



How Do I

Here you will find several topic areas that address questions commonly asked at the City of South Bend offices. The questions we frequently receive are broken into categories for ease of navigation. You can scroll past the category list to look through all the questions.

The City wants to make finding information as easy as possible. If you can't find the answer you're looking for, email [customer service](#) for additional assistance.

Question Categories

- [Paying bills, taxes, fines: parking tickets, speeding tickets, etc.](#)
- [Legal matters such as birth and certificates, marriage and divorce, etc.](#)
- [Relocation information: school listings, finding an apartment, real estate, etc.](#)
- [Reporting complaints and concerns: tall grass, snow removal, sidewalk shoveling, Better Business Bureau, etc.](#)
- [Home or property-related questions: permits, cable locator, property lines.](#)
- [General citizen information: voter registration, City Hall location &](#)

Site Search

- [Contact](#)
- [How Do I](#)
- [Site Map](#)

Quick Links

Welcome to South Bend!



Mayor Stephen Luecke, Clerk & Common Council

Highlights

- [Curbside Recycling](#)
- [Pay Utility Bill Online](#)
- [Business Licenses Available Online](#)
- [South Bend Home Improvement Program](#)
- [Lamppost Lighting Project](#)

[More...](#)

Spotlight: How Do I



Open for the season March 30! Check out the [New Zoo Web Site!](#)

[hours,](#)

[General questions about South Bend : population, weather, newspaper, South Bend history and more](#)

[Requesting financial assistance with food stamps, heating bills, legal counsel](#)

[I still have not found an answer to my question.](#)

Questions with Answers

Paying bills, taxes, fines: parking tickets, speeding tickets, etc.

Where do I pay my parking ticket or ordinance violation ticket?

- These may be paid at the Clerk's Office on the fourth floor of the County-City Building, 227 West Jefferson Blvd, or [online](#) using Visa/MasterCard. For more information, call 574.235.9221.

Where do I pay my traffic or speeding ticket?

- These should be paid at St. Joseph County Traffic & Misdemeanor Court, which is located in St. Joseph County Courthouse. Payments must be made in full with a check, cash or money order. For additional information, call 574.235.9731

Where do I pay my tax bill and special assessments?

- The St. Joseph County Treasurer bills and collects taxes for all residents of the county, including City of South Bend residents.

You can pay your taxes in person at the St. Joseph County Treasurer's Office on the second floor of the County-City Building, 227 West Jefferson Blvd. or [online](#). For questions about your taxes, call the St. Joseph County Treasurer's Office at 574.235.9531

Where can I pay a traffic ticket I got in St. Joseph County, outside the South Bend city limits?

- Contact the St. Joseph County Traffic and Misdemeanor Court @ 574.235.9731 to pay a traffic ticket received in St. Joseph County.

Where can I get a license for my dog or cat?

- You can purchase a license at the South Bend Animal Care & Control Office @ 105 South Olive Street. For additional information visit the [Animal Care & Control](#) web site or call 574.235.9303.

Legal matters such as birth and certificates, marriage and divorce, etc.

Where can I get a marriage license?

- You can apply for a marriage license at the St. Joseph County Clerk's Office, which is located in the St. Joseph County Courthouse basement. For additional information, call 574.235.9635

Where can I get a copy of a birth or death certificate?

- Contact the [St. Joseph County Health Department, Vital Records Division](#) located on the eighth floor of the County-City Building, 227 West Jefferson Blvd. for information on birth and death certificates. For additional information, call 574.235.9750

I have questions about child support. Who can help me?

- The St. Joseph County Prosecutor's Office, Child Support Division, located on the sixth floor of the County-City Building, enforces the obligation to financially support a child by locating

absent parents, establishing and enforcing child support payments, and establishing paternity when necessary. For additional information, call 574.235.9786 or visit the [Prosecutor's web site](#).

How do I get a copy of my divorce decree?

- If your divorce decree was issued in St. Joseph County, contact the St. Joseph County Clerk's Office at 574.235.9635.

Relocation information: school listings, finding an apartment, real estate, etc.

