Code Enforcement
San Bernardino County Code Enforcement Process
(Excludes Short-term Rental, Cannabis, and Fire Hazard Abatement)

**HELPFUL HINTS:** The following may assist Code Enforcement staff when investigating a complaint:

- Provide address, parcel number or other specific location information.
- Leave your contact information for staff to contact you with any follow-up questions.
- Provide a detailed description of what you observed.
- If you have already taken audio, photos, or video, you may provide them via our website.

**COMPLAINT RECEIVED**
- A complaint is received via the Code Enforcement hotline, website or via email
  - **Hotline:** (909) 884-4056 or (760) 995-8140
  - **Website:** https://lus.sbcounty.gov/file-a-complaint
  - **Email Address:** CodeEnforcementDivision@lus.sbcounty.gov

**INVESTIGATION**
- Code Enforcement reviews every complaint to determine if an investigation is necessary.
- An investigation can include research of the property, an onsite inspection and/or interviews with reporting parties, tenants, property managers, and/or neighbors.
- A determination will be made by Code Enforcement based on the facts and evidence collected during the investigation.

**ENFORCEMENT**
- If a violation(s) is verified, the responsible party will receive a notice of violation, administrative citation ($100, $200, or $500 fine applies), or other notice/order to correct the violation(s).
- A re-inspection will occur to determine compliance. If compliance is gained the case will be closed.
- If the violation(s) persists referrals can be made to County Counsel for Criminal or Civil proceedings.

**HEARING**
- Administrative citations and written orders can be appealed to a hearing officer.
- The hearing officer will determine if the violation existed at the time the citation was issued and if the person(s) cited/noticed committed, caused, or allowed the violation to exist.
- Advance deposit of the fine is required for a hearing unless a hardship waiver is granted.