

## Noise Complaints

Although dogs barking are the most common noise complaint, the following applies to all noisy animals.

**6.04.125** The keeping of any animal which, by causing frequent or long continued noise, shall disturb the comfort of any person in the vicinity within the city is declared to be a public nuisance. Every person who owns, keeps, maintains or permits to be maintained any animal on any premises within the city, who repeatedly violates this Section shall be deemed guilty of a violation of this chapter if such person, after having been requested to restrain such animal from creating such a public nuisance, suffers or permits such public nuisance to continue.

Animal Control recommends talking with the owner of a barking dog to make them aware of the problem. Many times, owners don't realize their pet is creating a disturbance in their absence.

There is a 3step process that must be followed in order to follow thru:

### Step 1:

You may send us a letter or come to the shelter to make a complaint.

ACO needs the *exact address of where the dog lives and your information (which is kept confidential)*

We send a letter to the owner stating that there has been a complaint, along with training and behavior tips. Most problems are resolved with the letter.

We send a questionnaire to you. Wait 2 weeks to see if the problem resolves. If it is still a problem or begins again later, send the questionnaire back to us.

### Step 2:

Your questionnaire is the 2nd complaint. We send a letter to the owner stating the problem has not been resolved and they need to contact us. We send you a log so you may keep track of the days/times there is a problem. You will be required to record documentation on the log for two weeks, then return the log to us if the barking is still a problem. If we do not receive your completed log within 30 days from the date it was sent to you, we will assume the barking is no longer a problem and your case will be closed.

### Step 3:

The log is the 3rd complaint. *Your complaint is no longer confidential at this point and you must be willing to sign a complaint and appear in court (if needed).* An Animal Control Officer (ACO) will be assigned to your case and will contact you, the owner, and neighbors in the area.

Once ACO has completed an investigation and a report, it is sent to the City Attorney for review of prosecution.

***The City Attorney will not prosecute a noise complaint without someone from 2 separate households willing to complain.***