



Submitting a Construction Site Compliance Complaint E-Permitting Guide

PURPOSE

This guide provides a step by step aid for submitting a Construction Site Compliance complaint related to an active construction site.

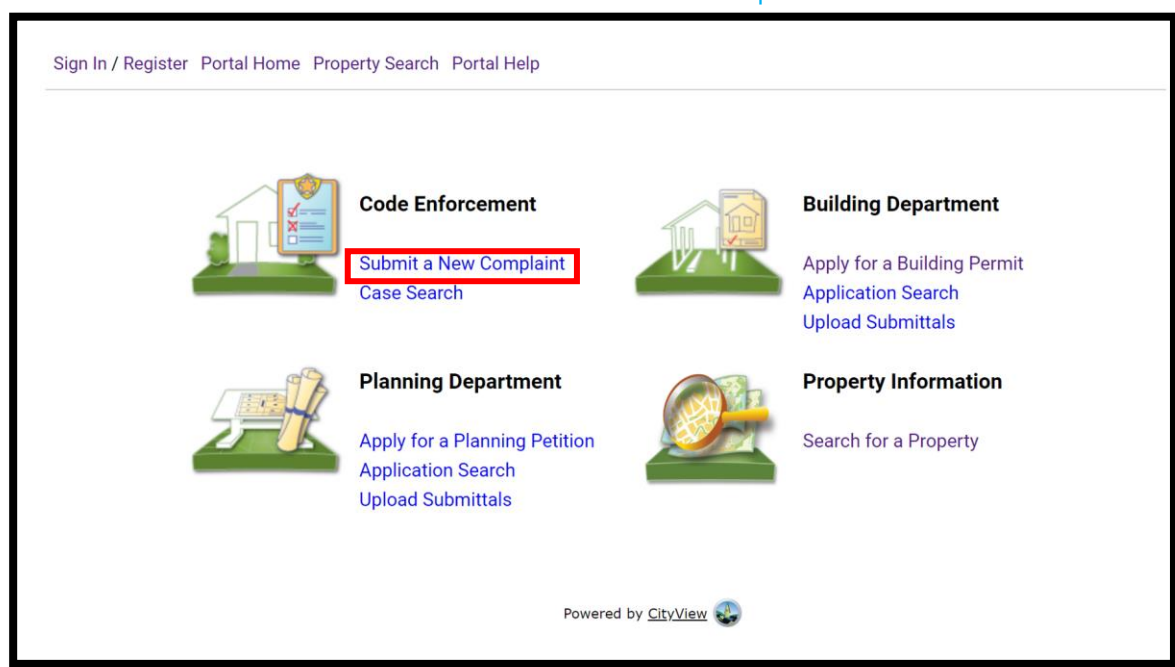
GENERAL INFORMATION

- ✓ The Building Department can be contacted at 239-213-5020 Monday- Friday from 8am- 5 pm.
- ✓ For after Hours, weekend or Holidays please call 239-564-9109
- ✓ Construction Hours:
 - Non Residential Areas** Monday - Saturday, 6:30 am - 7:00 pm
 - Special Construction Activity**
 - Pile driving and steel erection activity shall be limited to: Monday - Friday, 8:00 am - 4:00 pm, excluding federal holidays
 - Demolition activity shall be limited to: Monday - Friday, 8:00 am - 6:00 pm, excluding federal holidays
 - Residential Areas** Monday - Saturday, 7:00 am - 6:00 pm
- ✓ Construction Activity is NOT allowed on: New Year's Day, Memorial Day, Fourth of July, Thanksgiving Day, Christmas Day, Fourth of July

