

## HOW TO FILE A COMPLAINT

Complaints may be filed with the Code Compliance Unit in person at our office, by mail or by telephone in the following manner:

1. Provide the location of the problem, street name and house number. If property is not addressed, provide location of the property (i.e. northwest corner of Foothill and Cherry, etc.)
2. Identify the specific complaint or nuisance.
3. Give specific information of complaint (i.e. description of area, make, model and license of vehicles involved, type of debris, location of nuisance on property, etc.)
4. Provide your name, address and telephone number. This allows Inspectors to return your call and obtain further information from you regarding your complaint. **This information is essential and is strictly confidential.**

## OTHER AGENCY ASSISTANCE

### **San Bernardino County Code Enforcement** 909-884-4056

- Violations in unincorporated County areas.

### **County Vector Control Program** 800-442-2283

- Fly, bee or bed bug complaints

### **San Bernardino County Health Department** 909-356-6444

- Food related complaints such as an unsanitary restaurant.

### **Police Dispatch** 909-350-7700

- Matters of a non-emergency nature and inoperative vehicles parked on the street.

### **Development Services** 909-350-7640

- Planning
- Building and Safety

## **EMERGENCY DIAL 911**

## **Fontana Police Department Code Compliance Unit**

## **A Guide to Code Compliance**



17005 Upland Avenue  
Fontana, CA 92335  
909-854-8020

Complaint Hotline  
909-854-8031

## **Code Compliance and Neighborhood Preservation**

The City of Fontana has developed and adopted certain City codes that assist residents in keeping our neighborhoods safer and aesthetically pleasing. **If you observe any of the following conditions, Code Compliance staff can provide assistance:**

- Broken and discarded furniture, trash and debris stored in public view.
- Household appliances and building materials stored in public view.
- Unmaintained or overgrown yards.
- Inoperable vehicles stored in public view on private property.
- Vehicles parked on lawn areas.
- Houses with chipped, peeling paint and exposed bare wood areas.
- Trash cans placed in public view on non-trash collection days.
- Graffiti observed on private property.
- Stagnant, unkempt swimming pools.
- Properties requiring weed abatement.
- Occupied garages or other accessory structures.

## **Vehicles, Trailers and Recreational Vehicles**

- Vehicles parked on private property must be fully operable and parked on a paved surface and may not block or extend into any sidewalk.
- Vehicles, campers, trailers and recreational vehicles may not be used for living or sleeping quarters.

- Commercial vehicles such as tractor cabs and trailers cannot be parked in any residential neighborhood, except when loading or unloading.
- Inoperative vehicles must be stored out of public view in an enclosed structure or removed from the property.

## **Land Use**

- Commercial uses are prohibited in residential zones.
- Using any building, or portion of any building for living, sleeping, or cooking is permitted only if the structure was built and permitted for that purpose.
- Home-operated businesses are permitted if they are an “office type” business with no employees, signage or customer traffic. You must obtain a Business Tax Certificate and/or Home Occupation Permit from the Licensing and/or Planning Division.
- Side and rear yard fences may not exceed 6 feet in height from finished grade without Planning Department approval. A Building Permit is required for solid fences or walls exceeding 42 inches in height and for open fencing (chain link) in excess of 48” in height.



## **Signs**

- Prohibited signs include portable signs, such as “A-frame” signs, roof signs, flashing signs, animated signs, projecting signs, painted wall signs, vehicle signs and billboards.
- Banners are permitted, with a Temporary Banner Permit. All banners must be mounted to the building and may not exceed 60 square feet in area. Banners are temporary signage and must be removed after expiration of the permit.
- There are special requirements for the construction and placement of business signs. These rules are designed for safety and aesthetic preservation. More information regarding Sign Permits may be obtained by calling the Planning Division at 909-350-6718.

This pamphlet provides but an overview of the various ordinances that exist to keep our City a clean and aesthetically pleasing place to live and work. With everyone’s help and cooperation we can keep:

***“Fontana, A Nice Place to Live”***