



Guide to the Department of Business & Neighborhood Services

The Department of Business and Neighborhood Services (DBNS), formerly the Department of Code Enforcement, handles licensing, permitting, and inspections for the city of Indianapolis.

To help constituents comply with building codes, the agency works with neighborhood organizations and businesses to educate the public.

The department also oversees property use, safety, and maintenance as well as operations at Indianapolis Animal Care Services (IACS).

Mission Statement

To protect and improve the quality of life of persons and animals in the City of Indianapolis.

Main Offices & Self-Service Center
1200 Madison Ave.
Indianapolis, IN 46225
Phone: 317.327.8700

Self-Service Center Hours
Monday - Friday
9 a.m. to 4 p.m.
Closed on Weekends & Holidays



The Department of Business and Neighborhood Services consists of 3 divisions: Construction & Business Services, Property & Land Use Services, and Indianapolis Animal Care Services

Division of Construction & Business Services

The Division of Construction and Business Services (CBS) is responsible for business and contractor licensing, plan review and permitting, as well as conducting building inspections during and after the completion of a construction project. The division is made up of the Bureau of License and Permit Services and the Bureau of Construction Services.

- **Bureau of License and Permit Services**

- The Bureau of License and Permit Services issues compliance certification, licenses, permits, and registrations to property owners, construction contractors, and regulated businesses within the City of Indianapolis - Marion County.

- **Bureau of Construction Services**

- The Bureau of Construction Services (BCS) provides oversight and regulation of the building construction industry by inspecting both residential and commercial construction projects to ensure safe and quality construction is taking place in the City of Indianapolis.

Division of Property & Land Use Services

The Division of Property and Land Use Services (PLUS) provides strategic application of civil code regulation through inspection, enforcement, and abatement services related to property use/safety and maintenance, and environmental concerns. This division is made up of the Bureau of Nuisance Abatement, and Bureau of Property Safety and Maintenance Services.

- **Bureau of Nuisance Abatement**

- The Bureau of Nuisance Abatement assists with the preparation and review of legal cases, coordination of multi-agency sweeps, city advocacy and preparation of Administration Law Hearings, and support for the enforcement of the Indiana Unsafe Building Law.

- **Bureau of Property Safety and Maintenance Services**

- The Bureau of Property Safety and Maintenance Services (PSMS) provides responsible government oversight and regulation of property maintenance, zoning, land use and development standards, environmental (air quality, soil control, and forestry in the public rights-of-way), as well as regulated business licensed entities.

Indianapolis Animal Care Services

Indianapolis Animal Care Services (IACS), formerly known as Indianapolis Animal Care and Control, works in partnership with the community to promote and protect the health, safety, and welfare of the people, pets, and livestock in Marion County. IACS also manages the state's largest animal shelter, caring for more than 14,000 animals each year.



DBNS Board and Trade Boards

Board of Business and Neighborhood Services

The Director of the Department of Business and Neighborhood Services chairs this five-member board. Two members are appointed by the Mayor and two by the City-County Council for one-year terms. The board is the governing body of the department. It reviews the department budget and approves all contracts. Public meetings are held monthly. Meeting notices, agendas, and minutes can be found online at www.indy.gov/bns.

Contractor and Skilled Trade Boards

These Boards write policies and regulations concerning contractor conduct and requirements for securing building permits. They include:

- Board of General Contractors
- Board of Electrical Examiners
- Board of Heating and Cooling Examiners
- Board of Wrecking Examiners

If there is some official business to come before a board, that board holds regular monthly meetings in city offices. Special meetings may be called by the chair or any three members of a board. Meeting notices, agendas, and minutes can be found online at www.indy.gov/bns.

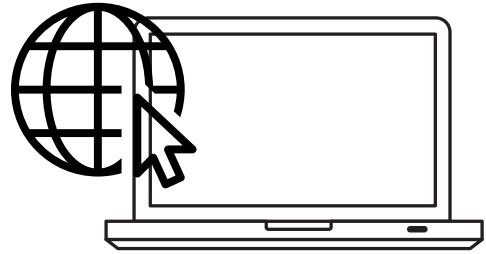
Citizens Access Portal (ACA)

To use the ACA Portal:

- <https://accela9ca.indy.gov/citizenaccess/>

ACA Portal Technical Issues:

- ACA.Admin@Indy.gov



- The Accela Citizens Access Portal is the place to apply for permits, pay fees, research permit history, and much more.
- You do NOT need to sign up for an account to do the following:
 - Research Permit/Enforcement Case History
 - Pay for Permits
 - View Permit Conditions
- You will need an account to apply for permits.
 - When applying for permits online, a paper application is NOT required. (The application will be digital and architectural drawings can be uploaded as pdfs.)

Frequently Answered Questions

Q: My address isn't popping up when I search for it, what should I do?

A: Our addressing system is sometimes picky, putting in too much information can lead to the address not auto-populating. Some tips to keep in mind:

- Try only typing the street number and street name.
- Try searching by parcel number only.
- Verify you are using the correct parcel number by using the MapIndy tool.

Q: What type of files can I upload to the ACA Portal?

A: Documents must be uploaded in PDF format and must be no larger than 150 MB. If the PDF is larger than 150 MB, the document must be split into multiple files and uploaded individually.

Q: If I can't get my plans to upload to the ACA Portal, can I email them instead?

A: If you are unable to upload your plans, we ask that you contact us (PermitQuestions@Indy.gov) to discuss the best option for turning the plans in for review.



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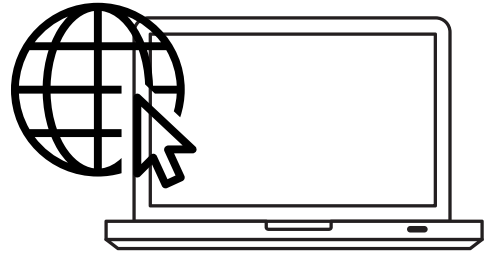
Citizens Access Portal (ACA)

To use the ACA Portal:

- <https://accela9ca.indy.gov/citizenaccess/>

ACA Portal Technical Issues:

- ACA.Admin@Indy.gov



Frequently Answered Questions (continued)

Q: Can I extend my permit using the ACA Portal?

A: Yes. Permits can be extended by selecting "Schedule an Inspection" under the Permits and Contractors tab. Select "Schedule/Request an Inspection or Submit a Completion Card." A pop-up window will then allow you to select "ACA - 180 Day Permit Extension."

Q: Can I renew an expired permit using the ACA Portal?

A: No. A written request must be submitted to:

ATTN: Permit Issuance
1200 Madison Avenue, Suite 100
Indianapolis, IN 46225

or by emailing: PermitQuestions@Indy.gov.

Q: My user account shows my license as expired, but it's not. What should I do?

A: If any documents you provided for licensure have expired, you will see this message. Please reach out to Contractors@Indy.gov for more information, or to submit your current certificate of insurance, surety bond, and/or proof of worker's compensation.

Q: Why is my account saying "not active"?

A: All Citizens Access Portal accounts are activated by clicking a link received in an automated email. If you are unable to locate the automated email, please check your spam/junk folders and mark the email sender as safe. If you still cannot find the email to verify/activate your account, please email Contractors@Indy.gov.

Q: Why would my license association request through the ACA Portal be denied?

A: A license association request would be denied if the request comes from an individual not listed as an Authorized Agent on the company's license that they're requesting to use.



Public Records

Requesting a Site/Plot Plan

Scan the QR code for
the Citizens Access
Portal



Or visit:

<https://accela9ca.indy.gov/citizenaccess/>

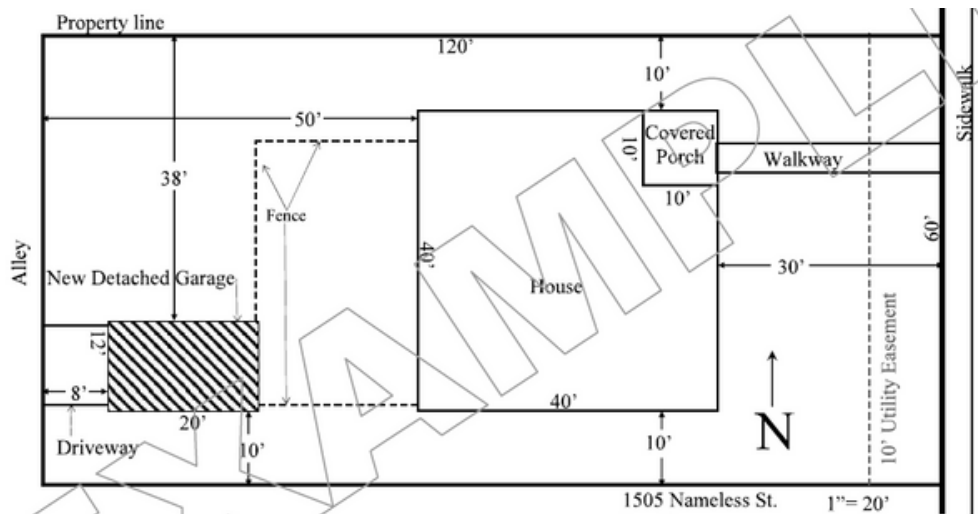
Scan the QR code to
Request a Public Record



Or visit:

<https://www.indy.gov/activity/request-a-public-record>

- A Site Plan is a scaled drawing that shows measurements of a parcel of land. It includes the size and location of any existing or proposed structures and the location of the parcel in relation to abutting streets. It is essentially a "bird's-eye" view.