I would like a list of schools or colleges in your community. Where can I get one?

- View the [online list](#).

I would like a list of real estate companies, sporting goods stores or other businesses in your community. Where can I get one?

- Check out the online business directory provided by the [Chamber of Commerce of St. Joseph County](#) or call the chamber at 574.234.0051.

We are moving to South Bend and I need information on housing and other topics. Where can I get it?

- Request a relocation packet from the Chamber of Commerce of St. Joseph County by calling 574.234.0051 or visit the [Chamber's web site](#).

A good place to start is the online business directory offered by the Chamber of Commerce of St. Joseph County.

Reporting complaints and concerns: tall grass, snow removal, sidewalk shoveling, Better Business Bureau, etc.

How can I reach the Better Business Bureau?

- You can reach the [Better Business Bureau](#) serving St. Joseph County @ 574.277.9121.

My neighbor's grass is very tall and hasn't been mowed in some time. Who can help me with this problem?

- Contact the Department of Code Enforcement @ 574.235.9486 or [submit a complaint online](#).

The vacant lot next to my home is full of weeds. Who can do something about this?

- Contact the Department of Code Enforcement @ 574.235.9486 or [submit a complaint online](#)

My neighbor's dog barks constantly or is being mistreated. Who should I call?

- Contact the Department of Code Enforcement @ 574.235.9486 or [submit a complaint online](#).

A truck has been parked in the same spot on our street for days; I think it might be abandoned. Who do I call?

- Contact the Department of Code Enforcement @ 574.235.9486 or [submit a complaint online](#).

My neighbor has a big pile of junk in his yard. Who can do something about this?

- Contact the Department of Code Enforcement @ 574.235.9486 or [submit a complaint online](#)

My neighbor is not shoveling his part of the sidewalk. Who do I call to get something done?

- Contact the Department of Code Enforcement @ 574.235.9486

or [submit a complaint online](#).

There's a dead animal on our street. Who do I call?

- Contact the Street Department @ 574.235.9244 or [submit a complaint online](#).

There's a dead animal on our property. Who do I call?

- Contact the Department of Code Enforcement @ 574.235.9486 or [submit a complaint online](#).

Who do I contact regarding sidewalks that have not been shoveled?

- Contact the Department of Code Enforcement @ 574.235.9486 or [submit a complaint online](#).

I want to report a street light outage. Who do I contact?

- Contact the Department of Engineering @ 574.235.5939 or [submit a complaint online](#).

Home or property-related questions: permits, cable locator, property lines.

Do I need a permit for my home improvement project? If so, where do I get it?

- Call the Building Department at 574.235.9554 to find out if you need a permit. To apply for a permit, [download applications online](#) or stop by the Building Department office @ 125 S. Lafayette Blvd, Suite 100.

I am building a fence. How high can it be, and how close can it be to my neighbor's property?

- You can construct the fence on the property line. However, it is recommended that when constructing a fence, it is setback 2-3 feet to allow room to for maintenance of the fence without

standing on the neighboring property. For accurate property line information, you need to hire a licensed land surveyor or engineering company. Contact the [Department of Code Enforcement](#) @ 574.235.9486 for additional information.

I want to do some digging in my yard. Who do I call to locate buried cables?

- Your responsibility as a homeowner is to call 2 days before you plan to dig anywhere on your property. This will give the utility companies time to locate and mark all of the underground lines and pipes, to prevent damage to you and your property. There is no charge or fee for this service. Call IUPPS at 800.382.5544 or visit the [IUPPS web site](#) for additional information.

I want to have my property surveyed; who does that?

- Surveying in South Bend is done by private companies. You can find a listing of them in the yellow pages.

I want to locate my property lines. Who should I call?

- The City of South Bend will not locate property lines due to the legal ramifications. For accurate property line information, you need to hire a licensed land surveyor or engineering company.

When do tree branches get picked up or how can they be disposed of?

- The Bureau of Solid Waste collects branches and yard waste. [View the guidelines.](#)

If my neighbor's tree is hanging over my property do I have the right to cut it?

