Neighborhood Services Team

CITY OF SANTA CRUZ

NEIGHBORHOOD IMPROVEMENT SERVICES AND PROGRAMS

Department of Planning and Community Development

Housing and Community Development Division

City of Santa Cruz

809 Center St., Rm. 206
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www.ci.santa-cruz.ca.us/pl/hcd/nst.pdf

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The City of Santa Cruz Neighborhood Services Team (NST) is an interdepartmental group formed to deliver City services to neighborhoods and to proactively respond to neighborhood issues in a coordinated and strategic manner. The team consists of two sections; a Steering Committee comprised of City department directors responsible for planning and policy, and a Working Group consisting of field-level supervisors and staff responsible for implementing projects and work programs and tactical responses to neighborhood issues and concerns.

The City of Santa Cruz has many services and programs designed to keep neighborhoods safe and attractive. The City has also adopted codes and ordinances that regulate many neighborhood-related activities. This brochure has been prepared to assist residents in determining which City department to call with questions or complaints regarding issues and activities in your neighborhood. The following information relates to issues most frequently raised by City residents.

If you don't find the answer in this booklet, please call the Neighborhood Services Team at 831-420-5109.

CITY CODES AND ORDINANCES

Animals - All animal complaints including barking, loose dogs or animal neglect or abuse should be directed to the Santa Cruz County Animal Services Authority at 454-7303.

Auto Dismantling - The operation of a junkyard or auto-dismantling yard is allowed only in an industrial zone and requires a special permit from the City . This kind of operation is not allowed in residential neighborhoods. Call the Police Department's Vehicle Abatement Program at 420-5863.

Campers, RV's Boats & Trailers - Campers, trailers, boats etc. can be parked in the driveway if in running condition

(no flat tires), but not on dirt or lawn areas. To receive more information or to register a complaint, call the City's Code Compliance Specialist at 420-5111.

Fences – The Zoning Ordinance sets forth certain rules for building a fence. Generally, backyard and side yard fences cannot be over 6 feet in height. A front yard fence cannot be over 3 feet in height. This 3 foot rule also applies to fences on street corners or in areas adjacent to driveways. If you are building a new fence, check with the City Planning Department at 420-5100.

Garage & Yard Sales - City residents may hold 1 garage or yard sale, not to exceed 3 consecutive days during any six-month period.

Autos and Trucks - Vehicles can be parked on the street but must be in running condition. If not operable, i.e., no wheels, no engine, etc., they can be towed by the City. Vehicles must also have current licenses and registration. A vehicle cannot be parked on dirt or lawn areas or vacant lots. Cars parked on the street for more than 72 hours should be reported to the Police Department Abandoned Vehicle response line at 420-5863.

Vehicles may be parked in a driveway, but must be in running condition. A vehicle cannot block a sidewalk or any other public right-of-way. Owners of inoperable vehicles will be asked to fix or remove them. Residents can work on a personal vehicle in their driveway, but only for a short time, and the vehicle must be registered at that address.

Commercial vehicles with a manufacturer's gross vehicle weight rating of 10,000 pounds or more may not be parked on private property in a residential or limited commercial zone, unless specific conditions are met. Commercial trucks and trailers (semi-trucks) cannot park on the street in a residential neighborhood except when loading and unloading.

Call the Police Department Vehicle Abatement Program at 420-5863 for more information or to register complaints about abandoned vehicles on public or private property.

Graffiti - City Code requires all property within city limits to be maintained in a graffiti-free condition. Call the Graffiti Free Santa Cruz action line at 420-5303 to report any graffiti on public or private property.

Illegal Dumping llegal dumping of trash on private or public property or on streets or in alleys should be reported to the Public Works Sanitation Division at 420-5542. Be prepared to provide:

- Location of dumping
- Vehicle license and description
- Suspect description
- Type of material dumped

HOW TO HANDLE A HOUSING CODE OR ZONING CODE DISPUTE

The City's Uniform Housing Code establishes minimum health and safety standards for residential dwellings. These standards include adequate heating systems, functional plumbing, and safe electrical systems. Similarly, the City's Zoning Ordinance regulates how residents or occupants may use their properties.

Many times disagreements between neighbors or between landlords and tenants may be solved in an amicable fashion without the City becoming involved. If you have a neighborhood problem or issue:

First: Talk to your neighbor or the property owner and ask for their cooperation in resolving your concerns.

