, a referral will be made to PLAP contractors to clean up the lot. Complaint resolution can take approximately 4-6 weeks.



GRAFFITI ON PRIVATE PROPERTY

Graffiti, according to Sec. 751-1-A, means any inscription, word, figure, marking, or design that is marked, etched, scratched, drawn or painted on any premises, including buildings, structures, fixtures, or other improvements, whether permanent or temporary, whether public or private, without the consent of the owner of the property or the owner's authorized agent, and which is visible from the public right-of-way or other quasi-public location within the city.

You can file a complaint regarding graffiti (on private or public property) at [311Cincy.com](https://311cincy.com) or through the [311Cincy app](#).



PUBLIC SERVICES CODE VIOLATIONS

LITTER AND REFUSE IN THE PUBLIC RIGHT-OF-WAY

Neighborhood Operations, a division of the Department of Public Services (DPS), handles all non-emergency complaints, such as litter in the public right-of-way. A customer service representative can be reached Monday through Friday, 7 a.m. to 5 p.m. by calling the City's Customer Service line at 311 or 513-765-1212, or by filing a complaint at [311Cincy.com](https://311cincy.com) or through the 311Cincy app. Neighborhood Operations handles complaints for street emergencies including sink holes, broken curbs, and removal of dead animals

FIRE CODE VIOLATIONS

SMOKE ALARMS

In the City of Cincinnati, all residential buildings are required to have working smoke alarms or an early warning device. In most homes these should be on every level of the home. They have proven to save lives and by law you are required to have them.

The owner of a building or residential occupancy shall:

- Install an operable early fire warning system.
- Ensure an operable fire warning system is continuously present on the premises.
- The photoelectric detector shall be installed outside of each separate sleeping area in the immediate vicinity of the bedrooms in each living unit, including basements, crawl spaces and unfinished attics.
- Each detection device shall cause the operation of an alarm that shall be clearly audible in all bedrooms when all intervening doors are closed, and all household equipment that may be in operation at night are in full operation. All detectors shall be installed and maintained in accordance with the National Fire Protection Association Standard No. 72-1996 "Household Fire Warning System Equipment."

The owner/occupant of any dwelling shall:

- Not rent, lease or cause any unit to be occupied without an approved operating smoke detector as required.
- Verify the presence of the required smoke detector(s) at the time of occupancy, and make records available on demand of the fire official.
- "Owner" for the purpose of this section, shall mean and include the record owner of the premises as evidence by the Deed Records of the Hamilton County Recorder, and the purchaser of the premises under Land Contract.
- It shall be the duty of the purchaser to install the early warning system and be responsible for assuring that an operable early warning system is continuously present on the premises.

Maintenance Compliance:

- If any building or residential occupancy in which the owner is required to have installed an operable fire warning system, it shall be the responsibility of the occupant of each residential unit to maintain or have the early fire system in that unit, whether or not such occupant is the owner, as defined in Section Cincinnati Fire Prevention Code (CFPC) 1235-3.
- It shall be the responsibility of the owner to maintain or have maintained any detectors required in cellars or basement of multi-unit structures, except where the cellar or basement is a part of an individual residential unit.

GENERAL MAINTENANCE

CFPC 1201-21

The owner shall be responsible for the safe and proper maintenance of the building, structure, premises, or lot at all times. In all new and existing buildings and structures, the fire protection equipment, means of egress, alarms, devices and safeguards required by this code and other jurisdictional ordinances shall be maintained in a safe and proper operating condition.

ACCUMULATED WASTE AND WASTE RECEPTACLES

CFPC 1219-5 & Ohio Fire Code FM-318.1

Accumulations of wastepaper, wood, hay, straw, weeds, litter, combustible or flammable waste, or rubbish of any type shall not be permitted to remain on any roof or in any court, yard, vacant lot, alley, parking lot, open space, beneath a grandstand, pier, wharf, or similar structure. All weeds, grass, vines, or other growth that endangers property or is capable of being ignited shall be cut down and removed by the owner or occupant of the premises. All combustible rubbish, oily rags or waste material kept within a structure shall be stored in an approved container. Storage shall not produce conditions that will create a nuisance or a hazard to the public health, safety, or welfare.

