



ORANGE COUNTY FLORIDA
 Planning, Environmental, and
 Development Services



SUMMER 2026

NEIGHBOR TO NEIGHBOR

INSIDE



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- Kelly and Kevin Frady



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- OC Loves Trees



Greetings!

It is my pleasure to present the summer 2026 issue of Neighbor to Neighbor. As this marks my final welcome message as Orange County Mayor, I want to share my sincere gratitude to our residents. It has been a true honor to serve as your mayor.

This issue highlights the theme Help for Your Neighborhood, showcasing valuable resources designed to support and strengthen our

communities. You'll learn about the Business Resource Office and how it empowers local entrepreneurs, gain insight into how the 3-1-1 system turns resident concerns into solutions, and read updates on the expansion of the Septic to Sewer Program. We are also proud to introduce new leadership within the Neighborhood Services Division, continuing the commitment to service and progress.

In our Educational Opportunities section, you'll find important updates on Orange County's redistricting and newly adopted commission districts, along with tools like the 3-1-1 app and key consumer protection topics to help residents stay informed. We also encourage you to stay engaged through community initiatives highlighted in our Get Involved section, including Pine Hills Neighborhood Improvement District and lake cleanups, as well as the upcoming 2026 Hurricane Expo. As always, we celebrate the pride of our neighborhoods by recognizing our Yard of the Month in the Leadership Spotlight.

Orange County's strength has always come from its people. I encourage you to stay involved and continue contributing to this great community. On behalf of the more than 1.5 million residents who call Orange County home, thank you for your volunteer service and commitment to engaging with your neighbors

Sincerely,

Jerry L. Demings

Orange County Mayor



Hello Neighbors,

As the new manager of the Neighborhood Services Division, I'm honored to serve alongside you in strengthening our community. This magazine was created to connect residents with the resources, information, and opportunities that help make our neighborhoods safer, more informed, and more engaged.

In this issue, you'll find helpful guidance on Orange County services, including the Business Resource Office, the 3-1-1 process, and updates on the Septic to Sewer Program. We also highlight educational resources on topics like redistricting and consumer protection issues that impact residents daily. Our Get Involved section features community events and initiatives, from Pine Hills Neighborhood Improvement District (NID) activities and lake cleanups to the 2026 Hurricane Expo, offering ways to stay active, involved, and connected. Finally, we celebrate local pride through our Leadership Spotlight and Yard of the Month recognition.

This publication is more than information—it's a resource and an invitation to build stronger neighborhoods together. Thank you for being part of the community we're proud to serve.

Sincerely,

Brandy Driggers

Manager

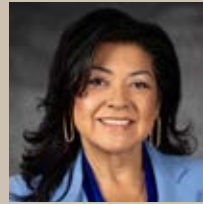
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Christine Moore
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District 2



Mayra Uribe
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District 3



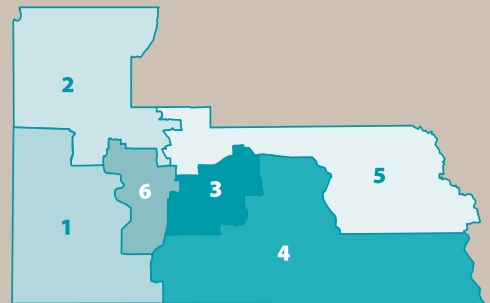
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District 5



Mike Scott
Commissioner
District 6



EDITORIAL CREDITS

Tiana Davis
Public Relations/Information Officer
Neighborhood Services Division

Brandy Driggers
Manager
Neighborhood Services Division

Ed Hernandez
Senior Graphic Artist
Graphics Division

On the Cover: *Grand Opening of Orange County's Business Resource Office (BRO)*



HELP FOR YOUR NEIGHBORHOOD



Open for Business: Orange County Launches New Business Resource Office

By **Dustin Wyatt**, *Public Information Officer & Outreach Coordinator, Planning, Environmental, and Development Services (PEDS)*

Small business owners and entrepreneurs now have access to a new Orange County resource hub connecting them with programs, tools, financial assistance, and training to help them grow and succeed.

