Neighborhood Issues and Code Violations

CITY of CRYSTAL

Answers to frequently asked questions (FAQs) on how to handle neighborhood issues and code violations.

What should I do if I have a problem with my neighbor?

Many neighborhood issues occur when someone is not aware that what they are doing is a problem for their neighbors. If you're comfortable approaching your neighbor to discuss a particular issue, feel free to try talking to them. You may find that the issue can be resolved amicably.

What if I'm not comfortable talking to my neighbor, or I've tried and nothing happened?

Report the issue to the code enforcement manager at 763-531-1143 or jason.zimmermann@crystalmn.gov. If it's a violation that has gone on for a while, such as junk in the yard, long grass, junked vehicles, parking off a hard surface, building exterior maintenance, etc., you can also make an online report on the city's website at crystalmn.gov. Go to "Code Enforcement" on the "Resident" tab under "Community Development."

How do I know if it's a code violation?

If you are unsure an issue is a code violation, contact the code enforcement manager at jason.zimmermann@crystalmn.gov, 763-531-1143.

If a violation is confirmed, the city will inform the property owner of the violation. The next step is a written notice to the property owner. In most cases, the written notice will allow 10 days to correct the violation.

For immediate hazards, like household garbage in the yard, the time for compliance can be much shorter. For longer-term issues like building exterior maintenance, the time for compliance can be longer and extensions may be given depending on the facts and circumstances of the case.

City staff will also provide guidance and referrals to resources to help the property owner resolve the issue. If the compliance date passes and the violation remains, then weekly citations with increasing fines may be issued. Ultimately, the city may have to abate the nuisance or take other legal action.

What if it's an issue where I need to call for help?

For violations limited by time, such as loud parties, loud noise, parking on public streets during a snow emergency, parking on public streets between 2 – 5 a.m. any time of year, abandoned vehicles, suspicious vehicles or activity, outdoor fires causing a nuisance, or if you witness illegal dumping, call 9-1-1 immediately.

Violations handled by the Crystal Police Department have a different process, and some violations may be dealt with immediately. For example, a car parked on the street during a snow emergency may be towed to facilitate snow removal. Another example would be a loud party where the host and guests may be cited for a noise violation at the scene.

These issues may not qualify as an emergency, but don't worry, 9-1-1 dispatch will prioritize, and it's important to call while the issue is occurring so an officer can respond.