ELECTRICAL HAZARDS

CFPC 1209-3

When the electrical wiring or equipment of an existing building is found to constitute a serious safety hazard, the fire chief shall order the owner, agent, or person in control of such building to correct such hazard.

EXIT OBSTRUCTIONS

Ohio Fire Code F-605.1

Don't block or significantly reduce your way out of a building. The means of egress from each part of the structure, including exits, stairways, egress doors, and any panic hardware installed thereon, aisles, corridors, passageways, and similar elements of the means of egress, shall at all times be maintained in a safe condition and available for immediate utilization and free of all obstructions. Security devices affecting means of egress shall be subject to approval.



OPEN FLAME

Ohio Fire Code F-403.0

Open burning outside is not permitted without a permit from the Fire Department. You cannot burn off a pile of construction material, grass or weeds, piles of rubbish, etc. unless you have permission from the Fire Department. This will be an actual written permit. Contact your district for permit information.

FIRE SEPARATION

Ohio Fire Code F-303.1

This is the physical protection that separates you from the fire that is provided under approval of the Department of Building and Inspections during construction of the building. It must be maintained to keep you safe. Ohio Fire Code F-303.1 Fire resistive rated assemblies: All required fire resistive rated assemblies shall be maintained, repaired, and restored or replaced when damaged, altered or penetrated. Ohio Fire Code F-305.1 General: The interior finish trim or structures shall be maintained as approved.

UNSAFE HEATING APPLIANCES

Ohio Fire Code F-308.2

Make sure that all your gas appliances, such as heaters and water heaters, are properly maintained and safe. When replacing an appliance, you must obtain a mechanical permit from the Department of Buildings and Inspections. An inspection will be required. It is also important to remember to place the appropriate number of carbon monoxide detectors in your home if you have gas appliances in your home.

FLAMMABLE OR COMBUSTIBLE LIQUIDS

Ohio Fire Code F-2800

Storage of gasoline or any combustible liquid must be stored safely, and not in the vicinity of any flame or spark.

VACANT AND UNSECURED BUILDINGS

Ohio Fire Code F105, CMC 1101.79

Vacant buildings can be a death trap for vagrants, firefighters and police officers. These buildings also bring down the property value in your neighborhood and usually are the first signs of deterioration of your neighborhood. They should be secured from entry and maintained according to the Department of Buildings and Inspections' rules on Vacant Building Maintenance License.

HEALTH DEPARTMENT CODE VIOLATIONS

The Cincinnati Health Department is committed to protecting the residents of Cincinnati by providing and advocating for responsive health and human services that promote healthy living environments and the social well-being. Some common Health code violations include:

A. Structures

Condition: Harmful to the lives and health of the occupants, or unfit for human habitation because of water damage, litter and filth, dangerous substances or liquids, improper plumbing, drainage, and ventilation that is likely to cause sickness amongst the occupants.

Order: Property owner is notified to control or abate condition.

CMC Section 602-1: Permitting Unclean Habitations: Board of Health (BOH)
Section 00053: General Sanitation

B. Lack of Heat or Adequate

Condition: Building occupied as a home or place of residence of one or more persons has no heat or the internal temperature falls below 70 degrees when the outer temperature falls below 60 degrees for more than 24 hours.

Order: Property owner is notified to provide heat or adequate heat.

BOH 00053 (L): Miscellaneous environmental sanitary regulations

C. Pooling Water or Support of Mosquito Breeding

Condition: Lot or vacant land has pools of stagnate water or otherwise supports breeding of mosquitos.

Order: Property owner is notified to fill or drain the depressions or otherwise abate the condition.

BOH 00053 (L): Miscellaneous environmental sanitary regulations

D. Lead Paint

Condition: Aligning with conditions mentioned in B. Unsanitary Premises.

