



WHO DO I CONTACT?

by Nick Sortal Plantation Mayor

The City of Plantation has 16 departments spread across more than a dozen buildings, so it's understandable that navigating the system can be difficult.

I often receive calls from residents frustrated because they have not been able to reach the right person, so I want to put all of that information in one place.

I strongly suggest you use email when working with the city. It ensures your name and info are correctly provided and if you send it to a department that can't help you, our employees can easily forward it to someone who can.

The problems and where to get help:

A neighbor has property maintenance issues, such as bulk trash out early, an unkempt yard, an unsanitary pool, lawn parking, or unscreened recreational vehicles. Email askcode@psd.plantation.org. These complaints are handled by the Code Enforcement Unit housed under the police department.

Suspicious person or car in my neighborhood: Call 954-797-2100. Please put that number in your phone and mark it PLANTATION POLICE. We likely have someone on patrol a couple of minutes away, and we ALWAYS want the call. If you feel like you are in immediate danger or believe there's an active crime in progress, call 911.

Cars continuously (keyword there) parked on swales: Call police non-emergency number 954-797-2100.

I'm taking on a home improvement project: This is complicated because permits can be necessary for everything from new pools to a new roof to replacing your water heater or kitchen cabinets. You can always email HelpMeBuilding@Plantation.org.

Several departments (we call them disciplines in the building permitting process) may be necessary to approve a permit, from Engineering (to ensure you still have enough pervious area for rain to drain) to Fire (to inspect safety) to Planning and Zoning (to ensure that the structure meets height and standards for placement (i.e., setbacks from property lines). Once you apply for a permit, you can follow the progress at <https://aca.plantation.org/CitizenAccess/Default.aspx>.

My neighbor is doing improvements without permits: Contact BuildingEnforcement@plantation.org and they will investigate to ensure building safety.

There are too many speeders in my neighborhood. You can request traffic calming measures for your neighborhood. Engineering will conduct a study to measure the severity of the issue and propose solutions. But keep in mind that you will need your neighbors' support. Review the information on plantation.org/government/departments/engineering-department/traffic-calming and email Engineeringdept@plantation.org or call 954-797-2282 with additional questions.

You can also always call our traffic sergeant 954-797-2154 to request enforcement, but know that it is a temporary solution and speeding typically picks up once they are gone.

There are trees in the swale that need trimming: Contact Public Works at 954-452-2535. They will investigate and schedule the trimming as needed, unless it is the responsibility of your association, as it is with private streets.

There's a rise in the sidewalk that's dangerous: Email Askpublicworks@plantation.org. They will ensure the area is isolated to prevent anyone from getting hurt.

I'd like to apply for a job in the city: View available jobs and apply on <https://www.governmentjobs.com/careers/plantation>. Contact PGainey@plantation.org for assistance and she will guide you to the appropriate HR team member.

My trash didn't get picked up: contact Waste Management at 954-974-7500, or visit their website to log into your account and report a missed pick up. For schedules and more information about this service, visit plantation.org/government/departments/public-works/solid-waste-disposal.

My water bill is unusually high: Reach out to utilitybilling@plantation.org for assistance. You can also monitor your usage via EyeOnWater app. Sign up at eyeonwater.com/signup, set up your alerts and it will automatically notify you of potential leaks.

I need to remove a tree on my property. You will need a permit. Trees are a valuable resource with many benefits. Sometimes, however, there are valid reasons for why a tree must be removed or relocated. Typically, a certified arborist would make that determination and you will need a Tree Removal/Relocation Permit (TRP) issued by the city. You will also need to replace the tree on your lot in accordance with the city's landscape code. Contact LandscapeInfo@Plantation.org for more information.

There are a lot of different people coming in and out of a home in my neighborhood. Is it a vacation rental? It might be. Florida laws (Chapter 509, specifically) allow vacation rentals on all residential properties in the state. Cities are only allowed to regulate them to a limited extent. Our code requires anyone who wishes to operate a vacation rental to register with the city before they start utilizing the property and to follow the city ordinance regulating noise, parking and maximum occupancy. If you'd like to check whether a property is operating as a vacation rental and whether it is properly registered, feel free to email VacationRental@Plantation.org or call 954-797-2225. If it is not properly registered or does not comply with city ordinances, then the city will contact them to get them into compliance.

It may also be a home-based business. Florida Statute 559.955 allows businesses to operate within a residential zone; however, such businesses are required to have a Local Business Tax Receipt issued by the city as well as abide by all other city ordinances, including parking, neighborhood aesthetics, limiting the number of people that would work or patronize the business at the home, to minimize the impact to the neighborhood. In other words, the business must remain secondary to the primary use, which is residential. If you would like to verify whether or not a business is legally operating from the home, please feel free to email LBTR@Plantation.org or you may call 954-797-2225.

There's a City of Plantation green and white sign on a property that I noticed as I passed by. What is that about? It means that there is an application submitted to the city to modify a specific property that needs approval by the City Council. You may contact the Planning, Zoning & Economic Development Department at HelpMeZoning@Plantation.org or at 954-797-2225.

A telecommunication utility company contractor damaged my yard, driveway or other property.:

For AT&T, call 1-800-869-1615 or email browardcustomerservice@bluestreakllc.com.

For FP&L, call 1-800-468-8243. You can also go to FPL.com/Outage to find out of any outages in your area or report one.

For Comcast, call 1-800-934-6489.

For TECO, call 1-877-832-6747 or email wecare@tecoenergy.com.

If you are not sure which company is doing work in your area, reach out to our Engineering department by email Engineeringdept@plantation.org or phone 954-797-2282.

Contact Mayor Nick Sortal via
Mayor@plantation.org