



JAY E. ORR
DIRECTOR

CODE ENFORCEMENT DEPARTMENT COUNTY OF RIVERSIDE

3525 14TH STREET, 1ST FLOOR
RIVERSIDE, CALIFORNIA 92501
(951) 955-2004 • FAX (951) 955-0500

JOHN BOYD
MICHAEL DAUBER
DEPUTY DIRECTORS

BRIAN BLACK
STEVE BLOOMQUIST
NEIL LINGLE
JAMES P. MONROE
DIVISION MANAGERS

FREQUENTLY ASKED QUESTIONS (FAQ'S)

GENERAL:

Q: What does Code Enforcement do?

A: The Code Enforcement Department is responsible for enforcing laws of the State of California and over fifteen ordinances of the County of Riverside in the unincorporated areas of Riverside County. Common code issues include: dangerous or substandard buildings, open excavations, unpermitted businesses, zoning violations, construction or grading without permits, inoperative or abandoned vehicles and excessive outside storage. The Department is comprised of three divisions: Neighborhood Enforcement, Special Enforcement and Community Improvement. The three divisions partner to effectively meet the ever changing needs of Riverside County communities by educating the public, encouraging voluntary compliance and pursuing legal remedies when necessary.

Q: What are the Code Enforcement Office hours?

A: Monday through Friday, 8:00 a.m. until 5:00 p.m. Closed on holidays and weekends.

Q: How long will it take for the Code Enforcement officer to respond to my complaint?

A: Code Enforcement Staff respond and prioritize complaints based on issues dealing with the health and safety of the community. Those issues that pose an imminent threat are responded to within 24 hours.

Q: How long will it take to resolve the violation?

A: The Code Enforcement Department strives for compliance within 30 to 60 days. However, time frames will vary on a case by case basis due to the violation type, owner response, due legal processes and other variables.

Q: Can I file an anonymous complaint?

A: Yes, however, providing contact information will allow the officer to obtain additional information if necessary and provide a follow up case status. Reporting party information is kept confidential under the Public Information Act, Government Code Section 6254(f).

Q: Do I need a construction permit?

A: Please see Building & Safety Department FAQs also at: http://www.rctlma.org/building/content/bs_faqs.aspx

A permit is required before constructing, enlarging, altering, repairing, or demolishing a building or structure or installing or altering any equipment which is regulated by the model codes adopted by the County of Riverside.

If you are unable to determine if your work requires a permit, you may contact the Building & Safety permit counter during regular business hours at (951)955-1800.

Q: Do I need a grading permit?

A: As a general rule, any grading within a sensitive area or excavations over 50 cubic yards requires a permit. If you are unable to determine if your work requires a permit, you may contact the Building & Safety permit counter during regular business hours at (951)955-1800.

Q: What is a Notice of Noncompliance and how do I get it released?

A: A Notice of Noncompliance is a document that is recorded against the title of a property found to be in violation of County Codes or Ordinances. The purpose of the Notice of Noncompliance is to notify any prospective buyers of the violations. The Notice will appear on title reports for the property. Once the violations have been resolved, the property has been re-inspected and any Administrative costs have been paid, a Release of Notice of Noncompliance will be issued.

For more information, please contact Code Enforcement Administration at (951)955-2004 or (951)955-3497. Requests for Demand and Release of Notices of Noncompliance may also be faxed to Fax # (951)955-8680.

Q: I live in a city located in Riverside County. What number do I call to report a Code Violation?

A: The County of Riverside Code Enforcement Department provides service in the unincorporated areas of the County and the City of Desert Hot Springs.

Contact the local code enforcement agency of the city in which you live by using the list below.