Order: Property owner is notified to control lead hazards.

BOH 00053-15: Regulating the sale and use of paint containing more than (nine thousandths percent (0.009%) of metallic lead.

E. Junk Motor Vehicles

Condition: Vehicle that is extensively damaged left on private property for more than 48 hours, or left on a public street, public way or other property open to the public.

Order: Notice posted on vehicle and sent to owner of the property to remove the vehicle.

CMC 758: Junk Motor Vehicles

CMC 511-31: Storage of Unlicensed or Inoperable Vehicles in Residence or Commercial Districts

BUILDING/CONSTRUCTION PERMITS

WHEN A PERMIT IS NEEDED

Permits are required for the following:

- New buildings
- Additions (bedrooms, bathrooms, family rooms, etc.)
- Alterations (decks, garages, fences*, carports, awnings, haunted houses, interior demolition, etc.)
- Building repair
- Demolition (structure)
- Change of Occupancy and use
- Excavation or fill
- Developments in a floodplain

*These are required whether or not the work is done in conjunction with other work performed under a Building Permit.

Separate permits are required for:

- Elevators
- Fire alarms
- Food service operation
- Heating, ventilating, air condition (HVAC)
- Parking lots (greater than 800 square feet in an area other than driveways)
- Plumbing work, plumbing fixtures, or plumbing appliances (dishwashers)
- Signs
- Suppression systems and alarms
- Swimming pools
- Tents (temporary structures)
- Retaining walls
- Demolition (buildings and structures)
- Electrical
- Window replacement (Historic District)

When a permit is NOT necessary:

Generally, you don't need a permit for these projects regulated by the Residential Code of Ohio 1,2 and 3 family detached dwellings.

- Repair and replacement of windows (as long as they're the same size and type)
- Roof coverings (no more than two layers of roofing material)
- Gutters and downspouts (include valleys, flashings, soffits, fascia and associated trim work)
- Siding replacement
- Flagpoles
- Play equipment not greater than 12.5 feet in height and that is not provided with electric or heating equipment.
- Storage sheds not greater than 100 square feet in area that are no higher than eight (8) feet in average height. A Zoning Certificate of Compliance is required.

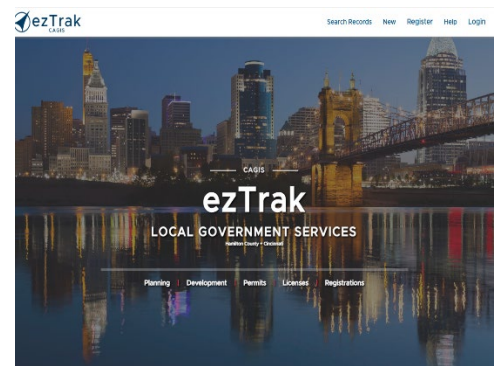
APPLYING FOR A BUILDING PERMIT

Applying for a permit(s) can be done by visiting the Permit Center located at 805 Central Avenue, Suite 500, where free parking is available. Once at the Permit Center, different services are available to shorten the wait time in receiving an approved permit:

- **Tier 1: Same Day Plan Review:** Commercial Ohio Building Code (OBC) alterations, HVAC, Fire Alarm and fire protection system alterations that are one story and 5,000 square feet or less will qualify. The only site work that will be reviewed for OBC property for Tier 1 is a ground sign. Commercial OBC projects that require a change in use and/or involve structural modifications will not qualify. Residential Code of Ohio (RCO) detached garages, sheds, decks, alterations and additions less than 400 square feet will also qualify the Tier 1 Service. Projects involving food service other than signage, heat suppression and refrigeration will not be reviewed as Tier 1. Tier 1 Reviews are completed on a first-come first-served basis Monday through Friday, 7:30 a.m. to 2:30 p.m.
- **Tier 2:** Qualifying projects include commercial OBC projects limited to small and medium size tenant space improvements and fire protection systems that are 5,000-20,000 square feet in retail, office, and warehouse buildings. Residential Code of Ohio (RCO) detached garages, sheds, decks, alterations and additions larger than 400 square feet will also qualify the Tier 2 Service. Projects with structural alterations, food service, or change of occupancy will not qualify for Tier 2. Turnaround time for Tier 2 is 5 business days.
- **Tier 3:** Remaining OBC and RCO projects, including new buildings, additions and alterations, submitted for building permit, will be reviewed per the standard review process. Tier 3 projects are processed within 10-15 business days.

