



City of Hemet
 CODE COMPLIANCE DIVISION
 445 E. Florida Avenue • Hemet, CA 92543
 Phone (951) 765-2339 • Fax (951) 765-2359
www.hemetca.gov

Reserved Date Stamp

Intake By: _____

CODE COMPLIANCE COMPLAINT FORM

Issues are NOT addressed by Code Compliance and/or the City:

- Addresses with 5-digits •Disturbing the Peace •Barking Dogs/Animal Control •Landlord/Tenant Disputes
- Obstructions in the right-of-way •Overhanging Tree Branches •Fence Repair Disputes •Enforcement of CC&R's

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION FOR THESE CONCERNS

Address/Location of reported code violation: _____

Nearest major cross street(s): _____

Is the property: Occupied Vacant Unknown

Is the violation visible from the public street? Yes No

Type of Violation To Be Investigated -- Please Select:

- | | | |
|---|---|--|
| <input type="checkbox"/> Abandoned/Inoperable Vehicle | <input type="checkbox"/> Abandoned Building | <input type="checkbox"/> Graffiti |
| <input type="checkbox"/> Unpermitted Construction | <input type="checkbox"/> Parking on Front Yard | <input type="checkbox"/> Illegal Yard Sales |
| <input type="checkbox"/> Hazardous Pool/Spa | <input type="checkbox"/> Trash, Junk, Outdoor Storage | <input type="checkbox"/> Lack of Heat or Water |
| <input type="checkbox"/> Substandard Housing Conditions | <input type="checkbox"/> Overgrown Vegetation/Weeds | <input type="checkbox"/> Prohibited Animals |
| <input type="checkbox"/> Illegal Business | <input type="checkbox"/> Other: Explain below | |

Please describe in detail the reported violation(s): _____

***All information below is required to be provided. Your identity will not be disclosed unless required by State law.
 ANONYMOUS COMPLAINTS WILL NOT BE PROCESSED***

PRINT NAME: _____ **Address:** _____

Contact Phone and/or Email: _____

Signature: _____ Date: _____

FOR CITY STAFF USE ONLY

Code Case #: _____ **Assigned Officer:** _____

Census Tract: _____ **CDBG: Y / N**

Comments: _____

ISSUES NOT ADDRESSED BY CODE COMPLIANCE

ADDRESSES WITH 5-DIGITS: Generally, any address that has a 5-digit number is considered within the jurisdiction of Riverside County. For code enforcement assistance, you will need to contact County of Riverside Code Enforcement at 951-955-2004 or by visiting www.rctlma.org/ce.

DISTURBING THE PEACE: All disturbing the peace violations, such as noise complaints, are enforced by law enforcement. For assistance, please contact the City of Hemet Police Department at 951-765-2400.

BARKING DOGS/ANIMAL CONTROL: The Ramona Humane Society provides animal control services for the City of Hemet. For assistance please contact Ramona Humane Society Animal Control Services at 951-487-6565 or visit www.ramonahumanesociety.org/animal-control for additional information.

LANDLORD/TENANT DISPUTES: The Fair Housing Council of Riverside County, Inc. investigates and mediates landlord/tenant rights and responsibilities. They may be reached by calling 1-800-655-1812 or 951-682-6581. You can also find information by visiting their website at www.fairhousing.net.

OBSTRUCTIONS IN THE RIGHT-OF-WAY: To report an obstruction in the public right-of-way or for issues regarding a city street tree you may contact our Public Works Department at 951-765-3712

NEIGHBOR DISPUTES/CIVIL MATTERS: The City does not handle neighbor disputes or civil matters that do not violate codes adopted by the City. For example, fence repair or property line disputes, tree roots or branches encroaching onto private property and/or causing damage to a fence or structure. These types of situations are a private matter between two property owners, and the City has no jurisdiction. Residents are urged to establish good relationships with neighbors and work together to solve such problems.

COVENANTS, CONDITIONS & RESTRICTIONS (CC&R's): Enforcement of CC&R's must be addressed with your Homeowner's Association (HOA). The City does not regulate adopted CC&R's within an HOA unless there is an issue of health & safety.

HOW DOES A COMPLAINT GET PROCESSED?

Please note that the City's objective is not to be punitive, but to ensure compliance with our established codes and regulations. Code Compliance will strive to obtain voluntary compliance however there are occasions when staff may deviate from the normal notification process for repeat or recurring violators and/or for imminent public safety and health hazards.

STEP 1: After receiving a complaint of a possible code violation, a case is created and an inspection is scheduled with the area Code Enforcement Officer. Complaints are prioritized depending upon the nature of the violation. Health & Safety violations are scheduled for inspection within 24-48 hours. All other inspections of initial complaints will be conducted as soon as possible depending on the current backlog of complaints received. Low priority cases may not be scheduled for inspection for up to 30 days.

STEP 2: The Code Officer will conduct a field inspection to confirm the reported violation(s). Certain cases may also require research and fact-checking prior to determining if a Notice of Violation (NOV) will be issued. An NOV is not a citation.

STEP 3: If a violation(s) is confirmed, a Notice of Violation (NOV) is posted at the subject property and mailed to the property owner of record, requiring compliance within 7 – 20 days depending on the severity of the violation(s). Health & Safety violations may require an immediate correction or a 24-48 hour correction time frame. Code Officers may grant extensions of time for bringing violations into compliance when warranted and if progress towards compliance is demonstrated. Please contact the officer noted on the NOV if you want to request additional time.

STEP 4: A re-inspection will be conducted after the given time frame. If the violation(s) have been corrected, the case will be closed. If the violation(s) are not corrected, further enforcement action is taken depending on the severity of the violation(s). This may include Administrative Citations starting at \$100 per violation, plus processing fees) up to \$500 per violation. For certain violations, the city may begin a nuisance abatement process resulting in the city abating the violation and placing a Notice of Pendency against the property for all costs incurred, including city staff, code officer and city attorney time. For continued non-compliance, the city may engage the City Attorney for judicial remedies to obtain compliance.

PLEASE KEEP IN MIND THESE STEPS ARE PROVIDED AS A GENERAL GUIDE. EVERY CASE INVOLVES DIFFERENT CIRCUMSTANCES AND SITUATIONS WHICH MAY IMPACT THE CITY'S DIRECTION.