

Good Neighbors

Living together in health, harmony and respect.



We believe a great neighborhood means neighbors knowing each other and residents proud to call Chula Vista home.

Our mission is to equip and empower Chula Vista's diverse residents with information and the resources to build strong families and to strengthen the social and physical fabric of the community.



Won't you be my good neighbor?

The City of Chula Vista is a great place to live, work and enjoy. Like all places, there are times when problems occur that affect our ability to enjoy where we live, whether it's a neighbor who likes to throw loud parties or one who has a car that needs to be fixed but just hasn't gotten around to it.

The key to good neighborhood relations is to find balance and understanding with everyone's situation. The City encourages all neighbors to be responsible citizens in our community and help maintain a positive living environment for Chula Vista's neighborhoods. Neighbors are asked to respect and be tolerant of each other's rights to enjoy their home and neighborhood. This is the heart of being a good neighbor.

We All Live Here

Chula Vista prides itself on being the second largest and fastest growing city in the County. We are a community with over 250,000 residents living in 50 square-miles. Living with others requires patience, understanding, and most importantly, communication. We can all pitch in by picking up trash, reporting issues as they arise, managing our properties and assisting neighbors with theirs.

Know Your Neighbor

- **Introduce Yourself** – whether you are a renter or home owner, introduce yourself to your neighbors and work to maintain good relations with them. Exchange contact information for emergencies and spend a couple of minutes learning about each other. Let your neighbors know you care about the community you call home.
- **Share Expectations** – let your neighbor know when you need sleep and the kinds of sounds you hear when you are trying to sleep. Share your experiences as to loud parties and unruly pets and what types of activities might trigger a call to the police. If you have a concern about a specific neighbor, talk to them before filing a complaint. Give your neighbor a "heads up" when you plan to have a large social event. Set reasonable limits on the number of large events per year. Remind your guests that they are in a residential area. You are responsible for your behavior and the behavior of those who visit your home.

Good Neighbors



Building Community

- Turn off your TV
- Leave your house
- Know your neighbors
- Look up when you are walking
- Greet people
- Sit on your porch
- Use your library
- Play together
- Buy from local stores
- Share what you have
- Help a lost dog
- Take children to the park
- Support neighborhood schools
- Fix it even if you didn't break it
- Pick up litter
- Talk to the mail carrier
- Organize a block party
- Ask for help when you need it
- Open your curtains/blinds



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Be a Good Neighbor

• Communicate and Support

Ask for help when you need it. Most neighbors are willing to lend a hand if needed. Discuss concerns when they happen and before a situation escalates into something bigger, and ask for their cooperation.

• Common Courtesy

Be friendly and say hello when you see your neighbors. Keep landscaping and your front yard free of trash and furniture. Keep pets in fenced areas or on a leash and always pick up after them. Participate in organized neighborhood activities.

Call the police if any activity seems suspicious to you.

Give your neighbors a "heads up" if you plan to host a large party.

Do not block your neighbor's driveways or sidewalks.

• Traffic Safety and Parking

Inform your guests of neighborhood parking policies to avoid irritating neighbors and to save your guests a parking ticket.

Be mindful of curbside parking restrictions in your neighborhood.

Parking on lawns, sidewalks or blocking driveways is illegal.

Make provisions for guest parking for social events.

Drive carefully and defensively – be aware of bicycles and kids playing.

If you are parked on the street, move your car at least once every 3 days.

Keeping homes, streets and sidewalks clean and clear of debris not only keeps our neighborhoods looking nice but can increase property values, improve neighbor relations and increase safety.

• Upkeep and Beautification

A well-kept yard and proper trash disposal contributes to the beauty of the neighborhood while maintaining good neighbor relationships. Make sure you or your landlord maintains your property in accordance with all fire, health, zoning and building codes (to include lawn and landscaping).

Know your trash/recycling days. See the map of [Waste Collection Pick Up Days](#). Remove your trash and recycling cans from the street within 12 hours after garbage is collected.

Clean up after you host a social event.

Move your car for street sweeping. The City has a [regular schedule for Street Sweeping](#).

• Noise

If you wake up early, be respectful of your neighbors who might enjoy sleeping in. Also, be kind to your neighbors whose job or family responsibilities mean they get up early every day.

Remember, noise at any time of the day is illegal if it is considered a nuisance by your neighbors.

Abide by the City's Noise Ordinance, which prohibits loud noises in residential areas between 11 p.m. and 8 a.m.

