

Demand Request Frequently Asked Questions

A demand request is used only to request the fees due on a specific code compliance case.

1. How do I find out the amount due on a case or request a payoff demand?

You will need to fill out the [Demand Request Form](#) along with the recorded document, and email to demandrequests@cityofsacramento.org.

2. Can I request a payoff demand verbally?

Payoff demand must be in written form.

3. Where can I find or download the Demand Request Form?

The Demand Request form is located at the [City website](#).

4. How long does it take to receive my demand request back?

A response may take up to 10 business days depending on the current volume of demand requests.

5. I received a City invoice. How do I make a payment?

If you would like to make a payment, please go to the Revenue Division at New City Hall, 915 I Street, Room 1214 to make your payment or mail your payment to:

New City Hall

915 I Street, Room 1214

Sacramento, CA 95814

Check [Revenue Division Hours and Furlough Closure Days](#) before you go.

If you have an invoice # and customer #, you can conveniently make an online payment at

pay.cityofsacramento.org.

6. I have a Special Assessment Lien with a resolution # recorded on my property. Who can I contact for more information?

You may contact the City's Bonds & Assessments for more information at

bondsandassessments@cityofsacramento.org and at 916-808-5681. They could only assist with payoff Demands for resolutions.

7. Who can I contact for more information regarding a Cloud, Notice of Pending Enforcement Proceeding or Action, or a Declaration recorded on my property?

You may call the Code Enforcement Officer/Building Inspector that is handling your case, or you may submit a Demand Request.

8. I have a question regarding a letter from the Code Enforcement Division regarding code violations. Who can I contact?

You can call the Code Enforcement Officer/Building Inspector that is handling your case for more information.

9. I received a City invoice and I have a question regarding the fee. Who can I contact?

You will find the phone number at the bottom of the invoice.

10. I have a question regarding the Demand Request Response Letter. Who can I contact?

You will find the contact person and phone number at the bottom of the letter.

11. I am seeking a demand for a Utility account, who can I contact?

You may contact Utilities Customer Service at UCustomerService@cityofsacramento.org

12. Are you able to do a rush on a demand request?

Unfortunately rush requests are not accepted and demands are processed on a first come first served basis.

13. If I have a question regarding a sidewalk repair, who can I contact?

You may contact Justin Hampton at Public Works at 916-808-4013.

14. If I want to set up a payment plan, who can I contact?

You may contact the Revenue Dept. at 916-808-5527, option 8. For the fastest service, you may submit the Payment Plans Form online at the City website.

15. If I want to appeal an invoice, who can I contact?

You may contact the Hearings Division at Hearings@cityofsacramento.org or at 916-808-8846.

16. Can I request a demand letter good for 30 days?

A demand letter is valid on the date of issuance; however, the outstanding amount on the demand letter could change after issuance.

17. I do not have a case #, where can I find it?

You could search for the recorded lien at Sacramento County website:

<https://recordsdocumentindex.saccounty.net>

18. I have a question regarding Vacant Lots. Who can I contact?

You may contact the Vacant Lots Program at vacantlots@cityofsacramento.org or at 916-808-7902.

If you have questions unrelated to Code & Housing, please call 311.