



City of Vacaville
Community Development
Building Division

Code Enforcement Complaint Form

All building construction complaints shall be submitted to the Building Division in person or by mail on approved forms. Penal Code 148.5 is the California law against making a false report of a crime. Alleged Land Use Violations or alleged illegal construction are crimes. Specifically, this Penal Code section applies when you make a false report of a misdemeanor or felony criminal matter to a police or peace officer, prosecutor, grand jury, OR state or local employee assigned to accept reports from citizens. The City only has authority to act on crimes and **Public Nuisances**. The City has no authority take action for or against any party involved in a Private Nuisance, like a neighbor to neighbor dispute or a tenant-landlord conflict. If you are a contractor complaining about another contractor please contact. The Department of Consumer Affairs Contractors State License Board (800) 321-CSLB (2752).

There are two parts to this form:

Part 1- Complete ONLY if you recently purchased a home and this is a complaint regarding the home builder.

Part 2- Complete ONLY if complaining about habitable housing or work done without first obtaining a permit.

Part 1 should be completed if you are a homeowner with a complaint involving a Residential Builder of Homes after you have contacted in writing the Warranty Department of the Home Builder and they have not responded to you within 20 days. If you have a complaint regarding a contractor please contact The Department of Consumer Affairs Contractors State License Board (800) 321-CSLB (2752). The City does not investigate any complaint regarding building permits that have been closed, cancelled, revoked, closed or cancelled for over 12 months. Prior to filing this form, City policy requires a homeowner to file a written complaint with the Home Builder Warranty Department regarding a specific property and allow at least 20 working days for a response. If you have fulfilled this requirement and have not received adequate resolution, attach any documentation copies to the complaint form and mail or deliver to the address at the bottom of this page.

Part 2 should be completed if you have a complaint involving Substandard Housing or Alleged work done without first obtaining a building permit. Be as specific describing the issues regarding the dwelling unit's habitable conditions. The City does not represent either a tenant or property owner when investigating substandard housing. Any abate order from the City as well as any associated penalties applies equally to the property resident (tenant) and to the property owner. The City's public nuisance ordinance makes both the property owner and the tenant responsible for any City issued abatement order. Code Enforcement Officers investigating a complaint will not call you, the complainant, and will not inform you of the City's case status or final resolution and disposition of the matter. However, a code enforcement is opened for the specific address and the status or resolution of that case is viewable on the City of Vacaville Web site under Etrakit Building Permit, Permit Search web page.

COMPLETE AND MAIL THIS FORM TO:

City of Vacaville
Building Division
650 Merchant Street
Vacaville, CA 95688

**BUILDING DIVISION Code Enforcement
CONSUMER COMPLAINT FORM**

Penal Code 148.5 is the California law against making a false report of a crime including alleged land use violation, substandard housing or construction activity. Specifically, this section applies when you make a false report of a misdemeanor or felony criminal matter to a police or peace officer, prosecutor, grand jury, OR state or local employee assigned to accept reports from citizens.

The City does not perform Housing Inspections related to Habitable Housing as defined in Civil Code Section 1941. The City does not act on behalf of either a Landlord or Tenant when investigating substandard housing conditions.

1. Please fill in this form as accurately as possible. This form is not for zoning violations. For zoning violations call 707-449-5140.
2. Please make this report legible and understandable. **PLEASE PRINT OR TYPE.**
3. Please attach all documentation regarding this complaint.

1. PERSON MAKING COMPLAINT:

Name (Print): _____
Address: _____
City: _____
Telephone: _____
Signature _____

2. COMPLAINT AGAINST:

Name: _____
Address: _____
City: _____
Telephone: _____

Address of complaint: _____
Subdivision _____ Lot No. _____ Plan No. _____
Contractor/Developer _____ Telephone: _____

DESCRIBE COMPLAINT: USE ADDITIONAL SHEETS IF NECESSARY:
