



CITY *of* CLOVIS

BUILDING DIVISION

1033 FIFTH STREET • CLOVIS, CA 93612

City of Clovis, Building Division, Complaint Procedures.

1. **Introduction:** All complaints besides “Mold” that involve tenant and landlord disputes. The booklet “California Tenants,” revised in July 2012 and published by the California Department of Consumer Affairs, is used as a resource for building division action. Pages 40 & 45 state that the tenant should notify the Landlord in writing that repair is needed (not email, fax, or text). The letter should be handwritten or typed and should have the date the Landlord was noticed. The tenant shall sign it. Sending the letter by certified mail is not legally required, but it is a good idea. If the tenant *does* notify the Landlord, the tenant should keep a copy. (Infestations shall be sent to Paul Armendariz, the Assistant City Manager)

2. **Step 1**
When the building division receives a complaint concerning structural, unsafe conditions, or unsanitary conditions per Civil Code 17920.3, all of the following information is required to be collected from the complainant:
 - (1) Name and address of the person(s) making the complaint;
 - (2) Name and address of the Landlord (s),
 - (3) Provide photos of the nature and location of the violation.
 - (4) If applicable, the date the Landlord was served by letter and a copy of the said letter should be obtained for City records.

3. **Step 2**
The building inspector will call the tenant to secure a date and time for the inspection to be performed. A field inspection will then be performed. The tenant must provide access to the area(s) of the complaints. When the inspector can verify that the complaints are violations, the inspector will photograph the conditions, write a correction notice, and give a copy to the tenant and all other potentially affected tenants, residents, occupants, or other agents. The notice will describe the substandard condition and detail the location of all violations. The inspector will also provide a copy of citations issued, if any, to the tenant and all other potentially affected tenants, residents, occupants, or other agents.

4. **Step 3**
After the initial inspection, A Notice and Order will be mailed to the Landlord(s), noticing them of the substandard condition, each action required to be taken to remedy the substandard condition, and informing them that they have fifteen (15) days to remediate it. Create a code case in the CRM system.

5. **Step 4**
A re-inspection will be scheduled to verify that the substandard condition has been remediated. The building inspector will call the tenant to secure a date and time for the re-inspection. The re-inspection is to occur at least fifteen (15) days after the Notice and Order is mailed to the Landlord(s). A Notice of Nuisance will be sent to the Landlord (s) if the substandard condition is not abated and given fifteen (15) days to abate, or fines will start. Continue notes in the CRM system.

6. **Step 5**
Citations and fines will start after the time limit for the Notice of Nuisance has ended and compliance to remedy the violation has not been corrected.

7. You can call 559-324-2390 or come to 1033 Fifth Street, Clovis, California, to the PDS counter or go to this website <https://cityofclovis.com/government/customer-service/> to fill out a complaint.