Who to Call

Residents can use [ACT Chula Vista](#) to submit requests **for non-emergency service** via a mobile application and web tool. Residents use ACT Chula Vista to report issues such as graffiti, pothole, dead animal, malfunctioning traffic signal, and abandoned vehicles.



[ACT Chula Vista](#) and Public Works Dispatch at (619) 397-6000 are strictly for non-emergency services. For emergency services, please dial 911.

Who to call when...	Department	Call (619) or Email
Abandoned vehicles on Public Street	Police Department	691-5151
	Dev Services/ Code Enforcement	691-5280 complaints@chulavistaca.gov
on Private Property		
Parking in Yard	Dev Services/ Code Enforcement	691-5280 complaints@chulavistaca.gov
Trash, junk, debris or storage in yard	Dev Services/ Code Enforcement	691-5280 complaints@chulavistaca.gov
RV's used as a residence	Dev Services/ Code Enforcement	691-5280 complaints@chulavistaca.gov
RV's parked on public street	Police Department	691-5151
Building without a permit	Dev Services/ Code Enforcement	691-5280 complaints@chulavistaca.gov
Converted garage	Dev Services/ Code Enforcement	691-5280 complaints@chulavistaca.gov
Garage sales	Dev Services/ Code Enforcement	691-5280 complaints@chulavistaca.gov
Home repair programs <i>Eligibility Based on Income</i>	Dev Services/ Housing	691-5047 affhousing@chulavistaca.gov
Recycling	Conservation	409-3893

This list is maintained by City of Chula Vista staff as a courtesy to the community and provided to the best of our knowledge. For a more detailed listing of available services, please visit the City of Chula Vista website at <http://www.chulavistaca.gov/services>.

Who to Call

Who to call when...	Department	Call (619)or Email
Water conservation	Environmental Services	691-5122
Graffiti on private property <i>The "Buff-A-Block" program provides free paint and supplies.</i>	Public Works-Graffiti Hot Line	691-5198 nrodriguez@chulavistaca.gov
Water Meter/Main leaks	Public Works Dispatch	397-6000 / ACT Chula Vista
Sewer back up/odor	Public Works Dispatch	397-6000 / ACT Chula Vista
Sidewalk condition and street Lights	Public Works Dispatch	397-6000 / ACT Chula Vista
Potholes and street conditions	Public Works Dispatch	397-6000 / ACT Chula Vista
Trees/Trimming	Public Works Dispatch	397-6000 / ACT Chula Vista
Illegal burning	Fire/Police Department	911
Overgrown weeds	Fire Prevention	691-5029
Stray animals or barking dogs	Animal Care	691-5123
Parking violation	Payment – Finance	476-5560
Noise, parties, disturbances	Police – Community Relations	691-5187
Sewer billing questions	Finance	691-5117
Business license	Finance	691-5250
OTHER AGENCIES		
Birth Certificates Death Certificates Marriage Licenses Divorce – Final Papers	County Recorder's Office 590 Third Avenue	237-0502
Trash Services <i>FREE-Dispose up to 10 items at once, every week</i>	Republic Services	421-9400
Water Utilities	Sweetwater Authority 505 Garrett Ave, Chula Vista, CA 91910	420-1413 sweetwater.org
	Otay Water District 2554 Sweetwater Springs Blvd, Spring Valley, CA 91978	670-2222 otaywater.gov

Chula Vista Police Department

If you have a question, we have an answer.

Help Us Solve a
Crime:
619-422-TIPS (8477)

Scavenging 619-691-5122

Fire Department
619 691-5055

Loud Music/Party
619-691-5151

Graffiti
619-691-5198

Animal Control
619-476-2476

Identity Theft
Resource Center
858-693-7935

Suspicious
Activity: Drugs,
Behavior, etc.
619-691-5151

Impounded Vehicle
Hotline
619-585-5796

Traffic Division
619-476-5320

Pot Holes: Public Works
go to www.seeclickfix.com

City Jail
619-691-5222

Keep up with what's
happening in the City!
Sign up with
nixle.com

Download the
APP **ACT Chula Vista**
for your smartphone to
report problems to the
City.

Get crime statistics at
www.crimemapping.com

Restraining Orders
619-746-6200

Broken Traffic Light
go to www.seeclickfix.com

Elder
Abuse
Hotline
800-510-
2020

Child
Protective
Services
Hotline
858-560-2191

Police Records
619-691-5132

Senior
Volunteer
Patrol
619-476-
2417

Dead Animal Removal
619-476-2476

Abandoned Cars
619-476-5365

Crimes in Progress
911