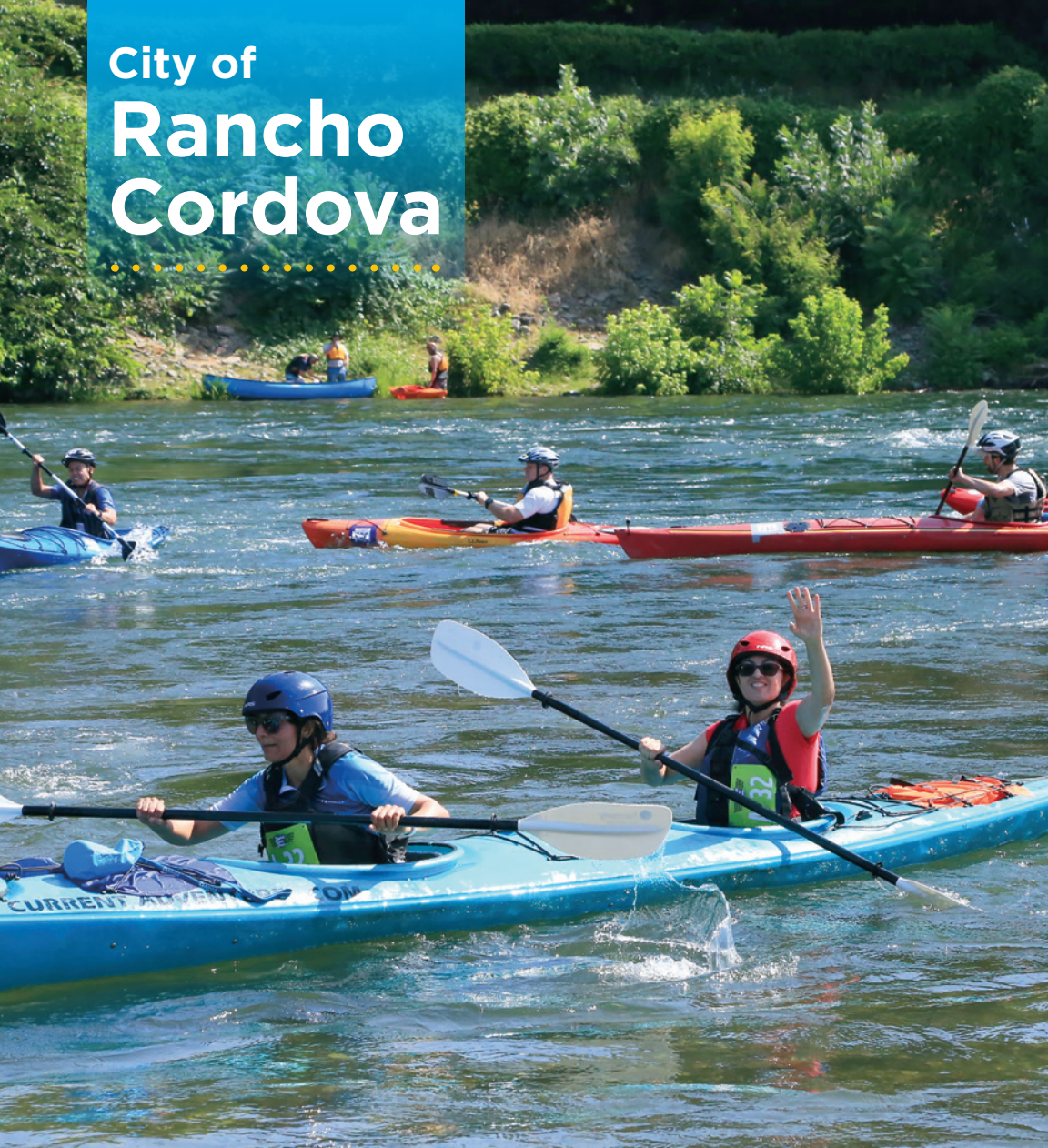


City of Rancho Cordova



Good **NEIGHBOR** Guide | 2nd Edition



Dear Rancho Cordova Resident,

Thank you for choosing Rancho Cordova as your place to call home. As you know, we are a safe and inviting community where residents live, work, learn and thrive.