Site or plot plans are frequently available on the Citizen's Access Portal.

- Visit the Citizen's Access Portal.
- Under Permits and Contractors, click search cases.
- Search by address or parcel number if known.
- Select a permit case (Hint: Look for cases that start with ILP, DRN, or SGN, these will most likely have a site or plot plan attached).
- Sort through attachments to locate a site or plot plan that may have been uploaded during the application process.
- Submit a public record request for a site or plot plan if one cannot be located through the Citizens Access Portal.



Property, Safety, & Maintenance Services (PSMS)

Trash & Illegal Dumping

To report complaints:

- Mayor's Action Center
 - 317-327-4622
- Request Indy
 - maps.indy.gov/RequestIndy/

For questions, or to dispute a violation:

- Email: trash@indy.gov
- Phone: 317-327-2281

For questions about trash liens:

- Email: BNS.Liense@indy.gov
- Phone: 317-327-4600

Investigation and Notice of Violation Process

- When a complaint is received by DBNS, an inspector will visit the area/property where the trash or illegal dumping is reported to be occurring.
- If trash/debris is found on private property, a notice of violation will be issued. A follow-up inspection will be scheduled for 10 days from the date of the notice, where the property will be revisited to check for compliance.
- Non-compliance can result in additional fees and civil action.
- If the property owner fails to clean up the trash or debris, a citation is assessed and a city vendor is scheduled to visit the property.
- If the vendor cleans up the trash/debris, the property owner will be charged a minimum of \$393 to cover waste disposal costs and administrative fees.
- An affidavit can be requested by the property owner if illegal dumping is thought to have occurred. If the case meets qualifications for free abatement, DBNS will provide clean-up services at no cost to the property owner. (Requirements can be found here: <https://citybase-cms-prod.s3.amazonaws.com/9dd27f49a99743e1898ebfd99ae99b92.pdf>)
- ILD violators will be issued a Notice of Hearing for Illegal Dumping and ordered to appear at an Administrative Law Hearing. Illegal dumping carries a fine of up to \$2,500 per case.
- If trash/debris is found in the public right-of-way, DPW may be contacted to remove the items.

Ways to Prevent Illegal Dumping

- Hire a trash hauler licensed by the city: You can hire a licensed trash hauler if you need help transporting extra garbage or heavy trash to the Citizens' Transfer Station.
- Put a "No Dumping" sign in your yard: Signs can be picked up from DBNS Monday - Friday. Each home can have up to two signs. Email trash@indy.gov to request or schedule a time to pick up a sign.



Property, Safety, & Maintenance Services (PSMS)

Litter Enforcement

To report complaints:

- Mayor's Action Center
 - 317-327-4622
- Request Indy
 - maps.indy.gov/RequestIndy/

For questions, or to dispute a violation:

- Email: trash@indy.gov
- Phone: 317-327-2281

For questions about litter liens:

- Email: BNS.Liense@indy.gov
- Phone: 317-327-4600

Litter is a violation of Chapter 361 of the City/County Code of Ordinances

- Litter not only harms the environment, it also creates a danger to the health, safety, and welfare of the public.
- Examples of litter include: trash, debris, tree brush, furniture, or any object likely to injure a person or create a traffic hazard.
- Property owners are responsible for keeping not only their private property free of litter, but also the adjacent public rights-of-way. This includes sidewalks, alleys, easements, and curbs.
- Property owners are responsible for making sure trash bins are maintained in a manner to prevent litter from being carried by the elements to adjoining premises and/or adjacent public rights-of-way.

Investigation and Notice of Violation Process

- When a complaint is received by DBNS, an inspector will visit the area/property where the litter is reported to be occurring.
- If litter is found, on private property, or in the adjacent public right-of-way, the property owner will receive a Notice of Violation (NOV). A follow-up inspection will be scheduled for 10 days from the date of the notice, at which time the inspector will revisit the property to check for compliance.
- If the property owner fails to abate the litter, a citation may be assessed and a city vendor will be scheduled to visit the property to remove the litter.
- The property owner will be billed to cover the cost of the abatement. If this bill is not paid within 10 days of its receipt, a lien will be placed on the property.

Keep Indianapolis Beautiful, in partnership with the City of Indianapolis, provides resources for residents who want to plan a community cleanup or become a block captain in their neighborhood.

For more information, visit: <https://www.kibi.org/great-indy-cleanup>.



Property, Safety, & Maintenance Services (PSMS) & Nuisance Abatement (NA)

Unsafe Building Program (USB)

To report complaints:

- Mayor's Action Center
 - 317-327-4622
- Request Indy
 - maps.indy.gov/RequestIndy/

For specific questions regarding repair, demo, or boarding violations:

- Contact Inspector on Notice

Questions about penalties, or next steps:

- Email: BNS.UnsafeBuildings@indy.gov
- Phone: 317-327-4600

- DBNS performs exterior inspections of vacant properties with unsafe conditions.
- Vacant buildings or properties with unsafe conditions and ground floor openings are required to be boarded.
- DBNS maintains data pertaining to unsafe building cases, and conducts administrative hearings on non-compliant properties with outstanding repair orders.
- **Complaints about occupied buildings with unsafe conditions should be directed to the Marion County Public Health Department at 317-221-2141.**

Investigation and Violation Process

- When a complaint is received, DBNS will inspect reports of unsafe buildings within five days of receiving the complaint.
- If the building or structure is found to be in violation, DBNS will notify the responsible parties and schedule a re-inspection.
- Repair or Demolition orders may be issued and non-compliance could result in fees and ultimately a lien being placed on the property.
- Repair order checklists may include items such as: repair rotting gutter guards, repair chipping concrete, repair broken windows and doors, etc.

Compliance with Repair Orders & Next Steps

- Once all repairs have been made, contact the Inspector listed on the repair order to schedule a compliance inspection. You can also **email BNS.PropertyInspections@indy.gov** or **call 317-327-5958**.
- Once the inspector confirms the repairs have been made and closes the violations, if you have incurred fees, contact BNS' Bureau of Nuisance Abatement to schedule a Civil Penalty Review Hearing (CP Hearing) at **BNS.Hearings@indy.gov** or **317-327-4600**.
 - The CP Hearing is an Administrative Hearing in which you have the opportunity to present testimony and evidence to an Administrative Law Judge (ALJ) to support your request to reduce the penalty amount.
 - The ALJ will review the case and determine whether there will be a reduction in civil penalties.
 - **The ALJ's decision will be mailed within 4-6 weeks of the CP Hearing date.**
 - If the ALJ rules to reduce penalties: DBNS will revise any unpaid penalties to reflect the reduced amount; or, if penalties have been paid, you will need to request a Refund Claim Form, for review.



