

# Code Enforcement

## San Bernardino County Code Enforcement Process

(Excludes Short-term Rental, Cannabis, and Fire Hazard Abatement)



### 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.



#### **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.



Land Use Services  
Code Enforcement