We have much to celebrate in Rancho Cordova: our neighbors and neighborhoods; innovative small and large businesses; over 100 (mostly) free cultural and fun community events; a burgeoning arts scene, including the new Mills Station Arts & Culture Center, also known as The MACC; a unique Barrel District comprised of craft breweries, distilleries and a meadery; and six miles of the American River, 25 beautiful miles of bike and pedestrian trails, as well as 70 serene acres of creek channels and tributaries.

But the best part of Rancho Cordova is **you**—the residents who strive to make our city a place that is welcoming and beautiful. While it is the city's responsibility to enforce the codes, ordinances and laws that safeguard our quality of life, it is our residents who ensure that these city requirements are observed, and the quality of our vibrant community remains high.

The *Good Neighbor Guide*, now in its 2nd edition, is designed to provide Rancho Cordova residents with important information about city requirements, helpful tips and services, key contacts, as well as frequently asked questions and answers.

Whether we're called All-America City, Playful City USA or Tree City USA, our friendly neighborhoods reflect diversity, opportunity, partnerships and fun. Together we can keep our city a place that is proud of its thriving neighborhoods, shared quality of life and strong public safety.

Sincerely,
Cyrus Abhar
City Manager

10 Good NEIGHBOR *Tips*

1. Vehicles

Following good neighbor guidelines means parking your registered car or truck 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 16.18.1702(R)(H)

Resident tip: If you have an inoperable vehicle that needs to be disposed of, you may qualify for assistance. Visit CityofRanchoCordova.org/GoodNeighbor or call 916.851.8700.





2. Front Yard Maintenance

Following good neighbor guidelines means maintaining your front yard. Your yard cannot be bare dirt or dead lawn and should be free of debris, weeds and dead plants. Mow your grass regularly and make sure shrubs don't grow onto sidewalks.

City ordinance: RCMC 16.18.1703 A,C,D,E

Resident tip: If you have front yard maintenance issues, you may qualify for assistance. Visit CityofRanchoCordova.org/GoodNeighbor or call 916.851.8700.



3. Backyard Maintenance

Following good neighbor guidelines means keeping your backyard clean and insect-free. Remove debris and animal feces, drain standing water, and clean both ponds and 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 mosquitoes 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 and FREE mosquitofish.

FREE TREES FOR RESIDENTS: Did you know that healthy trees 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.

- **Free Trees:** All Rancho Cordova residents are eligible for up to 10 free trees per property, plus assistance with planting and irrigation. To learn more, go to CityofRanchoCordova.org/FreeTrees or call 916.851.8710.
- **Free Tree Stump Removal:** If you have a tree stump(s) in your front yard and need assistance removing it, call the city at 916.851.8710. We'll even plant a free tree in its place.

4. Trash, Recycle and Green Waste “Carts”

Following good neighbor guidelines means that within 12 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 at 916.638.9000 to see if you qualify for free assistance.