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Property, Safety, & Maintenance Services (PSMS) & Nuisance Abatement (NA)

Unsafe Building Program (USB)

Overview of Demolition Process

- When a complaint is received, DBNS will inspect.
- If the structure is determined to be demo-worthy, a DEM case is opened.
- A Demo Hearing is usually held within 2 months.
 - The Order to Demolish and Notice of Demolition Hearing are required to be sent to the property owner, and any party with a documented legal interest, at least 33 days before a hearing can be held.
 - The ALJ can affirm, close the case if he doesn't see sufficient proof it is eligible for demolition, or continue the case.
 - Cases may be continued for progress, recent ownership change, or other extenuating circumstances (i.e. insurance settlements).
- Once Affirmed to Bid, the property becomes eligible for demolition by the City.
- DBNS then begins putting together a bid package to take through the contracting process.
 - DBNS tries to select about 30 structures per quarter for demolition (depending on budget and number of properties Affirmed to Bid).
 - Once a bid package has been determined, it usually takes 2 months for the entire bidding/contractor process to be completed.
 - Asbestos testing and abatement must be done before demolition can commence.
 - Asbestos testing almost always happens simultaneously with the bidding/contracting process.
 - Once the contract has been executed, notice to proceed with demolition on structures that do not require asbestos removal is issued.
 - When asbestos removal is required, notice to proceed with demolition is issued when that process is complete.
- Demolition can take anywhere from 30-90 days once the notice to proceed has been issued.
- **Demolition projects are dependent on budget and time constraints, as well as Indiana Unsafe Building Code and Indiana Procurement Code.**

Compliance with Demolition Orders & Next Steps

- Begin taking steps to either demolish or repair the structure to a condition that no longer warrants demolition by the hearing date provided in the demolition order.
 - Once this is done, contact the Inspector listed on the demolition order to schedule a compliance inspection. You can also **email BNS.PropertyInspections@Indy.gov** or **call 317-327-5958**.
 - If demolition or repairs are not accomplished by the hearing date, attend the hearing.
 - This is an administrative hearing in which you have the opportunity to request more time to accomplish the work or prove that the property is not worthy of demolition. During the hearing, you have the ability to present testimony and evidence to the ALJ to support your request.
 - The ALJ will determine whether to continue the hearing to a later date, affirm the order, or close the case. In **most** cases, the ALJ will make a determination during the hearing.
 - If the case is continued, you will be provided with the next hearing date before you leave.
 - If the order is affirmed, the City may seek bids to accomplish the demolition and lien the costs to the property.

Property, Safety, & Maintenance Services (PSMS)

High Weeds & Grass (HWG)

To report complaints:

- Mayor's Action Center
 - 317-327-4622
- Request Indy
 - maps.indy.gov/RequestIndy/

For questions, or to dispute a violation:

- Email: weeds@indy.gov
- Phone: 317-327-5577

For questions about HWG liens:

- Email BNS.Liens@indy.gov
- Phone - 317-327-4600

High Weeds & Grass is a violation of Chapter 575 of the City/County Code of Ordinances

- Vegetation that is 12 inches or taller is considered High Weeds & Grass
- The High Weeds & Grass program is seasonal, generally running from April 1 through October 31

Investigation and Notice of Violation Process

- When a complaint is received by DBNS, an inspector will visit the area/property where the high weeds and grass is reported to be occurring.
- If vegetation 12 inches or taller is found, on private property, the property owner will receive a Notice of Violation (NOV). A city vendor will be scheduled to visit the property 10 days after the date of the notice.
- If the vendor mows the property, the property owner will be billed a minimum of \$383.
- The property will then be added to the vendor's rotation (every 28-35 days) for mowing, unless the property owner begins to maintain the property.
- If the mowing costs are not paid, a lien will be placed on the property.



Nuisance Abatement (NA)

Abandoned & Inoperable Vehicles in the Public Right-of-Way (Towing)

To report complaints:

- Mayor's Action Center
 - 317-327-4622
- Request Indy
 - maps.indy.gov/RequestIndy/

For Questions, or to Request a Review of a Right-of-Way Tow:

- Email: BNS.ABV@indy.gov

For More Information:

- www.indy.gov/activity/abandoned-vehicles

- A vehicle is considered inoperable if it has:
 - Expired plates;
 - Flat tire(s);
 - A broken windshield; or
 - Is otherwise mechanically inoperable.
- A vehicle is considered abandoned if:
 - The vehicle has been dismantled or inoperable or is left on public property for 72 hours.

Investigation and Notice of Violation Process

- Last Chance Wrecker is required to place a notification tag in a prominent, visible place that states:
 - The vehicle has been declared abandoned;
 - Why it has been declared abandoned;
 - Instructions how to avoid having the vehicle towed;
 - Contact information for Last Chance Wrecker; and
 - Where the vehicle will be taken if towed.
- **The owner of the vehicle has 72 hours to correct the violations and move the vehicle.**
- Last Chance Wrecker is required to:
 - "Chalk the tires" to verify whether the vehicle was moved within the 72-hour timeframe allowed; AND
 - Take a time-stamped photo of the vehicle that shows the existing violation and that the notification requirements have been met. (These photos must be made available if requested for review by DBNS.)
- If the violations are not corrected and/or the vehicle was not moved within 72 hours of notification, Last Chance Wrecker may tow the vehicle and take it to AutoReturn, located at 2451 South Belmont Avenue.



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Nuisance Abatement (NA)

Abandoned & Inoperable Vehicles in the Public Right-of-Way (Towing)

To report complaints:

- Mayor's Action Center
 - 317-327-4622
- Request Indy
 - maps.indy.gov/RequestIndy/

For Questions, or to Request a Review of a Right-of-Way Tow:

- Email: BNS.ABV@indy.gov

For More Information:

- www.indy.gov/activity/abandoned-vehicles

Request to Review an Abandoned Vehicle Tow/Impoundment Fee

- You can request an administrative review of a vehicle towed/impoundment from the City street as abandoned.
- The Department of Business & Neighborhood Services reviews tows to determine if appropriate procedures were followed and legal requirements were met. The review will NOT consider reasons why the violations were not corrected. Review decisions are FINAL.
- **IMPORTANT:** Submission of the review request form, or contact with DBNS does NOT stop the accrual of storage fees. The vehicle owner is responsible for storage fees until the vehicle is released from AutoReturn.

What Can I Do with an Inoperable Vehicle?

- **REPAIR IT:** Have the vehicle repaired at an auto repair garage.
- **SELL IT:** Sell the vehicle before the date you are required to have it removed. (Do this by placing classified ads, etc., **NOT** by putting signs on the vehicle or in the windows.)
- **DONATE IT:** The Salvation Army and Volunteers of America are two non-profit organizations that accept vehicles as donations.
- **JUNK IT:** Salvage (Junk) yards will often pay you for your vehicle. However, depending on the condition of your vehicle, you may have to pay to have it removed from your property. You must also have a clear title to the vehicle when selling it to a salvage yard.
- **STORE IT:** Move the vehicle into your private garage or to a legal storage facility, completely out of public view.
- **LICENSE IT:** This can be done at any Indiana Bureau of Motor Vehicles (BMV) office.



Property, Safety, & Maintenance Services (PSMS)

Abandoned & Inoperable Vehicles on Private Property (Towing)

To report complaints:

- Mayor's Action Center
 - 317-327-4622
- Request Indy
 - maps.indy.gov/RequestIndy/

For Questions about a violation:

- Contact inspector listed on Notice of Violation; or
- Email: bns.propertyinspection@indy.gov; or
- Phone: 317-327-5024

- Abandoned vehicles are regulated by Indiana Code **IC 9-13-2-1**.
- Inoperable vehicles are regulated by **Chapter 621-127** of the Indianapolis-Marion County Code of Ordinances.

A vehicle is considered inoperable if it has:

- Expired plates;
- Flat tire(s);
- A broken windshield; or
- Is otherwise mechanically inoperable.

A vehicle is considered abandoned if:

- The vehicle is parked on private property without the consent of the property owner, or person in charge of the property, for more than 48 hours; or
- The vehicle is mechanically inoperable and left continuously in a location visible from public property for more than 20 days.

Investigation and Notice of Violation Process

- When a complaint is received, DBNS will inspect reports of abandoned and inoperable vehicles within five days of receiving the complaint.
- If a vehicle that is considered to be abandoned or inoperable is found, DBNS will notify the responsible parties via a Notice of Violation and schedule a re-inspection.
- During the re-inspection, the property will be revisited to check for compliance (removal or repair of abandoned/inoperable vehicle).
- Non-compliance can result in additional fees and civil action.



Non-Consensual Towing (Parking Lot Tows)

To report complaints:

- Tows@Indy.gov
- 317-327-TOWS(8697)

Maximum fee for towing a vehicle:

- \$150 plus a \$30/day storage fee
- Storage fee begins twenty-four (24) hours AFTER the vehicle arrives at the tow yard.

- Non-consensual towing is:
 - The towing of a vehicle from a parking lot at the lot owner's request without consent from the vehicle's owner
 - This can include the towing of abandoned vehicles
 - **Exclusions:**
 - Vehicles involved in an accident or police investigation left on private property; or
 - Accredited colleges and universities towing from their own parking lots
- A non-consensual towing license is only required for companies engaging in non-consensual towing. Companies that engage in consensual towing are NOT required to obtain the license.

Requirements for Non-Consensual Towing Companies

- Permanent signs must be posted in the lot with specific details about towing from that location.
- Every non-consensual tow requires a written authorization form be completed by the private property owner, or an agent of the property owner.
- A towed vehicle must be taken directly and immediately to a tow yard located in Marion County or within a fifteen (15) mile radius of where the tow began.
- A towed vehicle must be available for retrieval within sixty (60) minutes of the beginning of the tow.
- The tow yard must be open twenty-four (24) hours a day for citizens to retrieve their vehicles.
- All non-consensual tow businesses are required to accept credit/debit cards for payment.



