

Four Ways to Build Accountability

Different goals call for different tools. Choose what you need now: a direct fix, independent records, public attention, or legal help. These choices can be used separately or together.

ALREADY REPORTED IT? MOVE ONE LEVEL UP. Save the ticket or case number. **CITY:** department, then City Manager for unresolved operations, then Mayor/Council for broader oversight. **COUNTY:** program, then program supervisor, then County Supervisor's office. Say what remains unresolved, share only what is needed, and request one specific action.

NEED A FIX • USE THE RIGHT REPORT

Get a specific route and next step

Answer a few questions about the problem, urgency, housing assistance, and whether you already reported it. The Navigator identifies a recommended official route, any parallel routes, what the office can and cannot do, what to prepare, and what normally comes next. It does not submit anything.

Guided route finder • plan stays on this device



Guided route finder

NEED EVIDENCE • REQUEST RECORDS

See what was inspected, reported, or closed

Curious what government records already exist about Casa Lago? Examples: County pool or spa inspection reports; County pesticide complaint or inspection records; City stormwater records about pet waste or wash water reaching a street or drain. Ask for the documents and a date range—not an explanation—and save the request number.

CITY

COUNTY



Chula Vista records



County records

NEED PUBLIC PRESSURE • ESCALATE BY ROLE

Put a documented problem before the right office

City operation still unresolved: City Manager. Broader City policy or oversight: Mayor/Council. County service: program supervisor, then your County Supervisor's office. Public Comment is for speaking at a meeting. Keep the ticket number and ask for one action.

CITY OPERATIONS

CITY POLICY

COUNTY

MEETING



City Manager



Mayor/Council



County Supervisor



Public Comment

NEED PROTECTION • GET SCREENED

Use legal or civil-rights help

Legal Aid screens eviction papers, landlord notices, Section 8/public housing, and other tenant issues. CRD handles housing discrimination, unequal rules tied to a protected characteristic, disability accommodation, voucher/source-of-income issues, and related retaliation.

877-534-2524

800-884-1684



Legal Aid



California CRD

Escalation does not replace the original report or stop deadlines. Elected offices provide public oversight; they do not manage individual inspections or guarantee a result.

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