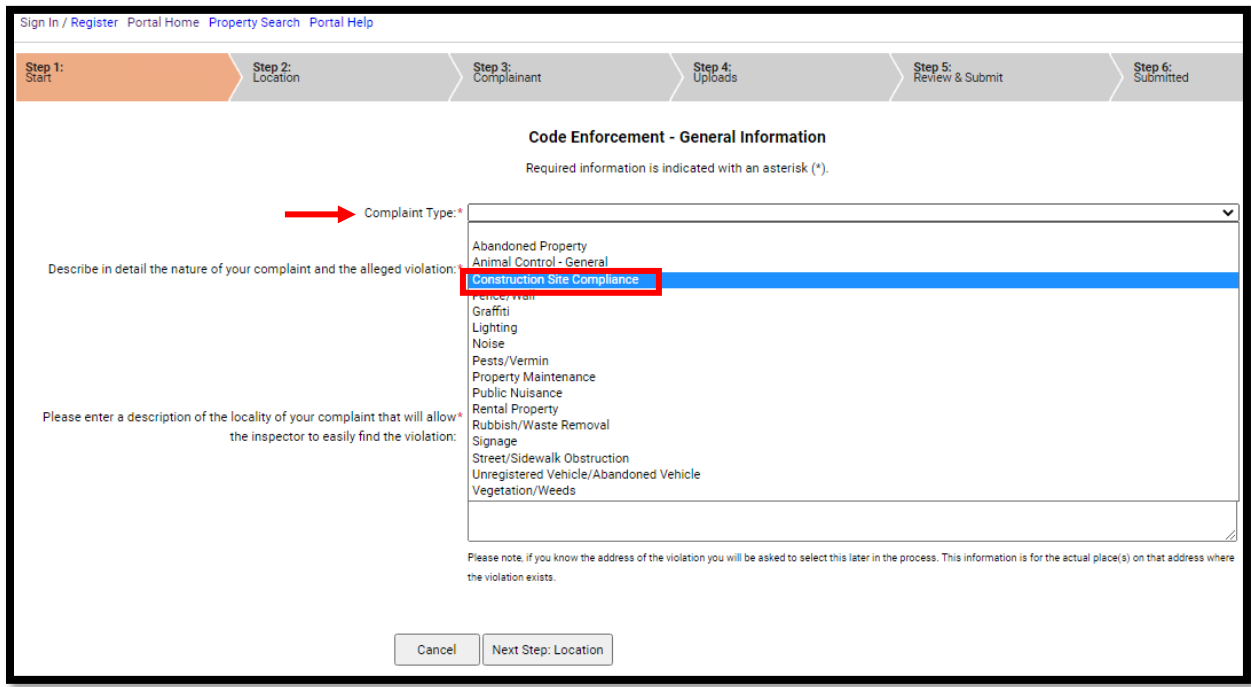
PROCEDURE

Click on link to the City of Naples Public Portal: <https://cityview2.iharriscomputer.com/CityofNaplesFlorida/>

1. Under the Code Enforcement Icon click [Submit a New Complaint](#).



2. In Step 1, select the Complaint Type **Construction Site Compliance** from the menu.



Sign In / Register Portal Home Property Search Portal Help

Step 1: Start Step 2: Location Step 3: Complainant Step 4: Uploads Step 5: Review & Submit Step 6: Submitted

Code Enforcement - General Information

Required information is indicated with an asterisk (*).

Complaint Type:*

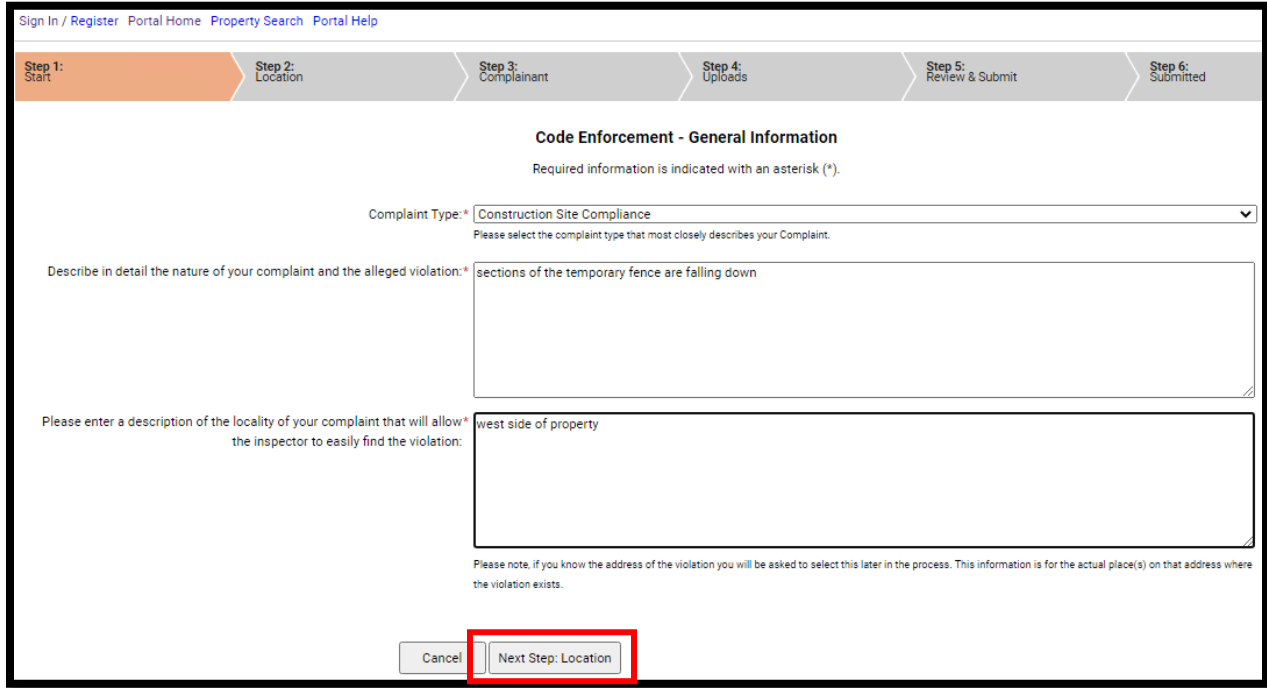
Describe in detail the nature of your complaint and the alleged violation:*