Non-BNS Towing Situations

IMPD, ParkIndy, & Homeowners' Association (HOA) Tows

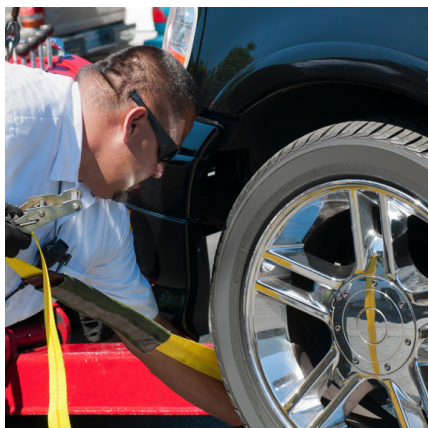
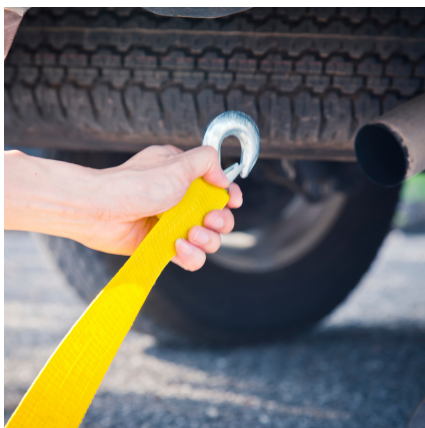
All tows conducted by the **Indianapolis Metropolitan Police Department (IMPD) must be reviewed by IMPD.**

- Please contact your IMPD District Office to file your complaint.
 - To find your IMPD District Office and contact information visit: <https://www.indy.gov/activity/find-your-police-district>.

All parking meter tows conducted by **ParkIndy are reviewed by ParkIndy.**

- Please send your dispute to parking.citations@indy.gov.
 - To view and pay citations here: <https://www.indy.gov/activity/pay-parking-ticket>.
 - To contest a parking citation, visit: <https://www.indy.gov/activity/contest-a-parking-citation-or-ticket>.

All tows conducted by a **homeowners' association (HOA) should be directed to the HOA or tow company that towed the vehicle.**



Nuisance Abatement

Administrative Hearings

Administrative hearings regarding unsafe structures and/or premises are held in accordance with Indiana's Unsafe building Law (IC 36-7-9) and Chapter 537 of the Revised Code.

- Orders may be issued requiring action to relative unsafe premises, including:
 - **Vacant Board Order:** Sealing an unsafe building against intrusion by an unauthorized person;
 - **Repair Order:** Repair or rehabilitation of an unsafe building to bring in into compliance with standards IC 36-7-9 and Chapter 537 of the Revised Code; and/or
 - **Demolition Order:** Removal of all or part of an unsafe building.
- Vacant Board Orders and Repair Orders become **FINAL** 10 days after the date the Order is issued, unless a hearing is requested in writing before 10 days.
- If an Order is not complied with, the City is authorized to have the work required by the order performed by a contracted vendor. The cost to perform the work is then assessed to the property. The City may also assess civil penalties of up to \$5,000 for failure to comply with an Order.

Civil penalty review hearings to review penalties assessed for non-compliance with a Repair Order may be requested once the property is compliant with the Order as long as all other eligibility requirements are met.

Informal hearings to dispute a HWG, trash/litter violation, and/or the accuracy of all or part of the costs of the abatement billed are scheduled upon the submittal of an Informal Hearing Request Form from the recipient of the violation. Please refer to Chapter 537 of the Revised Code for information on HWG violations and Chapter 361 of the Revised Code for information on trash/litter violations.

Administrative hearings regarding illegal dumping and other environmental violations are held in accordance with Chapter 103, Article V of the Revised Code.

- Hearings regarding unsafe building orders, high weeds & grass (HWG), and environmental violations are held at 9 a.m. and/or 1 p.m. on most Wednesdays, on a rotating basis.
- Cases are heard on a first-come, first-served basis, with sign-in beginning one (1) hour prior to the scheduled hearing time.
- Hearings are held in the Madame Walker Conference Room at 1200 Madison Ave, Suite 100 with the option to join virtually via Microsoft Teams.
- Individuals and/or their authorized representative(s) may appear with or without counsel, present evidence and arguments, and call/cross-examine witnesses. If the individual, or their representative fails to appear, the matter will be decided in their absence.

Hearing schedules and dockets, hearing request forms, civil penalty review eligibility requirements, and instructions for attending hearings virtually can be found online at www.indy.gov/activity/nuisance-abatement-administrative-hearings.

For additional assistance, please email bns.hearings@indy.gov or call 317-327-4600.



Property Safety & Maintenance Services

Displaying Vehicles & Merchandise for Sale

To report complaints:

- Mayor's Action Center
 - 317-327-4622
- Request Indy
 - maps.indy.gov/RequestIndy/

For Questions about a violation:

- Contact
- Email: bns.propertyinspection@indy.gov
- Phone: 317-327-5024

Zoning determines whether a vehicle can be legally displayed for sale

Sec. 740-1005 CIVIL ZONING VIOLATIONS

- The outdoor storage or display of merchandise or goods in any zoning district, the provisions of which do not specifically permit such a use or in violation of zoning district development standards regulating such use is a zoning violation.
- There is no permitted number of vehicles that can be displayed for sale, unless at an authorized, licensed car dealership.
 - Vehicles include: cars, trucks, boats, motorcycles, RV's, mopeds, wave runners, etc.
- In addition to vehicles, general items are not permitted to be displayed for sale on residential or commercial property not specifically zoned for such activity.
- **Violations can result in citations, a court appearance, and fines up to \$2,500.**

Vehicles can't be displayed for sale or used to advertise on public property

Sec. 621-116. PARKING FOR CERTAIN PURPOSES PROHIBITED AT ALL TIMES

- Displaying vehicles for sale in street or alley is not permitted.
- Using vehicles for advertising in street or alley is not permitted.
- **Any vehicle towed from public property will be done at the owner's expense.**

Frequently Asked Questions

Q: Can I park my own car on my own property with a "For Sale" sign on it?

A: No. Displaying vehicle for sale is not permitted.

Q: Can I park the car on the street with paper in the window describing the car and providing a number?

A: No. This is considered displaying a vehicle for sale; you can receive tickets/ your vehicle can be towed.

Q: If I have permission from an owner or manager, can I park my car and display it for sale in front of a grocery store, vacant commercial location, strip mall, or vacant lot?

A: No. The only place vehicles are permitted to be displayed for sale is at an authorized, licensed car dealership.



Property Safety & Maintenance Services

Garage & Yard Sales

To report complaints:

- Mayor's Action Center
 - 317-327-4622
- Request Indy
 - maps.indy.gov/RequestIndy/

For Questions about a violation:

- Contact
- Email: bns.propertyinspectionseindy.gov
- Phone: 317-327-5024

The frequency and duration of garage sales are limited by code

Sec. 987-202. LIMITATION ON NUMBER AND DURATION OF GARAGE SALES

- No more than two garage sales at the same location during the same calendar year
- Duration limited to three consecutive days

Garage sale location, merchandise, and advertising are also regulated

Sec. 987-203. RESTRICTIONS ON GARAGE SALES

- Cannot offer for sale, or sell, at a garage sale any used, tangible personal property which was previously purchased for the purpose of resale.
- Cannot be held in street or alley, median while open to vehicular traffic.
- Cannot be held on public sidewalk or right-of-way that impedes the flow of pedestrian traffic.
- Signs must comply with Sec. 744-902

Compliant signs may only be displayed on private property

Sec. 744-903(G) PROHIBITED SIGNS

- Not permitted in public right-of-way.
- Not permitted to be affixed to utility poles, etc. or on natural features.
- Signs in the public right-of-way are prohibited, even garage sale signs.



License & Permit Services

Special Event Permits

To report complaints:

- Mayor's Action Center
 - 317-327-4622
- Request Indy
 - maps.indy.gov/RequestIndy/

Permit-Related Questions:

- Email: SpecialEvents@Indy.gov
- Phone: 317-327-4316

For More Information or to Apply:

- www.indy.gov/activity/special-events-permits

Permits are required for events using public or private property that draw over 250 participants and involve the following:

- Closing of a street
- Blocking or restriction of streets, sidewalks or alleys and other public spaces
- Setting up of tents, stages, bleacher or other temporary structures
- Setting up of temporary signs, banners and displays

Special Event Permit fees and exceptions:

- Events anticipating less than 250 people that require a road closure must apply for a right-of-way permit.
- Block Parties requesting a road closure always require a Special Event Permit.
- Applications and fees must be submitted at least thirty (30) days prior to the start of event.
 - Fee for 250 to 2,500 participants is **\$75**
 - Fee for 2,500+ participants is **\$268**
 - If an event requires a fire inspection, or fire services, a **\$100** fee may be added
 - Limited Duration Licenses are an additional **\$75** fee per license.
 - Permit holders will be charged **\$22-27 per space per day** for blocked parking meters.

