

## Code Enforcement Frequently Asked Questions (FAQs)

1. What is the process after I file a complaint?  
*After the Code Enforcement office receives your complaint form, we will open a case on the alleged violation and send you a letter noting the case number for your reference. Depending on the type of violation and the cooperation from the property owner, the violation could be a simple compliance issue or it could take longer to resolve. Code Enforcement will not close the case until the property is brought into compliance.*
2. Can I file an anonymous complaint? Will my name be kept confidential?  
*A person must provide complainant name, address, telephone number and signature in order to file a complaint. This allows the Code Enforcement office to contact the complainant in case further information is needed. The complainant's name may be released through the California Public Records Act or other legal action.*
3. How many people are allowed to live in a single family residence?  
*The City is unable to regulate the number of people or vehicles associated with the home. The City does regulate illegal dwelling units, illegally converted garages and use of accessory structures as habitable space.*
4. Do you regulate abandoned properties?  
*At this time, the City does not have a permit process for foreclosed homes. The City does have jurisdiction over abandoned homes that are unsecured and will work with a bank, lender or property owner to maintain the property free of junk and debris.*
5. When is a building permit needed?  
*A building permit is required before constructing, enlarging, altering, repairing or demolishing a building or structure, including electrical, mechanical and plumbing work. To determine if a project needs a permit or has a permit, call the building department (760) 633-2730.*
6. What are allowable construction hours?  
*Per EMC9.32.410, Monday through Saturday 7am to 7pm, Sundays and legal holidays excluded. Additionally, a homeowner may perform construction on their own personal dwelling on Sundays and holidays between 10am- 5pm.*
7. Where do I report an illegally parked vehicle on the street?  
*The Sheriff's department at 858-565-5200 handles illegally parked vehicles on City streets.*
8. My neighbor has a junk car collection. Can anything be done to clean up the old vehicles?  
*The City offers a FREE abandoned/ [inoperable vehicle abatement](#) program for private property. Please call (760) 633-2725 for more information.*
9. My neighbor's weeds are dry and out of control- how can I report them as a fire hazard?  
*For fire hazard issues, please contact the City's Fire Prevention Department at 760-633-2820.*
10. My neighbor's dog barks consistently. What can be done about this?  
*Barking dog complaints can be submitted to the Code Enforcement office. Staff will send the property owner and/ or tenant a notification of the complaint, requesting that they control the dog(s) within one week. Should the violation continue, the complainant is required to confer with another neighbor and each keep a noise log for at least three days. The City then works with the Sheriff's department in order to gain compliance.*
11. What is the allowable time frame for trash cans being at the curb for pick up?  
*Trash and recycle receptacles may be placed curbside for pick up no earlier than sunset the day before service and must be removed from public view by midnight the day of service. Bins may not be stored in public view.*
12. How can I report graffiti?  
*Contact our [graffiti abatement](#) program at (760) 633-2751.*