

Environmental Conditions at Casa Lago

Casa Lago is within the EastLake III planning area, where pool, drainage, habitat, open-space, fire, and pesticide oversight may overlap. For a non-emergency, start with a written maintenance request; add the matching outside route if urgent, recurring, public-system related, or unresolved. These are separate choices.

REPORTABLE EXAMPLES: trash or pet waste near a slope or habitat • standing water • green/cloudy pool or spa • drainage failure • pesticide spray or drift • smoke or strong odor. **SAVE:** place, date/time, photos, direction of flow, ticket/email, and replies. Report what you saw, not a guessed cause. Never enter a restricted area or collect hazardous samples.

START HERE • PROPERTY RECORD

Report the condition to management

Use the Willow Bridge app for a physical condition on the property: leaks, standing water, pool or spa problems, drainage, mold or dampness, pests, smoke or odor, or pesticide concerns. Use email too when explaining a repeated pattern.

Include the exact place, date and time, duration, photos, what happened, and what you want checked.



Willow Bridge app login

POOL, SPA, RUNOFF, SLOPE, OR HABITAT

Health, water, and planning routes

- Apartment pools/spas are regulated public pools. County checks water quality, sanitation, barriers, equipment, and records. Green/cloudy water or hidden bottom → Pool Program
- Water or irrigation moving toward a hillside: tell management immediately. If it reaches a street/drain → City Stormwater
- EastLake III slopes may have habitat/open-space controls. Do not dump, cut, spray, or enter restricted areas; check City Planning.

858-505-6903



Pool complaint

619-397-6000



Stormwater report

EastLake III



City Planning documents

SMOKE, DUST, ODOR, IDLING, OR ASBESTOS

Air Pollution Control District

Use for smoke, dust, odor, idling, or possible improper asbestos removal. Report when it began, whether it continues, what you observed, and the suspected source if known. Mold goes to management and the Problem at Home routes; pesticide use goes to the County route.

858-586-2650 • after hours: option 2
apcdcomp@sdapcd.org



Air quality complaint

PESTICIDES, VECTORS, OR WILDLIFE

Choose the matching route

Vectors—such as mosquitoes, ticks, rats, and mice—can spread disease; rabbits can also carry diseases.

- Standing water, rats/mice, a green pool, or a dead bird → Vector Control
- On-property professional pesticide spraying generally requires notice to people present or likely to enter: date, pesticide, and entry precautions. Missing notice or unsafe use → Pesticide Program
- Wildlife or habitat violation in progress → CALTIP

858-694-8980



Pesticide complaint

858-694-2888



Vector service

888-334-2258



CALTIP

Sewage reaching a street or storm drain: 619-397-6000; after hours 619-691-5151. Immediate danger or severe symptoms: call 911.

General information; not legal advice. A report, ticket, referral, or intake does not prove a violation or correction.