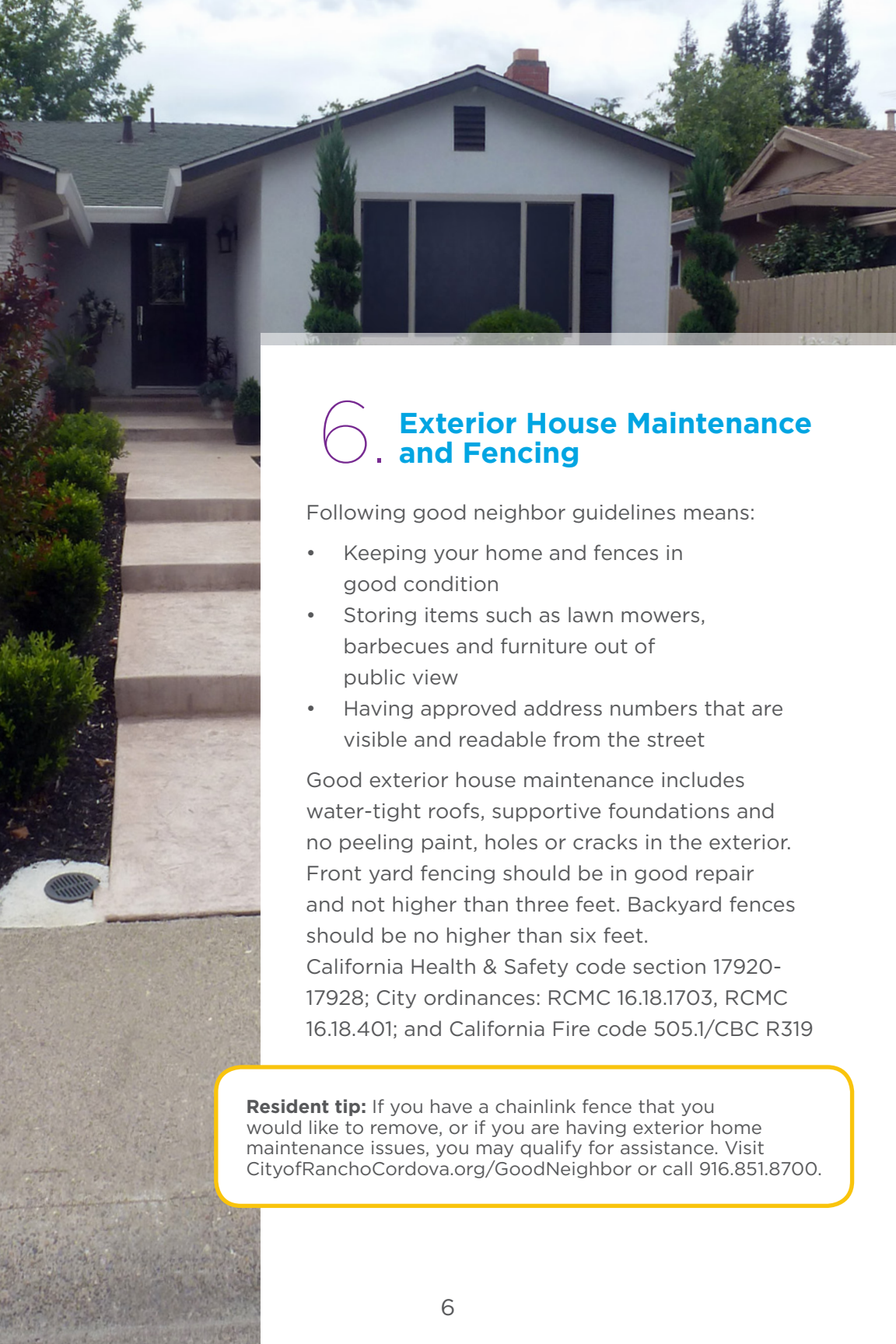


5. Neighborhood Parties and Noise

Following good neighbor guidelines means quieting your party by 10 PM, so it does not disturb your neighbors. There are specific requirements set forth in the city’s code, but in general, this means 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.

City ordinance: RCMC 6.68.070





6. Exterior House Maintenance and Fencing

Following good neighbor guidelines means:

- Keeping your home and fences in good condition
- Storing items such as lawn mowers, barbecues 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 higher than three feet. Backyard fences should be no higher than six feet.

California Health & Safety code section 17920-17928; City ordinances: RCMC 16.18.1703, RCMC 16.18.401; and California Fire code 505.1/CBC R319

Resident tip: If you have a chainlink fence that you would like to remove, or if you are having exterior home maintenance issues, you may qualify for assistance. Visit CityofRanchoCordova.org/GoodNeighbor or call 916.851.8700.



7. Rental Housing

Following good neighbor guidelines means that if you own a rental property or properties, you must have an active business license or licenses. Owners of rental properties located within the city are required to register and maintain active business licenses with the city.
City ordinance: RCMC 16.20.1215

Landlord/Tenant tips:

- Rental property owners can find the business licensing form at CityofRanchoCordova.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.

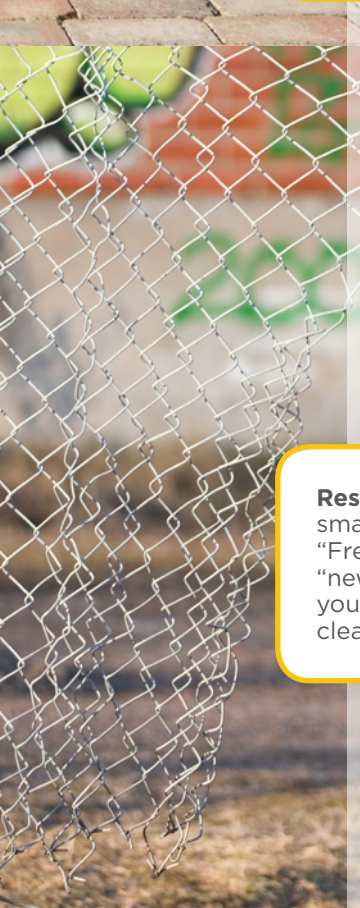


8. Garage, Yard, Estate and Temporary Outdoor Sales

Following good neighbor guidelines 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. However, temporary outdoor sales not taking place within your home, garage or yard require a temporary use permit from the city. If you post signs about your sale, they must be removed immediately following the sale.