A ribbon-cutting ceremony on Jan. 16, 2026, marked the grand opening of the Orange County Business Resource Office, located on the first floor of the County Administration Complex at 201 S. Rosalind Ave. in downtown Orlando. The County also launched an online Business Resource Dashboard, offering guides, tips and a virtual mapping tool to meet local business needs.

According to the most recent Small Business Alliance report, there are more than 415,000 small businesses in the Orlando metropolitan area. Small businesses are vital to Orange County's economy — providing jobs, fostering innovation, and strengthening community identity.

The Business Resource Office was identified as a priority initiative by Mayor Jerry L.

Demings to enhance services and expand support for small businesses.

"Small businesses are the backbone of our local economy, accounting for more than 80 percent of all businesses in Orange County," said Demings. "They create jobs and strengthen neighborhoods, and when they thrive, Orange County thrives."

Demings noted that many business owners face challenges when starting or growing a business.

"It can feel overwhelming at times," he said. "While we have implemented efficiencies to help businesses grow, the process can sometimes be confusing. That's where this office comes in. It's a one-stop hub designed to make doing business in Orange County easier."

At the Business Resource Office, staff are available to answer questions, provide technical and regulatory guidance, and help businesses navigate County services and partner organizations. The office also offers referrals to workshops, boot camps and other programs focused on business growth and long-term success. Walk-in customers are welcome.

The Business Resource Dashboard gives entrepreneurs digital access to resources, including an interactive map to explore potential business locations, identify zoning designations and review property data.



Both the office and dashboard are managed by the Planning, Environmental and Development Services (PEDS) Department.

PEDS Director Tanya Wilson said the initiative is designed to reduce barriers and improve access to County services for the business community.

"The Business Resource Office directly satisfies one of the key priorities outlined

in the Department's five-year Strategic Management Plan, focusing on relationship-building and partnerships," Wilson said. "We're committed to further promoting the resources needed to start and grow our businesses."

Wilson added that combining in-person assistance with digital tools reflects the County's commitment to modern, customer-focused service.

"Our goal is to provide clarity and unified support to our businesses as they seek to navigate the permitting, inspection and regulatory processes," she said. "If they come in for a permit, we want them to leave with resources."

For more information, visit <https://www.ocfl.net/Business/BusinessResourceOffice.aspx>.



See It, Report It, Fix It:

How 3-1-1 Powers Code Compliance in Your Neighborhood

By **Julianna Santiago**, Lead Code Compliance Inspector, Neighborhood Services Division



1 Report Violation to 3-1-1

- Resident reports a potential code violation.
- 3-1-1 agent documents details and creates a service request.



2 Assignment to Inspector

- Request is routed to Code Compliance.
- Added to the assigned inspector's daily.

3 Pre-Inspection Research

- Inspector reviews property history (prior violations, permits, ownership, zoning).

4 Initial Inspection

- Inspector visits the property to verify violations.
- Documents findings (notes/photos).
- Attempts contact with owner or leaves notice/business card.



5 Notice of Violation (NOV)

- If a violation exists, an NOV is mailed with a compliance deadline.

6 Re-Inspection

- After the deadline, inspector checks if the violation is corrected.
- If violation is corrected, case is closed.



7 Special Magistrate

- Case is presented with evidence.
- Magistrate may grant additional time to comply.

8 Final Compliance Check

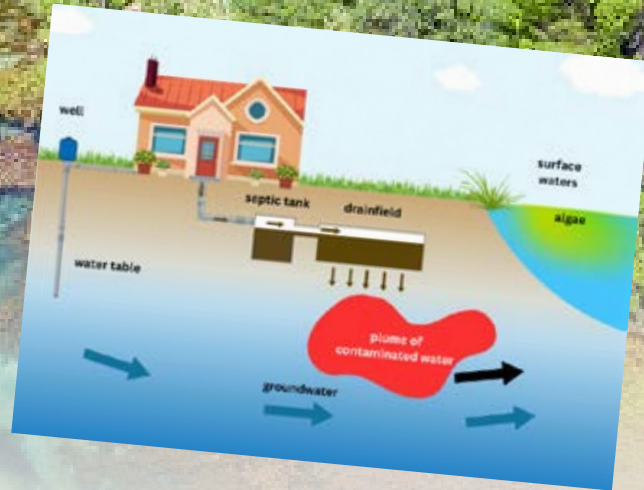
- Case is closed, if corrected by the deadline given by Special Magistrate.
- If violation is not corrected, then a daily fine can be assessed.



