

USEFUL INFORMATION FOR DEALING WITH NEIGHBORHOOD PROBLEMS

For all non-emergency calls to the police (for drugs or anything else), call **333-COPS** (333-2677).

To report almost anything else that you think is a problem the City needs to take care of, use the app **Dayton Delivers**. You can download that from the City’s website, <http://cityofdayton.org/Pages/default.aspx>, or go to <http://www.daytonohio.gov/pages/daytondelivers.aspx>. The app will work on your computer or your smart phone. It is a central clearinghouse for all problems with all city services; the people who monitor the site forward the complaints to the appropriate departments. You can also call **333-4800**, but I’ve heard that getting a concern into the Dayton Delivers database makes for better follow-up.

The table below provides information on dealing with neighborhood issues. Mostly these are **City** contacts.

PROBLEM	OFFICE	PHONE	LINK
Streetlights, traffic lights, potholes, trees in streets, dead animals, etc.	Public Works	333-4800	If possible use the Dayton Delivers app, as noted above. That way you can check on the progress of repairs any time.
Irregular sidewalks and broken curbs	N/A	N/A	See the “property owner responsible” chart below (the third table).
Occupied house or yard that is ratty, trashy, overgrown...	N/A	N/A	See the “property owner responsible” chart below. The DIY program applies, and we want to use it to the fullest extent possible! The City says ¾ of the people who get a DIY postcard actually respond by doing something.
Unoccupied house that is beyond ratty	Housing Inspection	333-3977	See the “property owner responsible” chart below. The DIY program applies here as well, but the process takes much longer. The City works hard to get local banks to take care of their foreclosed-on properties. They will also cite local private owners. Out-of-town banks are harder to deal with, though, and out-of-town private owners are REALLY hard to work with. If the taxes are delinquent, the property can be REAPed by the County. If the owners pay their taxes, the City may be able to do a cleanup and back-bill them. But it gets complicated – if there are liens, for instance.
Abandoned vehicles	DPD	333-1038 or 333-1058	Call either number to get a dead vehicle removed from the street. (They are the same numbers you use to recover a towed vehicle.)
Barking dogs	DPD (to a limited degree)	333-COPS	Call the police to see whether you can get someone to come out and witness the barking. Many complaints, and police hearing the barking, will eventually result in the owner’s being cited for something.

Neighbor-to-neighbor conflict	Human Relations Council Dayton Mediation Center	333-1403 333-2345	http://daytonhrc.org/ http://daytonmediationcenter.org/
Non-emergency crime	DPD	333-DRUG 222-7867 333-1285	Drug hotline (You can also use the Dayton Delivers app (see above) Crime Stoppers to report crimes or drug handoff information.) DPD West POD
Questions about recycling, or for a bin	Public Works	333-4800	https://www.daytonohio.gov/398/recycling
Getting permits for renovations	Building Inspection	333-3883	https://www.daytonohio.gov/192/Building-Permit-Forms
Trash, recycling, bulky-item, or leaf pickup schedules	Public Works	333-4800	https://www.daytonohio.gov/399/Waste-Recycling-Schedules -- Sign up here for the app called Dayton Collects , which will send you a reminder of your pickup dates. You can also enter your address to print your personal pickup schedule. NOTE that loose leaves will again be picked up beginning in fall 2019 – no more bagging! Rake them to the curb, not into the street.
Zoning questions	Planning	333-3887	Dayton’s zoning code can be seen at https://www.daytonohio.gov/documentcenter/view/550 . A zoning map (we’re in section 07 of the grid) can be found at https://www.daytonohio.gov/229/zoning-code-map .
Questions about demolitions and Federal monies	Community Development	336-3670	https://www.daytonohio.gov/210/Community-Development
City water or sewer problems after hours	Public Works	333-4905	The City has to turn off the water if you have a break. (Note that the City doesn’t repair breaks that are on the house side of the sidewalk, just shuts the water off! You get the plumber.)
Water bills	Finance	333-3550	For questions, check with: https://www.daytonohio.gov/365/pay-water-bill To pay your bill, go to: https://www.daytonohio.gov/292/water--utility-customer-service-billing

Questions about recreation or things for kids	Recreation and Youth Services	333-8400	http://www.cityofdayton.org/departments/rys/Pages/default.aspx
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Some topics are basically within the purview of **Montgomery County** rather than the City. Here is the information on those:

PROBLEM OR QUESTION	RESPONSIBILITY	ACTION
Neglected or abused animals, or animals running loose	MC Animal Control	Call 898-4457, 8 AM to 9 PM.
Ownership of a property	MC Auditor	Go to http://www.mcrealestate.org/search/commonsearch.aspx?mode=address (The City of Dayton has a register of vacant properties, but not accessible.)
Whether a property is REAP-eligible (Lot Links program)	MC Treasurer's Office; City of Dayton	http://www.lotlinker.com/ (This is a non-governmental site set up by volunteers to help citizens identify abandoned properties that are available for purchase.)

Many of the other things we get asked about are actually the responsibility of the **property owners**. You can help make them aware of that responsibility. We as a neighborhood association can address them through the Dayton Is Yours program. Here are a few of those:

PROBLEM	RESPONSIBILITY	ACTION
Shrubs overhanging sidewalks and alleyways Limbs and brush blocking or littering sidewalks or lawns	Homeowner	First, leave the homeowner a copy of the City's Yard Standards booklet with the problem circled. (You can find that at https://www.daytonohio.gov/DocumentCenter/View/359/Neighborhood-Yard-Standards-Guide-PDF .) If that doesn't get any result, e-mail the address and a description of the problem to the DVTF's DIY rep, Mary Wolf, at 2mary.wolf@gmail.com . She will send the owner a postcard. If that yields no improvement, tell Mary, and she will notify the City's Housing Department.
Unbeautiful things in the yard, ill-maintained fences	Homeowner	Unless it's a real hazard, follow the same process as for shrubs and brush. For actual hazards, call Housing Inspection (see the first chart above).

An occupied house that is getting dilapidated	Homeowner	E-mail Mary Wolf at 2mary.wolf@gmail.com with the address and a description of the problem. It will eventually end up with Housing Inspection if things don't get fixed.
Irregular sidewalks and broken curbs	Homeowner, but via the City	The City normally repairs these and then adds the cost to the homeowner's tax bill. Since 2008, they have chosen to address only the worst problems, because so many homeowners can't afford to pay the extra repair bill.

Other useful **local contacts**:

OFFICE/SERVICE	CONTACT
City Switchboard	333-3333
Mayor's Office	333-3653
City Manager's Office	333-3600
City Commission Office	333-3636
Citywide	333-4285
Municipal Courts	333-4300
Northwest Priority Board	David Greer, dkgreer@ameritech.net
Ombudsman's Office	223-4613

And there's lots more good stuff on the City's website, even if not always where you might expect. Poke around!