Please enter a description of the locality of your complaint that will allow the inspector to easily find the violation:*

Please note, if you know the address of the violation you will be asked to select this later in the process. This information is for the actual place(s) on that address where the violation exists.

Cancel Next Step: Location

3. Enter a description of the complaint.
4. Enter any details that will help the inspector locate the area of concern on the job site.
5. Click Next Step: Location



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Code Enforcement - General Information

Required information is indicated with an asterisk (*).

Complaint Type:*

Please select the complaint type that most closely describes your Complaint.

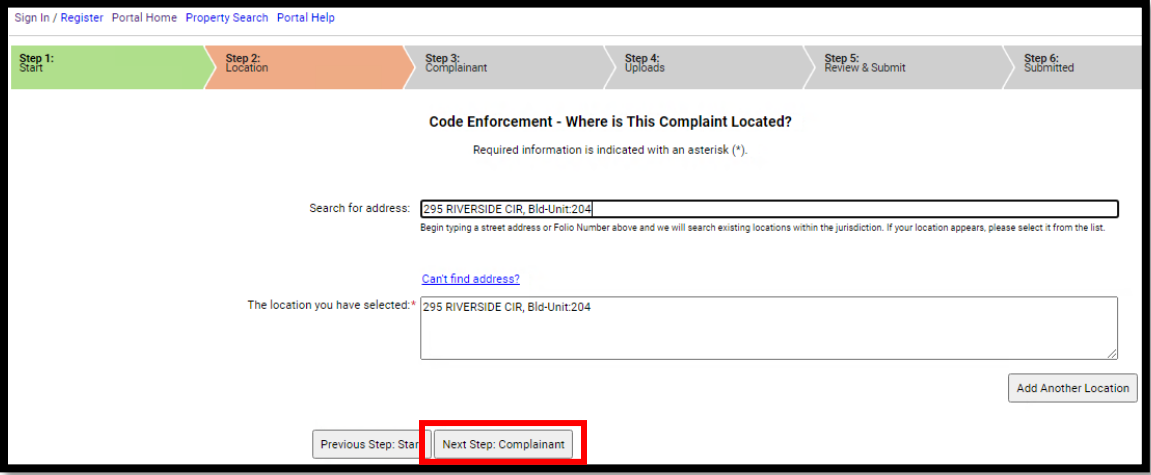
Describe in detail the nature of your complaint and the alleged violation:*

Please enter a description of the locality of your complaint that will allow the inspector to easily find the violation:*

Please note, if you know the address of the violation you will be asked to select this later in the process. This information is for the actual place(s) on that address where the violation exists.

Cancel Next Step: Location

6. Enter the property address of the complaint in Step 2.
7. Click Next Step: Complainant



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Code Enforcement - Where is This Complaint Located?
Required information is indicated with an asterisk (*).

