What Types Of Complaints Should I Report To Code Enforcement?

- **Public Nuisances on Private Property** - includes junk, rubbish, and debris, discarded furniture, outdoor storage of household items, yard and landscaping conditions.

- **Substandard Housing** - includes violations of the CA Health & Safety Code regarding living conditions, infestations, egress, heat, power, etc. for rental housing and motels.

- **Off-Street Parking** - includes R/V parking, inoperable, abandoned, and unregistered parking and storage on private property, and parking on the lawn.

- **Trash Cans** - includes placement times, locations, and container requirements.

- **Basketball Hoop (or similar) Encroachments** - includes storage in the street or other public right-of-way.

- **Signs** - includes commercial, retail, temporary, garage sale, realty, open-house, and political signs.

- **Garage Sales** - includes number of events per year and signage.

An effective Code Enforcement program relies on a cooperative and collaborative relationship with members of the community, City Council, and other City, State, even Federal departments, division, and agencies. Your Code Enforcement Division strives to encourage voluntary compliance with City of West Sacramento’s Municipal Code, but there are limitations, regulations, policies, and procedures to consider.
Are There Any Complaints That I Should Not Report To Code Enforcement?

The following are only a few of the more common reports and contacts for non-code enforcement related concerns.

Crimes - West Sacramento Police Department 916-372-3375 for non-emergency criminal activity, suspicious behavior, transient activity, drug use/abuse, illegal dumping, disturbing the peace (loud noise), or any other activity regulated by the California Penal Code.

Water Wasters or Overwatering - Environmental Services Hot Line 916-617-4545

Barking, Unlicensed or Unleashed Dogs - Yolo County Animal Control 916-375-6492

Mosquito & Vector Control - Yolo County Vector Control District 530-668-3403.

Street Parking - WSPD Parking Enforcement 916-617-4949, for unregistered, inoperable, and abandoned vehicles.

How Do I Report A Complaint?

When reporting a Code complaint, please be prepared to leave your name, address, phone number, violation address, and description of the alleged violation. If you would like a call back, don’t hesitate to request one, but please allow at least a week before requesting a status of your report.

Complainants are confidential. If the City verifies a violation, the City becomes the complainant. The City will not give out reporting party information unless ordered to by a Judge in a Court of Law.

Code Enforcement Complaint Line - 916-617-4925 is a message line that is checked several times a day. One of the benefits is the ability to forward your report, in your own words, to any other City department or division for assistance as needed which minimizes the risk of misinterpretation.

Comcate eFM - https://clients.comcate.com/newrequest.php?id=103, is an on-line system that you can access on the City’s website or the link above. One of the benefits is that when you create a user account you can report multiple or future violations, or contact other City departments and divisions for related concerns, comments, or information.

How Does Code Enforcement Respond To My Complaint?

Public nuisances are defined as nuisance conditions that can be verified from a street, sidewalk, or other public right-of-way. Plainly stated, the City can only enforce visible nuisances in the front and side yards, although certain life-safety hazards, such as unpermitted or substandard structures, and zoning issues may be enforceable on a limited basis. Nuisances that can’t be verified from the public right-of-way are considered “Private” nuisances and are civil in nature. Backyard and gated communities typically fall into the Private nuisance category.

Complaints are handled on a first come, first served, in order of precedence basis. A high priority case, such as life-safety, would be given attention over any lower priority basis. Code Enforcement responds to all high priority cases within one business day, and most others within three business days of assignment.

Once assigned, a Code Enforcement Officer will conduct a site inspection and will make every legal and ethical attempt to verify the presence of a violation.

Please be patient. Compliance can take as little as one week, to over one year based on the severity of the violation and the cooperation of the violator. There are many ways to encourage voluntary compliance that include verbal and/or written warnings, administrative citations, fines, hearings, and abatement warrants, but each option must be carefully considered and most require due legal process.

Contact Us:
City of West Sacramento
Community Development Department
(916) 617-4645, fax: (916) 371-0845