



## Service Request Form

Please provide us with your contact information in case we have questions.

**Date:**

**Name:**

**Phone/Email:**

**Property Address (where service is requested):**

### Type of Service

#### Illegal Construction

- Construction work is being done (or has been done) without a permit.
- Construction visible from the street.
- Construction not visible from the street.

#### Type of Work Observed (check all that apply):

- Bathroom remodel
- Kitchen remodel
- Room addition / conversion
- Electrical work
- Plumbing work
- Heating / HVAC system
- Patio cover, deck, or balcony
- Window / door replacement
- A storage shed or other detached structure larger than 120 sq. ft. or taller than 12 ft.
- Other:

#### Substandard or Unsafe Rental Housing

- Water damage or mold concerns (plumbing or roof leak)
- Pest infestation (bed bugs, cockroaches, rodents, etc.)

- Lack of hot water, heat, or adequate ventilation
- Missing or inoperative smoke or carbon monoxide detectors
- Structural issues or hazardous conditions
- Property maintenance concerns (peeling paint, trash accumulation, etc.)
- Other:

### **Additional Comments:**

### **Additional Resources and Referrals:**

- **Project Sentinel** – 408-720-9888
  - Fair housing education, housing discrimination investigation, mediation, and tenant-landlord dispute resolution services.
- **Santa Clara County Environmental Health** – 408-918-3400
  - Handles asbestos, lead, mold, and restaurant complaints.
- **Santa Clara County Vector Control** – 408-918-4770
  - Handles mosquitoes, rodents (rats, squirrels), and other pest infestations.
- **Bay Area Air Quality Management District (BAAQMD)** – 415-749-5000
  - Regulates asbestos removal, demolition notifications, and air quality compliance.

### **Contact Information**

**Permit Center:** 408-615-2420 | **Email:** [permitcenter@santaclaraca.gov](mailto:permitcenter@santaclaraca.gov)

**Building Division:** 408-615-2440 | **Email:** [building@santaclaraca.gov](mailto:building@santaclaraca.gov)