



Neighborhood City Services: *A Quick Reference*



Recommendations on what to do about a neighborhood problem

If possible, first talk to your neighbor or property owner and ask for their cooperation. Then – if your “Good Neighbor” effort fails, call the City and:

1. Identify the specific problem or nuisance.
2. Give your name, address, and telephone number.
3. Give the exact location of the problem. (*Street address and house number, nearest cross street.*)
4. Give specific description of the problem.

Auto Dismantling

The right to operate a junk yard or auto dismantling yard is restricted by City laws. Call **528-5222** for information or to report problems.

Campers, RV's, Boats and Trailers

Generally, campers, trailers, boats, etc., cannot be stored in a driveway or required yard area, *i.e.* any lawn or required side yard area. Call **543-3600** for information or **528-5222** to report problems.

Cars/Trucks

- Vehicles can be parked in the street, but must be in running condition and must be moved at least once every 72 hours. Inoperable vehicles may be towed based on State Law.
- Generally, a vehicle cannot be stored in a driveway or lawn or required side yard area.
- You can work on your own personal care in your driveway, but it must be registered at that address. However, there are restrictions that you need to check on.
- Call **543-3800** for information or to report problems about vehicles on private or public property.

Trees on Private Property

Call **543-3223** for information or to report problems.

Street Trees

There are various City laws and regulations that govern the planting and care of street trees, *i.e.* trees planted between the curb and the sidewalk. Call **543-3770** for information or to report problems.

Fences

There are rules regarding the size, location, and construction of fences. Call **543-3223** for information or to report problems.

Fire Protection – Vegetation Control

Annually, the City sends out notices to property owners in densely wooded or brushy areas that are highly susceptible to wildland and vegetation fires. Property owners are directed clear combustible materials from around their homes. Call **543-3500** for more information or to report problems.

Weeds

Once a year, the City surveys all vacant properties for weed control. Notices are mailed to owners advising them to cut or disc the weeds. For those owners who do not do it, the City sends out contractors to remove the weeds by discing. The cost is billed to the property owner. Call **543-3500** for information or to report problems.

Garage/Yard Sales

You may hold three (3) garage or yard sales per year. The items sold must be personal household items and may not include any items bought for resale. Call **543-3223** for information or to report problems.

Residential Parking Permit Program

The residential parking permit program addresses neighborhood parking problems resulting from long-term parking by non-residents. It generally restricts on-street parking by non-residents in specified neighborhoods to one hour. Residents may purchase an annual permit that frees them from the parking restrictions in their neighborhood. Call **543-3325** for more information or to report problems.

Basketball hoops on streets or sidewalks

Call **543-3832** for information or to report problems.

Street Lighting, Traffic Signals and Traffic Signs

To report malfunctioning City-owned street lights or traffic signals, and missing or vandalized signs, call **543-3880**; traffic signals and signs on state highways, *e.g.* Sonoma Highway 12, Sebastopol Highway 12, etc., are maintained by Caltrans. Call Caltrans' Petaluma office at **762-6641**.

Sidewalks

Sidewalk maintenance is the responsibility of fronting property owners. You can call the City at **543-3881** to request the placement of an asphalt patch. Concrete repairs will later be made at the expense of the fronting property owner. Call **543-3842** for information or to report problems.

Dumping Trash, Weeds, Etc.

Persons seen “dumping” their trash, garbage, weeds, or garden wastes in public or private places can be prosecuted if the following information is available: Name and address of violator, eyewitness testimony, license plate number and/or vehicle description, description of violator. To report activity, call **528-5222**.

Junk Accumulation

An accumulation of garbage, trash, appliances, car parts, old furniture, or scrap materials may be a visual blight to a neighborhood. Call **543-3223** for information or to report problems.

Storm Drains

City storm drain pipes go directly to our creeks. *Only* stormwater should enter catch basins (e.g. opening in curbs). Report anyone seen dumping oil, caustic items, or any other liquids into a storm drain at **543-3881**.