Applications must include:

- Proposed date of event
- Proposed location
- Approximate number of people attending
- Location & Duration of proposed street closures
- Location & Provision of alcoholic beverages
- Site Plan
- Location and size of temporary structures and signage
- Clean-up plan
- Emergency action plan
- Traffic management plan
- Certificate of insurance

****The Events Advisory Board is an informal gathering of local stakeholders. The EAB meets, virtually, the first Thursday of every month at 10 a.m. You may be asked to attend one of these meetings to present more information and receive feedback on your event.***



(Continued on next page)

License & Permit Services

Special Event Permits

Good neighbor rules:

- Permit holders must notify all residents and businesses in and around their event zone two weeks in advance. Flyers, if used, should include a phone number for questions, times for set-up and tear-down, and any other relevant information.
- Permits holders must show proof that they have permission to use the private property if any is included in the event zone.
- The noise ordinance states quiet hours are from 10 p.m. to 7 a.m. daily.
- Events must be accessible to people with disabilities, with unobstructed ramps and ample pathways on sidewalks.
- Do not block entrances or exits to businesses. The general public must be allowed to patronize all businesses within your event zone.
- If an event is located in an area with a stakeholder's meeting (Canal, Georgia Street, Massachusetts Avenue), an applicant must present their event at one of their meetings before the event takes place.

Street rules:

- State-approved barricades are required to close a street. In the downtown area, an Indiana Law Enforcement Certified Officer must supervise the barricades.
- Block parties and events requesting to block a street may do so with approval as long as there are no structures in the street that would impair access by residents or emergency vehicles.
- Streets cannot be painted. Handheld chalk and tape are the only allowed means of marking the streets.
- If IMPD has determined that no officer is required for your event, there must be someone over the age of 18 standing at the barricades throughout the duration of the closure to move them for emergency vehicles or residents that need to get through.
- When closing a street, consider the effects on traffic, emergency vehicles, businesses, and residents. Think about access to police or fire stations, hospitals, churches, and schools.



License & Permit Services

Limited Duration Licenses

To report complaints:

- Mayor's Action Center
 - 317-327-4622
- Request Indy
 - maps.indy.gov/RequestIndy/

Permit-Related Questions:

- Email: SpecialEvents@Indy.gov
- Phone: 317-327-4316

For More Information or to Apply:

- www.indy.gov/activity/special-events-permits

Limited Duration Licenses allow for otherwise prohibited activities at a special event.

Non-Civic:

- The outdoor sale or distribution of food, merchandise, or promotional items
- Temporary use of a transportation route or taxi stand by a vehicle transporting passengers
- The placement of a temporary banner for the event

Civic:

- The outdoor sale or distribution of food, merchandise, or promotional items
- The distribution of samples or coupons
- The placement of temporary signage related to the event
- The construction or use of temporary structures
- The occupation or use of a previously vacant structure
- Transient Merchant Activity taking place within the special event zone
- Temporary use of a transportation route or taxi stand by a vehicle transporting passengers
- The placement of a mobile wireless communication facility



(Continued on next page)

License & Permit Services

Taxi Company Licenses

Taxi questions and complaints:

- Email: Taxi@Indy.gov
- Phone: 317.327.8294

Meter-related complaints:

- Weights and Measures
 - Email: WnMe@Indy.gov
 - Phone: 317.327.3835

Applying to own or operate a taxi

Taxi companies and drivers both must visit indy.gov/activity/taxi-information-and-licenses to review materials and download a license application.

Taxi owners must...

- Complete all applications and attachments
- Pay a fee of **\$208** per vehicle (Five (5) vehicles minimum)
- Provide a current photo of the vehicles' color scheme
- Register all vehicles in Marion County with company name, address as primary owner
- Provide current public liability insurance certificates for all vehicles
 - \$100,000+ combined limit coverage for personal injury and property damage
 - Policy must indemnify anyone injured by anyone operating the vehicle
 - Only policy declaration pages will be accepted. No bills or premiums
- Provide a sample dispatch log
- Provide a copy of Secretary of State entity registration, if incorporated
- Provide a management organizational chart
- Provide active business personal property schedule number
 - Contact the Assessor's office at 317-327-4907 for more information
- Complete a background check within the last 3 months
 - Inkless Fingerprinting: www.Llenrollment.com or 1-800-472-6917
- Provide name and email address for each company's two delegates permitted to directly communicate with licensing on issues related to company licensure



License & Permit Services

Taxi Operator Licenses

Taxi questions and complaints:

- Email: Taxi@Indy.gov
- Phone: (317) 327-8294

Meter-related complaints:

- Weights and Measures
 - Email: WnMe@Indy.gov
 - Phone: (317) 327-3835

Taxi operators must...

- Have a valid Indiana Public Passenger (PPC) or Commercial (CDL) driver's license
- Provide a certified Indiana BMV driving record dated within the last 10 days
 - Print from www.in.gov/bmv or request a copy by mail
- Provide two passport-sized photos
- Provide a copy of a social security or work authorization card
- Prove residency in Marion or immediately adjacent counties for the past 12 months
- Pay a \$59 license fee
- Pay \$43.20 for a background check from INkless and provide receipt upon application
 - Schedule an INkless fingerprinting via www.lnrollment.com or (877) 472-6917
- Complete a mandatory training course and provide certificate upon application
 - zTrip conducts in-house training
 - All other drivers must contact David Daniels at (317) 995-7770 to schedule the class.
 - Super Service training certificate The Super Service training can be completed online at www.superservicetraining.com/visitindy/2014/index.shtml

New taxi operators must also...

- Have a signed letter of intent for the company they will work for
- Attend a fitness hearing prior to verify they meet the minimum requirements of Sec. 996-27 of the Revised Code of the Consolidated City of Indianapolis:
 - This hearing will be scheduled when they apply for their new license.
 - Questions will be asked on the following topics; qualifications, applicant's knowledge of the taxi ordinances, knowledge of the geography of Marion County and the surrounding counties, and the ability to communicate in English with customers.



License & Permit Services

Vendor Cart Licenses

To report complaints:

- Mayor's Action Center
 - (317) 327-4622
- Request Indy
 - maps.indy.gov/RequestIndy/

License-related Questions:

- Licensing Division
- Email: Licensing@Indy.Gov
 - Phone: (317) 327-4316

The Department of Business and Neighborhood Services licenses cart vendors that serve customers on the sidewalks of Indianapolis, including:

- Food carts
- Frozen food carts
- Flower carts
- Merchandise carts

Applying for a vendor cart license

Before opening a vendor cart business, applicants must:

- Schedule a Marion County health inspection for each cart and commissary
 - Call (317) 221-2222 for more information (**Food Carts ONLY**)
- Complete a Vendor Cart License Application including the dimensions of all carts
 - Depth, height and width
- Provide photos of the front, back and side of each cart
- Provide two passport-sized photos (2"x2") of the applicant and each employee
- Provide a copy of the insurance policy that holds harmless the city for loss of expenses arising out of operating carts and lists the city as an additional insured on the policy
 - \$100,000/\$300,000 personal injury
 - \$25,000/\$50,000 property damage)
- Pay a license fee of **\$99 per cart**
- Schedule a DBNS inspection for each cart
 - Call 317-327-4316 for more information
- Pay a cart zone drawing fee of **\$40** before Sept. 1 for each licensed cart

Cart licenses expire every year on Dec. 31



License & Permit Services

Residential Parking Permits

To report complaints:

- Mayor's Action Center
 - (317) 327-4622
- Request Indy
 - maps.indy.gov/RequestIndy/

Permit-related Questions:

- Email: ROW@Indy.gov
- Phone: (317) 327-7800

To Apply for a Residential Parking Permit:

- www.indy.gov/activity/residential-parking-permits

Residential parking permits are for designated residential parking zones as established in [Sec. 621-602](#) of the Revised Code.

- You will need the following information to apply for a Residential Parking Pass:
 - Contact Information
 - Name, address, and e-mail address
 - Vehicle Information
 - Year, make, model, and plate information
 - Proof of residency
 - i.e. valid Indiana operator's license or picture ID, utility bill, paycheck stub, credit card statement, lease agreement, mortgage document, house title
 - Proof of vehicle ownership
 - Copy of Vehicle Registration is required. If the Vehicle Registration address does not match the address on the parking permit application, please provide additional proof of ownership such as the Vehicle Title, Lease Agreement, or Insurance Declaration page.
- Each qualifying address is eligible for up to two visitor parking passes. You may apply for a visitor-only pass.
- Applications will be reviewed in 5-7 business days. Physical Residential Parking Permits will be mailed once the application is reviewed and approved.

