

San Mateo County Citizens Complaint Guide

What is the Complaint about?	Who to Contact about Your Complaints		
Abandoned, inoperative vehicles	If on private property: Code Enforcement, 363-4825	If on public right-of-way (street or sidewalk): County Sheriff, Abandoned Vehicle Hot Line 363-4763 or 599-7489	
Animal cruelty, stray or wild dogs/cats	Peninsula Humane Society, 340-8200		
Animals - too many or keeping in unhealthy conditions	If too many: Code Enforcement, 363-4825	If conditions are unhealthy for animals: Peninsula Humane Society, 340-8200	
Auto repair - body work, dismantling	If auto repair or dismantling in residential area: Code Enforcement, 363-4825	If commercial auto repair in residential area: State Bureau of Automotive Repair, 1-800-952-5210	If dismantling in commercial area: State (DMV) Bureau of Investigations, 415-330-6469
Buildings - unsafe or abandoned; illegal construction	Building Inspection, 599-7311		
Commercial vehicles on residential streets	County Sheriff Patrol Desk: 363-4763 or 363-4911		
Illegal disposal of motor oil, antifreeze; excessive use of pesticides	Health Dept., 363-4305 Hazardous Materials		
Fences - too high	If new construction exceeds height limit: Code Enforcement, 363-4825		
Fumes, dust from commercial spray-painting, outdoors or in building but no spray booth	If auto spray-painting in residential area: Code Enforcement, 363-4825 If spray-painting outside of spray booth: Bay Area Air Quality District, 1-800-334-ODOR	If spray-painting outside of spray booth in commercial area: Building Inspection, 599-7311	If spray-painting in residential area & if fire hazard: Fire Prevention Bureau, 688-8425
Graffiti on buildings	Abatement of Graffiti: Dept. of Public Works, 312-5310	If actively being painted: County Sheriff Patrol Desk, 363-4763 or 4911	
Land use/zoning questions	Zoning Counter, 363-1825		
Lewd, unlawful behavior	County Sheriff, Patrol Desk: 363-4763 or 363-4911		
Litter, garbage or debris	If on private property: Code Enforcement, 363-4825	If overflowing sewer or wet garbage: Health Dept., 363-4305	If on street or sidewalk: Public Works Maintenance Division, 363-4100
	If fire hazard: Fire Prevention Bureau, 688-8425	If on Hetch-Hetchy (water) property: San Francisco Water Department - Operations Unit, 872-5910	If on Southern Pacific Railroad property: SPPR Police Department, 415-451-3200
Loitering	County Sheriff, Patrol Desk: 363-4763 or 363-4911		
Mediation matters; land/tenant disputes, small claims and other civil matters	If landlord/tenant disputes: Peninsula Conflict Resolution Center 513-0330	If Small Claims: Claims Advisory, 363-4889	
Noise	If excessively loud or constant after-hours noise from commercial source: Health Dept., Alan Dare, 363-4721	If from residential source: Patrol Desk, 363-4763 or 363-4911	
Odor; gas leaking	If fire hazard: Fire Department, 688-8420 or 911	If leaking natural gas: PG&E, 1-800-743-5000	
Overcrowding	Health Dept., Housing Unit, 363-4305		
Parking; illegal or lack of	If due to expansion or change of use in commercial area: Code Enforcement 363-4825		If vehicle parked in same spot on street over 72 hours: Patrol Desk, 363-4763 or 363-4911
Signs - broken or illegal	Code Enforcement, 363-4825		
Trees - illegal cutting on private or public property	If illegal active cutting on private property: Sheriff, 363-4763 or 363-4911	If creating hazard within public right-of-way: Public Works, Maintenance Division, 363-4100	Tree(s) illegally cut (after the fact) Code Enforcement, 363-4825
Unsanitary conditions,, residential or commercial	Health Dept., 363-4305		
Weeds	If on private property: Code Enforcement, 363-4825	If fire hazard on commercial or residential property: Fire Prevention Bureau, 688-8425	
Wiring - exposed, illegal	If commercial or residential: Building Inspection, 599-7311	If poses a health hazard: Health Dept., 363-4305	If fire hazard on commercial or residential property: Fire Prevention Bureau, 688-8425

Contact Phone Numbers

County Planning and Building Division

Code Enforcement363-4825
Building Inspection599-7311
Zoning Counter.....363-1825

Other County Agencies

County Environmental Health Department.....363-4305
County Public Works Department363-4100
County Sheriff's Office (Patrol Desk)363-4763
after hours and weekends363-4911
San Mateo County Humane Society340-8200

Other Local Agencies and Groups

Half Moon Bay Fire Department.....726-5213
Small Claims Mediation573-3907

State and Regional Agencies

California Department of Motor Vehicles (Bureau of Investigations):.....415-330-6469



Planning and Building Department
County of San Mateo
County Government Center
Redwood City, CA 94063

San Mateo County
Planning and Building Department

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County Government Center

455 County Center

Redwood City, California 94063

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