City ordinance: RCMC 23.922.030 (A)(1), RCMC 23.922.030, RCMC CH.4.54, RCMC 23.910.040

Resident tip: If you are wondering whether your sale requires a permit, contact the city at 916.851.8700.



9. Graffiti

Following good neighbor guidelines means immediately reporting any graffiti that you see in the city. Thank you for being our eyes in the community, so we can remove graffiti quickly.

City ordinance: RCMC Chapter 6.120, 16.18.1703(O)

Resident tip: Report graffiti quickly and easily using your smartphone. 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 with you when the cleanup is complete. Or, report graffiti by calling 916.851.8710.



10. Animal Control and Maintenance

Following good neighbor guidelines means ensuring your pets have a current rabies vaccination and license, 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 per residence
- Up to six hens per residence (contact the city at 916.851.8700 for permit requirements)

Farm animals (other than hens and miniature pigs) and wild animals are not allowed in the city, and roosters are prohibited.

City ordinances: RCMC 23.310.030, RCMC 8.03.010(a), 8.05.010, 8.06.030, RCMC Chapter 8.11, 8.12

Resident tips:

- Required pet licenses can be obtained at CityofRanchoCordova.org.
- Free spay and neutering vouchers can be obtained through Whisker Warriors at 888.532.5775.



FREQUENTLY ASKED QUESTIONS

Q&A

Q: Am I required to purchase an **Animal License** for my pet?

A: Yes, pet licenses can be obtained through the city's website at CityofRanchoCordova.org.

Q: What is **Commercial Weed Abatement**?

A: The city performs proactive weed abatement to promote fire safety throughout the community. Commercial properties must comply with specific standards, and these are mailed to property owners each February. Then, the city visits each parcel to ensure compliance.

Q: How do I receive **communications** from the city?

A: There are many ways to get information about the city:

- Visit our website at CityofRanchoCordova.org.
- Sign up for the city's e-newsletters at CityofRanchoCordova.org/ENews.
- Find us on Facebook, Instagram, Twitter, Nextdoor, LinkedIn and YouTube.

Q: When does the **City Council** meet and where?

A: The City Council meets on the first and third Monday of the month at 5:30 PM at Rancho Cordova City Hall, and on the second and fourth Tuesday of the month when special work sessions are needed. Check CityofRanchoCordova.org to confirm meeting dates and times.

Q: During a storm, what do I do if my street **floods**?

A: Contact the city at 916.851.8700, during or after business hours.

Q: What is **Fresh Connect**?

A: Fresh Connect is the city's online reporting system and a fast and easy way to report an issue. Download the Fresh Connect app from the App Store on your smartphone. If you don't have a smartphone, go to the city's website, CityofRanchoCordova.org and click on "Fresh Connect: Report an Issue or Ask a Question." Follow these steps from your smartphone or the website:

1. Click on "New Request"
2. Select an issue from the list
3. Make sure the address where the app has geo-located you is accurate and click "Next"
4. Take a photo and click "Submit Request," or if you don't want to take a photo, simply click "Submit Request"

Whether it's an abandoned vehicle, graffiti or a dead lawn, Fresh Connect will immediately send the report to city staff who will research and address the issue, and then report back to you via the app when it's complete.

Frequently Asked Questions

Q: What is the city doing to address **homelessness**?

A: The city has a unique strategy for individuals and families experiencing homelessness. The Homeless Outreach Team (HOT) is comprised of the city's Homeless Outreach Navigator, two police officers, a code enforcement officer, and two contract employees. The team builds relationships with homeless individuals and families to assist them in finding services, housing, education and resources to help them become self-sufficient. The team also enforces violations of the law, such as illegal camping and aggressive panhandling, and the team cleans up illegal camp sites and retrieves abandoned shopping carts.

