



Community Development Department

Building Safety Division - Code Enforcement

401 California Avenue

P.O. Box 61350

Boulder City, NV 89006-1350

Phone: 702-293-5597 FAX: 702-293-9392

www.bcnv.org

CodeOfficer@bcnv.org

Code Enforcement

Request for Service/Complaint Form

Office Use Only

Date: _____

Time: _____

PRINT LEGIBLY - UNREADABLE FORMS WILL NOT BE INVESTIGATED

1 Complainant:	Complainant 1		Complainant 2	
	Address		City	State ZIP
	Phone	Mobile	Email	

2 Violation	Address		Parcel Number	Please provide if known
			Cross Street(s)	

3 Owner(s)	Owner 1		Owner 2	
	Address		City	State ZIP
	Phone	Mobile	Email	

4 Occupant(s)	Occupant 1		Occupant 2	
	Address		City	State ZIP
	Phone	Mobile	Email	

5 Description of Suspected Violation(s)

Please use additional sheets if necessary

6 When did the problem start?	Date	_____	7. Have you talked to the owner or occupant about the problem?	Yes	<input type="checkbox"/>
	Time	_____		No	<input type="checkbox"/>
			7A. If you answered "YES" to question 7, when did you talk to the owner or occupant?	Date:	_____
				Time:	_____

check here if yes I desire that the Investigator contact me.

8 The undersigned understands that by completing this document, a full investigation by city departments, including, but not limited to, the City of Boulder City Building Safety Division, will take place at the Violation property listed above. This document is a public record and the information included within may be released to any party upon request in compliance with Open Records Laws for the State of Nevada. The creation of this document creates no legal liability, express or implied, on the City of Boulder City, Nevada.

Signature of Complainant: _____ Date: _____

What is Code Enforcement?

Rules governing the use of **private** property are intended to protect the public health, safety, and welfare of all citizens. The Community Development Department is responsible for enforcing the provisions of the city of Boulder City's Codes and other Ordinances related to building codes, zoning, subdivisions, and offenses unrelated to the traffic code. Each ordinance also contains provisions and penalties that may be imposed when a property owner refuses to correct a cited violation.

Who may file a complaint and when may it be filed?

Any citizen may file a complaint whenever they observe conditions, uses of a property, or structures that they suspect are improper. Knowledge of City Ordinances is not required, since the enforcement staff makes this evaluation. Misdirected complaints will be forwarded to a more appropriate department or agency (i.e., Police Department, Animal Control, Clark County Air Quality and Environmental Management, Clark County Health District, Nevada State Tax Commission, etc)

How is a complaint filed?

Except where an immediate hazard exists, compliance actions begin with either a completed complaint form, or by another public agency. The appropriate form for filing a complaint can be acquired by calling 702-293-9282, by visiting the Boulder City Community Development Department at 401 California Avenue, Suite 4 (2nd floor), or by download from the Boulder City website. (*the form on the reverse side is the complaint form*) The signed, completed form may be returned via U.S. Mail, by facsimile transmission, or by email.

Is the complaint form a public record?

All information contained on the complaint form is a public record. Any person – including the alleged violator – has the right to see the complaint form. In the event the complaint leads to a citation for appearance before a judge, the complaint form will be used by the prosecutor as part of the prosecution.

Will I be contacted during the course of the investigation?

Unless requested, you will not be contacted during the course of the investigation. If you wish to hear from the Code Enforcement Investigator, please indicate so on the complaint form. The Investigator may also contact you to request permission to enter your property to view the violation, or for additional information.

What can delay an investigation?

An incomplete complaint form, or a complaint form with inaccurate information will lead to a delay in the investigation of the complaint. For example, an incorrect address or street, or a poor description of the violation can lead to a delay. Illegible handwriting can also delay an investigation – if the writing cannot be read, it is likely the complaint will not be investigated.

What happens once I've submitted my written complaint?

Except for issues where an immediate threat to health and safety exist, initial action on your complaint will normally begin within 2 or 3 days of receipt and an inspection of the site will normally occur within 5 working days. Complaints are usually handled in the order received. Depending on the number of complaints on file, it may take two to three weeks before a site inspection is performed. Health and Safety issues take precedence over all other complaints and are usually investigated as soon as possible. Clearing a violation may take 90-120 days depending on the level of voluntary action on the part of the violator, and potentially longer if a citation is issued and the matter is referred to the Judicial System.