If all reviewing agencies determine compliance with the code and other applicable regulations, your application is approved, and a permit for your project will be issued.

To check the status of a permit for any property, you can sign in to ezTrak by visiting eztrak.cagis.org and select "Search Records." ezTrak allows you to see what stage of review your permit is, download other permit applications, or find a registered contractor. **Starting in March 2026, permits can be applied for online: eztrak.cagis.org**



FREQUENTLY ASKED QUESTIONS

FREQUENTLY ASKED QUESTIONS

1. How do I file a complaint?

Complaints can be filed by calling the City's Customer Service Call Center at 311 or 513-765-1212, through the website [311Cincy.com](https://311cincy.com) or the 311Cincy app and identifying the conditions which are in violation of the various codes, such as high weeds and grass, excessive litter on private property or the dilapidated condition of a house. Complaints can only be accepted on the conditions which can be seen from the public right-of-way, or which the complainant can legally provide access to view.

Responsible departments: Buildings & Inspections, Health and Public Services

2. How do I file a claim for damages against the City of Cincinnati?

A citizen may call 513-765-1212 or visit the City's website at cincinnati-oh.gov to visit the Law Department's webpage. The claim information can be mailed, faxed or e-mailed. Claimant must provide the following information to the City:

- Claimant's name, mailing address and telephone number
- Written statement describing incident
- Copy of all claimants' insurance coverage relevant to this claim
- Written statement of costs incurred

Law Department Fax Number: 513-352-1515

Mail: City Solicitor's Office, City of Cincinnati, 801 Plum St, Cincinnati, OH 45202

Responsible department: Law

3. What do I do if I receive a code violation?

The first thing you should do is contact the inspector listed on the order you received in the mail. The inspector will be able to explain in detail what the code violation is for and how to fix the issue. Building Code violations must be resolved within 30 days, normally, of receiving the order. Litter and Tall Grass violations must be abated within seven (7) days. You can choose to appeal the order to the Board of Housing Appeals or the Office of Administrative Hearings.

Responsible department: Buildings & Inspections, Health and Public Services

4. When will trash, recycling and/or yard waste be collected during the weeks containing holidays?

When a holiday falls on a Monday, the entire week is delayed by one day for collection. When the holiday falls on another weekday, all collections for that week will be collected on the regular collection day and all collections after the holiday are delayed by one day. Holidays observed by the City of Cincinnati are: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day, day after Thanksgiving, and Christmas Day.

5. Who do I call to report a pothole in the street?

Call 311 or 513-765-1212 and provide the location, size, depth and exact location of the pothole (e.g. inbound, outbound, curb lane, center lane, etc.). You may also report it at [311Cincy.com](https://311cincy.com) or through the 311Cincy app.

6. How can I have graffiti removed from a building?

Call 311 or 513-765-1212, submit an online request at 311Cincy.com, or through the 311Cincy app. with the exact address or description of the property where the graffiti is located, including the location on the building or structure, the height from the ground, and type of surface of the building.

