

# City Services Referral Guide 2003 – City and County of Denver

This guide has been prepared by **Denver Community Planning and Development (720.865.2915)** and the **Department of Public Works (303.640.1000)** in cooperation with the **Focus Neighborhoods Initiative** and the **Industrial Task Force**. Come see us on the web at **www.denvergov.org** for information, forms, downloadable documents, online transactions, and much, much more! All numbers are subject to change without notice.

## Airport

Denver International  
Airport .....303.342.2000  
Lost & Found.....303.342.4062  
General Airport Information  
Online at .....www.flydenver.com

## Alleys

Solid Waste Management .....720.865.6900  
■ Dumpsters  
■ Residential Trash  
Graffiti .....720.865.STOP (7867)

## Animals

Animal Shelter .....303.698.0076  
■ Pet licensing  
■ Animal adoptions  
■ Animal-related complaints  
■ Live trap rentals  
■ Animal abuse complaints  
■ Wild animal complaints  
Dead Animal Pick-Up:  
Solid Waste Management .....720.865.6900

## Building Code Violation

Building Inspection Division .....720.865.2700  
■ Construction related complaints  
■ Building Inspectors  
Automated Inspection  
Request Line .....720.570.1501  
■ Available 24 hours a day by touch tone phone  
■ Have permit number, type of permit, and inspection code available

## Business

Mayor's Office of  
Economic Development.....720.913.1640  
Mayor's Office of  
Contract Compliance .....720.913.1700

## Cars - see Trucks & Cars

## Cable TV

Office of Telecommunications .....720.913.8888  
■ Complaints about cable providers  
■ Cable expansion updates

## City Council

City Council Office .....720.865.9534  
■ Talk to your Councilperson  
■ File complaints  
■ Council Agendas

## Code Enforcement

Neighborhood Inspection Services .....720.865.3200  
■ Property maintenance complaints  
■ Housing related complaints  
■ Zoning complaints

## Community Relations

Human Rights & Community Relations:  
Anti-Discrimination Office .....720.913.8458  
■ Complaints and general questions  
Commission on Aging .....720.913.8450  
Commission on Youth .....720.913.0913  
Denver Women's Commission .....720.913.8450  
Commission For  
People with Disabilities.....720.913.8480  
■ Accessibility complaints

## Consumer Complaints

Better Business Bureau .....303.758.2100  
■ Information on private businesses  
■ Complaints  
Denver District Attorney's Office .....720.913.9000  
Economic Crime Unit .....720.913.9015  
Consumer Fraud Complaints .....720.913.9179  
State Attorney General's Office .....303.866.4500  
Consumer Protection –  
Consumer Fraud .....303.866.4494

## County Court

Parking Violations Referee .....720.913.5300  
■ Parking ticket resolution  
Traffic Violations Bureau .....720.865.7840  
■ Moving violations

## District Attorney

District Attorney's Office.....720.913.9000  
■ Consumer Fraud  
■ Economic Crimes  
■ Gang Unit

## Domestic Violence

Emergency .....911  
Non-emergency Reporting:  
Police Department Dispatch .....720.913.2000

## Elections

Election Commission .....720.913.8683

## Employment and Training

Mayor's Office of  
Workforce Development .....720.865.5619

## Employment with the City of Denver

Career Service Authority:  
Job Announcement.....720.913.5751  
Job Line Recording .....720.913.5627  
Internet.....www.DenverGov.org/jobs

## Ethics Code

Board Of Ethics .....720.865.8412

## Fire Department

Emergencies.....911  
Administration .....720.913.3413

## Forestry (trees)

City Forester .....720-913-0651  
■ Dead or diseased trees on City right-of-way  
■ Subsidized tree removal programs  
■ Pruning hazardous trees in the right-of-way

