

CITY OF RANCHO CORDOVA GOOD NEIGHBOR GUIDE



a fresh take.

RANCHO CORDOVA
CALIFORNIA

The City of Rancho Cordova is a safe, inviting, and vibrant community that values diversity, opportunity, partnerships and fun. We have much to celebrate here – our neighbors and neighborhoods, innovative small and large businesses, our many cultural and fun community events, our walking and biking trails, our first-rate infrastructure and lush urban tree canopy – and the list goes on.

But the best part of Rancho Cordova is the over 72,000 residents who strive to make our City a place that is welcoming and beautiful. It is the City’s responsibility to enforce codes, ordinances and laws that safeguard quality of life. And it is our good neighbor residents who ensure that these City requirements are observed, so the qualities of our vibrant community remain high.

This “Good Neighbor” brochure is designed to provide Rancho Cordova residents with facts about city requirements, helpful tips and services, and key contact information. Together, we can work to keep our City a place that is proud of its thriving neighborhoods, shared quality of life and strong public safety.

10 Good NEIGHBOR *Tips*

1. Vehicles

Being a good neighbor means parking your registered car, boat, RV and/or trailer in your driveway or garage. That means no parking on the lawn, gravel, dirt or landscaping, and not storing inoperable vehicles in public view. Ensure that you store and work on project or hobby vehicles in a garage. Only quick and minor repairs on vehicles registered to the property can be made in your driveway. City ordinance: RCMC 23.901.030(G)(18)





2. Trash and Recycle “Carts”

Being a good neighbor means that within twelve hours of trash, recycle and green waste pick-up, “carts” are rolled behind a gate or fence and cannot be seen from the street. City ordinance: RCMC 23.731.080(A)(6)

Resident tips:

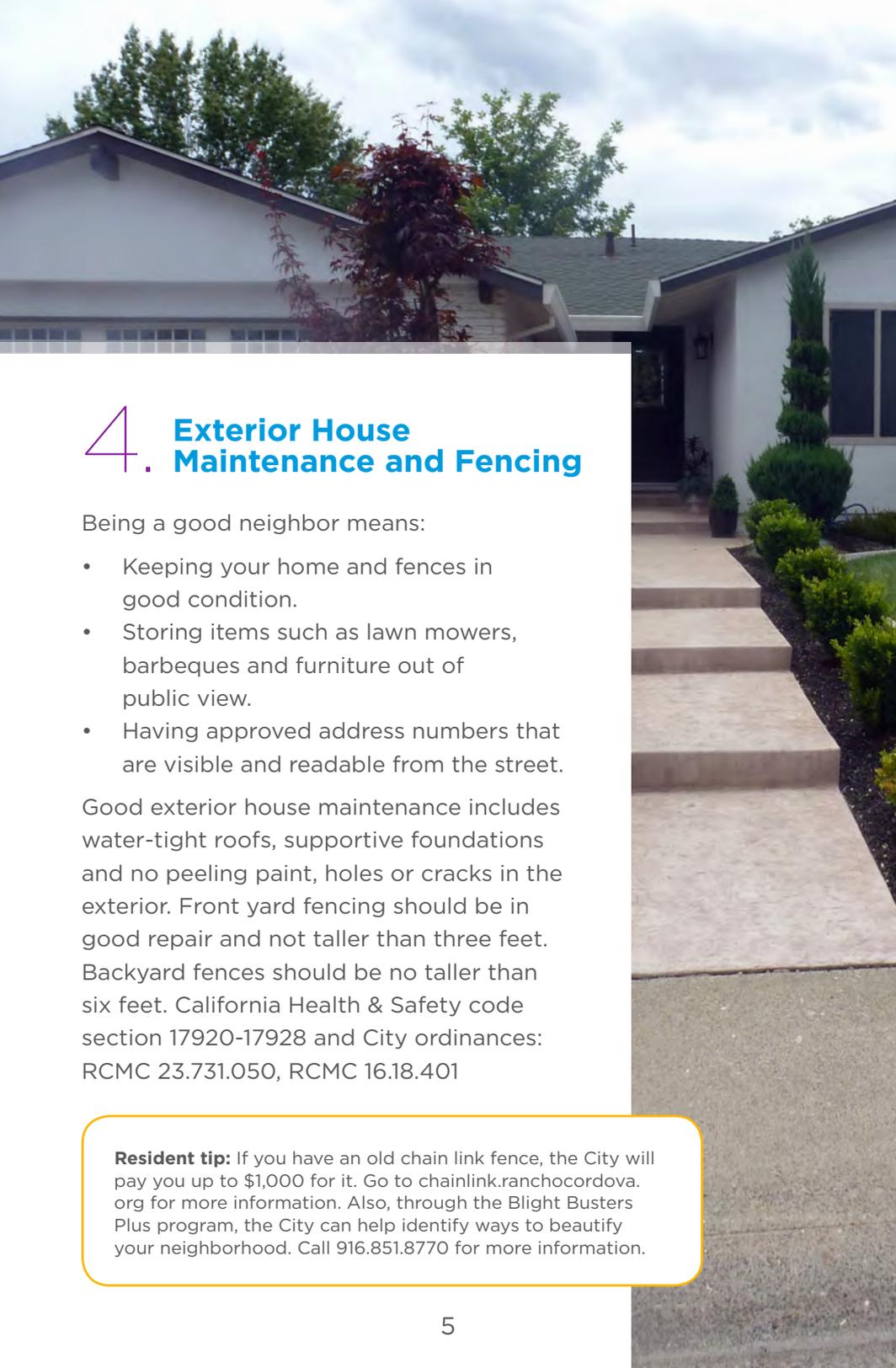
- Did you know that all Rancho Cordova residents receive three FREE bulk trash pickups per year? Contact Republic Services at 916.638.9000 to schedule your pickup. Remember: Items should be on the curb no more than 24 hours prior to the scheduled pickup.
- Do you have a physical limitation that prevents you from being able to move your garbage, recycling or green waste carts? Contact Republic Services to see if you qualify for free assistance.



