

How to Submit a Formal Complaint to Bernalillo County

Covenant Support Committee (CSC) – updated 05/04/2025

The CSC receives many complaints about some situations that are not necessarily violations of Unit covenants by strict covenant wording, but may be violations of Bernalillo County ordinances. Some situations fall within a “gray” area, where covenants and County ordinances may both be relevant. The County has some ordinances that are stricter than covenants, and also has ordinances that are simply not covered by covenants at all. The CSC does not submit complaints to the County on behalf of complainants, nor does the CSC enforce County ordinances. Rather, what we can do is help direct complainants to the County for relevant situations. County ordinances can be found by going online to https://library.municode.com/nm/bernalillo_county/codes/code_of_ordinances. To submit a formal complaint to the county, the property/homeowner can call BernCo by phone or use the relatively new Citizen Access online complaint website. The types of complaints the CSC typically receives that are addressed by the BernCo ordinances for residential areas tend to fall under two categories: Zoning and Health Protection. Zoning-type ordinances address violations related to utility trailers, inoperable vehicles, excessive weeds, rubbish and trash, and bright outdoor lights. Health protection ordinances address violations related to noise and dwelling sanitation.

To submit a complaint by phone, you can call the BernCo Zoning main line phone number at 505-314-0378, or the BernCo Health Protection main line phone number at 505-314-0310. To submit a complaint using the Citizen Access website, go to <https://aca-prod.accela.com/bernco/Default.aspx> (see figure). You do not need to “sign in” to this site, because that functionality appears to be mainly for contractors. Select “Submit a Complaint”, then on the next page that pops up select either “Zoning” or “Health Protection”. You will then be taken to a page where you enter the address where the alleged violation is observed; there is even an interactive map that can be used to select an address. Then follow further instructions for specifying your complaint. Note that if your complaint is about lights, you should select “Zoning”, and then “Other”, because there is no sub-category explicitly for lights. County complaints can be submitted anonymously or not. Either way, be sure to obtain the complaint ID# after submittal, and save the link that is also provided, as this will take you to the status of your complaint. You may not receive a phone call to inform you of the status, but you can also call by phone to inquire about a complaint, and having the ID# will facilitate dialog.

Once a complaint is filed, the County will send an inspector out. If the particular violation is not observed at the time of the inspection, then the inspector may issue a “no violation”. If a violation is observed, the County will typically issue a citation, and then make a repeat visit to the site about a month later.

Figure: How to submit a complaint online at Bernalillo Citizen Access. See article text for more details.

(1) Select “Submit a Complaint”



(2) Select either “Zoning” or “Health Protection”

Select your complaint type:

Zoning
e.g. weeds, trash, junk, inoperative vehicles, and land use

Health Protection
e.g. Food (restaurants, food born illness), public swimming pools, noise, dwelling sanitation