## **Gardens**

Denver Botanic Gardens.....720.865.3500  
Denver Urban Gardens.....303.292.9900

- Community Garden Program

## **Graffiti**

Denver Partners Against Graffiti  
Graffiti Hotline: .....720.865.STOP (7867)

- No cost graffiti cleanup
- Citywide incident reporting/Complaints
- Public, private, and commercial property
- Anti-graffiti resources

Vandalism in progress:  
Denver Police Department.....720.913.2000

## **Housing**

### **Low Income/Subsidized Housing:**

Denver Housing Authority (DHA).....720.932.3000  
HUD Fair Housing &  
Equal Opportunity.....303.672.5437

- Subsidized housing
- Section 8

Housing & Neighborhood  
Development Services (H&NDS).....720.913.1555

- Down payment assistance
- Home rehabilitation
- Developer loans

### **Housing Code Enforcement/Upkeep:**

Neighborhood Inspection Services.....720.865.3200

- Complaints about private housing

Department of Environmental Health  
Environmental Protection Division .....720.865.5452

- Asbestos testing

### **Information:**

Housing Information &  
Referral Service .....303.831.1966

### **Housing Discrimination:**

Denver Human Rights Commission .....720.913.8450  
Colorado Civil Rights Commission.....303.894.2997  
Housing and Urban Development .....303.672.5437

### **Community Housing Services:**

Elderly Housing Choices .....303.831.4046  
Landlord/tenant issues.....303.672.5437  
Rental referrals.....303.831.1966  
Homeless shelter helpline.....303.561.2222

## **Jobs With the City of Denver**

### **Career Service Authority:**

Information.....720.913.5751  
Job Line Recording .....720.913.5627  
Internet.....www.DenverGov.org/jobs

## **Jury Duty**

District Court Jury Clerk .....720.865.9100

- Questions on Jury Summonses for County or District Courts

## **Landlord/Tenant Issues**

Housing Information &  
Referral Service .....303.831.1935  
HUD Fair Housing &  
Equal Opportunity.....303.672.5437  
Justice Information Center .....303.832.1220

## **Mayor**

Office of the Mayor .....720.865.9000  
Mayor's Office of  
Neighborhood Response .....720.865.2960

- Complaint resolution
- Mediation services

## **Motor Vehicles - see Trucks & Cars**

## **Neighborhood Cleanup Programs**

Keep Denver Beautiful.....720.865.6800

- Plan cleanup programs
- Cleanup resources

## **Noise**

Department of Environmental  
Health, Noise Control.....720.865.5452

- General noise complaints
- Construction noise

## **Parking**

Handicapped Permits:  
Commission for People  
with Disabilities .....720.913.8480  
Residential Parking Permits:  
Parking Management Cashier .....720.913.5365

- Permits for neighborhood parking

Parking Management.....720.913.1720  
Complaints about illegal  
parking on the right-of-way.....720.913.1720  
Parking Referee .....720.913.5300  
Parking Violations Bureau.....303.296.2595

- Questions about parking tickets

Neighborhood Inspection Services.....720.865.3200

- Unsurfaced parking complaints
- Inoperable vehicle complaints

## **Parks & Recreation**

Parks & Recreation Department .....720-913-0651

- General information
- Complaints about park maintenance
- Special Use Permits

## **Permits, Building**

Building Inspection Division.....720.865.2500

- Construction or Occupancy Permits
- Complaints about illegal construction
- Complaints about construction without permits

Automated Inspection Request System:  
24 hours a day  
by touch-tone phone .....720.570.1501

- Have permit number, type of permit, and inspection code available

## **Planning**

Community Planning and  
Development Agency .....720.865.2915

- Land Use and Transportation Plan (LUTP)/Blueprint Denver

Housing and Neighborhood  
Development (H&NDS).....720.913.1555  
Focus Neighborhoods Initiative.....720.913.1555  
Planned Unit Developments (PUDs), Planned Building Groups (PBGs) and subdivision approvals:  
Zoning .....720.865.3000  
Building Department.....720.865.2700

