

# Quick Help Guide

For Connect Live

## 1 Submit a Complaint

The focus of our Code Compliance team is on getting problems fixed. Please take the time to gather supporting information, pictures or other documents so that you are prepared to help them to help you.

✓ Have the address

To be able to submit a complaint you will need the address. If you do not know the address, you may use the See on a Map link on the green navigation bar. From there you will find an interactive map that will allow you to graphically search for the property to obtain the address.

✓ Describe the problem

In the field provided, please describe the problem in as much detail as possible.

- **Although you may remain anonymous if you choose**, your description is a matter of public record.
- **Please refrain from using derogatory or inflammatory statements** in your description.

✓ Optional contact information

The contact information fields are optional and are not required to submit your complaint. However, if the compliance officer has questions or needs clarification they will have no way to contact you if the information is not provided.

- **Your contact information will become a matter of public record** if you provide.
- **To remain anonymous**, do not provide your contact information.

✓ Attachments

Please attach any pictures or documents that help depict the problem.

## 2 Track the Progress

Upon submittal of your complaint, you will be provided with a Complaint number. Be sure to write it down so that you will be able to track the progress of your complaint.

### ✓ Complaint status

In the left side bar menu, click the **Compliance** link under Search. You will be taken to Compliance Search page. Then to search for your specific complaint:

- **Enter** your Complaint number in the box under Search for Complaints.
- **Click** the submit button and **a list** of one or more complaint items will be displayed.
- **Click** on any link to see the details of that specific complaint item.

### ✓ Violation status

In the left side bar menu, click the **Compliance** link under Search. You will be taken to Compliance Search page. Then to search for your specific violation:

- **Enter** your Violation number in the box under Search for Violations/Code Board/Special Magistrate Cases.
- **Click** the submit button and **details** for that specific violation will be displayed.

### ✓ Code Board Case status

In the left side bar menu, click the **Compliance** link under Search. You will be taken to Compliance Search page. Then to search for your specific case:

- **Enter** your Code Enforcement case number in the box under Search for Violations/Code Board/Special Magistrate Cases.
- **Click** the submit button and **details** for that specific case will be displayed.

## 3 Questions?

You may contact our Code Compliance Team by email at [CodeCompliance@volusia.org](mailto:CodeCompliance@volusia.org) or by phone at (386) 736-5925.