9 Compliance Success

- Residents communicate and reach out to Code Compliance to resolve the violation, the process can be quick and easy.

For additional information, visit <https://www.ocfl.net/NeighborsHousing/CodeCompliance.aspx>



Orange County Program Helps Residents Protect Springs and Save on Septic Repairs

By **Communications Division**

When Tina Haynes realized her aging septic system was failing, she faced a frustrating and expensive cycle of temporary fixes.

"I was having to pump my tank every six to eight weeks, and each time it cost about \$375," she affirmed. "I knew that wasn't a long-term solution."

Instead of continuing costly maintenance, the Orange County resident began exploring a more permanent fix through Orange County's Septic Upgrade Incentive Program (SUIP), an initiative designed to help homeowners replace older septic systems with modern, environmentally protective technology.

"The incentive program gave me hope that I could actually move forward with the project now instead of putting it off," she said. "I'm currently gathering contractor quotes, so I'm excited to get this done."

Orange County created the Septic Upgrade Incentive Program to help reduce nitrogen pollution that can harm local waterways.

"The program helps homeowners replace older conventional septic systems with enhanced systems that significantly reduce nitrogen pollution," said Emily Lawson, an engineer with Orange County's Environmental Protection Division.

The initiative was launched following the Florida Springs and Aquifer Protection Act of 2016, which established restoration goals for Florida's impaired springs. In Orange County, Wekiwa Springs and Rock Springs are designated Outstanding Florida Springs that have experienced elevated nitrate levels.

To help address the issue, the County received grant funding from the Florida Department of Environmental Protection and now offers up to \$10,000 per household for septic upgrades within areas closest to the springs.

Traditional septic systems remove bacteria and solids but are not designed to remove nitrogen — a nutrient that can contribute to environmental problems. Enhanced systems can reduce nitrogen by at least 65 percent before wastewater reaches groundwater.

"Nitrogen from conventional septic systems can travel through groundwater into lakes, rivers and springs," said Lawson. "When that happens, it can fuel algae blooms that are unsightly, foul smelling and potentially harmful to pets, wildlife and people."

Because this process happens underground, many homeowners do not realize the connection between septic systems and water quality.

"It can be difficult to picture, but wastewater from septic systems eventually moves through groundwater and into nearby water bodies," added Lawson. "Reducing nutrients at the source helps protect those ecosystems."

So far, Orange County has received 887 program inquiries, with 467 households qualifying and 87 projects already approved.

For Haynes, participating in the program is about more than repairing a failing system. While she admits she had not paid much attention to septic impacts on water quality in the past, she now sees the broader importance.

"I know it's the right thing to do," she said. "It feels good knowing I'm making a difference."

Orange County homeowners living in the Wekiwa Priority Focus Area may qualify for funding through the Septic Upgrade Incentive Program. **Learn more about eligibility requirements and application details at Septic Upgrade Incentive Program at <https://www.orangecountyfl.net/environment/septicpollutionprevention.aspx>**



Leading with Purpose: The Evolution of Orange County Neighborhood Services

By **Tiana Davis**, *Public Relations Information Officer, Neighborhood Services Division*

The Orange County Neighborhood Services Division has remained committed to serving residents and strengthening communities across the county. For 25 years, the division has provided valuable resources, tools, and support to uplift neighborhoods and improve residents' quality of life.

Our dedication to outreach and community engagement has not gone unnoticed. Our mission—and our commitment to the residents we serve—remains the same. We remain a trusted partner that communities rely on, with an even stronger focus on preserving and revitalizing neighborhoods.