For information about residential parking for people with disabilities visit indy.gov/activity/indianapolis-accessible-residential-parking-permit-program, or contact the Mayor's Action Center at (317) 327-4622.



License & Permit Services

Small Cell Facilities

To report complaints:

- Mayor's Action Center
 - (317) 327-4622
- Request Indy
 - maps.indy.gov/RequestIndy/

Small Cell Facilities Questions:

- Phone: (317) 327-7800
- Email: PermitQuestions@Indy.gov

Wireless providers and infrastructure companies must receive approval to place small cell facilities in the City of Indianapolis's public right-of-way

Under [IC 8-1-32.3-15\(c\)](#), the city may prohibit installations in the right-of-way in dwelling districts, where underground utilities are required pursuant to [Sec. 744-801](#) of the zoning ordinance, if a variance procedure is available.

What the city CANNOT do:

- Apply these rules retroactively to already issued permits.
- Require poles to have a minimum distance between them; however, five hundred (500) feet between small cell facilities is encouraged.
- Require variances for existing or replacement utility poles with small cell wireless facilities

State law does allow for the protection of designated historical districts

- The Indianapolis Historical Preservation Commission reviews applications for small cell facilities in historic districts before considering a Certificate of Appropriateness
 - For details about a specific permit, please use the Citizens Access Portal

Small Cell Aesthetic Guidelines

The City of Indianapolis seeks to promote well-designed and non-intrusive small cell facilities and support structures to provide wireless services to communities. In general, a small cell facility, poles and wireless support structures shall be aesthetically consistent with the materials and finish of adjacent utility poles and of the area surrounding their location. These guidelines, approved in May 2022, can be found online at

<https://www.indy.gov/activity/small-cell-facilities>



(Continued on next page)

License & Permit Services

Small Cell Facilities

To report complaints:

- Mayor's Action Center
 - (317) 327-4622
- Request Indy
 - maps.indy.gov/RequestIndy/

Small Cell Facilities Questions:

- Phone: (317) 327-7800
- Email: PermitQuestions@Indy.gov

COMMONLY ASKED QUESTIONS

Q: What is a small cell facility?

A: A small cell facility is a lower-powered antenna providing cellular and data coverage to smaller geographic areas. They improve performance in high-use or poor coverage areas within a larger cellular network. Their smaller coverage area require a greater number of facility sites than traditional cellular towers.

Q: Are there limits on how large a small cell facility can be?

A: A small cell antenna must have a volume of 6 ft³ or less, per state law. The primary equipment enclosure cannot be larger than 28 ft³. Small cell facilities are typically located in the public right of way or attached to structures such as street or traffic lights.

Q: Can small cell facilities be installed on existing poles?

A: Yes, but there is not always space available on existing utility poles. Additionally, small cell technology often requires separation between facilities to avoid signal interference

Q: Why is there an increased interest in installing small cell facilities?

A: Cellular providers want to meet demand by increasing their network capacity. Small cell facilities reduce data traffic load on roof-mounted equipment and larger cell towers.

Q: Why should small cell facilities be allowed to be placed close to homes if we are uncertain about the health effects of them near people?

A: Multiple federal health and safety agencies have studied the effects of radio frequency (RF) radiation. The Federal Communications Commission has put together an FAQ regarding RF safety available online at <https://bit.ly/2ZXQwOQ>



License and Permit Services

Shared Mobility Devices



Shared mobility device operators—including bicycles, electric bicycles, scooters, and other similar devices—must be approved by the city's license administrator.

- To get a business license from The Department of Business and Neighborhood Services, shared mobility operators must:
 - Submit an application
 - Pay a \$15,000 licensing fee
- The Department of Business and Neighborhood Services (BNS) Board's regulations:
 - Restrict the number of Shared Mobility Operators licensed by the city to six
 - Limit the total number of dockless devices per operator to 1,000
 - Create high utilization and access zones where operators must place a certain percentage of their devices

Damaged Device or Incorrectly Parked Device

If a shared mobility device is blocking the public right-of-way, is on private property, or is damaged, please contact the operator directly for the fastest response. Each bike or scooter is required to display a unique ID number to help the companies quickly determine the location.

- **Bikes**
 - Pacers Bikeshare (yellow): 317-653-1947
- **Scooters**
 - Bird (black and white): 1-866-205-2442 or hello@bird.co
 - Lime (green): 1-888-LIME-345 or support@limebike.com
 - Veo Rides (black and teal): 855-836-2256 or hello@veorise.com

Companies are required to address incorrectly parked devices within two hours of being notified of a problem between the hours of 6 a.m. to 9 p.m. Between the hours of 9:01 p.m. and 5:59 a.m., companies are required to address incorrectly parked devices within six hours of being notified.



(Continued on next page)

License & Permit Services

Shared Mobility Devices

Guidelines For Users

- Users are encouraged to wear a helmet
 - Several operators also provide free or low-cost helmets upon request
 - Users are also required to follow all traffic laws
- Scooters are permitted on city streets and bike lanes
 - Scooters are not allowed on trails, like the Cultural Trail or Monon Trail
 - Scooters should never be used on sidewalks, except when parking
- Scooters must be parked upright, leaving 4 feet of unobstructed passageway
- They should not block:
 - accessible parking zones or spaces for people with disabilities
 - bus stops
 - curb ramps
 - driveways
 - entrances or exits of buildings (scooters must be parked at least ten feet from any entrance or exit)
 - loading zones
- Devices are not allowed to be parked on any street or alleyway unless approved by the license administrator
- They are also not allowed to be parked on private property without permission of the property owner and compliance with applicable zoning codes
- Bikes rented through the Pacers Bikeshare program are required to be returned to a docking station



Property Safety & Maintenance Services

Open Burning

To report complaints:

- Mayor's Action Center
 - (317) 327-4622
- Request Indy
 - maps.indy.gov/RequestIndy/

Open Burning Questions:

- Phone: (317) 327-2236
- Email: BNS.Environmental@Indy.gov

Open burning creates both health and environmental risks

Consider alternative disposal methods to avoid possible smoke and odor nuisance, and to maintain Marion County health-based air quality standards. Illegal burning may result in fines up to **\$2,500**.

Materials that are illegal to burn:

- Leaves
- Grass clippings
- Stumps
- Household garbage/trash
- Waste lumber
- Furniture/mattresses
- Land-clearing debris
- Dead animals
- Tires
- Asbestos material
- Wire
- Hazardous materials

Residents may burn twigs, limbs or branches from their property if they...

- Use a non-combustible container with a ventilated mesh covering with openings no greater than one-fourth inch
- Place container at least 15 feet from any structure, trees or other flammable objects
- Maintain a means to extinguish the fire at all times while burning
- Burn **ONLY** between 10 a.m. and 3 p.m.
- Attend to the fire at all times
- Prevent nuisance activity

Permitted open burning types include:

- Ceremonial bonfires conducted by established groups (e.g. schools, churches or other recognized organizations)
- Campfires, patio fire pits or chiminea
- Cooking fires such as barbecue grills
- Personal comfort fires



License & Permit Services

Landlord Registration Program

To report complaints:

- Mayor's Action Center
 - (317) 327-4622
- Request Indy
 - maps.indy.gov/RequestIndy/

Landlord Registration Questions:

- Phone: (317) 327-4316
- Email: Licensing@Indy.gov

Landlord Registration Program

Owners or landlords of residential rental units within the City of Indianapolis are required to register properties with the city.

- Rental properties in Beech Grove, Lawrence, Southport, and Speedway are exempt

Accessing the Landlord Registration Form

The registration form is available online at <https://accela9ca.indy.gov/citizenaccess/>.

- Applicants must create a portal user account to access the landlord registration form.

Completing the Landlord Registration

The property owner or a designated property management company can complete the registration form.

- An individual who owns multiple rental properties may register all properties together and pay one registration fee of \$5 with an eCheck or credit card.
- A property management company who represents multiple owners must complete a registration form for each owner.

