

Alto Lakes Special Zoning District

Zoning Complaints

The Zoning District Commission and the ALG&CC Architectural Control Committee (ACC) have worked out a process that we jointly believe will serve the best interests of the Alto Lakes community. You may file your complaint with either the ACC or the Zoning Commission:

1. File complaint with the ACC
 - a. The ACC will review the complaint to see if it falls within the jurisdiction of the Covenants. If it does, the ACC will attempt to resolve the issue.
 - b. If the ACC is unable to resolve the complaint, the ACC will refer the complaint to the Zoning Commission.
 - c. If the complaint does not fall within the jurisdiction of the Covenants, the ACC will refer the complaint to the Zoning Commission.
2. File complaint with the Zoning Commission
 - a. Although you are encouraged to start the process by filing the complaint with the ACC, you may elect to file a complaint directly with the Zoning Commission. Contact the Commission or complete and mail a Zoning Complaint form.

How your complaint will be handled by the Zoning Commission:

1. The complaint will be checked to insure that the complaint covers a violation of the Zoning Ordinance.
2. A Commissioner will drive by the property to see if the violation is visible from the road. If construction is involved, the property will be checked for the required Zoning Permit
3. If the violation is clearly visible, the Commission will assume responsibility for resolving the violation.
4. If the violation is not visible, the Commission will ask you to provide a written complaint and some evidence of the violation ... photos are most helpful.
5. Informal resolution process
 - a. The Commission will send a letter to the property owner citing the applicable section of the Ordinance and requesting voluntary compliance. The property owner may respond by voluntary compliance, by attending a Commission meeting, or in writing.
 - b. If the matter is resolved, the Commission will notify all parties, including the ACC if the complaint was referred, and close the matter.
6. Formal resolution process
 - a. The Commission will schedule a hearing on the complaint, listen to all parties in interest, make its decision, and request voluntary compliance with the Commission's decision.
 - b. If the matter is resolved, the Commission will notify all parties, including the ACC if the complaint was referred, and close the matter.
7. Criminal resolution process.
 - a. If the Commission is unable to resolve the complaint, and there is sufficient evidence for a criminal complaint, the Commission will refer it to the Sheriff and District Attorney.