A New Era of Leadership: As the division continues to grow, so does its leadership. In mid-2025, Kewina Hibbert joined the team as assistant manager, bringing valuable insight and dedication to community engagement. Later, in 2025, Brandy Driggers stepped into her role as manager, further strengthening the division's leadership and vision. Together, they represent a continued commitment to innovation, service, and community-driven progress.

Our Purpose and Mission: The core purpose of the Neighborhood Services Division is to revitalize targeted

areas—particularly those vulnerable to deterioration, increased code violations, criminal activity, and economic decline. Through strategic initiatives and partnerships, the division works to stabilize and strengthen communities in need.

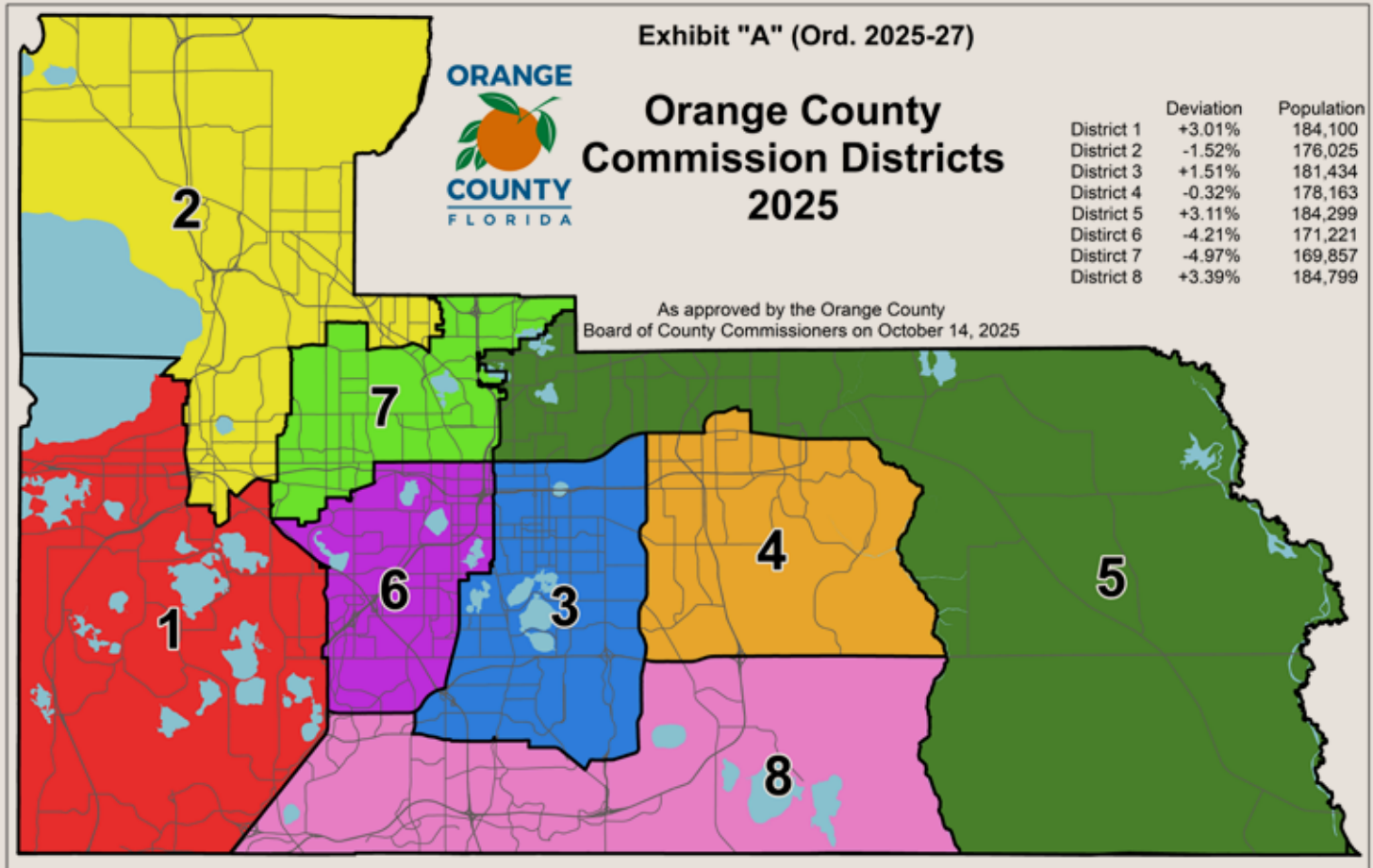
Equally important is our role in supporting the creation and sustainability of community organizations. Neighborhood Services assists with the establishment and maintenance of neighborhood associations, including mandatory homeowners and condominium associations formed under Florida State Statutes. Strong organizations lead to stronger, more connected communities.

