



**City of Riverside
Public Works Department
Animal Services Division**



*DEPARTMENT OF
ANIMAL SERVICES*
County of Riverside, California

Dear City of Riverside Resident:

Happy, healthy pets and animals combined with good relations between neighbors contribute to Riverside's high quality of life. Many animal owners are not aware their animals are creating a disturbance for neighbors. That's why we have implemented a multi-phase approach to dealing with noisy animal complaints.

Step 1

When an initial complaint is received, an information packet is mailed to both the animal owner and the person making the complaint. At this stage of the complaint, everything is completely anonymous and our goal is to provide education and resources to address the problem.

Step 2

We understand it may not be comfortable to make a complaint about your neighbor's noisy animal. Therefore, the City adopted a new Ordinance that allows the resident to remain anonymous. While the process for each option is very similar, the section below describes the process for each in more detail:

- **Option A** – Remain anonymous. An Animal Control Officer or other person can act as a witness by signing a Declaration of Complaint, if they hear the noise (and it meets the definition of a noisy animal as defined in the Riverside Municipal Code §8.10.015).
- **Option B** – Act as a witness by signing the written Declaration of Complaint (attached). Should you choose to use them, the attached Checklist and Incident Log are optional forms that may help you document the problem. Completed forms can be submitted to the **County of Riverside, Department of Animal Services, 6851 Van Buren Blvd., Jurupa Valley, CA 92509**.

Why is it necessary to have a signed written statement? Specific, factual information and strong evidence is necessary to prove that an animal is a nuisance.

When a signed Declaration of Complaint is received (either from the Animal Control Officer or another person), a Warning Notice will be issued to the animal owner. This notice includes information on potential fines and other administrative actions that could be taken if the noisy animal is not controlled.

Step 3

Any subsequent complaints (verbal or written) within 12 months of the Warning Notice will result in an additional review of the case. If the Director of Animal Services determines that the Warning Notice was ignored, an Administrative Hearing will be scheduled. Depending on the outcome of the hearing, the animal owner could be subject to one, or more, conditions that would require them to fix the problem.

Should you have any questions, please contact **Mona Guzman** with the County of Riverside Department of Animal Services at **(951) 358-7494**. The County provides field and shelter services for the City.

It is our sincere hope that, by working together, we can make each neighborhood, in the City of Riverside, peaceful and enjoyable for all our community members.



TIPS ON HANDLING BARKING DOGS

Tips For You

- 1 Stay calm when trying to stop dog barking.
- 2 Be consistent so you don't confuse your dog.
- 3 Keep your training sessions positive and upbeat
- 4 Still having problems? Seek help from a qualified professional.

Common Causes of Barking

Ways To Help



Attention & Demand

Your dog may want to eat, go outside, or your undivided attention.



Making sure your dog has **plenty of food and fresh water** is a great first step!



Boredom & Loneliness

Dogs left alone for long periods, whether in the house or in the yard, can become bored, frustrated, or lonely. They will often bark because they are unhappy.



Make sure your dog is **getting sufficient physical and mental exercise every day**. Make it a family affair by turning your walks into a nightly routine with the whole family.



Fear

Your dog may be afraid of objects, people, places, other animals, or loud noises such as thunder and fireworks.

Tip: Your dog's posture can tell you if he's barking out of fear. Typically his ears are back, and his tail is held low.



Create a **safe space for your dog**. Some dogs need confined spaces to feel safe like a crate or gated room with limited noise.



Separation-Anxiety

Excessive barking due to separation anxiety occurs only when a dog's caretaker is gone or when the dog is left alone.



Invest in **toys and activities** that **keep your dog busy and distracted** while you are away.



Territoriality & Protectiveness

Your dog is barking in the presence of "intruders," which may include people and other dogs in adjacent yards.

Tip: If your dog is being territorial, his posture appears threatening with his tail held high and his ears up and forward.



Remove opportunities for dog to bark at those passing by. For example, **if your dog barks at people or animals passing by the living room window**, manage his behavior by **closing the curtains or putting your dog in another room**.

For additional resources, please check out:



Akc.org/Content/Dog-Training



Aspca.org/Pet-Care/Dog-Care



THE HUMANE SOCIETY OF THE UNITED STATES

HumaneSociety.org/Animals/Dogs/Tips

Remember, dogs are part of each family. They need love and care just like we do.

For more info, please visit:

RiversideCA.gov/PublicWorks/Animal-Control



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NUISANCE COMPLAINT – CHECK LIST

#	Item	Y/N	Brief Explanation	Date Completed
1.	Did you personally speak to the animal owner?			
2.	Have you documented incidents on five or more days where the animal barked, howled, cried or made other noises continuously for 10 minutes or more, or intermittently for 30 minutes or more?			
3.	Have any neighbors witnessed or documented similar incidents?			
4.	Were any other remedies attempted?			
5.	Additional Notes:			

I declare, under penalty of perjury under the laws of the State of California, that the forgoing is true and correct.

Print Name: _____

Address: _____

Phone #: _____ Email: _____

Signature: _____ Date: _____



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NUISANCE COMPLAINT - INCIDENT LOG

An animal may fit the definition of a Noisy Animal if it barks, howls, cries, or makes other noises or sounds continuously for at least 10 minutes or intermittently for at least 30 minutes on at least five separate days within a 30 day period. Specific, factual information and strong evidence is necessary to prove that an animal is a nuisance. Consider using this form to document incidents that you witness.

#	Date	Start Time	End Time	Owners Home?	Animal's Location/Address	Your Location	Description of Nuisance
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							

I declare, under penalty of perjury under the laws of the State of California, that the forgoing is true and correct.

Print Name: _____

Address: _____

Phone #: _____ Email: _____

Signature: _____ Date: _____



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DECLARATION OF COMPLAINT OF NOISY ANIMAL

I, _____, do declare under penalty of perjury according to the
(Print Name)

laws of the State of California, that the animal(s), specifically: _____
(Type of Animals)

located at _____
(Location/Address of Animals)

Is/are a public nuisance because _____

Signed under penalty of perjury by:

Print Name: _____

Address: _____

Phone #: _____ **Email:** _____

Signature: _____ **Date:** _____

Return signed declaration to:
Hearings Coordinator
Western Riverside County/City Animal Shelter
6851 Van Buren Boulevard
Jurupa Valley, CA 92509