



# *City of Miami Gardens*

**Building Services Division**  
1515 N.W. 167<sup>th</sup> Street, Bldg. # 4, Suite # 180  
Miami Gardens, Florida 33169  
305-622-8027 (office) 305-622-8557 (fax)  
[www.miamigardens-fl.gov](http://www.miamigardens-fl.gov)

## **Filing a Complaint**

If you think you know of unlicensed contracting or potential violations, you may report it in the following ways:

- You can complete the Miami-Dade Building and Neighborhood Compliance Divisions Code Compliance Complaint form.
- You can contact or visit the Miami-Dade Building and Neighborhood Compliance Divisions office in person.
- You can mail a letter. The letter must include property address and as much information as possible.

**IMPORTANT:** Before reporting a potential code violation, please read all the information on this page and the information provided on the Complaint Form.

In most instances, the inspector begins investigating a code violation and taking enforcement action when a citizen reports a potential violation. Examples of possible violations are as follows:

- Work having commenced without a required permit. The type of work can include construction renovation, alterations and/or repairs.
- Structural problems, collapsing buildings/structure or work which does not conform to approved plans are safety issues and require a permit.

Reporting potential code violations, you need to please provide the exact address of the property where you believe a violation exists or the address of an adjacent property. When there is a building permit or large sign posted on the site of a violation, please also provide the project name or permit number. Our ability to locate and confirm a violation is improved if you provide as much detail as possible.

Cases in which inspection of the interior of a dwelling unit or structure is required, a contact name and number of someone who can give the inspector access to inspect for the violation is essential. The inspector must observe a violation before enforcement action can be taken.

You are not required to give your name; however, when giving your name you may request divisions not release your identity in connection with the investigation. You should be aware, if enforcement action results in court proceedings, it may not be possible to keep your name confidential. Should you provide your name, a contact telephone number and address, you may request to be contacted by the inspector investigating the reported violation. When you do not identify yourself and want a status of the complaint; you will need to call to ask for the name and telephone number of the inspector assigned to investigate your report.



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### **Checking Complaint Status**

You may track the complaint investigation process by contacting the investigator or inspector assigned to the case directly (contact information). To obtain the complaint status, you will need either the address of the property or the case number.

### **How do we respond?**

Staff investigates reports of potential violations to determine if code or permit violations exist, in cases of work without a permit, inspector can issue a "Stop Work Order" which prohibits further construction until a permit is obtained. "Stop Work" orders can also be issued when work does not conform to approved plans.

### **Notice of Violation**

When an inspection confirms a code violation, the inspector will inform the property owner and request voluntary action to correct the violation. When the owner does not comply, a legal process will be started by issuance of either a citation or a notice of violation (NOV). A NOV provides a specified amount of time to correct a code violation without a penalty being automatically assessed. The amount of time allowed for compliance in an NOV varies based upon the nature and severity of the violation.

### **Permits May be required in Some Instances**

When the activity taking place in a building or part of a building does not conform to the issued Certificate of Occupancy for the building or area, the division can require that permits be obtained. The division can take action on construction which has already begun or has been completed without a permit.

Enforcement options include requiring the demolition of structures built without a permit and imposition of double permit fees plus a \$100.00 fine. If property owners respond to notification from the inspector that a code violation exists, obtaining the necessary permits and required permit inspection approvals, the division will not normally pursue legal action.