Looking Ahead: Leadership in Neighborhood Services is rooted in connection, collaboration, and purpose. As we move forward, we remain focused on proactive solutions, inclusive engagement, and building resilient communities that can thrive for generations to come.

We are proud of our history, energized by our leadership, and committed to continuing our work—serving you and every neighborhood in Orange County. **Stay connected with us by visiting our webpage at www.ocfl.net/Neighborhoods.**



EDUCATIONAL OPPORTUNITIES



Growth, Change, Representation: Redistricting in Orange County

By **Tiana Davis**, *Public Relations Information Officer, Neighborhood Services Division*

As Orange County continues to grow, so does the need for fair and balanced representation. In November 2024, voters approved expanding the number of commission districts from six to eight, reflecting population growth and evolving community needs.

To implement this change, the Board of County Commissioners (BCC) initiated a redistricting process and established the 2025 Mid-Decennial Redistricting Advisory Committee in January 2025. Over a seven-month period, the committee gathered public input and evaluated potential district maps. Two recommended maps were presented during the September 16, 2025, BCC meeting.

After a Public Hearing on October 14, 2025, the BCC voted 5-2 to adopt Map 7B as the final plan. The new district boundaries will be implemented for the 2026 election cycle. Current commissioners will complete their existing terms without changes, while the Supervisor of Elections will begin assigning precincts to the new districts.

Redistricting must follow strict legal standards to ensure fairness:

- **Equal Population:** Districts must have similar populations to uphold "one person, one vote."
- **Voting Rights Act Compliance:** Minority voting strength must be protected.

- **Contiguity:** Districts must be geographically connected.
- **Compactness:** Boundaries should be reasonably shaped.
- **Respect for Communities:** Existing boundaries should be considered.
- **Non-Discrimination:** Districts cannot unfairly favor or disadvantage groups.

Redistricting is more than mapmaking—it safeguards democracy and ensures every resident's voice is represented.

For more information on the process, visit <https://www.ocfl.net/OpenGovernment/Redistricting2025.aspx>.

ORANGE COUNTY

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- Online Requests
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Dial 311 or 407-836-3111
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Apple



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Orange County Consumer Protection Office Enforces Fair Business Practices

By **Tiana Davis**, *Public Relations Information Officer, Neighborhood Services Division*

Consumer protection is the practice of safeguarding buyers of goods and services — and the public — against unfair practices in the marketplace. If you believe you are a victim of fraud or unfair business practices, you may file a complaint with the Orange County Consumer Protection Office, a valuable local resource dedicated to assisting residents.

What Happens After You File a Complaint?

Once your complaint is received, it is assigned to staff for review. The office may:

- Request a response from the business involved
- Refer the complaint to the appropriate state or federal agency
- Conduct a site visit to ensure compliance with applicable laws

While Consumer Protection is often able to help resolve disputes, the office does not provide legal advice, represent consumers in legal actions, or force a business to provide a specific resolution.

“Many complaints involve business activities like retail sales, which may not be regulated, so we’ll forward a copy of the complaint to the business and ask them to respond,” explained Steven Bulinski, program supervisor, Consumer Protection Office. “By contacting the business and bringing both parties together, we are often able to help resolve the consumer’s complaint; last fiscal year, we received 1,320 complaints and helped recover \$273,645.20, which was returned to consumers through our complaint process.”

