

# Winona Woods Code Complaints

Keeping our neighborhood clean, safe and attractive is an important part of ensuring our property values. Unfortunately, sometimes all of our neighbors are not aware, able or willing to comply with town code. Here are some steps that you can take in an effort to protect our investments.

## Cite The Violation

- Be sure that your complaint is actually a violation of the town code. Visit <http://ecode360.com/IR0059> and use the search bar to locate the code.
- Or check the [town's website here](#)
- Or call Irondequoit Building Services at (585) 336-6026 and ask.

## Contact The Neighbor

- You might be surprised to know that more often than not residents are not aware they are breaking code or may not have the means or ability to comply.
- Consider if you were in violation, wouldn't you want the chance to fix it before you received a penalty?
- A casual conversation with a willing neighbor will almost always lead to a quicker repair. Consider using the following leads:
  - "Tim, are you aware that having a commercial vehicle in a residential neighborhood is a code violation? If code enforcement catches this, you may have to pay a stiff fine. I wanted to share that with you before anyone saw."
  - Or a more direct approach "Hey Susan, I noticed that the paint on your house has really been deteriorating over the past few years. I was a little worried because I know that something as small as that could damage all of our property values. Can I recommend some contractors?"
  - Consider "Janet, your grass is getting a little long; I noticed your lawn mower wouldn't start earlier this week. Why don't you let me take care of it this time?"

## Contact The Town

- Unfortunately, it's not always as easy as a conversation and that's when you might need to contact the town. There are two ways to do this:
  - Fill out the online complaint form [here](#).
  - OR call the Town Hall Building Services Department at (585) 336-6026

## Follow Up

- If after a couple of weeks the problem still persist. It might be a good idea to follow up with Town Hall.

## Contact Winona Woods

- If no movement after a follow up with the town. Please contact Winona Woods at [Contact@winonawoods.com](mailto:Contact@winonawoods.com)