



## CITY OF PLEASANTON CODE ENFORCEMENT

### COMPLAINT INFORMATION FORM

#### INSTRUCTIONS ON HOW TO FILE A COMPLAINT.

1. Describe and identify the specific complaint.
2. Give your name, address, and telephone number (this information is for staff and is kept confidential).
3. Give the exact location of the problem.
  - a. Street address with house number.
  - b. If no address, location of property, i.e. northwest corner of Main and Neal Street.
4. Give Specific description and details of complaint, such as type of debris, vehicle license number, etc.
5. Send completed form to Code Enforcement either by saving and then email to [codeenf@ci.pleasanton.ca.us](mailto:codeenf@ci.pleasanton.ca.us) or by printing and then fax to 925-931-5483.

Complaints are usually handled in the order received. It may take one to two weeks before an inspection is conducted. Health and safety issues take precedence over all other complaints and are investigated as soon as possible, usually within a day or two of the complaint. Clearing a violation may take up to 90 or 120 days, however with voluntary action on the part of the violator, this time could be reduced to 15 days or less.

LOCATION OF COMPLAINT: \_\_\_\_\_

COMPLAINT:

NAME OF COMPLAINANT: \_\_\_\_\_ HM PHONE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ WK PHONE: \_\_\_\_\_

CONTACT REQUESTED: yes \_\_\_\_\_ no \_\_\_\_\_

DATE OF COMPLAINT: \_\_\_\_\_ TIME: \_\_\_\_\_ a.m. / p.m.

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(City Staff Use)

CEO Action: Inspect: \_\_\_\_\_ Letter or Personal Contact

Warning \_\_\_\_\_ Cited \_\_\_\_\_ Abated \_\_\_\_\_ Other \_\_\_\_\_

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