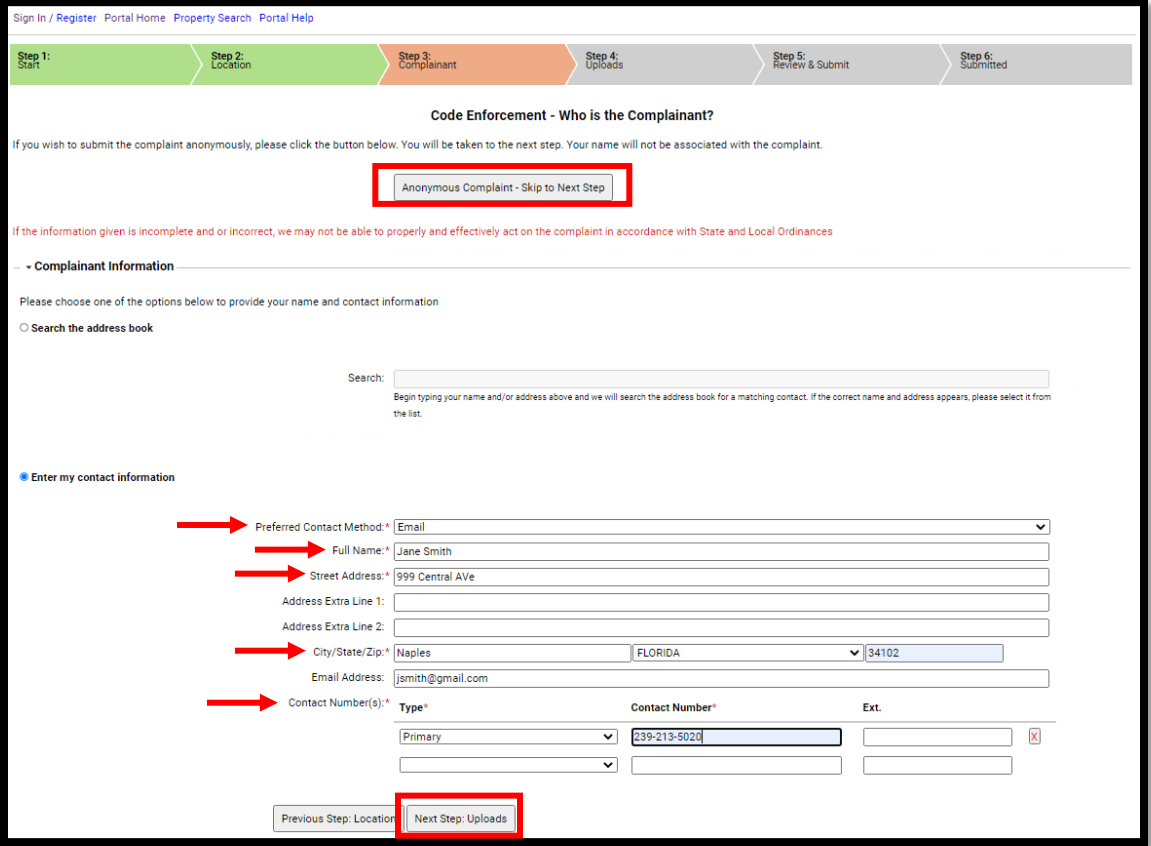
Search for address:
Begin typing a street address or Folio Number above and we will search existing locations within the jurisdiction. If your location appears, please select it from the list.

[Can't find address?](#)

The location you have selected: *

Previous Step: Start **Next Step: Complainant**

8. Step 3 allows you to enter your contact information which allows the Building Department to contact you if the inspector has additional questions.
NOTE: You may skip this step and submit the complaint anonymously by clicking Anonymous Complaint-Skip to Next Step.
9. Click Next Step: Uploads



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Code Enforcement - Who is the Complainant?

If you wish to submit the complaint anonymously, please click the button below. You will be taken to the next step. Your name will not be associated with the complaint.

If the information given is incomplete and/or incorrect, we may not be able to properly and effectively act on the complaint in accordance with State and Local Ordinances

- Complainant Information

Please choose one of the options below to provide your name and contact information

Search the address book

Search:
Begin typing your name and/or address above and we will search the address book for a matching contact. If the correct name and address appears, please select it from the list.

