



WELCOME TO THE  
*Town of Vernon*

## What Happens After You Initiate A Property Maintenance or Zoning Complaint Using PermitLink?

- All Property Maintenance/Zoning complaints are received and processed electronically using the PermitLink portal. Please note that PermitLink requires an email address and password to proceed. Registration is free.
- A person filing a complaint through PermitLink should understand that by signing the Complaint Form, you attest that the information described in the form is **true and accurate to the best of your knowledge**. It may be necessary for Town staff to contact the reporting party for additional information.
- Once a complaint is received, Zoning Enforcement staff will review, investigate and document the findings of the complaint, based on the Town's Zoning Regulations and Property Maintenance Code, in order to determine how to address the complaint. *Depending on the nature of the violation, the person filing the complaint may be asked and/or summoned by subpoena to provide testimony on the complaint, if needed.*
- The Town of Vernon does not guarantee any results upon the filing of a complaint, nor does it contact the complainant with the results of our follow up. It is also not necessary for the reporting party to contact our offices once a complaint has been submitted through PermitLink. Please be aware that some complaints are more complex in nature and require additional steps. In many cases, the Court requires that procedural steps are taken. The successful resolution of a complaint can range from days to years and can include fines being levied against the violating party. The timeline below outlines the general process used by the Town for the successful resolution of complaints.