Disposal into Sewer System

Pollutants, petrochemicals, pesticides and heavy metals, *i.e.* gold, lead, silver, chrome and zinc, can easily upset the bacterial and chemical balances of the wastewater treatment facility. Businesses must obtain an Industrial Waste Discharge Permit from the Utilities Department before pouring, placing, or discharging them into the sewer system. Call **543-3369** for information or to report problems.

Theft of Water

Illegal tampering with the water system can cause contamination to the City’s water system, interrupt waste service, and hamper fire protection. Contractors wishing to obtain water from a City fire hydrant must obtain a permit from the Utilities Department and pay an \$800 (fully refundable) deposit. Applicants will receive a water meter with appropriate backflow device to protect against contamination. Anyone tapping into a City water line without a permit will be subject to penalties. Call **543-4200** for information or to report problems.

Home Operated Business

You must obtain a Home Occupation Permit from the City’s Department of Community Development and a business tax certificate from the Department of Administrative Services. The basic premise for issuing a Home occupation permit is that the business will not change the residential character of the property or the neighborhood. There are also other rules governing Home Occupations. Call **543-3223** for further information or to report problems.

Animal Control

If you need assistance regarding barking or stray dogs, feral cats, or dead domestic animal pick-up, call Sonoma County Animal Control at **565-7100**.

Loud Parties

There are City laws that relate to loud parties. Call **528-5222** for information or to report a problem.

Solicitors

Solicitors are required to have a permit in the form of a photo I.D. card issued by the Santa Rosa Police Department. No individual may solicit or peddle for a business at any home where a sign stating “No Peddlers or Solicitors” is clearly visible. A solicitor for a non-profit organization should have a letter of exemption issued by the Santa Rosa Police Department. When a solicitor comes to your door, you may ask to see a permit. To report problems, call **528-5222**.

Neighborhood Crime Problems

If you have information regarding any ongoing illegal activity in your neighborhood, you can leave an anonymous tip at **544-DRUG (544-3784)**. Names, descriptions, addresses and license numbers of suspected individuals are helpful.

Neighborhood Watch

Neighborhood Watch has proven to be an effective tool in crime prevention. Through Neighborhood Watch, you can learn how to make your home, possessions, and family less likely to be victimized by crime. Call Crime Prevention at **543-3653** for more information.

IMPORTANT TELEPHONE NUMBERS

Emergency Assistance	Call 911
Police Non-Emergency	543-3600
Crime Notification	528-5222
Fire Non-Emergency	543-3500

GENERAL INFORMATION

Public Library	545-0831
Voter Registration	565-6800
Animal Control	565-7100
Building Permits	543-3230
Business Taxes/Dog Licenses	543-3170
City Bus Information	543-3333
City Council/Mayor's Office	543-3010
City Jobs	543-3076
Garbage Service	586-1478
Graffiti Reporting/Volunteering	543-3499
Housing and Redevelopment	543-3300
Industrial Waste	543-3369
Parking (Permits, Registrations)	543-3325
Parking Permits (Residential)	543-3325
Parks & Recreation	543-3292
Planning/Zoning	543-3223
Sewer Maintenance	543-4200
Sign Permit	543-3223
Sprinklers – Broken on City Property	543-3770
Street Cleaning/Sweeping	543-3881
Street Lights	543-3880
Street Maintenance	543-3881
Street Emergency (after hours/holidays)	543-3805
Toxic/Hazardous Materials	Call 911
Traffic Lights/Maintenance	543-3880
Tree Services	543-3770
Water/Sewer, Billing Start/Stop Service	543-3150
Water/Sewer Connection Fees	543-3150
Water Conservation	543-3985
Water Leaks	543-3150

WEBSITE: www.srcity.org

This brochure is intended to provide information and aid for Santa Rosa residents seeking City services. It is not intended to establish a legal standard for civil or criminal liability. For more precise and complete information, the appropriate City department or applicable law should be consulted.