- Report homeless camps and abandoned shopping carts using Fresh Connect, the city's online reporting system. Simply snap a photo and send your report via the city's website or mobile app and get an update once the problem is resolved. Visit CityofRanchoCordova.org/FreshConnect.
- If you see a homeless individual in need of assistance, call 916.851.8770 or email RCPDHOT@ranchocordovapd.com.
- To report panhandling, call the RCPD non-emergency number at 916.362.5115.
- To report a crime in progress or suspicious activity, call 911.

Q: Where do I go to obtain a **Rental Business License, Business License or Building Permit**?

A: Owners of rental properties and businesses in the city may purchase licenses on the city's website at CityofRanchoCordova.org. Residential building permits may be obtained via the city's website; however, business building permits must be obtained in person at Rancho Cordova City Hall, 2729 Prospect Park Drive.

Q: How can I sign up for **Neighborhood Watch**?

A: Neighborhood Watch is a crime prevention program designed for neighborhoods and is one of the oldest and most effective crime prevention programs in the country. The goal is to bring neighbors together in partnership with RCPD and teach ways to reduce crime and to be the eyes and ears of our community. Sign up at RanchoCordovaPD.com.

Q: How do I file a **Police Report**?

A: There are a number of ways to report a crime:

- To report a crime in progress or suspicious activity, call 911 or send a text message to 911 from your mobile phone or handheld device.
- To report a crime after the fact, call the police non-emergency number at 916.362.5115.
- File a police report online at RanchoCordovaPD.com/Contact/Report-A-Crime.

Q: Is there a free way to **spay or neuter** my pet?

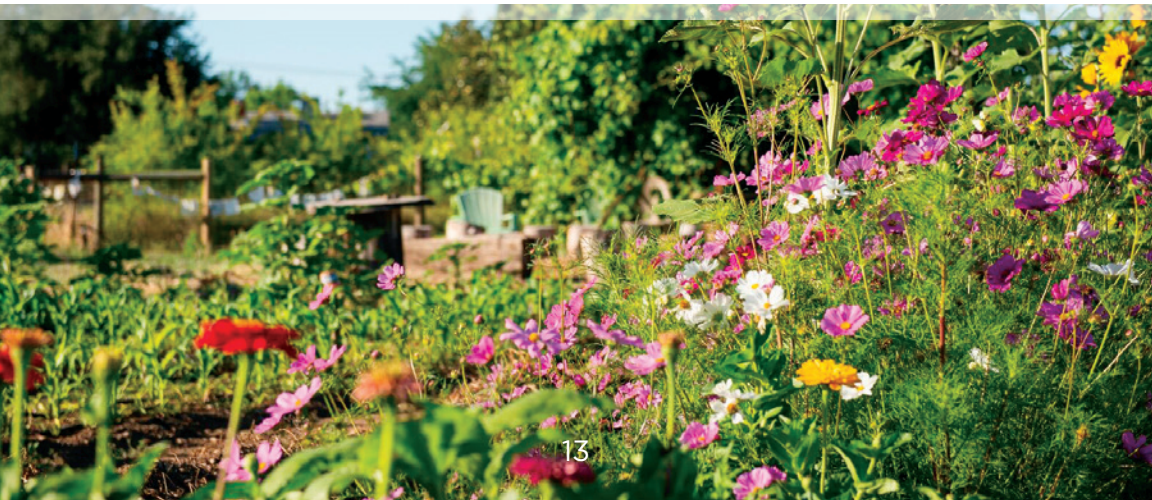
A: The city's Animal Services team has partnered with Whisker Warriors to offer free spay/neuter vouchers by calling 888.532.5775.

Q: During a **storm**, who do I contact if a tree falls and is blocking the public right-of-way?

A: Contact the city at 916.851.8700, during or after business hours. Please note that the city will not remove fallen trees from private property.

Q: What do I do about nuisance **wildlife**, such as turkeys or coyotes, in my neighborhood?

A: Wildlife issues are out of the city's jurisdiction. For information on how to handle wildlife issues, visit the Department of Fish & Wildlife's website at KeepMeWild.org.



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

The city's Code Enforcement officers work hard to ensure that residents adhere to city, state and federal codes. These codes maintain a healthy and safe environment for all people 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.

Examples of issues that would require a routine inspection include:

- Trash container screening
- Overgrown weeds/tall grass that are not a fire hazard
- Dead lawn
- Illegal structures
- Home auto repair

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.