Required Information for the Landlord Registration

To complete registration, include the following information:

- Contact information for the Applicant (Landlord), Landlord's Agent for Service Process, and Indiana-based Property Manager.
- The parcel number (seven digit number) for all applicable properties
 - Parcel number information is available at maps.indy.gov/AssessorPropertyCards
- Number of rental units on each parcel



License & Permit Services

Business Licenses

To report complaints:

- Mayor's Action Center
 - (317) 327-4622
- Request Indy
 - maps.indy.gov/RequestIndy/

Licensing Questions:

- Phone: (317) 327-4316
- Email: Licensing@Indy.gov

The city of Indianapolis requires certain businesses to be licensed

Some business licenses require fingerprint background checks. In those cases, a representative from the business must deliver their application in-person and pay the application fees to BNS no later than 3:30 p.m. on a weekday.

For business licenses that don't require fingerprint background checks, a representative may mail their application with a check payable to "The City of Indianapolis" for all applicable fees.

After the application and fees are received, an inspection will be completed if required. Then the office will mail the business owner a valid operating license or a letter of denial.

License types:

- Adult entertainment
- Alarm companies
- Amusement locations
- Carriage companies and coach operators
- Commercial parking facilities
- Dance halls
- Escorts and escort companies
- Fire prevention businesses and service people
- Hotels and motels
- Kennels, groomers, pet stores and stables
- Massage businesses
- Nude model studios and nude models
- Pawn brokers
- Pedal cab companies and operators
- Public pay phones
- Refuse haulers
- Scrap and salvage companies
- Taxis
- Ticket brokers
- Tobacco specialty bars
- Towing
- Transient merchant
- Valet zone program
- Vendor carts and mobile food
- Other business licenses



License & Permit Services

Contractor Licenses

To report complaints:

- Mayor's Action Center
 - (317) 327-4622
- Request Indy
 - maps.indy.gov/RequestIndy/

Licensing Questions:

- Phone: (317) 327-1291
- Email: Contractors@Indy.gov

General, electrical, HVACR, wrecking and plumbing contractors must be licensed

BNS licenses businesses/individuals engaged in construction activity in Indianapolis. This does not include the cities of Lawrence, Beech Grove, Speedway and Southport.

- Local municipalities issue licenses for electrical, HVACR and wrecking contractors
 - These applicants must complete an exam and receive approval from the appropriate licensing board before submitting a license application
- The state administers plumbing licenses that are then registered with the city

Submit Online

Email your application, insurance certificate, and bond to contractors@indy.gov

- BNS staff reviews submittals to determine appropriate fees
- Applicants will receive an email with a link to pay their fees by card or eCheck
- After payment, applicants will receive an email with their license card attached

City-issued Licenses

Section 875-10 requires contractors engaging in any construction, land alteration, sewer, driveway or excavation work to be a listed contractor.

Electrical licenses

Section 875-20 requires an electrical contractor to be licensed if performing work to:

- Connect electrical power for onsite construction
- Install, alter, replace, service or repair a system distributing electrical power
- Service equipment supplying power to factory-constructed dwellings located in a mobile home park
- Install, modernize, replace, service or repair all or any part of an electrical power distribution system



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License & Permit Services

Contractor Licenses

HVACR licenses

Section 875-301 requires an HVACR contractor to be licensed to install, modernize, replace, service, or repair all or any part of the following:

- Heating system
- Space heating equipment
- Cooling system
- Space cooling equipment
- Refrigeration equipment
- Installation of ductwork for an exhaust hood greater than four square feet in a Class 2 structure
- Installation of ductwork for any exhaust hood in any Class 1 structure

Wrecking licenses

Section 875-401 requires a wrecking contractor to be licensed if demolishing, dismantling, dismembering, razing, or removing structures, with some exceptions.

Plumbing licenses

Section 875-501 requires a plumbing contractor licensed by the Indiana Plumbing Commission to register the license with the City of Indianapolis.

See related documents below.

- Plumbing License Requirements
- Plumbing Contractor License Renewal Requirements (2022-23)
- Contractor License Application
- Craft License Holder Application
- Indianapolis Plumbing Registration
- Authorized Agent Application



Property Safety & Maintenance Services

Asbestos

To report complaints:

- Mayor's Action Center
 - (317) 327-4622
- Request Indy
 - maps.indy.gov/RequestIndy/

Questions:

Environmental Services

- Phone: (317) 327-2236
- Email: BNS.Environmental@Indy.gov

Asbestos regulations

Asbestos-containing material (ACM) is any material containing more than 1% asbestos. Materials must be sampled by a licensed asbestos building inspector and analyzed by an accredited asbestos lab.

- The Bureau of Environmental Services regulates any renovation that will disturb or remove fragile asbestos-containing materials in the amounts between:
 - 25 and 260 linear feet
 - 15 and 160 square feet
 - .75 and 35 cubic feet.
- The bureau also regulates non-fragile ACM when it has been made fragile

Asbestos removal for businesses

For commercial buildings or residential structures with five or more units, follow this guide:

- Before demolition or renovation:
 - Hire an Indiana-licensed asbestos building inspector to review the structure
 - If asbestos is present:
 - Submit a demolition/asbestos removal notification form to the Bureau of Environmental Services and Department of Environmental Management 10 days prior to taking action
 - Hire an Indiana-licensed and Indianapolis-permitted asbestos contractor to remove the regulated asbestos-containing material (RACM)
 - Only an Indiana-licensed and Indianapolis-permitted asbestos contractor may remove regulated asbestos material if the amount is equal to or greater than three square feet, three linear feet, or .75 cubic feet.
 - If no asbestos is present, the notification form is also required 10 days prior to demolition so that an inspection may occur to verify that no asbestos is present.



(Continued on next page)

Property Safety & Maintenance Services

Asbestos

Asbestos removal for homeowners

Before renovation or demolition, homeowners of residential buildings with four or fewer dwelling units should:

- Hire an Indiana-licensed asbestos building inspector to review the structure
- If asbestos is present, the homeowner shall remove the regulated asbestos-containing material (RACM)
 - Homeowners may remove the asbestos themselves or hire an Indianapolis-permitted asbestos contractor

Hiring a contractor

- Gather several bids and written work plans from contractors
- Make sure the work plans include a description of removal and cleanup methods and that they follow local, state, and federal regulations
- Obtain a written cost of the asbestos removal and what the cost includes
- Request references and contact them for feedback
- Require the company's county certificate of operation number and state asbestos contractor's license number

Asbestos abatement permit for contractors

No operator shall remove fragile asbestos materials from a facility without a valid permit

- Fill out an Asbestos Abatement Permit Application online at indy.gov./activity/asbestos



(Continued on next page)

Property Safety & Maintenance Services

Asbestos



Removing Asbestos Yourself

- Notify the city by phone at (317) 327-2236 at least three business days before removing any RACM. Provide the approximate amount that will be removed.
- Take out all items that can be removed within the work area. Then cover the work area with thick, durable plastic.
- Shut off any air systems while you work. Cover all vents and registers in the area with plastic.
- Wear disposable coveralls to prevent contamination of clothing, and always wear a respirator equipped with a high-efficiency particulate air (HEPA) filter during removal and cleanup.
- Adequately wet the material with amended water before, during, and after stripping the material or removing units or sections. Asbestos is harmful when inhaled or ingested, which makes the use of water very important to suppress any dust that may arise during removal.
- Place the material in leak-tight containers. When using plastic bags, Indiana Department of Environmental Management regulations require that the bags be six millimeters thick.
- Wet wipe and mop the work area. These materials must also be disposed of as asbestos waste.
- Seal the waste bags with tape.
- Label the waste bags with warning labels and origination labels.
- Transport the waste, along with the disposal record form, to the approved landfill in a covered vehicle.
- Dispose of the waste at a landfill approved to accept asbestos waste (e.g., Southside Landfill in Marion County).
- Inform the landfill operator that the waste contains asbestos.



Property Safety & Maintenance Services

Urban Forest

To report complaints:

- Mayor's Action Center
 - (317) 327-4622
- Request Indy
 - maps.indy.gov/RequestIndy/

Questions:

Environmental Services

- Phone: (317) 327-2236
- Email: BNS.Environmental@Indy.gov

Trees and flora located on city-owned property are protected by BNS

All tree plantings, landscaping, spraying, bracing, removal or pruning work done to trees and flora located in public streets, lawn strips, alleys and parks require a flora permit.

- Activities requiring a permit include:
 - Planting trees, shrubs, or perennials
 - Pruning a tree
 - Requires permitted International Society of Arboriculture Certified Arborist
 - Removing a tree
 - Removal of living trees will not be approved without reasonable cause
 - Living trees must be replaced with a city-determined number of new trees
 - Chemically treating or fertilizing a tree

Apply for a flora permit

Flora Permit Applications are online, free and may be sent to BNS.Environmental@indy.gov

- Call Environmental Services to see if planting and maintenance plans are needed
- Permit review typically takes 3-5 business days, but could take 7-10 days in peak season

Recommended trees and shrubs for Marion County

- Contact BNS.Environmental@Indy.gov for a preferred list of species for your planting
- Indicate whether the planting will occur on public and/or private property

Tree root damage to sewer or septic systems

Instead of removing a tree, homeowners can flush copper sulfate down their toilets to slow or stop the progression of tree roots into their sewers or septic fingers.

