

Animal Resistant Containers

How to Make a Complaint



Locations throughout Washoe County are more prone to visits from wild animals, including raccoons, coyotes, bears and even dogs. These animals may also be inclined to rummage through garbage containers, causing a list of other problems. This fact sheet provides information on how to make a complaint to the proper agency if animals are disturbing garbage containers in Washoe County.

- The District Board of Health has regulatory oversight of issues related to storage of garbage, trash and rubbish. The solid waste management regulations developed by the District Board of Health outline storage requirements for garbage, trash and rubbish in Section 040 of the regulations.
- Complaints regarding basic storage of solid waste should be directed to the Northern Nevada Public Health (NNPH), Environmental Health Services (EHS) Division at (775) 328-2436, Monday – Friday (8am – 4:30pm).
- Complaints regarding animals accessing garbage or trash due to improper storage should be directed to NNPH at (775) 328-2434 Mon – Fri (8am – 4:30pm). For the purposes of this issue, animals include but are not limited to dogs, bears, raccoons and coyotes.
- If the NNPH receives two (2) or more valid complaints in a 12-month period, regarding animals accessing garbage due to improper storage, NNPH will require installation of an **approved** animal resistant container. The homeowner will be responsible for the cost of the container.
- **DO NOT** call the NNPH if an animal poses an imminent threat while accessing improperly stored solid waste. Please contact the Nevada Department of Wildlife (NDOW), local law enforcement or Washoe County Regional Animal Services (WCRAS).
- NNPH has legal authority to address solid waste issues only. Feeding wildlife or feral animal populations cannot be addressed or regulated by the NNPH. Complaints can also be made via the NNPH website at www.NNPH.org.

List of Agency Phone Numbers:

- Northern Nevada Public Health
 - Environmental Health Services Division 775-328-2434
- Nevada Department of Wildlife 775-688-BEAR (2327)
- Washoe County Regional Animal Services 775-353-8900
- Washoe County Sheriff Office 775-328-3001
- Washoe County Code Enforcement 775-328-6106
- Reno Police Department 775-334-2175
- Reno Code Enforcement 775-334-4636
- Sparks Police Department 775-353-2231

- Agencies (such as NDOW, local law enforcement, code enforcement or WCRAS) who wish to make a referral to the NNPH as a result of a complaint regarding animals accessing solid waste that has been improperly stored should contact (775) 328-2434. Please provide any evidence that has been collected to support the allegation (e.g. photos, witness statements, etc.).

- Solid waste storage issues are not considered immediate public health threats; these complaints will only be addressed during regular work hours.

**Northern Nevada Public Health
Solid Waste Management Regulations**

<https://www.NNPH.org>

Northern Nevada Public Health
Environmental Health Services
Division PO Box 11130
Reno, NV 89520
(775) 328-2434