- ❖ Cathedral City, Code Enforcement... Telephone (760)770-8200
- ❖ City of Blythe, Building Department, Code Compliance... Telephone (760) 922-6130
- ❖ City of Banning, Code Enforcement Department... Telephone (951)922-3120
- ❖ City of Beaumont, Code Compliance... Telephone (951)572-3234
- ❖ City of Calimesa, Code Enforcement Department... Telephone (909)795-9801
- ❖ City of Canyon Lake, City Hall... Telephone (951) 244-2955
- ❖ City of Coachella, Code Enforcement... Telephone (760) 398-5110, or (760) 398-4978
- ❖ City of Corona, Code Enforcement... Telephone (951) 739-4970



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- ❖ City of Desert Hot Springs, Code Enforcement... Telephone (760) 329-6411 - ext. 266
- ❖ City of Hemet, Code Enforcement... Telephone (951)765-2339
- ❖ City of Indian Wells, Code Enforcement... City Telephone (760)346-2489, complaint form required and available at: http://www.ci.indian-wells.ca.us/Code_Enforcement
- ❖ City of Indio, Community Development/Building & Safety... Telephone (760) 391-4000 (Administration)
- ❖ City of La Quinta, Code Compliance... Telephone (760) 777-7050
- ❖ City of Lake Elsinore, Code Enforcement... Telephone (951)674-3124, ext. 227
- ❖ City of Moreno Valley, Code and Neighborhood Services Division... Telephone (951)413-3340
- ❖ City of Murrieta, Code Enforcement... Telephone (951)461-6330
- ❖ City of Norco, Fire Department Code Compliance Division... Telephone (951)737-8097 (written complaint required)
- ❖ City of Palm Desert, Planning Code Compliance Division... Telephone (760) 346-0611
- ❖ City of Palm Springs, Code Compliance... Telephone (760) 778-8434
- ❖ City of Perris, Code Compliance... Telephone (951)443-1796
- ❖ City of Rancho Mirage, Department of Community Development Code Compliance Telephone... (760)328-2266
- ❖ City of Riverside Code Enforcement... Telephone (951)826-5311, e-mail: CallCenter@Riverside.CA.gov
- ❖ City of San Jacinto, Community Development Code Enforcement... Telephone (951)487-7330
- ❖ City of Temecula, Code Enforcement... Telephone (951) 308-6383

VEHICLES:

Q: How long can my vehicle be parked in the street?

A: Riverside County Ordinance 413 allows a vehicle to be parked no longer than 72 hours. Cars parked longer than 72 hours are subject to towing and storage at the owner's expense, or to citations.

Q: Where can I park my vehicle for sale?

A: On private property you own or occupy or where you have written consent of the property owner prominently displayed in the vehicle. See Riverside County Ordinance 413, Section 1.13 for more specific information.

Q: Can I park my motor home or trailer in the street?

A: Riverside County Ordinance 413, Section 1.18.1 allows recreational vehicles to be parked for a period of not more than 48 hours twice a month directly in front of the residence.

Q: Does Code Enforcement tow abandoned cars?

A: Yes, abandoned vehicles that are inoperative or wrecked AND are located on private property can be removed through the Junk Your Clunker Program at no charge. Removal can take place once the property owner and/or occupant signs a release form and the Department notifies any registered or legal owner of record of the impending removal and destruction of the vehicle, as required.

Abandoned vehicles located on public, County maintained roads or highways should be referred to either the Riverside County Sheriff's Department at 1-800-950-2444 or the California Highway Patrol at 1-800-TELL-CHP (1-800-835-5247).

ANIMALS:

Q: How many animals (chickens, horses, goats...) can I have on my property?

A: The number of animals allowed on a particular property depends on the size of the property, the zone in which the property is located and the type of animals. See the Planning Department site to research your property.

TENANT/LANDLORD DISPUTES:

Q: Where can I report my apartment building or house that I am renting for insect infestation or repairs needed?

A: Insect infestation that poses a risk to public health may be reported to the Vector Control section of The Environmental Health Department at **888-722-4234** or through their web site at :

http://www.rivcoeh.org/opencms/rivcoeh/ProgServices/Food_Program/Vector.html

Code Enforcement encourages tenants to work out minor complaints with property owners. The California Department of Consumer Affairs provides a hand book ("California Tenants: A Guide to Residential Tenants' and Landlords' Rights and Responsibilities") with helpful information to assist in such matters. Publications can be ordered by calling the Department of Consumer Affairs' Publications Hotline at (866) 320-8685 or (800) 952-5210, or go to their website at: <http://www.dca.ca.gov> for additional resources and information.