Services and Enforcement

Consumer Protection functions include:

- Education and community outreach
- Dispute resolution for non-regulated business activities
- Enforcement of County ordinances, including:
 - Trespass towing
 - Unlicensed contracting

Trespass towing involves removing vehicles from private

property without the owner’s consent, such as store parking lots or apartment complexes.

“Consumers don’t always know where to submit their complaint, so it can be difficult,” said Bulinski. “We determine if it’s a county, state, or federal issue, and we work in partnership with state offices; so if a consumer files a complaint with our office, we get it to the proper place.”

Education and Prevention

A major goal of the office is proactive consumer education. Workshops and seminars teach residents best practices for protecting themselves against fraud. This is especially important for seniors, who receive guidance on:

- Monitoring bank accounts for suspicious activity
- Detecting identity theft
- Recognizing scam emails and phone calls

“It’s much easier to prevent something than to try and repair things after the damage has been done,” Bulinski emphasized. “As a County service, we want to make sure we protect all our residents and their finances. We work to maintain a good, happy, healthy consumer environment for everyone.”

Request a Speaker or File a Complaint

The Consumer Protection Office offers speakers for meetings and events on topics including:

- Unfair business practices
- Fraud prevention
- Professional licensing
- Identity theft

To request a speaker, call 407-836-4200.

To file a complaint, you may:

- Submit a Complaint Form Online
- Submit a Towing Complaint Form Online

For additional information, visit <https://www.ocfl.net/NeighborsHousing/ConsumerProtection.aspx>.



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GET INVOLVED



Orange County Launches “OC Loves Trees” Initiative

By **Dustin Wyatt**, *Public Information Officer & Outreach Coordinator, Planning, Environmental, and Development Services (PEDS)*

Program includes planting hundreds of new trees countywide

On a warm spring day at Great Oaks Village, Orange County leaders carefully secured a young live oak in the ground, covering its roots with fresh soil.

The ceremonial tree planting on April 25 was a fitting tribute to Arbor Day. But the event symbolized something much bigger: the launch of a new countywide initiative called “OC Loves Trees.”

Through the program, Orange County will plant hundreds of native trees in the coming years, expanding the urban canopy and investing in greener, more resilient communities. The initiative will also inspire an appreciation for trees by educating residents about their many benefits, including shade, cooler neighborhoods, improved air quality, reduced energy costs and enhanced wildlife habitat.

“Arbor Day is a time to recognize the importance of trees to our environment—from clean air and wildlife habitat to overall community well-being,” Orange County Mayor Jerry L. Demings said at the tree-planting event. “As Orange County continues to grow and face environmental challenges, our urban forest serves as critical green infrastructure, reducing heat, improving air quality and supporting resilience.”

The initiative is supported by the County’s updated, award-winning Arbor Ordinance, which strengthens tree protection during development and prioritizes expanding canopy coverage. Under the ordinance, developers are required to preserve mature, ecologically significant trees on-site, replant more trees than they remove, or contribute to a fund used by the County to plant native trees—such as oaks, magnolias, cedars, and hollies—in public spaces and neighborhoods.

“The ‘OC Loves Trees’ program is designed to ignite a love affair for trees across Orange County while expanding our native tree canopy,” said Tanya Wilson, director of the Planning, Environmental, and Development Services Department.

Wilson emphasized the broader impact trees have on

residents’ daily lives.

“They provide shade, reduce energy costs, purify the air, mitigate flood, and transform everyday spaces into places of play and connection,” she said. It’s so important that we preserve and protect trees here in Orange County.”

Great Oaks Village, Florida’s oldest and largest foster care group home, served as a meaningful backdrop for the event. County leaders noted the symbolism of planting a live oak at a site dedicated to growth, stability and opportunity.

“Great Oaks Village is a place where joy lives, hope grows and help happens. Today’s tree planting is a legacy investment that will benefit generations to come,” Wilson said.

Following the ceremony, children at Great Oaks Village dedicated the newly planted tree to Mayor Demings, calling it “The Demings Oak.”

Looking ahead, Orange County plans to continue expanding its tree canopy through long-term planning, including developing an Urban Forest Master Plan to guide future investments and ensure equitable access to tree benefits across all communities.

