

# Complaint Form Information Sheet for Reporting Building Code Violations:



- 1) It is essential to provide citizens a formal process for notifying code enforcement of potential building code violations in Iredell County;
- 2) [NC General Statute 160D-1110](#) states that no person shall undertake construction, reconstruction, alteration, repair, movement to another site, removal, or demolition of any building or structure without securing all permits required by the [State Building Code](#).
- 3) The county and each municipality has individual authority to identify code enforcement violations. Statesville, Troutman and Mooresville have code enforcement responsibility within their town or city limits. Iredell County has jurisdiction for issuing permits needed to resolve code enforcement matters countywide, while also coordinating with our code enforcement colleagues & [AHJs](#) within the municipal limits (including [ETJ](#)) of Statesville, Troutman, and Mooresville.
- 4) If the work or violation you are inquiring about is within the town or city limits of Statesville, Troutman or Mooresville, please contact that jurisdiction's code enforcement officer:

<b>Statesville</b>	Jay Daniels	704-768-5500	<a href="mailto:codeenforcement@statesvillenc.net">codeenforcement@statesvillenc.net</a>
<b>Troutman</b>	John Ganus	704-528-7600 (Town Hall)	<a href="mailto:codeadmin@troutmannnc.gov">codeadmin@troutmannnc.gov</a>
<b>Mooresville</b>	Charles Whitaker	704-799-4222	<a href="mailto:cwhitaker@mooresvillenc.gov">cwhitaker@mooresvillenc.gov</a>

- 5) Please take a moment to consider the nature of your complaint to determine which authority can best address the specific issue. If your issue is related to a building code violation please download a [Complaint Form](#). Iredell County Code Enforcement must have a written complaint on the Complaint Form in order to begin the process of responding to your concern – telephone calls or walk-ins cannot provide the same degree of factual detail or documentation deemed necessary and will not be considered formal complaints.
- 6) Once received, the Complaint Form will be reviewed by staff, research conducted on permitting history, ownership, and extent of jurisdiction in order to better understand the nature of your complaint. Those findings and a copy of the complaint form will then be shared with the Inspections division to schedule a site visit by a county building code enforcement official.
- 7) Several outcomes from this site visit are possible:

Determination of no violation per the applicable General Statutes

No further action would be appropriate or necessary.

Determination there is a violation of the State Building Code or General Statutes

See [NC Administrative Code, section 204.13.1](#)

Determination another authority has jurisdiction to resolve the complaint

The Code Enforcement Response Team will forward a copy of the complaint form and the inspector's findings to the Authority with Jurisdiction for follow-up.

- 8) In addition to there being multiple jurisdictions (towns, city & county) there are also other authorities that potentially have jurisdiction or can better assist you with the matter of concern, and may include:

<b>Issues related to:</b>	<b>Department</b>	<b>Contact</b>	<b>email</b>
Use of the Property	<a href="#">Iredell County Planning</a>		
Well or <a href="#">Septic</a> failure & <a href="#">Mosquito Control</a>	<a href="#">Iredell County Environmental Health</a>	Ronda Hart	<a href="mailto:ronda.hart@co.iredell.nc.us">ronda.hart@co.iredell.nc.us</a>
Trash/ Solid Waste	<a href="#">Iredell County Solid Waste</a>	Jeff Blood	<a href="mailto:jeff.blood@co.iredell.nc.us">jeff.blood@co.iredell.nc.us</a>
<a href="#">Mold</a>	<a href="#">NCDHHS – Occupational &amp; Environmental Epidemiology Branch</a>	David Lipton	<a href="mailto:david.lipton@dhhs.nc.gov">david.lipton@dhhs.nc.gov</a>
<a href="#">Lead</a>	<a href="#">NCDHHS – Occupational &amp; Environmental Epidemiology Branch</a>	(919) 707-5900	<a href="#">Contact OEE</a>
<a href="#">Asbestos</a>	<a href="#">NCDHHS – Occupational &amp; Environmental Epidemiology Branch</a>	(919) 707-5900	<a href="#">Contact OEE</a>

- 9) Please review all the associated material. When preparing the complaint form include only those items you have directly observed or can verify are pertinent to the condition of the building or structure. The inspector can only cite and Iredell County Building Standards can only assist in resolving issues governed by the NC State Building Code.
- 10) As you fill-out the [Complaint Form](#) please be certain to complete the location, owner and complainant information as thoroughly and accurately as possible. It may also be helpful to include attachments (such as photographs of conditions) to more thoroughly illustrate conditions within or around the building or structure for clarity and context.
- 11) Your completed Complaint Form can be sent to Iredell County for Code Enforcement in one of 4 ways:

via email to: [Iredell County Building Violation Response](#)

by mail to: Iredell County Building Standards  
Building Violation Response  
PO Box 788  
Statesville, NC 28687

by FAX to: 704-878-3122

or, hand deliver to: [Iredell County Building Standards](#)  
349 North Center Street  
office 301  
Statesville, NC 28677