

Reporting code violations with 311

Getting started

You definitely need:

- a concern about a building, yard, or a vacant lot
- a street address for the property

You probably need:

- a smartphone (or a camera and a phone)
 - a notebook (or another document) to record dates of violation reports and 311 reference numbers
-

Looking at the property

Take a walk around the building, structure, or yard you are concerned about. What do you see?



Questions to ask about buildings:

- Does the building appear unsafe or unfit for people to live inside because it is deteriorated, abandoned, vacant, infested with rats or pests, unsanitary, or cause a fire hazard? Does the building seem structurally unsound?
- Are the windows or doors missing? Are all the exterior doors tightly secured? Do any exterior doors not fit properly in their frames?
- Does the roof keep out rain and prevent the walls or interior from deteriorating? Or is the roof missing?
- Are there stairways or floors still inside the building? Decks or porches outside the building? Are they structurally sound, properly anchored, capable of supporting their loads, and maintained in good repair and safe condition?

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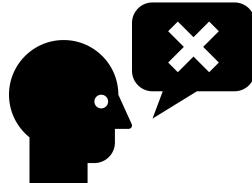
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Questions to ask about yards or vacant lots:

- Do you see garbage, vermin, spills, stagnant water, or any other health hazards? Do you see significant litter, such as paper, bottles and cans, food or yard waste, or other household trash?
 - Are there high grass (over 8" high) or weeds? Are there dangerous materials or waste (e.g. wires, nails, construction debris) dumped on the property? Do the weeds or waste block the sidewalks, gutters or alleys?
 - Are there any detached garages on the property? Fences or walls around the property? Are they structurally sound?
 - Are there overgrown trees or shrubbery? Are they dangerous for people walking or driving by the property?
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Reporting the property with 311

If a building or vacant lot may harm your health or safety, it may be a code violation. There are three main ways you can report code violations with 311:



1. **Call 311** on your phone and talk to an operator.
2. **Use the Baltimore 311 app** to submit a request. You can download and install the app for iOS or Android.
3. **Visit 311.baltimorecity.gov** and select "Submit Request".

Remember:

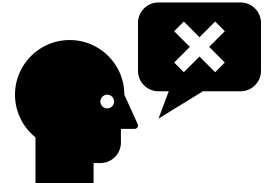
- You must have the exact street address for the property—not the block number or cross street.
- You can make an anonymous report or use a separate email address just for making 311 reports.
- Ask for a request number and write it down. You need this number to follow up if the issue is not resolved.

Questions to ask about yards or vacant lots:

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Additional Information

Following up on 311 calls

- In the past, when a 311 request is marked “closed”, it may mean that the issue has been assigned – not that it has been resolved. According to the Mayor’s Office of Neighborhoods, this practice has been changed.
- If the issue is not resolved, you may want to contact your code enforcement district office, your neighborhood association, or your City Council representative.

Sources: Building, Fire, and Related Codes Part II §116.1; Part II §116.4; Part VII. §304.4; Part VII. §304.7; Part VII. §304.10; Part VII. §304.15; Health §5-201; §5-702; Building, Fire, and Related Codes, Part II §116.2; Health §5-901, Building, Fire, and Related Codes, Part VII. §306.1; Health §5-902, 7-607-09, 7-608; Health §7-702; Building, Fire, and Related Codes, Part II §116.2, Art. 23 Sanitation, §2-2; Building, Fire, and Related Codes, Part VII. §304.24; Building, Fire, and Related Codes, Part VII. §305.3.