



CITY OF MONTE SERENO

18041 SARATOGA-LOS GATOS ROAD, MONTE SERENO, CA 95030
(408) 354-7635 • FAX (408) 395-7653 • WWW.CITYOFMONTESERENO.ORG

APPLICANT BILL OF RIGHTS

The Building, Engineering and Planning Service Commitment:

"We value and respect our residents. We are dedicated to providing you professional, caring, and timely service."

1. You have the right to make an appointment and receive prompt, courteous service by staff members.
2. You have the right to receive the names of the staff who are serving you.
3. You have the right to receive a response within a reasonable time, when you leave a phone message requesting information from a staff member.
4. You have the right to have inspections scheduled as soon as possible, in most cases it will be scheduled for the next business day.
5. You have the right to appeal interpretations of the Building Code, to a Building Board of Appeals.
6. You have the right to receive information about the services you need and information explaining how to access that service.
7. You have the right to an estimate of costs and approximate time frames for project consideration.
8. You have the right to an itemization of charges for your project and accountability for those charges.
9. You have the right to a written interpretation of regulations through the plan check review process.
10. You have the right to an explanation of the purpose for information, when information is requested by staff.
11. You have the right to request an alternate inspector for your project.
12. You have the right to confidential ways to express your concerns and suggestions. We will listen and be responsive to your concerns.

If you have questions or comments about the service you receive, please contact the City Manager at (408)354-7635 or by email at cityhall@cityofmontesereno.org

Although City staff will make every effort to satisfy you, if you are still not satisfied with the service you received, please contact the City Council.