



Details of Common Complaint Types by Agency

It is critical that complaints be routed to the appropriate agency to expedite necessary follow-up actions (such as an inspection). This document lists the complaint types and agency responsible to address each complaint.

AIR QUALITY MANAGEMENT - 775.784.7200

- Building demolition/renovation activities with possible asbestos contamination
- Dust (either blowing or generated from construction activities)
- Diesel Idling
- General Odor
- Spray Painting
- Open Burning
- Woodstove Smoke
- Permit to Operate (facilities such as dry cleaners, gas stations)

BUILDING & SAFETY - 775.328.2020

- Any building or structure that is dangerous to occupants or surrounding properties
- Any building or structure damaged by man-made or natural events
- Work done on any building or structure without a valid building permit

CODE ENFORCEMENT (PLANNING & DEVELOPMENT) - 775.328.6106

- Outdoor storage of junk vehicles, building material, appliances, and/or debris in public view.
- Outdoor storage of a commercial vehicle and/or commercial equipment on a residentially zoned property.
- Keeping of livestock or other animals on property not zoned for such activity.
- Cargo and/or storage containers which do not meet placement standards or permit requirements.
- Living or sleeping in a recreational vehicle or travel trailer.
- Operating a business in the unincorporated County without a valid Washoe County business, liquor, or gaming license.
- Violation of a home-based business license requirement or development standard.
- Other (describe in detail)

ENGINEERING - 775.328.2040

- Grading of land (moving of dirt, clearing vegetation, creating berms, ponds, slopes, etc.) not authorized by County Code (without permits)
- Drainage or storm water issues
- Road access that is blocked or disrupted
- Construction activities that are creating storm water pollution or sediment (BMPS)
- Construction within the FEMA (Federal Emergency Management Agency) floodplain that is not authorized
- Unauthorized construction of sewer or reclaimed water utilities.

ENVIRONMENTAL HEALTH SERVICES - 775.328-2434

- Solid waste (garbage, animal waste, rubbish)
- Vector problems (rodents, mosquitoes, insects)
- Childcare facilities
- Drinking water
- Food (restaurants, grocery stores, bars)
- Hazardous materials (chemical spills)
- Hotel/Motels
- Tattoo/IBD (body piercing, tattoo parlors)
- Jail
- Public bathing (public pools & spas, not at private residences, but apartments, condos, hotels)
- RV/Mobile home parks
- Schools (public and private)
- Sewage
- Underground storage tanks (gas stations)
- Well (new construction)

OTHER WASHOE COUNTY AGENCIES

The following types of violations are the responsibility of Washoe County agencies currently not available through the ONE online complaint system. Please contact the responsible County agency through the County's main web page at www.washoecounty.us or at the phone number listed adjacent to that agency.

- Animals at large or noisy animals (Regional Animal Services at 775.322.3647).
- Junk vehicles on public roads (Sheriff's Office at 775.328-3001).
- Noise from off-road vehicles; or any off-road vehicle operating within 1,000 feet of a residence (Sheriff's Office at 775.328.3001).
- Trespassers on a foreclosed property (Sheriff's Office at 775.328.3001).
- Obstructing a public road or trail (Sheriff's Office at 775.328.3001).
- Overgrown vegetation or weeds (Truckee Meadows Fire Protection District at 775.326.6006 or North Lake Tahoe Fire Protection District at 775.831.0351).