Enter my contact information

Preferred Contact Method:

Full Name:

Street Address:

Address Extra Line 1:

Address Extra Line 2:

City/State/Zip:

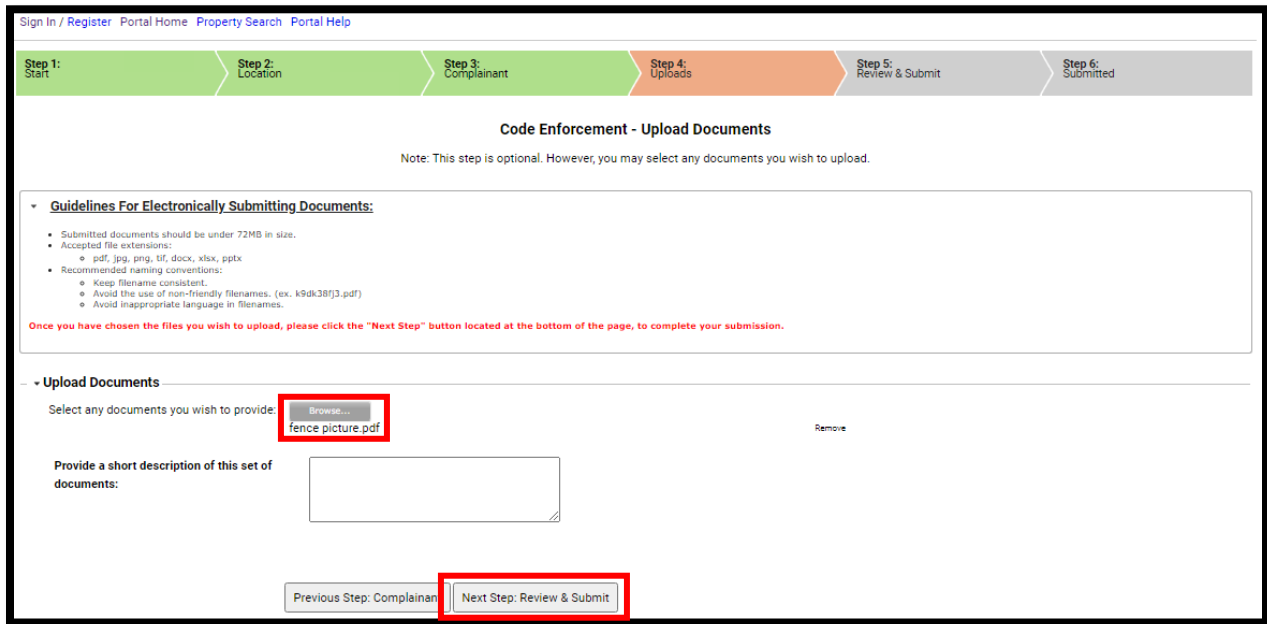
Email Address:

Contact Number(s):

| Type* | Contact Number* | Ext. |
|--------------------------------------|---|----------------------|
| <input type="text" value="Primary"/> | <input type="text" value="239-213-5020"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |

Previous Step: Location **Next Step: Uploads**

10. If you have any supporting documentation to submit you may do so in Step 4. Click the Browse button and locating the document you wish to upload from your device.
11. Click Next Step: Review & Submit



Sign In / Register Portal Home Property Search Portal Help

Step 1: Start Step 2: Location Step 3: Complainant Step 4: Uploads Step 5: Review & Submit Step 6: Submitted

Code Enforcement - Upload Documents

Note: This step is optional. However, you may select any documents you wish to upload.

Guidelines For Electronically Submitting Documents:

- Submitted documents should be under 72MB in size.
- Accepted file extensions:
 - pdf, jpg, png, tif, docx, xlsx, pptx
- Recommended naming conventions:
 - Keep filename consistent.
 - Avoid the use of non-friendly filenames. (ex. k9dlk38fj3.pdf)
 - Avoid inappropriate language in filenames.

Once you have chosen the files you wish to upload, please click the "Next Step" button located at the bottom of the page, to complete your submission.