3. Lawns and Landscaping

Being a good neighbor means maintaining your front yard. Clear debris, remove weeds and dead plants, mow your grass weekly and make sure shrubs don't grow onto sidewalks. City ordinance: RCMC 23.716.100

Resident tip: Regularly check to make sure your trees are healthy by watering them as needed. Did you know that healthy trees will save you money? It's true. Trees actually help retain essential water in the soil and require little water, making them great drought-tolerant landscaping options. Trees lower household energy costs, provide clean air and increase your property value. Would you like a free tree? Contact the Sacramento Tree Foundation at 916.924.TREE (8733) to learn about their free tree program.



4. Exterior House Maintenance and Fencing

Being a good neighbor means:

- Keeping your home and fences in good condition.
- Storing items such as lawn mowers, barbeques and furniture out of public view.
- Having approved address numbers that are visible and readable from the street.

Good exterior house maintenance includes water-tight roofs, supportive foundations and no peeling paint, holes or cracks in the exterior. Front yard fencing should be in good repair and not taller than three feet. Backyard fences should be no taller than six feet. California Health & Safety code section 17920-17928 and City ordinances: RCMC 23.731.050, RCMC 16.18.401

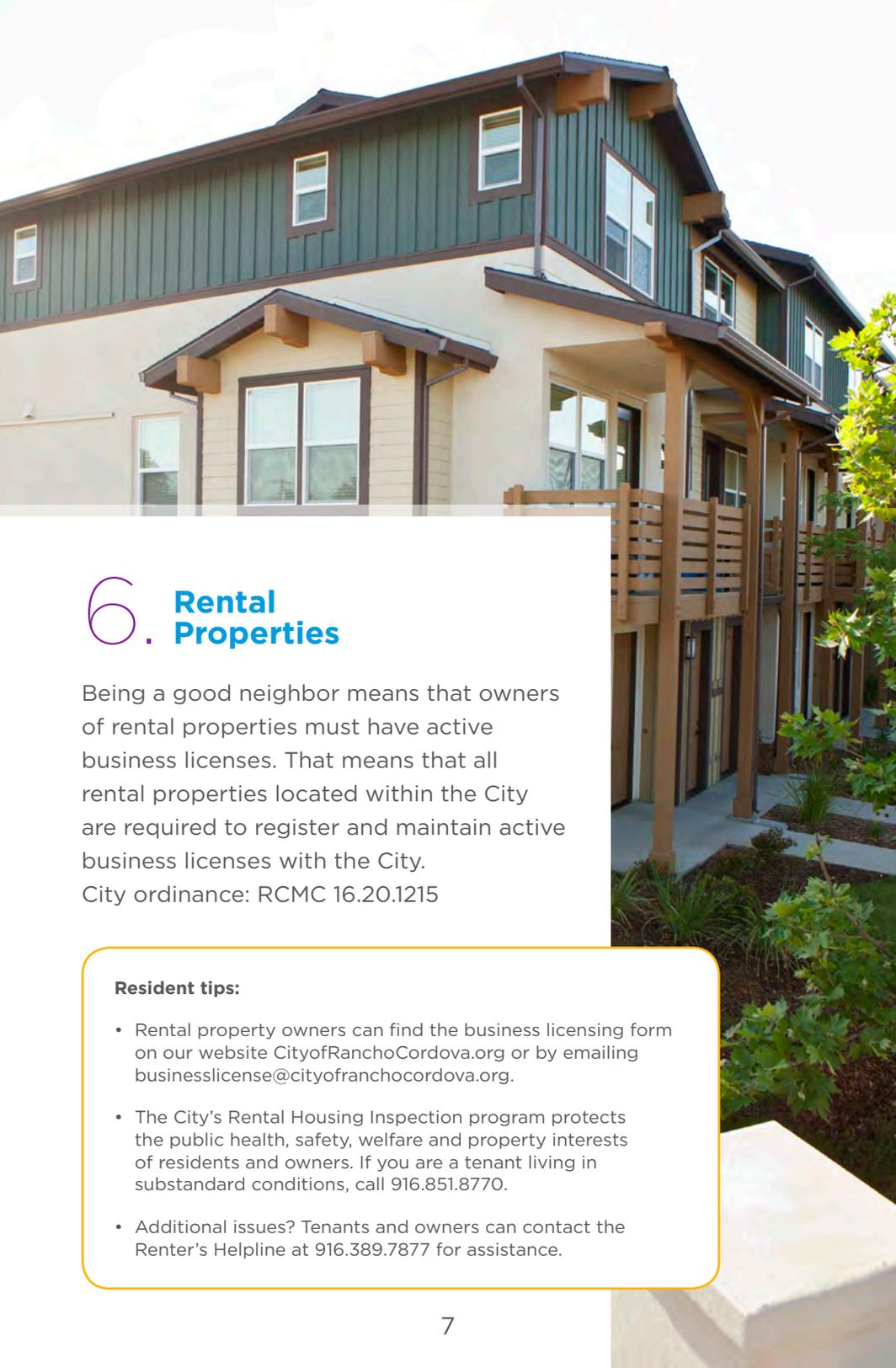
Resident tip: If you have an old chain link fence, the City will pay you up to \$1,000 for it. Go to chainlink.ranchocordova.org for more information. Also, through the Blight Busters Plus program, the City can help identify ways to beautify your neighborhood. Call 916.851.8770 for more information.



5. Backyard Maintenance

Being a good neighbor means keeping your backyard clean and insect-free. Remove debris, animal feces, drain standing water and clean ponds or swimming pools regularly. City ordinance: RCMC 16.18.401(J)

