Other FAQ

Common Issues

Code Enforcement is no longer in Community Development. The division is now in the Police Department. More info here

Can my HOA require me to do (fill in the blank).

HOA requirements are not governed by the city, they are a private agreement between property owners. Please read your HOA agreement.

How do I submit a code complaint?

Please visit the Police webpage here

My neighbor built a structure on the property line.

Property lines are not measured by the City. You must measure from the pin or hire a surveyor to get the exact locations. Property line disputes are a civil matter and you will have to work it out with your neighbor. Seek legal assistance if needed.

My neighbor built something that is questionable. What can I do about it?

Submit a code enforcement complaint here

My neighbor's leaves fall on my lawn. Who is responsible to pick them up?

Leaves that fall from a neighbor's tree onto your lawn are your responsibility to clean up.

My neighbor's fence is over the property line, tell them to move it.

This is a civil matter. You need to work it out among yourselves. Hire legal representation if needed.

My neighbors tree caused damage to my yard/ house/ fence, can you force them to pay damages?

This is a civil matter. Hire legal representation if needed.

Why hasn't my street been plowed?

See the Streets webpage for more information: Please remember that we have limited staff who are doing the best they can to get City streets cleared.

How do I report a property with tall weeds?

You can submit a code enforcement complaint here

Can you tell me if there are any permits for an address? What kind of permits do they have? How much did it cost? Who pulled the permit? Who is their contractor?

Please submit a GRAMA request on our website We have 10 business days to do the research and we will let you know if we have the information or not. There are costs associated with GRAMA requests. Some information is proprietary and cannot be shared.

If you want to see what building permits have been issued, you can see the reports on the Building Department page

My neighbor doesn't take care of their house. Can the city force them to take care of it?

The city can only intervene on certain issues. Here is a link to our nuisance ordinances

If you would like to file a complaint, please contact Code Enforcement for more information. The complaint form can be found here

Why is Google Fiber digging in my yard?

Each lot has a public utility easement or PUE. Utility providers are able to dig into these areas as needed. Google Fiber can answer further questions. Please contact them directly at 1-877-454-6959.

Public Works

I need assistance with my trash can or want to add/discontinue recycling.

Please contact Misty at 801-491-7867.

I need assistance with water shares.

Please call Public Works at 801-491-2780.

My power/ water is out. What is going on?

Please call the Power Department at 801-489-2750 for power issues, and for water outages please call the Water Department at 801-489-2740.

The Public Works Department is not available. Can you answer my question?

The Public Works Department will have to answer Public Works Questions. We can answer Planning, Building and Business Licensing Questions.

What do I need to do to get a permit to work in the road?

Contact Public Works at 801-491-2780.

Administration

Does the City provide Internet?

Springville City does not provide Cable and Internet services. You will need to find a private provider. An internet search can help you find a provider.

How can I get a passport?

Please call the passport office at 801-491-5516.

How do I change my Jolly's Ranch Reservation?

Please call Parks and Rec at 801-489-2770

I want a food booth at Art City Days.

Applications for special events such as Art City Days can be found here

When does the splash pad open?

Please call Parks and Rec at 801-489-2770 to get that information.

Where do I get a parking pass to Bartholomew Pond?

Passes are available at the cashier window on the first floor of the Civic Center. You will need to provide proof of residency.