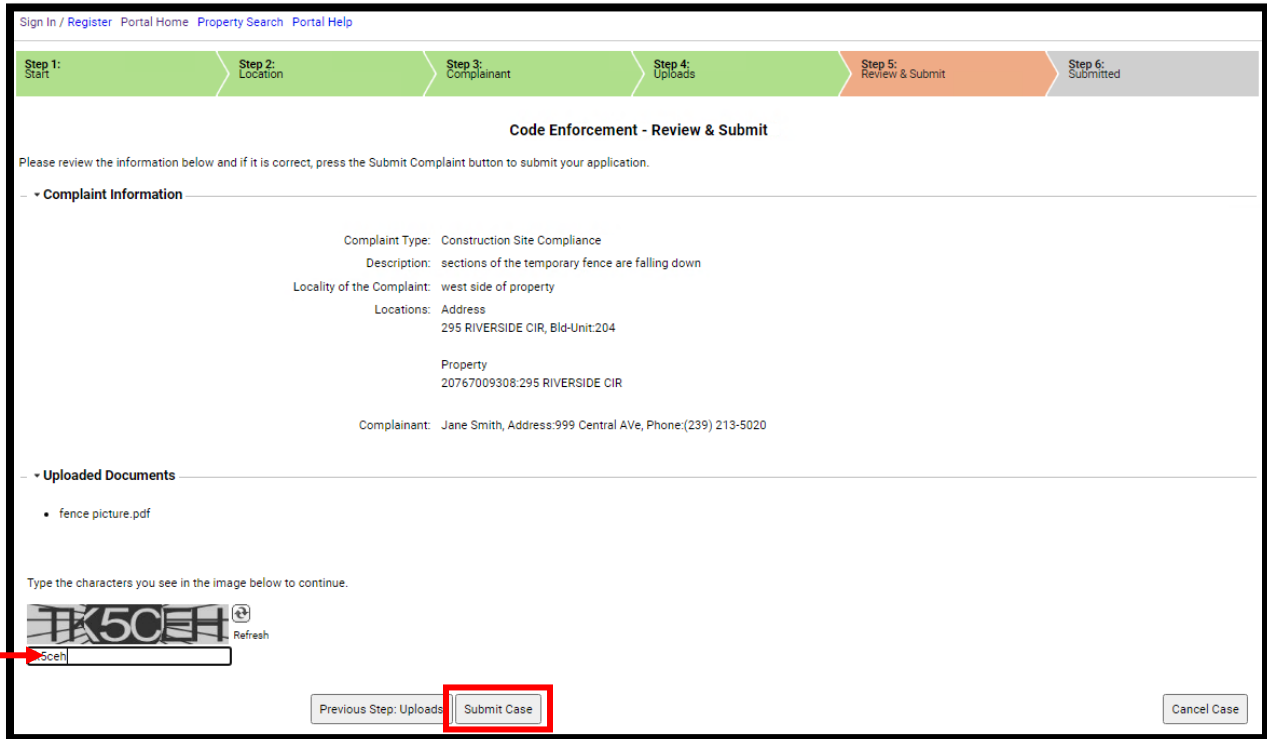
Upload Documents

Select any documents you wish to provide: Browse... fence picture.pdf Remove

Provide a short description of this set of documents:

Previous Step: Complainant
Next Step: Review & Submit

12. Review the information you have entered.
13. Enter the characters in the captcha.
14. Click Submit Case.



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Step 1: Start Step 2: Location Step 3: Complainant Step 4: Uploads Step 5: Review & Submit Step 6: Submitted

Code Enforcement - Review & Submit

Please review the information below and if it is correct, press the Submit Complaint button to submit your application.


Complaint Information

Complaint Type: Construction Site Compliance
 Description: sections of the temporary fence are falling down
 Locality of the Complaint: west side of property
 Locations: Address
 295 RIVERSIDE CIR, Bld-Unit:204
 Property
 20767009308:295 RIVERSIDE CIR
 Complainant: Jane Smith, Address:999 Central Ave, Phone:(239) 213-5020

Uploaded Documents

- fence picture.pdf

Type the characters you see in the image below to continue.

 Refresh

Previous Step: Uploads
Submit Case
Cancel Case



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15. The complaint has now been submitted and a Case Number has been assigned.

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Code Enforcement - Submitted
Case Number: CEEDGC202000963

[Print This Page](#)

Thank you for submitting your complaint online. You may be contacted regarding this complaint.

- Complaint Information

Complaint Type: Construction Site Compliance
 Description: sections of the temporary fence are falling down
 Locality of the Complaint: west side of property
 Locations: Address
 295 RIVERSIDE CIR, Bld-Unit:204
 Property
 20767009308.295 RIVERSIDE CIR
 Complainant: Jane Smith, Address:999 Central Ave, Phone:(239) 213-5020

- Documents & Images

| Date Uploaded | File Type | Document Name |
|---------------|-----------|-------------------------------|
| 12/03/2020 | | fence picture |

Please print this page or record the case number for future reference. You will need it in order to view the status of your complaint online.

Please select a link below to access the CityView Portal.

Start a new complaint
[View the status of my complaint](#)
[Portal Home](#)