

CODE ENFORCEMENT
JEFFERSON COUNTY, FLORIDA
1697 SOUTH JEFFERSON STREET
MONTICELLO, FLORIDA 32344
Phone (850) 342-0213 - Cell: (850) 815-9029

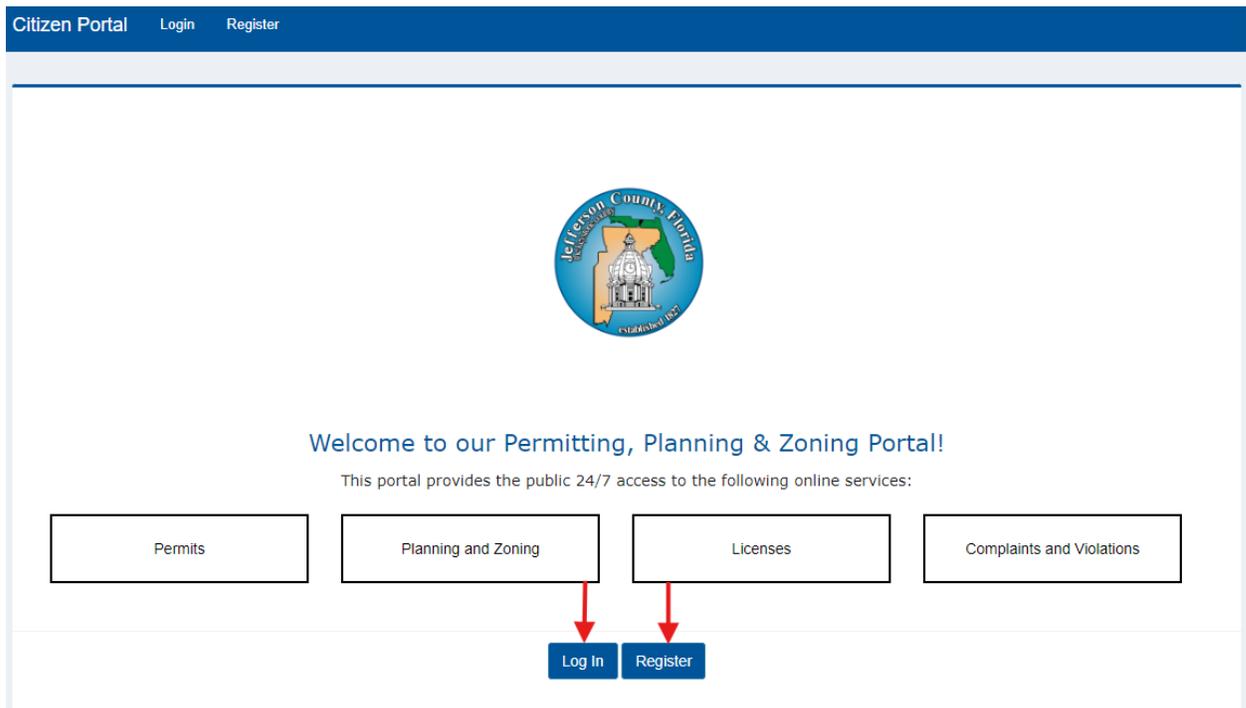


Code Enforcement Inspector: Dustin McCoy
Email: Dustin.McCoy@JCSO-FL.org

FILE COMPLAINT ONLINE

https://www.civicgov4.com/fl_jeffersoncounty/portal/index.php

- Using the link above, go to the **Citizen Portal** for Jefferson County Florida
- If you have not previously created an account within the portal, Click on the **REGISTER** button. If you have already created an account within the portal, Click on the **LOG IN** button.

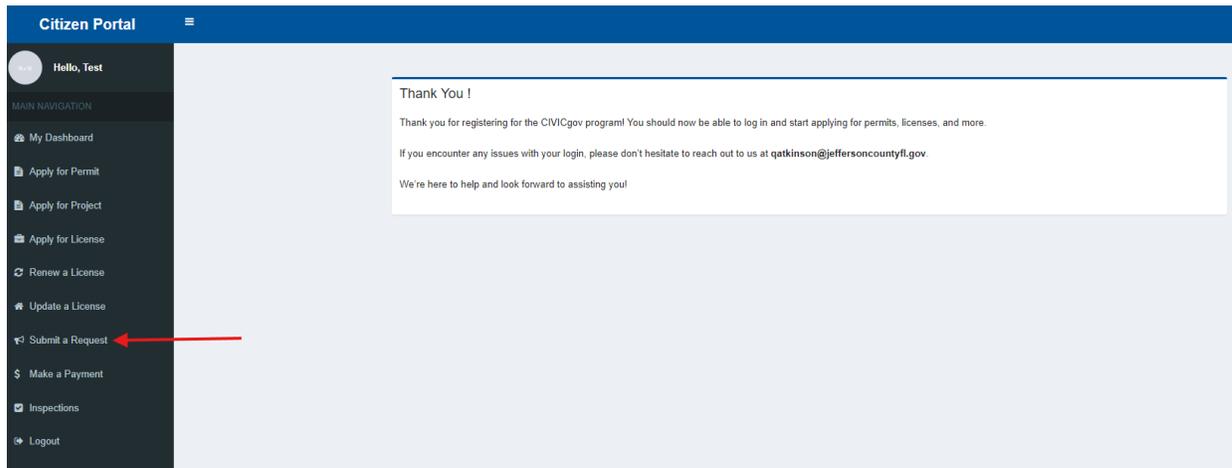


- Follow the instructions on the **User Registration** page.
- Create Account and Password