Examples of issues that would require a regular inspection include:

- Junk and rubbish
- Overgrown dead weeds that are a potential fire hazard
- Abandoned vehicles
- Sidewalk or street obstructions
- Rental housing complaint

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.

Examples of issues that would require immediate inspections and corrections within 24 hours include:

- Natural disasters
- No running water
- Severe pest infestation
- No heat during the winter
- Fire hazard
- Dangerous building
- Pools without fences

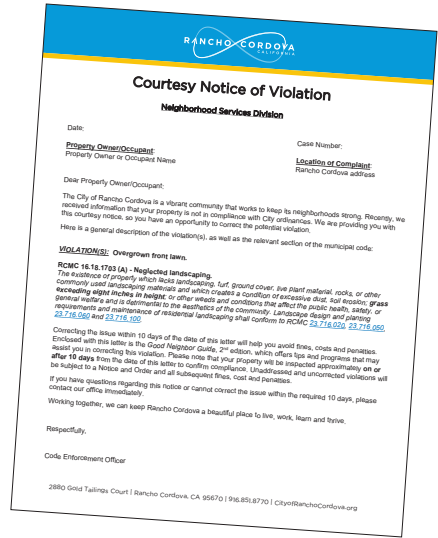
Compliance is always our goal. The city would prefer to work with residents to correct code violations rather than issue a fine.

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 Courtesy Letter that indicates you are in violation of a city, state or federal code, know that this is a friendly notice. A Courtesy Letter allows you to correct the violation within a specified amount of time. If corrected, there are no repercussions. If you are not able to correct the issue in the time specified in the Courtesy Letter, call us at 916.851.8770 to make arrangements.

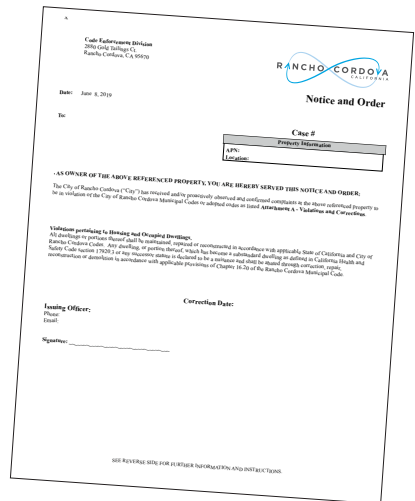


Notice and Order

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

- Have not complied with the Courtesy Letter 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

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

City of Rancho Cordova

- Main City Line: 916.851.8700

Police Department

- Emergency (RCPD, Fire, CHP): 911
- 24-Hour Police Emergency: 916.362.5111
- 24-Hour Police Non-Emergency: 916.362.5115
- Neighborhood Watch: 916.875.5852
- Parking Enforcement: 916.876.7558
- Police Activities League (PAL): 916.875.9627

Neighborhood Services

- City Code Enforcement: 916.851.8770
- Animal Services: 916.851.8852
- No-Cost Spay/Neuter Vouchers (through Whisker Warriors): 888.532.5775
- Homeless Outreach Team: 916.851.8770

Public Works

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

Sacramento Metro Fire

- Emergency: 911
- Non-Emergency: 916.228.3035

Water Providers

- Golden State Water: 909.394.2272
- California American Water: 916.568.4205
- Sacramento County Water Agency: 916.874.6851
- City of Folsom Water District: 916.355.8337

School Districts

- Folsom Cordova Unified School District: 916.294.9025
- 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

Key Community Resources

- Cordova Community Council: 916.273.5704
- Cordova Community Food Locker: 916.364.8973
- Cordova Recreation & Park District: 916.842.3300
- Folsom Cordova Community Partnership: 916.361.8684
- Rancho Cordova Chamber of Commerce: 916.273.5700
- Rancho Cordova Library: 916.264.2700
- Rancho Cordova Travel & Tourism: 916.290.5166
- Sacramento Children's Museum: 916.638.7225
- The MACC (Mills Station Arts & Culture Center): 916.273.5712

ALL-AMERICA CITY
RANCHO CORDOVA CITY HALL

A decorative graphic consisting of a series of small white dots arranged in a curved, dotted line that frames the text on the left side of the yellow banner.

Good
NEIGHBOR
Guide



Good
NEIGHBOR
Guide



CityofRanchoCordova.org

City of Rancho Cordova
2729 Prospect Park Drive
Rancho Cordova, CA 95670
916.851.8700