- It's best to talk to your neighbor before doing any pruning.

You have the right to prune branches from a neighbor's tree (at your expense) only if the branches interfere with the use of your property (example: the branches hit you in the face when mowing). Any pruning is to be kept at a minimum so as not to harm the tree. Contact the [Parks Department Forester](#) for additional information.

General citizen information: voter registration, City Hall location & hours,

Where do I renew my driver's license and/or get information on the status of my driver's license?

- Contact the Indiana Bureau of Motor Vehicles @ 574.23.2149 for information on getting or renewing a driver's license. The department's South Bend office is located at 4646 W. Western Ave., Belleville Pl. For more driver's license information, visit the [Indiana Bureau of Motor Vehicles Web site](#).

Where do I register to vote?

- You can register to vote at the St. Joseph County Voter Registration Office, located on the fourth floor of the County-City Building, 227 West Jefferson Blvd. For additional information, call 574.235.9521

Where is City Hall and when is it open?

- South Bend City Hall is located at 227 West Jefferson Blvd. in downtown South Bend. Our business hours are 8:00 a.m. to 5:00 p.m., except for [City observed holidays](#). Some departmental hours may vary on an individual or seasonal basis. Contact individual departments for details.

Where is St. Joseph County Hall and when is it open?

- St. Joseph County Hall is located at 227 West Jefferson Blvd. in downtown South Bend. Their business hours are 8:00 a.m. to 4:30 p.m., except for County observed holidays. Some

departmental hours may vary on an individual or seasonal basis. Contact individual departments for details. Visit the [St. Joseph County web site](#) for further information.

My car was towed, who do I need to contact to find out where it is?

- If your car was parked on the street, call the Police Department @ 574.235.9201.
- If your car was parked in a lot, contact the owners of that lot to find out which towing service they use.

There is a stray cat or dog hanging around my house. What should I do?

- Contact [Animal Care & Control](#) @ 574.235.9303 for assistance.

My cat or dog is missing. What should I do?

- Contact [Animal Care & Control](#) @574.235.9303 for assistance.

General questions about South Bend : population, weather, newspaper, South Bend history and more

What is the population of South Bend?

- The population of the City of South Bend was 107,789 in 2000 census. [Click for additional info.](#)

What county is South Bend in?

- South Bend is in St. Joseph County, along the Indiana/Michigan border.

What time zone is South Bend in?

- South Bend is in the Eastern Standard Time Zone.

How long does it stay cold in South Bend?

- [Click to view](#) South Bend temperature averages

What is South Bend's main newspaper?

- The city's largest newspaper is [The South Bend Tribune](#).

How many hospitals does South Bend have?

- There are 2 world class hospitals in South Bend. [Click to learn more](#) about the city's health care facilities.

Where can I learn more about South Bend history?

- Visit the [Northern Center of Indiana History web site](#).

Requesting financial assistance with food stamps, heating bills, legal counsel

Where can I get food stamps, medical or heating assistance?

- [Family & Social Services](#) can provide additional information for food stamps, Medicaid & Welfare questions. Call 574.236.5300 for additional information.
- The Portage Township Trustee offers other financial assistance. Call 574.233.2126 for additional information.

Where can I find information about rental assistance?

- Contact the South Bend Housing Authority at 574.235.9346.

I need legal advice in a non-criminal matter, but I can't afford a private attorney; who can help me?

- The [Lawyer Referral Program of the St. Joseph County Bar Association](#) is an attorney referral program that places clients in need of services with an attorney suited to meet their legal

needs. When you inquire about a referral you will need to explain the particular area of law, or the circumstances of the situation that prompts you to seek an attorney. Call 574.235.9657 or [visit their web site](#) for additional information.

I still have not found an answer to my question.

I still need assistance. Who do I contact?

- Check the [Topcial Directory](#), where more common issues are addressed in an alphabetical list, with contact information.
- [Contact Us](#) for additional assistance.

City of South Bend
227 West Jefferson Blvd. • Suite 1200 N
South Bend, Indiana 46601
574.235.9216

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