

CITY SERVICES IMPORTANT NUMBERS

Animal Services

(916) 851-8852

City Hall (business and after-hours number)

916-851-8700

Code Enforcement

(916) 851-8770

Graffiti Reporting

(916) 851-8717

Parking Enforcement

(916) 876-7558

Rancho Cordova Neighborhood Watch

(916) 875-5852

Rancho Cordova Police Department Non-Emergency

(916) 362-5115

Republic Trash Services

(916) 638-9000

Sacramento Metro Fire Non-Emergency

(916) 859-4300

Shopping Cart Retrieval Service

(800) 252-4613 or
cartretrieval.net

Street Lights Street Signs Street Maintenance

(916) 851-8717

In an emergency, dial 911.



**Do You Want to Make Your
Neighborhood
Safer?
Better?
More Attractive?
More Valuable?**

Look inside for answers!



Rancho Cordova City Hall Hours

Monday - Friday 8:00 a.m. - 5:00 p.m. / Closed major holidays

www.cityofranhocordova.org

Rancho Cordova's Neighborhood Services Division's mission is to maintain the highest quality of life possible for our residents by ensuring a healthy, safe, and clean community. We do this through education of our residents and enforcement of our Municipal Codes, which are designed to provide quality of life in Rancho Cordova.

Whether you are a homeowner, tenant or landlord, having pride in your community and home is the foundation of a great city and shows that you care about your investment, your neighbors, and our community. Investing in a home or choosing to live in a community is an important decision that comes with the great responsibility of keeping our community clean, safe, attractive, and a great place to live.

With your help, we can maintain and beautify all of our Rancho Cordova neighborhoods. Help the City ensure quality of life for our residents by reviewing and putting the information in this guide into practice.

Neighborhood Services is always available to offer information regarding any and all Neighborhood issues.

Neighborhood Services Division

To submit an issue and watch it quickly get fixed, go to the City's website at cityofranhocordova.org and click on "Fresh Connect"

This brochure contains general information and is intended as a guide for achieving good neighborhoods and a healthy community. Other regulations and requirements may apply. City codes, handouts and more information are available by contacting the City of Rancho Cordova.



Working with Your Neighbors

Being courteous, friendly, and patient will help prevent many neighborhood issues. Neighborhood Watch is a great way to establish relationships with your neighbors and City staff. For more information on the Neighborhood Watch Program, call (916) 875-5852.

If You Receive a Notice

Please respond to any notices you may receive from the City. If you do not understand the item or need additional time to complete a project, call the City employee listed on the notice right away. Failure to meet City codes may result in enforcement such as fines, City-facilitated corrections, etc.

To Report a Neighborhood Concern

If a neighborhood concern cannot be resolved through neighbor cooperation, the City may be able to assist, depending on the nature of the issue. The amount of time to address a situation varies depending on the severity of the issue and its complexity. Complaints may be filed in person, email, mail or phone. In order for the City to follow up on the issue, please provide the following:

1. Your name and contact number for follow-up.
2. The specific location of the issue, i.e., house number and street name.
3. A brief description of the issue.

14 Animal Control and Maintenance

Animals can be wonderful companions; however, they can also become nuisances to homeowners and neighbors, if not properly cared for. Keep the following items in mind for proper care and maintenance of pets.

Allowed Number of Pets

No more than four dogs or four cats, not to exceed five of any one kind, are allowed per home. Pet licenses are required and may be obtained through our office at 2880 Gold Tailings Court, Rancho Cordova. RCMC 23.310.040

Restrain

Animals must be properly restrained and under control of the owner at all times by leash or fence. Owners should respect their neighbors by taking dogs into the house or garage during times of excessive barking. RCMC 8.03.010

Picking Up After Pets

Animal feces and waste can spread disease and produce nuisance odors. Remove and dispose of any feces in your trash cart regularly. RCMC 8.03.010

Farm and Wild Animals

With the exception of chickens, farm animals or wild animals are not allowed in the City. These include, but are not limited to, roosters, horses, cows, sheep, pigs, goats, ducks and others. Wild animals including ferrets, lions, bobcats, wolves, foxes, raccoons, skunks, rattle snakes (and other venomous snakes), and alligators are not allowed on personal property.