Responsible department: Buildings and Inspections

7. How can a citizen have bulky items collected by the City?

A citizen may place up to three (3) bulk items, such as furniture, mattresses, carpet (bundled up and tied into four by two-foot rolls), or wood (bundled with rope or string no more than four feet long and 10 lbs. maximum) at the curb for collection. We recommend notifying the City beforehand by calling 311 or 513-765-1212. This does not include auto parts, dirt, asphalt, sand, hot ashes, demolition debris, concrete, gravel, rock, asbestos. Appliances (refrigerators, with doors removed or secured, a washer, dryer, dishwasher, etc.) and all metal items (air conditioner, lawn chairs, bed rails, etc.) need to be scheduled prior to collection by calling 311 or 513-765-1212. This special collection will include up to three (3) large items per week but scheduled according to date availability. Responsible department: Public Services

8. How can I recycle?

The City of Cincinnati has an enhanced recycling program, which includes:

- Larger wheeled, recycling containers (64- or 96-gallon carts)
- Every-other-week recycling collection

Recycling Carts

Within the City of Cincinnati, each single-family home and multi-family apartments with less than five (5) units should now have a wheeled recycling cart. The containers are property of the City of Cincinnati and must stay with the property to which it was delivered. If your residence does not have a recycling container, needs a different size container, or needs repair call 311 or 513-765-1212. Requests may also be made online at 311Cincy.com or through the 311Cincy app.

The success of this effort has allowed for a 2012 expansion to include condos, townhomes, small businesses, and larger apartment complexes in the curbside collection program. Contact the Office of Environment & Sustainability at 513-352-3200 to determine if wheeled carts are suitable for your location.

Collection Schedule

To learn what weeks your recyclables are collected, please visit the 311 App or cincinnati-recycles.org and enter your address under "Pick-up Schedule."

9. What do I do if there is a streetlight and/or traffic light out of service?

Call 311 or 513-765-1212 and provide the exact location and type of request regarding a streetlight or traffic light.

10. How do I get my street cleaned or swept?

Call 311 or 513-765-1212 and provide the street name. Every street in the City of Cincinnati is cleaned a minimum of four (4) times a year on scheduled dates.
Responsible department: Public Services

11. How can I have a junk/abandoned vehicle in my neighborhood removed?

To report a junk/abandoned vehicle on privately owned property, call 311 or 513-765-1212. There are criteria that need to be met for a citation to be issued for the vehicle to be removed from the property (see page 11).
To report a vehicle parked in the right-of-way, call 311 or 513-765-1212. A complaint will be referred to the Police Department for resolution.
Responsible departments: Health, Public Services, Buildings & Inspections, Police

12. Who is responsible for the removal of live or dead animals?

Removal of live animals is the responsibility of Cincinnati Animal Care Humane Society. For removal of dead animals in the right-of-way, call 311 or 513-765-1212. Dead animals located on private property are the responsibility of the property owner.
Responsible department: Public Services

13. What can be done about barking dogs that disturb the peace? Are there leash laws and/or pet ordinances in Cincinnati?

The Cincinnati Municipal Code Chapter 871 provides the regulations for animals, more specifically Chapter 701-2 requires that dogs be on a leash and Chapter 701-27 deals with barking dogs. Go to cincinnati-oh.gov and search “Municipal Code,” then search “animals.” To report a noise nuisance, you can call 311 or 513-765-1212.
Responsible department: Police

14. Where can I find the obligations of landlords and tenants? How can I get assistance for issues with my landlord?

The Cincinnati Municipal Code Chapter 871 spells out the landlord and tenant obligations. Go to www.cincinnati-oh.gov and search “Municipal Code,” then search “landlord/tenant.” Legal Aid Society of Greater Cincinnati can assist with landlord/tenant issues. You can contact them at 513-241-9400 or visit www.lascinti.org. The City also offers free Landlord Education trainings.
Responsible department: Buildings & Inspections, Law, Police, Fire, Metropolitan Sewer District and Public Services

15. What determines if a property is being used legally, including the use of signs and parking?

Title XIV-Zoning Code of the City of Cincinnati of the Municipal Code regulates the use of land. Go to cincinnati-oh.gov and search “Municipal Code,” then search “zoning.” Immediate questions on the use of land can be directed to the Zoning Administration at 513-352-2430 or zoninginfo@cincinnati-oh.gov
Responsible department: City Planning and Engagement

FINANCIAL RESOURCES

FINANCIAL RESOURCES FOR CODE VIOLATIONS

Compliance Assistance Repairs for the Elderly (CARE): Community Action Agency's CARE program aids income eligible senior citizens for building code repairs. Call 513-569-1840 for more information.

