

A Problem at Home: What to Do Next

Nothing gets fixed if it is not reported. For a non-emergency problem, start with a written property report: a maintenance request or an email to the property manager or landlord. If the problem is serious, repeated, or unresolved, additional outside routes become available.

START WITH THE BASICS. Report only what you personally saw or experienced. Keep the request or email, photos, and every reply.

START HERE • PROPERTY RECORD

Send the right kind of written report

MAINTENANCE REQUEST

Use for a physical condition: something broken, damaged, leaking, unsafe, or needing repair.

EMAIL MANAGEMENT OR LANDLORD

Use for billing, parking, noise, dog waste, rules, speeding, or safety and security concerns.

Include the place, what happened, when, how it affects you, and what you want fixed.



Willow Bridge app login

ADD WHEN A CONDITION MAY VIOLATE CITY STANDARDS

City and related condition routes

- Mold; sewage; unsafe electrical or structural conditions
- Unsecured pool; trash; inoperable vehicles; unpermitted work
- Noise: some rules use decibel limits and day/night hours. Log date, time, and duration.
- Overflowing pool or spa → County Pool Program (see Environmental Concerns)
- Barking dog or animal issue → Animal Care

619-691-5280



City Code report

619-691-5151



Unresolved noise

619-476-2476



Barking dog form

IF YOU RECEIVE HOUSING ASSISTANCE (SECTION 8 OR VASH)

Escalate with HACSD

Still unresolved? Email your HACSD worker and keep the message. If you cannot get a response, call General Information: 858-694-4801. Ask whether an inspection applies. For suspected fraud, misconduct, abuse, or program rules not being followed: pa fraud@sdcounty.ca.gov.

858-694-8735



HACSD inspections

1-800-421-2252



Program Review

SOME TREATMENT, FAILURES, OR ACCESS MAY BE DISCRIMINATORY

California Civil Rights Department

Examples that may fit:

- ignoring a disability accommodation or access request
- refusing a needed exception to a parking, guest, animal, or other rule
- stricter rules, fees, services, or access tied to protected status
- threats, pressure, or service changes after a fair-housing request or complaint

800-884-1684



Housing civil rights

Immediate danger or a crime? Use Safety & Security. Pool, runoff, smoke, dust, odor, or pesticides? Use Environmental Concerns.

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