



South Apopka

Safe Neighborhood Association

A newsletter about issues important to you and your neighbors...

Important Orange County Numbers

Orange County
Customer Service
3-1-1

Sheriff's Non-Emergency
407-836-HELP (4357)

Sheriff's Emergency
9-1-1

Crime Line
407-423-TIPS (8477)

Drug Enforcement
407-521-2400

Parking Enforcement
407-836-0800

Seniors First
407-292-0177

Housing, Food, Social Services
2-1-1

Find hurricane and COVID-19
resources at
WWW.OCFL.NET



Consumer Tips

Tips to Avoiding Consumer Fraud

Learn to recognize fraud and how to avoid becoming a victim. Orange County's Consumer Protection Office is on your side to provide the information you need and protection you deserve. A few suggestions:

HIRING A CONTRACTOR

- Be cautious about door-to-door solicitors and advertisements on classified sites like Craigslist.
- Verify the contractor is licensed to perform the work you are hiring them for by calling the Florida Department of Business and Professional Regulation at 850-487-1395.
- Hire a contractor with a real office, not just a post office box address or residential home address.
- Verify that your contractor complies with state workers' compensation requirements by calling the Florida Division of Workers' Compensation at 800-742-2214.

CREDIT CARD FRAUD

- Keep an eye on your card during the entire transaction.
- Draw a line through any blank spaces on restaurant checks if you are not going to write in a dollar amount.
- Don't give out your card number over the phone unless you know the company.
- Immediately call your credit card company if you see any suspicious charges on your statement.
- Many texts and emails about your credit card are phishing scams. If you are unsure about a text or email you receive, call the phone number on the back of your card.

ADDITIONAL TIPS

- Work-from-home schemes are almost always scams.
- Avoid "pay today" pressure tactics. Take the time to research and compare prices.
- Ask about the refund policy before you buy.
- Always read contracts completely before signing. If you don't understand the term, don't rely on the business to explain it to you. You may want to have an attorney review the contract.

For more information about the Orange County Consumer Protection Office, email fraudhelp@ocfl.net or call 407-836-3111.

OFFICE OF TENANT SERVICES
Bridging the Gap Between Tenants and Landlords

The Office of Tenant Services acts as a one-stop shop and clearinghouse to address issues of landlord and tenant rights for citizens located within unincorporated Orange County. It focuses on outreach and education for both tenants and landlords by providing information related to renting within Orange County.

The Office of Tenant Services ensures residents know what their rights are under Florida law. The office can also investigate complaints and enforce the Tenant Bill of Rights Ordinance and the Rental Notices Ordinance. It provides referrals for:

- Orange County Code Compliance
- Other Orange County departments
- Legal Aid Society of the Orange County Bar Association
- Nonprofit organizations
- Additional community stakeholders

What the Office of Tenant Services does NOT do:

- Provide direct monetary assistance
- Provide emergency rental assistance
- Represent consumers in legal actions
- Provide legal advice
- Force or order a landlord or tenant to provide a specific resolution



Contact the Orange County Office of Tenant Services:
Email TenantServices@ocfl.net or call 407-836-RENT or 407-836-7368.

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IN THIS AREA
PER USPS REGULATIONS**

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Orange County Government
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Services
Division**
"Engaging and Strengthening Neighborhoods"
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