Resident tip: Mosquitoes are a nuisance, yes, but they are also a major threat to public health. Did you know that mosquitos can breed in as little as a teaspoon of standing water? Check out the educational videos at FightTheBite.net where you can learn about FREE standing water inspections, FREE mosquito-eating fish, and FREE insect repellent.



6. Rental Properties

Being a good neighbor means that owners of rental properties must have active business licenses. That means that all rental properties located within the City are required to register and maintain active business licenses with the City.
City ordinance: RCMC 16.20.1215

Resident tips:

- Rental property owners can find the business licensing form on our website CityofRanchoCordova.org or by emailing businesslicense@cityofranhocordova.org.
- The City's Rental Housing Inspection program protects the public health, safety, welfare and property interests of residents and owners. If you are a tenant living in substandard conditions, call 916.851.8770.
- Additional issues? Tenants and owners can contact the Renter's Helpline at 916.389.7877 for assistance.



7. Garage, Yard and Estate Sales

Being a good neighbor means you may sell personal property three times per year within your home, garage or yard. Each garage, yard or estate sale can last for up to two consecutive days. If you post signs about your sale, they must be removed immediately following the sale. City ordinance: RCMC 23.922.030

8. Graffiti

Being a good neighbor means immediately removing any graffiti that exists on your residential property. City ordinance: RCMC Chapter 6.120

Resident tips:

- Contact the City's Public Works Department at 916.851.8710 to inquire about the best way to remove graffiti and to obtain a FREE cleaning kit.
- Did you know you can report a code violation, like graffiti, using your smart phone? Simply search for and download the City's free "Fresh Connect" app from the App Store, sign up, click on "new request," and then follow the prompts. We receive your report in seconds and will follow up via the app.