Habitat for Humanity of Greater Cincinnati: The Repairs Corps Program for veterans provides critical home repairs, such as code violations, health and safety and accessibility issues. These repairs are no charge to veterans. Call 513-621-4147 for more information.

Homeowner Assistance Repair and Building Order Remission (HARBOR) Program: The HARBOR Program addresses gaps in assistance for homeowners unable to fund necessary repairs or qualify for existing programs. Managed by the Buildings and Inspections Department of the City of Cincinnati, the program takes a holistic approach, serving as a clearinghouse for referrals to People Working Cooperatively (PWC). Call 513-615-7802 for more information.

Home Improvement Project (HIP): HIP loans allow eligible homeowners located in Hamilton County communities to borrow money to repair or remodel their homes or rental property(s) at interest rates 3% below the lowest rate a bank would normally offer. Call 513-946-4487 for more information.

Home Ownership Center: The Home Ownership Center provides financial and educational resources for homeowners whose homes need repair and rehabilitation. They also help manage contractors and construction progress. Call 513-961-2800 for more information.

People Working Cooperatively, Inc. (PWC): provides home repairs, energy conservation, and maintenance services for income eligible homeowners. PWC focuses on living essentials such as heat, running water, working toilets and other repairs that keep homes safe and habitable. Call 513-351-7921 for more information.

Working in Neighborhoods (WIN): WIN provides free financial and educational resources for homeowners and first-time homeowners. For more information, visit www.wincincy.org or call 513- 541-4109

HOW TO...

311CINCY.COM

By visiting 311Cincy.com, you can submit a service request to a department within the City of Cincinnati, which informs staff of an issue that you have observed. Some of the service requests that can be filed include:

- Litter
- Tall grass/weeds
- Overflow of trash
- Junk vehicles
- Appliances in yards
- Potholes
- Broken traffic light
- Missing sign
- Roadkill

The screenshot shows the 311Cincy website header with the 311Cincy logo and the City of Cincinnati logo. Below the header, a section titled "Four ways to request services" contains four buttons: "Call 311", "311Cincy App", "Select a Service", and "Follow us @311cincy". Below this, there are two main sections: "Begin Request" and "Search Existing Requests". The "Begin Request" section has a hint "Hint: Type in keywords like trash, weeds, building, rights, etc." and a search input field with a magnifying glass icon. Below the input field, it says "The information you submit may be subject to Ohio Public Records laws." The "Search Existing Requests" section has two input fields: "Enter Exact Request #" and "Enter Address", both with magnifying glass icons.

Frequently Used Service Requests

Select from one of the links below

- 1 If you come across an immediate emergency needing Fire or Police, please call 911. If your concern is a non-emergency, and you want to speak to a customer service representative, please call 311 within city limits.
- 2 To request a new service from a department of the City of Cincinnati, click the "Request Service" button to begin solving the issue. You will need to provide what the issue is, location of the issue, and your contact information.
- 3 After sending in the request, you will be able to track your request by the request number or by the address associated with the issue that was originally filed.

311 CINCY MOBILE APP



The 311 Cincy Mobile App has citizen city services available on an app. The App is available on Apple and Android devices. Some of the other unique features of the app include:

