

WHAT IS CODE ENFORCEMENT?

Code Enforcement is a function of the City that protects public health and welfare, property values and the environment and reduces blight by gaining compliance with laws and regulations.

Our mission is to serve the citizens of Torrance by ensuring compliance with adopted Federal, State, County, and City codes. We achieve this through providing effective public contact and education, building cooperative partnerships throughout our community, and enforcing the law in an equitable and impartial manner.

Our goal is to promote a positive image of Code Enforcement to our community by fostering a culture that is helpful, approachable, knowledgeable and of the highest integrity.

MYTHS

One of the biggest myths about Code Enforcement Officers is that they strive to hand out as many citations as possible to make money for the City.

This couldn't be further from the truth. The first step in the process is an investigation, followed by a written notice of violation, which allows a reasonable amount of time for corrections to be made before any ticket is issued. It is the City's intention to gain compliance of adopted codes, regulations, and restrictions.

Another common myth is that Code Enforcement Officers pick and choose which complaints to investigate. Every complaint is investigated. Whether driving past the location in question or making personal contact, officers ensure that every case is documented, and the outcome of the investigation is recorded to confirm that all concerns are addressed.

CODE ENFORCEMENT FRIENDLY REMINDER

- Keep your lawn mowed and trimmed regularly: remove weeds and debris from your yard.
- Maintain trees and shrubs: by pruning overgrown branches, removing dead limbs, and ensuring they don't obstruct sidewalks or driveways.
- Properly dispose of yard waste: in designated containers.
- Clean gutters and downspouts: to prevent water damage and ensure proper drainage.
- Repair any damaged fences or gates: to maintain property boundaries and ensure they are secure.
- Maintain exterior paint: by touching up peeling or faded areas to keep your home looking neat.
- Check for and repair any structural issues: like loose siding, cracked foundation, or rotting wood.
- Store trash and recycling containers properly: and ensure they are not overflowing.
- Remove graffiti or vandalism from your property promptly.
- Ensure proper signage is displayed: for your business, including permits and required information.
- Be aware of local zoning ordinances: and ensure your property usage complies. (<https://www.codepublishing.com/CA/Torrance/#!/Torrance09/Torrance09.html>)

KEY POINT TO REMEMBER WHEN REPORTING A COMPLAINT

When contacting the Code Enforcement Unit, you will be required to give your name and contact details. We will not accept anonymous complaints. This is to ensure accountability and allow for further communication regarding the complaint, as well as to potentially verify the details provided.



GUIDE TO UNDERSTANDING CODE ENFORCEMENT



CONTACT US FOR MORE INFORMATION

Code Enforcement Unit

(310) 618-5929

CDDinfo@TorranceCA.Gov

www.TorranceCA.Gov/CodeEnforcement

SCAN ME
FOR MORE
INFORMATION



WHAT DO WE ENFORCE?

(This list is not all inclusive but rather the top common code violations.)



- **Business Licensing**
 - Unlicensed Business
 - Unpermitted Vendors
- **Housing Violations**
 - Buildings That Lack Required Utilities (Electricity, Gas, Water)
 - Hazardous Unsanitary Conditions
- **Illegal Construction**
 - Change of Use/Occupancy
 - Demolitions or Rehabilitation Without Permits
 - Work Without Permits
 - Unpermitted Conversions and Structures Built Without Permits or Inspections
- **Property Maintenance**
 - Abandoned Furniture and Appliances
 - Broken Windows
 - Graffiti
 - Junk, Trash and Debris
 - Open, Vacant Buildings
 - Overgrown, Dead Weeds, Trees and Vegetation
 - Pool with Green Stagnant Water
- **Street Vendors / Cottage Food Operators**
- **Vehicle Abatement**
 - Junk And Abandoned Vehicles
- **Zoning Violations**
 - Home Occupations
 - Improper Land Use
 - Sign Violations
 - Live stock (Hen and Bee Ordinances)



WE DO NOT ENFORCE



Street Parking
Torrance Police Department
(310) 328-3456



Animal Related complaints
Torrance Animal Control
(310) 618-3850



Criminal Activity
Torrance Police Department
(310) 328-3456



Tree Trimming
(Public Right-of-Way)
Public Works Department
(310) 781-6900



Landlord/Tenant Disputes
Housing Rights Center
(800) 477-5977



Neighbor Disputes
(Civil Matter)

Mediation Services

The City of Torrance is proud to provide free Dispute Resolution services to our residents. For more information, please call (310) 618 - 5880 or visit: <https://bit.ly/CitizenAssistance>

WHAT HAPPENS WHEN I SUBMIT A CONCERN?



COMPLAINT RECEIVED

A complaint is received and a case is opened. If the complaint pertains to another department or agency, it is referred and then closed.



INVESTIGATION

A Code Enforcement Officer will conduct an investigation, that may include performing research, conducting interviews, sending correspondence, inspecting sites, and making determinations.



ENFORCEMENT

Enforcement steps may include written warnings, orders to correct, citations and fees, issuing stop work orders, and enforcement of permits/licenses.



HEARING

Parties may appeal an enforcement action (i.e., citation) to a hearing officer who decides the issue and publishes a decision. The process includes case preparation, correspondence, scheduling and holding a hearing, and issuing a final notice.



FINAL PROCESSING & CLOSED

Final processing occurs when the complaint is referred, unfounded, or abated.

WHEN DO I NEED A PERMIT?

Anytime you intend to construct, alter, or demolish a structure, or intend to install, repair, replace, or remove any electrical, gas, mechanical, or plumbing systems, the installation of which is regulated by code.

