

# Questions Regarding Towing Contracts & Incidents

To obtain assistance in establishing a towing contract for your neighborhood or for information on towing activities in your area, please contact:

**Orange County Sheriff's Office  
Criminal Investigations Division  
Auto Theft Unit**

2500 W Colonial Drive  
Orlando, FL 32804

**407-254-7000 or dial 311  
Fax: 407-254-7240**



# Filing Consumer Complaints

We are on your side to provide the information you need and protection you deserve. If you wish to file a towing complaint, please contact:

**Orange County Consumer Fraud Unit**  
415 N Orange Ave, 1st Floor  
Orlando, FL 32801

Mailing Address:  
Post Office Box 1673  
Orlando, FL 32802

**407-836-2490 or dial 311  
Fax: 407-836-1210  
Email: fraudhelp@sao9.org**

For helpful information on towing in Orange County, please visit:

<http://www.orangecountyfl.net/TrafficTransportation/TowingandParkingInformation/TowingInformation.aspx>



# Home Owners Associations & Trespass Towing







# Rules & Laws Governing Towing in Orange County

- Orange County Code - Chapter 35, Article II, Division 3 - Section 35-56
- Florida Statutes - Chapters 713 and 715



The main goal of condominium or homeowners association boards is to make their members feel at home. That begins with ensuring that everyone within your association knows and respects the rules, which are geared toward making every owner's life safe, peaceful, and predictable. A common area where problems occur is illegal parking.

Everyone can understand that having your vehicle towed is a negative emotional and financial experience. It's also easy to understand how infuriating it might be to come home and see a car in your spot or its wheels on your grass! Here are the basics when managing towing issues.

## Guidelines for Towing Vehicles on Streets

If the HOA owns and maintains the streets in your subdivision or complex, the HOA **may authorize** towing on the streets, however;

- You must have a signed contract with a towing company.
- Your site must have proper signage.
- An authorized representative of the HOA must authorize every tow.

If the COUNTY owns and maintains the streets in your subdivision or complex, the HOA **may not authorize** towing on the streets, however;

- A homeowner or lessee of real property may have a vehicle towed if it impedes ingress and egress of the driveway.
- County law enforcement may tow if county-issued "No Parking" signs are posted.



## Rx PRESCRIPTION

### Before you park

- ✓ Be aware of tow-away zones.

### If your vehicle was towed

- ✓ Contact the towing company to locate your vehicle
- ✓ If you have difficulty contacting the company, call the Orange County Sheriff's Office Non-Emergency Number at 407-836-4357.

### If your vehicle is connected to a tow truck

- ✓ If your vehicle has not left the property, the driver must release it to you upon payment of no more than half the towing rate.

### Picking up your vehicle

- ✓ You must provide valid proof of identification.
- ✓ Tow companies must take major credit and debit cards and provide change for cash payments.