



# VIRTUAL CITY HALL

## City Services Reference Guide

CITY OF  
CHINO HILLS  
GOVERNMENT CENTER

### **City Hall Receptionist**

Phone: 909-364-2600

M-Th 7:30 am – 5:30 pm; F 7:30 am – 4:30 pm

### **City Yard Receptionist**

Phone: 909-364-2800

On Call / After Hours: 909-364-2860

M-Th 6:45 am – 4:45 pm; F 6:45 am – 3:45 pm

### **Chino Hills Police Department**

Emergencies: Call or text 9-1-1

After Hours Dispatch: 909-465-6837

Non-emergency: Report a crime, suspicious activity, or other incident: 909-465-6837

Phone: 909-364-2000

M – F 8:00 am – 5:00 pm

## **MOST COMMONLY-USED CITY SERVICES**

### **Utility Billing**

Online: [www.chinohills.org/BillPay](http://www.chinohills.org/BillPay)

Pay-by-Phone: 909-364-2660      Hours: 7:30 am – 5:00 pm M-Th; 7:30 am – 4:00 F

Automatic Payments online: [www.chinohills.org/BillPay](http://www.chinohills.org/BillPay)

Payment Drop Box: Government Center west parking lot, corner of Peyton and Boys Republic Drives, near the James S. Thalman Chino Hills Branch Library.

### **Water / Trash Customer Service**

New Water / Trash Service, General Inquiries: 909-364-2660

Hours: 7:30 am – 5:00 pm M-Th

Email: [finance@chinohills.org](mailto:finance@chinohills.org)

7:30 am – 4:00 pm F

Republic Services Toll Free 800-700-8610

Note - Bulky Item Pickup / E-Waste Pickup services suspended

### **Service Requests Online and on the City App**

Online: [www.chinohills.org/ServiceRequest](http://www.chinohills.org/ServiceRequest)

City of Chino Hills App: Submit Requests for Service on the app, FREE on Google Play / Apple App Store

Report: Code Enforcement, Graffiti, Streetlight Outages, Water, Street, Street Light, Landscape,

Tree-Related Issues

### **Service Requests via Phone / Email**

Public Works Requests: Water, Street Light Outages, Landscape, Tree-related Issues

Phone: 909-364-2800

Email: [publicworks@chinohills.org](mailto:publicworks@chinohills.org)

## **OTHER CITY SERVICES**

### **Business Licenses**

General Inquiries: 909-364-2670

Online: [www.chinohills.org/BusinessLicense](http://www.chinohills.org/BusinessLicense)

Online Renewal: <https://chinohills.hdlgov.com/>

HdL Companies: 909-740-3187

### **City Clerk's Office**

Claims / Subpoenas / Public Records Request / Bids / Agreements / Elections

General Inquiries: 909-364-2620

Email: [cityclerk@chinohills.org](mailto:cityclerk@chinohills.org)

Public Records Request

Online: <https://publicrecords.chinohills.org/>

Via email: [cpra@chinohills.org](mailto:cpra@chinohills.org)

View Public Records: [www.chinohills.org/PublicRecords](http://www.chinohills.org/PublicRecords)

### **City Council**

General Inquiries: 909-364-2620

Email: [citycouncil@chinohills.org](mailto:citycouncil@chinohills.org)

### **City Manager's Office / Administration**

Administration / Human Resources / Community Relations / Emergency Preparedness /

Information Technology / Republic Services Contract

Phone: 909-364-2610

Email: [citymanager@chinohills.org](mailto:citymanager@chinohills.org)

### **Code Enforcement Division**

Code Enforcement / Parking Permits: Litel & Ayala Neighborhoods / Carbon Canyon Resident Decal

General Inquiries & Report a Complaint: 909-364-2757

Email: [codeenforcement@chinohills.org](mailto:codeenforcement@chinohills.org)

### **Community Development Department**

Building & Safety / Building Permits

General inquiries: 909-364-2780

Building Inspection Request Line: 909-364-2790

Email: [communitydevelopment@chinohills.org](mailto:communitydevelopment@chinohills.org)

Planning / Zoning / Plan Review

General Inquiries: 909-364-2740

Email: [communitydevelopment@chinohills.org](mailto:communitydevelopment@chinohills.org)

### **Community Services Department**

Recreation Programs / Facilities / Events / Classes

Phone: 909-364-2710

Email: [communityservices@chinohills.org](mailto:communityservices@chinohills.org)

### **Finance Department**

Accounts Payable / Accounts Receivable

General Inquiries: 909-364-2640

Email: [finance@cityofchinohills.org](mailto:finance@cityofchinohills.org)

**Parking Ticket Payments**

Street Sweeping / Administrative Citations

Administrative Citation Payments: <https://www.dataticket.com/index.aspx>

**Public Works Department**

Water & Sewer Operations / Public Facilities / Parks & Facilities / Street Sweeping

City Yard: 909-364-2800

Email: [publicworks@chinohills.org](mailto:publicworks@chinohills.org)

**Public Works Department / Engineering Division**

Encroachment Permits / Plan Check / Capital Improvements Program

Engineering: 909-364-2770

Email: [engineering@chinohills.org](mailto:engineering@chinohills.org)