The County is also adding tree planting to its Neighborhood Beautification Grant and Sustainable Communities Grant programs. Eligible Homeowners Associations and non-dues-collecting subdivisions can receive funding assistance for wall repairs, tree planting and trimming, community gardens, sustainable lighting, irrigation repair, and more.

Through initiatives like “OC Loves Trees,” the County aims to create a greener, more sustainable future while improving the quality of life for residents today and for generations to come.

“What I want our children and all our residents to remember is that trees are not just part of the landscape, but essential to life and the healthy communities we strive to create,” Wilson said.

Learn more about OC Loves Trees, ask questions, and stay informed about future tree-planting events at <https://engageorange.ocfl.net/oc-loves-trees>.



GET INVOLVED



LEADERSHIP SPOTLIGHT



Community Cleanups Strengthen and Beautify Pine Hills

By **Tiana Davis**, *Public Relations Information Officer, Neighborhood Services Division*

Pine Hills, known as the “Heart of District 6,” is a vibrant and diverse community. Like many growing areas, it faces challenges such as litter and illegal dumping. Community cleanups play a vital role in addressing these issues while improving the overall quality of life for residents.

Clean environments support better public health and safety. Trash can attract pests and create hazards, such as broken glass or blocked sidewalks. Regular cleanups help reduce these risks, making neighborhoods safer for families and visitors.

These efforts can also strengthen community pride. When residents work together to clean their streets, parks, and public spaces, they build a sense of ownership and connection. This shared responsibility encourages people to maintain their surroundings and fosters a more positive image of Pine Hills.

Cleanups can also help deter crime. Well-maintained areas signal care and attention, which can discourage illegal activity. At the same time, a cleaner neighborhood improves the community’s perception by others.

Environmental protection is another key benefit. Litter can enter storm drains and pollute local waterways, harming wildlife and natural ecosystems. Removing waste helps protect the environment and promotes sustainability.

Ultimately, community cleanups go beyond appearance. They bring people together, encourage civic engagement, and create a safer, healthier place to live. With continued participation and support, Pine Hills can remain a strong and thriving community. **If you are interested in volunteering for the next clean up, email llisa.patterson@ocfl.net or call 407-836-5531.**

Kelly and Kevin Frady Exemplify True Community Pride

By **Tiana Davis**, *Public Relations Information Officer, Neighborhood Services Division*

In every neighborhood, there are a few residents who go above and beyond to create a welcoming and vibrant environment. In the Greenview at Dover community, Kelly and Kevin Frady stand out as shining examples of what it means to be exceptional neighbors. Their dedication to their home and their surroundings reflects a deep sense of pride that inspires those around them.

For several years, the Fradys have been an integral part of the Greenview at Dover community. They have consistently demonstrated a commitment not only to maintaining their property, but also to enhancing the overall appearance and spirit of the neighborhood. Their tidy yard has become a highlight for residents and visitors alike. Carefully maintained and thoughtfully designed, it offers a warm, inviting atmosphere that embodies the community’s charm.

Their efforts have not gone unnoticed. The couple was honored as Yard of the Year winners at the 2025 Orange County Community Conference, a recognition that highlights their dedication and the positive impact they have on their neighborhood. This achievement reflects both their hard work and their passion for creating a beautiful, welcoming space.

Kelly and Kevin’s attention to detail is evident in every aspect of their outdoor space. From neatly trimmed landscaping to seasonal decorations, their yard sets a standard of excellence. More importantly, their work fosters a sense of connection among neighbors, encouraging others to take pride in their own homes.

Beyond their physical contributions, the Fradys represent the values that make a neighborhood truly special—kindness, consistency, and community spirit. **Their pride in their home and community continues to elevate Greenview at Dover, making it a better place for everyone.**



Empowering citizens to shape their communities



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November 14, 2026

Orange County Multicultural Center
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Thank you, Mayor Demings, for your dedicated service to our community. Your commitment, compassion, and steady leadership have made a lasting difference, and we appreciate the care you brought to every challenge.







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