



SAN FRANCISCO PLANNING DEPARTMENT

SAN FRANCISCO COMPLAINT RESOURCES

Complaints not directly related to the Planning Code can be reported to other City agencies and departments, including those listed below. To get additional help with your complaint, you may also call "311" or visit www.sf311.org.

1650 Mission St.
Suite 400
San Francisco,
CA 94103-2479

Reception:
415.558.6378

Fax:
415.558.6409

Planning
Information:
415.558.6377

To Report...	Agency	Contact
Primary point of contact for City and County of San Francisco government services.	San Francisco 311 Customer Service Center	311 or (415) 701-2311 or www.sf311.org
Construction without permit	Department of Building Inspection (DBI)	(415)-558-6570 DBI.BID.Complaints@sfgov.org
Construction beyond the scope of permit	Department of Building Inspection (DBI)	(415)-558-6570 DBI.BID.Complaints@sfgov.org
Noise from construction or issues with construction hours	Department of Building Inspection (DBI)	(415)-558-6570 DBI.BID.Complaints@sfgov.org
Abandoned properties	Department of Building Inspection (DBI)	(415)-558-6454 DBI.codeenforcement@sfgov.org
Plumbing hazards	Department of Building Inspection (DBI)	(415)-558-6570 DBI.PID.Complaints@sfgov.org
Electrical hazards	Department of Building Inspection (DBI)	(415)-558-6570 DBI.EID.Complaints@sfgov.org
Disabled access issues	Department of Building Inspection (DBI) – Disabled Access Section	(415) 558-6014 DBI.DisAcc.Complaints@sfgov.org
Illegal dwelling units	Department of Building Inspection (DBI)	(415)-558-6570 DBI.BID.Complaints@sfgov.org
Residential maintenance	Department of Building Inspection (DBI) – Housing Inspection Services	(415)-558-6220 DBI.HID.Complaints@sfgov.org
Issues related to the San Francisco Rent Ordinance (i.e. Rent Control)	Rent Board	(415) 252-4602
Noise from nightclubs and entertainment	Entertainment Commission	(415) 554-6678
Noise from music, radio, television, parties, people, animals	Police Department	(415) 553-0123 or 553-1012
Illegal parking – double parking	Police Department	(415) 553-0123 or 553-1245
Illegal parking - blocked driveways & streets	Municipal Transportation Agency (MTA) – Department of Parking & Traffic (DPT)	(415) 553-1631 - Main line (415) 553-1200 – Dispatch (blocked driveways, sidewalks, etc.) (415) 865-8200 – For return of towed vehicles Abandoned Vehicles Self-Service Portal - Abandoned automobiles (parked longer than 72 hours)
Odor, dust, or chemical air pollutants	Bay Area Air Quality Management District (BAAQMD)	1-800-334-ODOR(6367)
Noise from fixed mechanical sources, sewage leaks, food safety issues	Department of Public Health (DPH)	(415) 252-3800 or Complaint Information
Unsanitary living conditions, pests and vector control, too many pets, neglected and overgrown vegetation, inoperative vehicles on private property, garbage issues, mold/mildew indoors	Department of Public Health (DPH)	(415) 252-3805 or DPH Complaint Information

Permits for encroachments into public right-of-way	Department of Public Works (DPW)	(415) 554-5810
Litter, blight, graffiti, street signage, street trees, potholes, street/sidewalk maintenance, street construction and excavation noise.	Department of Public Works (DPW)	311 or (415) 701-2311 or DPW Online Service Request
Animal Abuse	Animal Care and Control	(415) 554-6364 or ACC@sfgov.org