

**ACCESS**  
816 W. Mauney St., Gastonia, NC 28052  
Main Number: 866-3220

No.	Complaint Type	Ordinance	Code	Department	Contact #1	Phone #	Email Address	Contact #2	Phone #	Email Address
1	ACCESS Bus/Van late		ACC-	ACCESS	Cheree Wilson	704-866-3220	access@gastongov.com	Chanika Patterson	704-866-3207	access@gastongov.com
2	ACCESS Bus/Van dirty		ACC-	ACCESS	Cheree Wilson	704-866-3220	access@gastongov.com	Aliyah Reed	704-866-3241	access@gastongov.com
3	ACCESS Bus/Van unsafe		ACC-	ACCESS	Cheree Wilson	704-866-3220	access@gastongov.com	Aliyah Reed	704-866-3241	access@gastongov.com
4	ACCESS Bus/Van passenger complaint		ACC-	ACCESS	Cheree Wilson	704-866-3220	access@gastongov.com	Aliyah Reed	704-866-3241	access@gastongov.com
5	ACCESS Bus/Van driver complaint		ACC-	ACCESS	Cheree Wilson	704-866-3220	access@gastongov.com	Aliyah Reed	704-866-3241	access@gastongov.com
6	How is my Driving?		ACC-	ACCESS	Central Office	704-810-6400	access@gastongov.com	Aliyah Reed	704-866-3241	access@gastongov.com
7	Appointments		ACC-	ACCESS	Chanika Patterson	704-866-3232	access@gastongov.com	Aliyah Reed	704-866-3241	access@gastongov.com

**Animal Care and Enforcement**  
220 Leisure Ln., Dallas, NC 28034  
Main Number: 704-922-8677

No.	Complaint Type	Ordinance	Code	Department	Contact #1	Phone #	Email Address	Contact #2	Phone #	Email Address
1	Animal Waste		AC-	Animal Care and Enforcement	Kristine Blankenship	704-922-8677		Rachel Beaudin	704-922-8677	
2	Pests		AC-	Animal Care and Enforcement	Kristine Blankenship	704-922-8677		Rachel Beaudin	704-922-8677	
3	Animal General Complaints (Cat on a tree)		AC-	Animal Care and Enforcement	Kristine Blankenship	704-922-8677		Rachel Beaudin	704-922-8677	
4	Lost and Found		AC-	Animal Care and Enforcement	Angela Cunningham	704-922-8677	webmaster@gastongov.com	Rachel Beaudin	704-922-8677	
5	Too Many Animals/Pets		AC-	Animal Care and Enforcement	Kristine Blankenship	704-922-8677		Rachel Beaudin	704-922-8677	
6	Barking Dog		AC-	Animal Care and Enforcement	Kristine Blankenship	704-922-8677		Rachel Beaudin	704-922-8677	
7	Spay/Neuter		AC-	Animal Care and Enforcement	Kristine Blankenship	704-922-8677		Rachel Beaudin	704-922-8677	

**Building Inspections**  
128 W. Main Ave., Gastonia, NC 28052  
Main Number: 704-866-3155

No.	Complaint Type	Ordinance	Code	Department	Contact #1	Phone #	Email Address	Contact #2	Phone #	Email Address
1	Residential Maintenance		BI-	Building Inspections	Mia Howell	704-866-6407	mia.howell@gastongov.com	Karen Edsel	704-866-3960	karen.edsel@gastongov.com
2	Structural Issues		BI-	Building Inspections	Mia Howell	704-866-6407	mia.howell@gastongov.com	Karen Edsel	704-866-3960	karen.edsel@gastongov.com
3	Work/Construction without Permit		BI-	Building Inspections	Mia Howell	704-866-6407	mia.howell@gastongov.com	Karen Edsel	704-866-3960	karen.edsel@gastongov.com
4	Work beyond the Permitted Scope of Work		BI-	Building Inspections	Mia Howell	704-866-6407	mia.howell@gastongov.com	Karen Edsel	704-866-3960	karen.edsel@gastongov.com
5	Commercial Properties Complaints		BI-	Building Inspections	Mia Howell	704-866-6407	mia.howell@gastongov.com	Karen Edsel	704-866-3960	karen.edsel@gastongov.com
6	Electrical Hazards		BI-	Building Inspections	Mia Howell	704-866-6407	mia.howell@gastongov.com	Karen Edsel	704-866-3960	karen.edsel@gastongov.com
7	Plumbing Hazards		BI-	Building Inspections	Mia Howell	704-866-6407	mia.howell@gastongov.com	Karen Edsel	704-866-3960	karen.edsel@gastongov.com
8	Disabled Access Issues		BI-	Building Inspections	Mia Howell	704-866-6407	mia.howell@gastongov.com	Karen Edsel	704-866-3960	karen.edsel@gastongov.com
9	Roofing Residential/Commercial Issues		BI-	Building Inspections	Mia Howell	704-866-6407	mia.howell@gastongov.com	Karen Edsel	704-866-3960	karen.edsel@gastongov.com
10	Suspicious Business		BI-	Building Inspections	Mia Howell	704-866-6407	mia.howell@gastongov.com	Karen Edsel	704-866-3960	karen.edsel@gastongov.com

