



**City of Rockford, Illinois – Weeds Enforcement
Frequently Asked Questions**

Q. What is the height limit for tall grass?

A. 8 inches for most properties. If your property does not have a structure on it, **and** it is over 1 acre in size, then it may be up to 10 inches tall. (*See: International Property Maintenance Code Sec. 302.4 as amended and adopted by the City of Rockford, Ordinance 2017-167-O.*)

Q. How do I report a violation?

A. The best way to report a violation is through the City's Service Request system available at: <https://dp.rockfordil.gov/DPResponsive> or by navigating to the City's website at www.rockfordil.gov and selecting "Report an Issue / Service Request" on the left side of the page

Q. What happens after I report a violation?

1. One of the City's inspection staff will respond to the complaint, most complaints are inspected in less than 2 business days.
2. If a violation is noted, an inspector may leave a notice at the property, and a notice will be mailed to the property owner, providing them time to remedy the violation. (*Code of Ordinances 17-2(a)*).
3. The property is re-inspected after time has passed to allow the owner to correct the issue.
4. If a property remains in violation, the site is added to a list for assignment to a contractor.
5. A contractor is assigned to cut the lot by the City, and has 5 days to complete the work.

Note: For properties that re-violate the weeds ordinance, steps 2-3 are skipped and violations are sent immediately to a contractor, see: *Code of Ordinances 17-2(c)*.

Q. It's been two weeks, why is my complaint not being checked out?

A. As a result of the legal requirements and processes, it may take 2 weeks from the time you submit a service request to the time that the lot is mowed; however, if the lot is in violation later on in the year, that timeline will shrink (see above question.)

Q. I received a notice that my yard is in violation on my door or via mail, what do I do?

A. You should cut / trim the overgrowth on your yard immediately to avoid fees or fines, if you need additional time, you can speak with the Neighborhood Standards Division by calling 779-348-7444, you should not call this number however to report any violations.

Q. *The City cut my grass, what happens next?*

- A. If the City has completed work at the property, the property owner will receive a letter in the mail with the amount owed.

If the amount owed is not paid, the owner or occupant of the house may be charged with a violation of code and fined, in addition to a lien being placed against the property, and/or the amounts owed added to the water bill.

Q. *How do I find out what happened with my complaint?*

- A. Anyone can use the City's Service Request Portal to check the status of a complaint, and see the resulting action. You can do this by entering the portal as a guest or logging in, and then scrolling to the bottom of the page and entering the address in the "Show Activity For" section.

Q. *Will the City notify me about a complaint I made, or tell me about a complaints against a property?*

- A. In 2019 the City received the first complaint about weeds on April 22, and the final complaint came on October 30, during that time period, the Neighborhood Standards Division completed 12,757 inspections – nearly 100 inspections per workday.

Due to the significant number of complaints received and inspections needed to serve the City, the department mobilizes its full time staff, and hires summer interns to complete additional work. Aside from case processing, these staff members spend their time completing assigned inspections and proactively enforcing the City's weeds ordinance outside the office. As a result, they will not contact the complainants for their cases.

The City of Rockford is committed to transparency in our processes. You may view a substantial amount of information through our public access portal at: <https://rockford-il.tolemi.com/> which will include historical code violation information.

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Q. *I don't have internet access, how can I make a complaint?*

- A. You may leave a message on the City's weeds enforcement hotline at (779) 348-7161, please clearly and slowly speak the address of the violation when you call.

You may also stop down to City Hall, 1st floor Permit Center and leave the address of the violation.