## **Police Department**

---

Emergencies.....911  
Non-Emergencies .....720.913.2000  
Crime Stoppers .....720.913.7867

## **Potholes**

---

Street Maintenance.....720.865.6855

- Potholes

## **Public Works**

---

Automated Direct Connect Line .....303.640.1000

- Automated 24 hour line connects you to the Public Works Department of your choice
- Touch tone phone required

## **Residential Recycling**

---

Denver Recycles .....720.865.6805

## **Safe City Office**

---

Community Diversion Program.....720.913.6026

- Prevention of violence by and against youths
- Youth Services (i.e., employment, education, counseling, etc, all at no cost)

## **Sewer**

---

Storm & Sanitary Sewer.303.446.3400

- Flooded Intersections
- Overflowing sewers

## **Sidewalks**

---

Snow Removal .....720.865.3200

- Snow shoveling complaints

Repair .....303.446.3469

- Broken or uneven sidewalk complaints (Homeowners may be charged for repair or replacement of sidewalks)

Curb & gutter repair .....720.913.4574

## **Smoking Vehicles**

---

Smoking Vehicle Hotline.....720.865.5452

- Report smoking vehicles
- Have date, time, place of violation, and vehicle license plate number

## **Streets**

---

Street Maintenance.....720.865.6855

- Street Sweeping
- Paving
- Pothole Repair

## **Taxes**

---

Property Tax Assessment:

Assessment Division .....720.913.4000

Property Tax Payments:

Treasury Division.....720.865.7070

Occupational Tax:

Treasury Division.....720.865.7075

## **Tickets**

---

Parking Management.....720.913.1720

- Questions on parking tickets & permits

Illegal parking reporting .....720.913.1600

County Court.....720.865.7840

- Traffic violations questions

## **Traffic Signs & Signals**

---

Traffic Engineering .....720-865-4000

## **Trash**

---

Volunteer/Community Cleanups:

Keep Denver Beautiful.....720.865.6800

Large Item Pick-up:

Solid Waste Management .....720.865.6900

Household Hazardous Waste Collection:

Curbside Inc.....1.800.HHW.PKUP (1.800.449.7587)

- Free service for Denver residents

- Takes paints, lubricants, cleaners and polishes, fuels, etc.

- Call for details about what materials are accepted

Keep Denver Beautiful.....720.865.6800

## **Trees**

---

City Forester .....720-913-0651

- Diseased trees

- Dangerous trees

- Fallen trees

- Financial support for those who qualify

- Tree care workshops

## **Trucks & Cars**

---

### **Abandoned/Illegally Parked on Right-Of-Way:**

Parking Management.....720.913.1720

Vehicle Impound Facility .....303.295.4360

### **Booted:**

Parking Violations .....303.296.2595

Car Pound.....303.295.4360

Abandoned Car Detail.....720.913.1720

### **Titles, Registration:**

Denver Motor Vehicle.....303.376.2200

### **Inoperable Vehicles, Unsurfaced parking, and Too Many Vehicles:**

Neighborhood Inspection Services.....720.865.3200

License plates, titles, registration:

Denver Motor Vehicles .....303.376.2200

## **Voter Registration**

---

Election Commission .....720.913.8683

## **Wastewater**

---

Storm & Sanitary Sewers .....303.446.3400

## **Water**

---

Denver Water Board.....303.893.2444

## **Billing & Service**

---

Information .....303.893.2444

Emergency .....303.628.6801

## **Weeds (uncut)**

---

Neighborhood Inspection Services.....720.865.3200

## **Zoning**

---

### **Information:**

Zoning Administration.....720.865.3000

### **Violations:**

Neighborhood Inspection Services.....720.865.3200

- Trashy yards

- Weeds

- Too many cars

- Too many people in a house

- Illegal home businesses

- Zoning violations

Inspectors.....720.865.3200