**City of Gastonia**  
150 S. York St., Gastonia, NC 28052  
Main Number:

No.	Complaint Type	Ordinance	Code	Department	Contact #1	Phone #	Email Address	Contact #2	Phone #	Email Address
1	Police General Complaints		CoG-	Gastonia City Police	Travis Brittain	704-842-5191	brittain_travis@cityofgastonia.com	Robert Helton	704-866-6890	helton_robert@cityofgastonia.com
2	Non-Emergencies		CoG-	Gastonia City Police	Main Office	704-866-3300	police@cityofgastonia.com	Robert Helton	704-866-6890	helton_robert@cityofgastonia.com
3	Building Issues/Permits		CoG-	Building Services	Brian Pruett	704-866-6018	brianpr@cityofgastonia.com	Rusty Bost	704-854-6635	rustyb@cityofgastonia.com
4	City General Complaints		CoG-	City Manager	Michael C. Peoples	704-866-6719	michaelp@cityofgastonia.com	J. Philip Bombardier	704-866-6763	flipb@cityofgastonia.com
5	Power Outage/Street Lights		CoG-	Electric	Main Office	704-866-6823	utilities@cityofgastonia.com	Joe Albright	704-869-1929	joea@cityofgastonia.com
6	Water & Sewer Issues		CoG-	Two Rivers	Main Office	704-866-6714	utilities@cityofgastonia.com	Mike Bynum	704-866-6043	mikeb@cityofgastonia.com
7	Park Issues		CoG-	Parks and Recreation	Cam Carpenter	704-866-6906	neighborhoodresources@cityofgastonia.com	Cam Carpenter	704-866-6839	recreation@cityofgastonia.com
8	Zoning Permits, Setbacks, other violations		CoG-	Planning	Chrystal Howard	704-854-6652	chrystalh@cityofgastonia.com	Jason Thompson	704-854-6629	jasont@cityofgastonia.com
9	City of Gastonia Employment		CoG-	Human Resources	Judy Smith	704-866-6786	judys@cityofgastonia.com	Tracy Schneider	704-866-6859	tracys@cityofgastonia.com
10	Minimum Housing		CoG-	Code Enforcement	Justin Gaff	704-866-6017	justing@cityofgastonia.com	Rusty Bost	704-854-6635	rustyb@cityofgastonia.com
11	Weeded Lots, Junk, Debris		CoG-	Code Enforcement	Becky Mintz	704-866-6760	beckym@cityofgastonia.com	Rusty Bost	704-854-6635	rustyb@cityofgastonia.com
12	Abandoned Motor Vehicles, Junk Cars		CoG-	Code Enforcement	Joseph Canipe	704-836-0093	josephc@cityofgastonia.com	Rusty Bost	704-854-6635	rustyb@cityofgastonia.com
13	Livestock, Graffiti		CoG-	Code Enforcement	Brandon Putnam	704-836-0030	brandonp@cityofgastonia.com	Rusty Bost	704-854-6635	rustyb@cityofgastonia.com
14	Report Code Violations		CoG-	Code Enforcement	Main Office	704-866-6760	codeenf@cityofgastonia.com	Becky Mintz	704-866-6760	beckym@cityofgastonia.com
15	Missed Garbage Pick-ups/Solid Waste		CoG-	Solid Waste Division	Main Office	704-866-6774	generalservices@cityofgastonia.com	DeeDee Gillis	704-866-6984	deedeeg@cityofgastonia.com