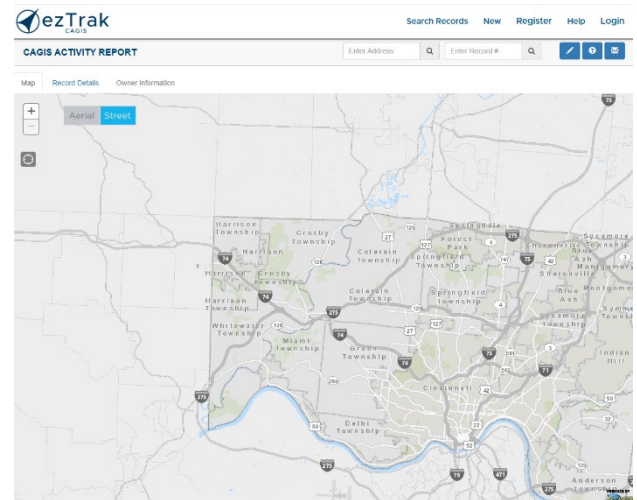
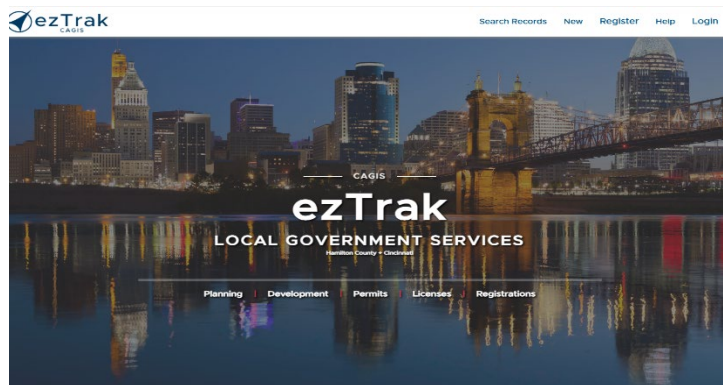
- A modern, streamlined user interface - making it easier to submit customer service requests.
- Improved GPS mapping, including map-based selection of service location.
- The ability to easily upload a photo along with customer service requests.
- A new survey tool allowing the City to regularly gain feedback on work quality.

App users can also schedule bulk-item trash pickups; report a pothole; receive in-app notifications when a service request has been completed; share completed service requests on Facebook; and add trash and recycling services to their calendar.

CINCY CODE ENFORCEMENT

Cincy Code Enforcement actions can be viewed on the CAGIS Activity Report, which is located online at eztrak.cagis.org. Users can use the “Search Record” button to track open property maintenance cases.

(1) To begin searching for a certain property, type in the address at the top of the page. (2) Once the property is found, you will have access to a timeline of inspections that have taken place including inspector notes, code violations that have previously occurred, current code violations and details about the status of orders.



MUNICIPAL CODE

The Cincinnati Municipal Code is a useful tool to look up all of the City's different codes; zoning code, building code, health code and more. To search for a specific ordinance, you can type in a key word in the search bar at the top of the page.

The screenshot displays the Cincinnati Municipal Code website interface. On the left, a vertical navigation menu (labeled 1) lists various titles and chapters, with 'Chapter 1117 - HOUSING CODE' highlighted at the bottom. The main content area (labeled 2) shows 'Chapter 1117 - HOUSING CODE' with a sub-section 'Sec. 1117-01. - Title and Administration.' Below this, a list of numbered sections (labeled 3) is visible, including 'Liberal Construction', 'Permits', 'Inspection, General', 'Orders and Notice of Violations', 'Vacations', 'Vacation Notices', 'Failure to Comply With Orders', 'Obligations of Owners of Vacated Buildings', 'Penalties', 'Administrative Proceedings Preparatory to Demolition of Certain Buildings by Governmental Action', 'Appeals to the Board of Housing Appeals', 'Right of Entry and Credentials', and 'Chapter 855 of the Cincinnati Municipal Code'. At the bottom right, 'Sec. 1117-03. - Definitions.' is partially visible (labeled 4). The interface includes a search bar at the top right and a 'SHOW CHANGES' link.

- 1 The column on the left side of the page is the Table of Contents for the Municipal Code. The Table of Contents is divided into titles, then chapters, then sections.
- 2 Chapter 1117 - Housing Code is where all the building code violations are. To find if a property owner is in violation of this chapter, this is where to look.
- 3 After arriving at the chapter and section for the code violation you are looking for, Municipal Code will be broken down even further. Now, you will be able to see the definitions, conditions, and penalties of the code violations.
- 4 If desired, the code can be shared with others by printing, copying the link, creating a word document, or by e-mail.

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BUILDINGS & INSPECTIONS

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