- Consult with a licensed plumber before application



License and Permit Services

Weights and Measures

To report complaints:

- Mayor's Action Center
 - (317) 327-4622
- Request Indy
 - maps.indy.gov/RequestIndy/

Weights and Measures Questions:

- Phone: (317) 327-3835
- Email: WnM@Indy.gov

Transactions based on weight, measure, or count are subject to regulatory oversight

- Weights and Measures audits fuel dispensers, scales, taxi meters, and consumer complaints.

Fuel dispensers

- Observe the entire transaction. Do not re-enter your vehicle while fueling.
- Confirm the dispenser is set to zero prior to fueling.
- If the meter advances before dispensing, immediately hang up the nozzle and inform the station attendant.
 - If they won't issue a refund, reset the pump or the dispenser jumps again, contact Weights and Measures.
- Be wary of anything that impairs your ability to read any of the dispenser's indications.
- Look for Weights and Measures approval stickers, usually on the dispenser's face, to see if it has passed both an inspection and a tolerance test.
 - If the sticker is missing, the dispenser may have failed inspection or a new dispenser (or part) has been installed since it was last checked.
- Fuel quality concerns are handled by the State Division of Weights and Measures:
 - Motor Fuel Inspection Program – (317)356-7078, extension 221.
- When reporting questions or concerns about retail motor-fuel dispensers, be sure to keep your receipt and make note of the:
 - Station
 - Address
 - Pump number
 - Fuel type
 - Any other relevant information



(Continued on next page)

License and Permit Services

Weights and Measures



Market scales

- All scale indications must be clearly visible to the consumer, including weight, unit price, total sale price, and other information displayed for the transaction.
- Look for the approval sticker seal on the device.
- Pay only for the product, not the packaging.
 - Bulk pricing should include only the weight of the item and not the container
 - Some electronic scales are set to automatically deduct the weight of the packaging and some are not.
 - If you have any concerns, ask to have the package weighed again before you buy it.
- Ensure the scale is set to zero before any weighing occurs.
- Items such as net weight, unit price, and total sale price will help you determine the best deal for your dollar, and these are all required to be on the label.

Taxi meters

- Taxi meters calculate a monetary value based on distance traveled, time elapsed, or a combination of the two.
- Check the taxi's fare schedule, located on the side of the vehicle, before entering the taxi. The prices listed must match what is charged on the meter.
- All of the meter's indications must be clearly visible to passengers.
 - If your view is obstructed, ask the driver to remove whatever is blocking your view.
- The driver's taxi operator license and vehicle's license must be clearly visible to passengers at all times.



License & Permit Services

Building a Deck

To report complaints:

- Mayor's Action Center
 - 317-327-4622
- Request Indy
 - maps.indy.gov/RequestIndy/

Permit-Related Questions:

- Email: PermitQuestions@Indy.gov
- Phone: 317-327-8700

If you are planning to build a deck on your property, you will need to obtain permits based on the size and type of installation. Here are a few simple rules to keep in mind:

- Whenever any deck is constructed, the contractor (or property owner if no contractor is used) must notify the County Assessor's Office within 30 days of the deck's completion.
- For a complete list of licensed contractors in the City of Indianapolis, visit <https://www.indy.gov/activity/licensed-contractors>.
- If you are constructing an awning or enclosure above your deck, you may need a permit for that construction. Please contact us at the email or phone number above if you have questions.

What Permits are Needed and When:

Any deck less than 18 inches above grade, where water can flow through it and it is not covered by an awning:

- No Permit Required

Any deck 30 inches or less above grade where water cannot flow through:

- Drainage Permit*
- Improvement Location Permit

Any deck more than 30 inches above grade where water cannot flow through:

- Drainage Permit*
- Improvement Location Permit
- Structural Permit

****If the deck allows for water to flow through it (e.g. wood slatted), a drainage permit is not required.***



License & Permit Services

Swimming Pools & Hot Tubs

Permit-Related Questions:

- Email: PermitQuestions@Indy.gov
- Phone: 317-327-8700

Indianapolis Historic Preservation Commission:

- Phone: 317-327-4406
- Email: IHPC@Indy.gov

Regional Center

- Phone: 317-327-5155
- Email: PlannerOnCall@indy.gov

If you are planning to add a pool or hot tub to your home, you will need to obtain permits based on the size and type of installation.

- Above ground pool or hot tub less than 18 inches above grade level or less than 15 feet in diameter (ie. kiddie pools):
 - No permits required
- Above ground pool or hot tub 30 inches deep or less or 15 feet wide:
 - Drainage permit
 - Improvement Location Permit (zoning)
- Above ground pool or hot tub over 30 inches deep or wider than 15 feet:
 - Drainage permit
 - Improvement Location Permit (zoning)
 - Structural permit
- In-ground pool or hot tub:
 - Drainage permit
 - Improvement Location Permit (zoning)
 - Structural permit

IMPORTANT: Flood (FLD) permits may be required for sites located within the Floodplain. Approval from the Indianapolis Historic Preservation Commission (IHPC) and Regional Center is required for sites within those designations.

A few simple rules to keep in mind:

- Pools and hot tubs can't be placed in the front yard or within five feet of the rear of your lot.
- If placed on the side of your property, pools and hot tubs must stay within the legal set back from your property line.
- Your pool or hot tub must be enclosed by a safety cover containing a lock or protected by a fence or barrier that has a self-latching gate to prevent children or animals from potential harm.



License & Permit Services

Mini-barns & Sheds

Permit-Related Questions:

- Email: PermitQuestions@Indy.gov
- Phone: 317-327-8700

Indianapolis Historic Preservation Commission:

- Phone: 317-327-4406
- Email: IHPC@Indy.gov

Regional Center

- Phone: 317-327-5155
- Email: PlannerOnCall@indy.gov

If you are planning to place a shed or mini-barn on your property, you will need to obtain permits based on the size and type of installation.

- Shed or mini-barn 120 square feet or less, less than 15 feet in height, and is not placed on or attached to a permanent foundation:
 - No permit required
 - **NOTE: A structural permit is required if it is placed on a permanent foundation or greater than 15 feet in height, even if it is 120 square feet or less.**
- Shed or mini-barn between 120 and 200 square feet:
 - Drainage permit
 - Structural permit
- Shed or mini-barn greater than 200 square feet:
 - Drainage permit
 - Improvement Location Permit (zoning)
 - Structural permit

IMPORTANT: Flood (FLD) permits may be required for sites located within the Floodplain. Approval from the Indianapolis Historic Preservation Commission (IHPC) and Regional Center is required for sites within those designations.

A few simple rules to keep in mind:

- A shed or mini-barn cannot be constructed or placed before the property's primary structure is built.
- If your shed or mini-barn is over 200 square feet, Indiana law requires that it be on a permanent foundation.
- Sheds and mini-barns can't be placed within five feet of the rear of your lot.
- If placed on the side of your property, sheds and mini-barns must stay within the legal setback from your property line and may not be constructed or placed in an easement.
 - Sheds and mini-barns cannot interfere with drainage easements.
 - To check where easements are on your property, visit maps.indy.gov or contact a local surveyor for confirmation.



License & Permit Services

Building a Residential Fence



Permit-Related Questions:

- Email: PermitQuestions@Indy.gov
- Phone: 317-327-8700

Indianapolis Historic Preservation Commission:

- Phone: 317-327-4406
- Email: IHPC@Indy.gov

Regional Center

- Phone: 317-327-5155
- Email: PlannerOnCall@indy.gov

If you are planning to build a fence, you do not need to get a permit, but there are some rules to keep in mind:

- Some neighborhood associations maintain specific requirements that go beyond the City's, so be sure to check with your HOA about your neighborhood's covenants.
- **Acceptable fence materials:** wood, stone, brick, decorative concrete block, wrought iron, vegetated cellular confinement system, chain link, or wire.
- **Unacceptable fence materials:** barbed wire, razor, electric fences, scrap or waste materials unless recycled or reprocessed and for sale to the public. (See Sec. 744-510 for material exceptions)
- For public safety reasons, your fence must not exceed maximum height requirements:
 - Front Yard - 3.5 feet (4 feet, if chain linked)
 - Rear & Side Yard - 6 feet
- **Properties in Historic Neighborhoods:** A certificate of Appropriateness from the Indianapolis Historic Preservation Commission (IHPC) is required.
- **Properties in the Regional Center:** Regional Center approval is required.