Residents may own up to six hens with a hen permit, which can be obtained from the Neighborhood Services office at 2880 Gold Tailings Court, Rancho Cordova. Roosters are prohibited. RCMC Chapter 8.11

1 Inoperable and Unregistered Vehicles



All vehicles must be licensed, registered and able to pass state emissions inspection. Keep all project, hobby or inoperable vehicles stored in a garage or remove them from the property. Only quick and minor repair work on vehicles registered to

the property may occur in your garage or on your home's premises. Do not store vehicles in backyards, under canopy structures, under tarps or in carports. RCMC 23.901.030(G)(18)

2 Trash and Recycle Carts



Within 12 hours of trash, recycle and green waste carts being emptied, all carts must be rolled behind a gate or fence and out of sight from the street. RCMC 23.731.080(A)(6)

Rancho Cordova residents receive three free trash pick ups per year. Call Republic Services to schedule your pick-up. Materials should not be left at the curb more than 24 hours in advance of the scheduled pick-up.

3 Lawns and Landscaping



Attention should be paid to entire area between the house and the curb. Due to the drought, water per your water company's instructions. Clear debris and remove weeds and dead vegetation regularly. Ensure shrubbery does not pro-

trude onto sidewalks or right-of-ways and mow grass weekly. RCMC 23.716.100

Regularly check the health of your trees. They are a commodity we don't want to lose.

4 Vehicle Parking



All vehicles must be parked in a garage or driveway. Parking on a lawn is prohibited. Operable and registered vehicles may be parked on the street. Parking on the lawn, gravel, grass, dirt or landscaping is prohibited. Vehicles, boats and trailers

(including RV's) may be parked in the driveway providing their registrations are current and they are not in blighted

5 Exterior House Maintenance

Any building or structure (houses, garages, sheds, fences, etc.) must be kept in good condition. Siding, fascia and soffits should be free of peeling paint, holes, cracks or other deterioration. Roofs must be water-tight and in good repair. Foundations must adequately support the home or structure at all times. CA H&S Section 17920-17928

6 Outside Storage



Items found outside a residence that are not permanently installed and originally intended for outdoor use, such as lawn mowers, barbeques, furniture, etc., should be stored indoors or in a garage.

Carports should not be used as storage, nor should items be stored in front of a gate covered with a tarp for storage. RCMC 16.18.401

7 Backyard Maintenance



Keep back yards maintained and insect-free. Ensure bodies of standing water are removed or cleaned regularly as in the case of a pond or swimming pool. Animal feces should also be removed

and disposed of in your trash cart regularly. RCMC 16.18.401(J)

8 Fencing

Fences should be maintained and kept in good condition structurally and in appearance. Fences in front yards should be no taller than three feet and should include a three-foot set-back from the sidewalk or curb (if a sidewalk does not exist). In the back yard, a fence should be no taller than six feet. RCMC 23.731.050

9 Residential Businesses

All rental properties located within the City are required to be registered and maintain active business licenses with the City. The form can be found on our website. RCMC 16.20.1215.

10 Graffiti



If any graffiti exists on your residential property, please remove it immediately. Contact Public Works (916) 851-8710 to inquire as to the best way to clean items and to obtain a complimentary cleaning kit. RCMC Chapter 6.120

12 Garage, Yard and Estate Sales



Sales of a resident's personal property are allowed three times per year, up to two consecutive days per each sale. Sales must be conducted within the home, garage or yard. Off-site signs advertising the garage or yard sale, must be removed immediately following the sale. MC 23.922.030

13 Neighborhood Parties and Noise

Parties should end at a reasonable time to avoid disturbance of neighbors. Any noise-producing device that is audible from 50 feet, should be quieted. For noise concerns, contact the Rancho Cordova Police Department.