Then: If your "good neighbor" efforts fail, call a City's Code Enforcement Specialist at 420-5111 and:

1. Identify the specific problem or nuisance.

2. Identify the exact location of the problem (street name, house number etc.)

3. Provide your name, address and telephone number (this information is kept confidential.)

Complaints involving an immediate health or safety hazard will be investigated within 24 hours in the order received.

If the complaint is valid, the City will issue a warning notice to the owners to give them an opportunity to correct the situation. If the situation is not corrected, the City will initiate action to obtain legal compliance and/or have the work taken care of. A legal process may take between 30 and 120 days depending on the nature of the violation. With voluntary action from a cooperative owner, this time may be reduced to as few as 15 days.

ADDITIONAL SERVICES AND PROGRAMS FOR NEIGHBORHOOD IMPROVEMENT

First Time Homebuyer Program - This City program provides deferred interest second mortgage loans to low-income households to assist with the purchase of a home. Borrowers must be able to obtain a conventional first mortgage and and meet other requirements. For more information, please call the City's First Time Homebuyer Program at 420-5109.

Housing Rehabilitation Program - Home owners and owners of rental property can receive low interest loans to repair housing occupied by low-income families. The primary objective of the program is to correct health and safety problems. Call the City's Housing Rehabilitation Program at 420-5109.

CitySource - CitySource is a free service of the City of Santa Cruz that is designed to answer the most frequently asked questions about local government operations and services. CitySource is accessible by using a touch-tone telephone and is available 24 hours a day, 7 days a week. By dialing 420-5134 residents have access to over 300 recorded messages about everything from general government to Parks and Recreation activities. To hear a particular message, simply enter the index code that corresponds to the desired message.

Beach Flats Community Center - The Beach Flats Community Center provides a convenient place for residents to hold neighborhood activities and meetings. For more information, please call the Beach Flats Community Center Community Liaison and Resources Coordinator at 420-6125.

CITY DEPARTMENT TELEPHONE NUMBERS

In Case of EMERGENCY, dial..... 911
City Council and Mayor..... 420-5020
Finance Department 420-5050
Fire Department..... .420-5280
Library..... 420-5600
Municipal Utilities..... 420-5220
Parks and Recreation Dept. 420-5270
Planning Department..... 420-5100
Police Department 420-5800
Public Works Department..... 420-5160
Redevelopment Agency 420-5150
Water Department 420-5220

NEIGHBORHOOD IMPROVEMENT SERVICES

Neighborhood Services Team 420-5109
Housing Rehabilitation Loans..... 420-5109
First Time Homebuyer Loans 420-5109
Abandoned Cars..... 420-5863
Graffiti Removal..... 420-5303
City Arborist 420-6120
Housing Code
and Zoning Code Compliance 420-5111

PERMITS AND LICENSES

Building Permits (Building Counter)..... ..420-5417
Sign Permits (Planning Counter) 420-5416
Business Licenses..... 420-5070

PUBLIC WORKS AND WATER DEPARTMENT INFORMATION

Sidewalks, Street Maintenance/Repair 420-5530
Street Cleaning 420-5542
Traffic Lights..... 420-5520
City Utilities - Start and Stop 420-5220
Water Mains/Fire Hydrants 420-5220
Sewers and Storm Drains 420-6036
Water Conservation 420-5230
Garbage/Green Waste 420-5220
Waste Water Treatment Facility..... 420-6050

GENERAL INFORMATION

Kids' Klub 420-6150
Barrios Unidos..... 457-8208
Beach Flats Community Center 420-6125
County Environmental Health 452-2022
Toxic/Hazardous Materials..... 454-2022
SC County Animal Services Authority..... 454-7303
Santa Cruz City Schools 429-3410
Commission for the Prevention
of Violence Against Women 420-6298

Contact the
City of Santa Cruz
Neighborhood Services Team
at
831-420-5109

http://www.ci.santa-cruz.ca.us

City Council

809 Center St., Rm. 10
Santa Cruz, CA 95060
831-420-5020
citycouncil@ci.santa-cruz.ca.us

City Manager

809 Center St., Rm. 10
Santa Cruz, CA 95060
831-420-5010
citymgr@ci.santa-cruz.ca.us

City Clerk

809 Center St., Rm. 9
Santa Cruz, CA 95060
831-420-5030
cityclerk@ci.santa-cruz.ca.us