9. **Neighborhood Parties and Noise**

Being a good neighbor means ending your party at a reasonable time to avoid disturbing your neighbors. This includes quieting any noise-producing device that is audible from 50 feet. For noise concerns, contact the Rancho Cordova Police Department at their non-emergency number, 916.362.5115.



10. Animal Control and Maintenance

Being a good neighbor means licensing your pets, restraining your pets via a leash or fence, picking up after your pets to avoid disease and odor and following the City's guidelines for the number of pets you may own:

- Four dogs or four cats
- Six hens

Farm animals (other than hens) and wild animals are not allowed in the City, and roosters are prohibited. City ordinances: RCMC 23.310.040, RCMC 8.03.010, RCMC Chapter 8.11

Resident tips:

- Required pet licenses can be obtained through the City's Neighborhood Services Department, located at 2880 Gold Tailings Court.
- Free spay and neutering vouchers can be obtained through Whisker Warriors at 916.802.9309 or 916.747.7534, or through the City at 916.851.8770.

What is a code violation, and how are they issued?

The City's code enforcement officers work hard to ensure that neighbors are being good neighbors by adhering to city, state and federal codes. These codes maintain a healthy and safe environment for all residents by eliminating specific dangers and hazards.

Code enforcement officers conduct three levels of inspections, based on the threat level to residents:

ROUTINE INSPECTIONS

occur when there is not a health and safety hazard, but there is a code violation.

REGULAR INSPECTIONS

occur when there is a violation that could lead to a health and safety hazard if not corrected within one to seven days.

IMMEDIATE INSPECTIONS

occur when there is an immediate threat to the health, safety and welfare of the public that must be corrected within 24 hours.

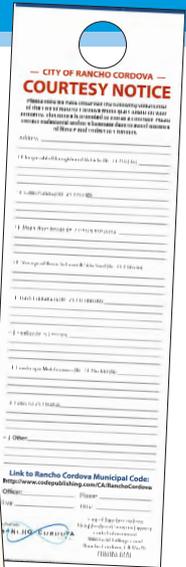
Compliance is always our goal. The City would rather work with residents to correct code violations, than issue a fine.

Please call us at 916.851.8770 if you need more time to correct an issue, or if you have questions.

What does a code violation notice look like?

Courtesy Notice

The primary goal is to educate residents, so if you receive a door hanger that indicates you are in violation of a city, state or federal code, know that this is a courtesy notice. A courtesy notice allows you to correct the violation within a specified amount of time. If corrected, there are no repercussions.



Notice and Order

If you receive a Notice and Order, this means that you:

- Have not complied with the Courtesy Notice (door hanger) in the required amount of time, or
- Have a code violation, as well as a history of similar or same violations within the past 12 months

You must comply with this order in the specified amount of time or you could receive a fine.



City of Rancho Cordova

Resident Resources

Being a good neighbor helps to build strong and beautiful neighborhoods. We encourage you to be a good neighbor, be involved and contact us if you need assistance. *We are here to help!*

Neighborhood Services

- City Code Enforcement: 916.851.8770
- Animal Services: 916.851.8852
- No-Cost Spay/Neuter Vouchers: 916.851.8770
- Parking Enforcement: 916.876.7558

Public Works

- Street Lights, Street Signs, Street Maintenance: 916.851.8710
- Graffiti Reporting: 916.851.8710
- Rancho CordoVan: 916.556.0257

Police Department

- Emergency: 911
- Non-Emergency: 916.362.5115
- Neighborhood Watch: 916.875.5852

Sacramento Metro Fire

- Emergency: 911
- Non-Emergency: 916.228.3035

Shopping Cart Retrieval

- 800.252.4613 or cartretrieval.net

Water Providers

- Golden State Water: 909.394.2272
- California American Water: 916.568.4201
- Sacramento County Water Agency: 916.875.7246
- City of Folsom Water District: 916.355.8337

School Districts

- Folsom Cordova Unified School District:
916.294.9000
- Sacramento City Unified School District:
916.643.7400
- Elk Grove Unified School District:
916.686.5085

Utilities

- PG&E: 1.800.743.5000
- SMUD: 1.888.742.7683

Trash Services

- Republic Services: 916.638.9000

Partnering Agencies

- Cordova Community Council: 916.273.5704
- Rancho Cordova Chamber: 916.273.5700
- Cordova Recreation & Park District: 916.362.1841
- Travel & Tourism: 916.290.5166
- Folsom Cordova Community Partnership/
WIC: 916.361.8684
- Public Library: 916.264.2700
- Cordova Community Food Locker: 916.364.8973



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