For new Registrations, please be aware of the below Password requirements:

- Password should be greater than 6 characters
- Password should not contain your name
- Password should not have more than 3 identical characters in a row
- Password should have at least 1 uppercase character (A-Z)
- Password should have at least 1 lowercase character (a-z)
- Password should have at least 1 digit (0-9)
- Password should have at least 1 special character (punctuation)

- Enter Contact Information
- After completing all required information, Click on the **REGISTER** button.
- After clicking on the Register button, you will be redirected to a “Thank You!” page. To submit a **Code Enforcement Complaint**, Click on the **SUBMIT A REQUEST** button located on the left hand side of the page.



- **Step 1: Select Land Building, Suite Location.**

On the **Create Complaint** page, you must search and pick the property location for the complaint location. You may search by: Building Name, Land Address, Suite Name, Parcel Number or Owner Name. Enter your search criteria into one of the fields and Click on the **GENERATE SEARCH RESULTS**.

Create Complaint

Please follow the steps below to complete your request submission.

Step 1: Select Land, Building, or Suite Location

In order to submit a request, you will need to pick the property location. You may search for the property location by entering the owner's name, the land or physical address, or, if known, the Property's tax parcel number. Once the information is entered, click the "Generate Search Results" button to continue.

Building Name

Land Address

Suite Name

Parcel Number

Owner Name

Generate Search Results

Displaying 1-1 of 1 result.

Parcel Number	Owner Name	Land Address	Building Location Id	Building Location	Suite Name	Suite Location
00-00-00-0360-0000-00A0	JEFFERSON COUNTY BOARD OF COUNTY COMMISSIONERS	1 COURTHOUSE CIR				

- Once your search is successful, Select the **Parcel Number** (in **BLUE**).
- After selecting the correct **Parcel Number** correlating to the complaint location you will be prompted to:
- **Step 2: Request Details**
Enter a description of your request/concern.
- Write a **Description of Concern**
- In the **REQUEST TYPE** field, select **CODE ENFORCEMENT** from the drop-down menu.
- In the **REQUEST SUBTYPE** field, select **GENERAL COMPLAINTS** from the drop-down menu.
- Click on the **SUBMIT** button.

Create Complaint

Please follow the steps below to complete your request submission.

► Step 1: Select Land, Building, or Suite Location

► Step 2: Request Details

Please enter a description of your request/concern. Then Select a Request Type and Request Subtype. Please note your name and other information, will not display to anyone but code enforcement officials.

Request Number Location

Description of Concern *

Request Type * Request Subtype *

Requestor * Email

Phone Address

- After clicking the **SUBMIT** button you will be brought to the confirmation screen showing the **DETAILS** of your submitted complaint along with a **COMPLAINT NUMBER**.

Complaint #25-0017

Details

Complaint #: 25-0017
 Type: Code Enforcement
 File Date: 2025-04-10
 Status: 00 - Portal Submitted
 Description / Notes: Testing Civic Plus

Location:
 Subtype: General Complaints
 Resolved By Date:

- Your Code Enforcement complain has now been successfully entered for review. You can now Click on **MY DASHBOARD** on the left-hand side of the screen to go to your Dashboard.
- From you Dashboard, you can Select **MY COMPLAINTS** and confirm that your complaint has been correctly entered into the Civic Portal for review.

Citizen Portal

Hello, Test

MAIN NAVIGATION

- My Dashboard
- Apply for Permit
- Apply for Project
- Apply for License
- Renew a License
- Update a License

My Dashboard

- My Permits
- My Complaints

Displaying 1-1 of 1 result.

Request Number	Parcel Number	Unit	Location	Record Type	Record Subtype	Record Status	Actions
25-0017	00-00-00-0360-0000-00A0		1 COURTHOUSE CIR	Code Enforcement	General Complaints	00 - Portal Submitted	Details

- You may click on the **DETAILS** button in the My Complaints drop-down to review the details of your complaint if needed.
- **A Jefferson County Florida Code Enforcement Officer will contact by phone and/or email to set up a date and time for an interview to confirm your identity and verify the details of your concern or complaint.**
- Should you have any issues using the Citizen Portal please contact:

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Jefferson County Planning Assistant
445 W. Palmer Mill Road
Monticello, Florida 32344
850-342-0223
qatkinson@jeffersoncountyfl.gov