



City of Kent Public Works Operations - FAQs

Public Works – Operations
Phone: 253-856-5600
Hours: Monday – Friday 7am-4pm

Who Do I Call...

Public Works Operations business hours are 7am to 4pm, Monday – Friday and staff can be reached at 253-856-5600 or via email at PWOps@kentwa.gov.

After hours emergency concerns for all items below, please call 253-852-2121 or 253-856-5600 Option # 1 (unless otherwise noted).

Please contact Public Works Operations for the following concerns at 253-856-5600:

- Alley or shoulder maintenance (public)
- Allowable construction work hours
- Blackberry bushes overgrowing yard on private property from public
- Dead animals – please note, the City of Kent will only recover wild animals. For domestic animals please contact the Humane Society at 206-296-7387
- Ditches, culverts, and storm drains
- Drinking water – quality concerns, discolored or cloudy water
- Erosion/ mudslide
- Flooding
- Graffiti – on public property
- Guardrails / dividers
- Hazardous spills/ illegal dumping
- Hydrants – damaged or open
- Intersection maintenance
- Litter on City property
- Missing manhole covers/ grates
- Missing or damaged street/ traffic signage
- Retention Ponds/ Wetlands – City maintained
- Potholes on Public Streets
- Sewage backups/ odors – the City is not responsible for maintaining private plumbing and sewer systems; for problems related to private systems, please call a contractor of your choice. The sewer main in the street to the connection is City responsibility. The connection to the residence is homeowner responsibility.
- Sidewalks – Damaged or unsafe – The City is responsible for sidewalk damage caused by uprooted street trees planted by the city. Property owners are responsible for maintaining the sidewalks in front of or alongside their property, including clearing ice and snow.
- Street markings/Sweeping Requests/Snow & Ice Concerns
- Traffic circles
- Traffic signals/ Lights
- Trees – dead, diseased, or damaged trees located on City property.
- Vegetation – weeds, brush, blackberries, grasses located on City property
- Water leaks, bubbling up or flooding the street. Leaking hydrants, meters or PRVs.
- Water Pressure or service concerns. - The City of Kent’s responsibility is from the water main in the street to the water meter.

Traffic/Street Lights/Railroad Concerns and Contact Information:

Non-emergency traffic problems _____ 253-856-5500

Railroad’s Emergency Numbers:

- BNSF Emergency – tracks closer to Central Ave _____ 800-832-5452
- UPRR Emergency – tracks closer to West Valley _____ 800-848-8715

Power line broken or damaged – Contact Puget Sound Energy _____ 888-225-5773

- Streetlight out – contact PSE - Street Light Problem Line _____ 425-456-2496

Or go to the pole to get the pole number and report online for a quicker response:

<http://pse.com/accountsandservices/ServiceAlert/Pages/Street-Light-Problem.aspx>

Contact Code Enforcement for the following concerns at 253-856-5909 or online at:

<https://www.kentwa.gov/departments/police-department/code-enforcement>

- Abandoned Vehicles/ Illegal parking-private property
- Abandoned/neglected buildings
- Business operating from a residence
- Chickens or roosters
- Graffiti-private property
- Garbage & trash dumping on private property
- Tall weeds/ grass on private property

Public Works - Frequently Asked Questions

- 1. I need to report a problem, but I'm not sure who to call.**
 - The best place to start is with the City of Kent's Service Finder tool on our website www.KentWA.gov. If you have additional questions, call Public Works at 253-856-5500.
- 2. Who is responsible for the sidewalk in front of my home?**
 - Many property owners do not realize they are responsible for maintaining the public right-of-way next to their property, including sidewalk, planting strip, or the roadway shoulder if unimproved. Property owners are also responsible for maintaining unpaved alleys next to their property. [Kent City Code 6.04.100](#) requires that property owners keep the sidewalk adjacent to their property fit and safe for public travel. Kent City Code [8.01.030](#) and [8.07.050](#) also speaks to the duties of the owner/occupant.
- 3. Why doesn't the street sweeper come down my street?**
 - The streets on the sweeping schedule are all improved streets. This means they have gutters or wedges to channel storm water to catch basins and into our retention ponds. As part of federal requirements, we are required to clean the gutters, catch basins, and storm lines. We have contracted a street sweeping service to sweep those roadways on a once-a-month basis in residential areas. Unimproved roads, with or without ditches, drain the stormwater and act as a filter for the street runoff. For these sections of our unimproved street network, we either sweep with our mechanical broom or have our contractor perform a special sweep to remove the dirt, sand, or other debris, as needed. For more information, visit: <https://www.kentwa.gov/departments/public-works/street-maintenance>
- 4. Why doesn't the City of Kent plow my neighborhood?**
 - Due to limited resources, the City must focus on primary roadways before moving onto secondary and third priority (residential arterials) roadways. Non-arterial residential roadways are harder for the plow to navigate safely and without damaging private property. The only exception is when requested by emergency responders. For more information on the City's Winter Weather Plan, you can visit: <https://www.kentwa.gov/guides/winter-weather-plan>
- 5. What number do I call for illegal parking concerns on the public right-of-way?**
 - Parking enforcement is housed out of the Kent Police Department and responds to parking concerns on city-owned properties and public right-of-way. You can contact parking enforcement by calling non-emergency dispatch at 253-852-2121. If the vehicle is on private property, please contact Code Enforcement at 253-856-5909.
- 6. Are your construction standards available online?**
 - Yes, go to the City of Kent's [Public Works Design and Construction](#) page, which can be found at: <https://www.kentwa.gov/departments/public-works/design-construction>
- 7. Are there any easements on my property?**
 - To find easements that may be on your property, you will need to look at the title report. This report is included with your property purchase paperwork. To obtain the report, you can contact the title company that was used during the purchase, who may be able to provide one. They can also be purchased through a reputable title company. In some cases, the report may be included in the records held by the [King County Assessor's office](#). (<https://kingcounty.gov/depts/assessor.aspx>)
- 8. Can I build a fence on my property?**
 - Before designing a fence, consider that you will need to meet intersection sight distances (see [Kent Standard plans](#), chapter [6-52](#)) and review any utility easements on your property. The Engineering Department can help you with sight distances. Make sure to "Call before You Dig" and call 811 for assistance in locating the utilities. (See #11)
- 9. Can I cut down a tree(s) on my property or shared private property (IE, greenbelt)?**
 - Before cutting, contact our Economic & Community Development Dept. at 253-856-5454.

Public Works - Frequently Asked Questions - Continued

10. Where can I find the city of Kent's Code and ordinances?

- [Kent City Code: https://www.codepublishing.com/WA/Kent/](https://www.codepublishing.com/WA/Kent/)
- [Kent City Ordinances: https://www.codepublishing.com/WA/Kent/html/KentOT.html](https://www.codepublishing.com/WA/Kent/html/KentOT.html)

11. Where can I dig? How can I find out where the utilities meet my property line?

- You are required to call 811 to reach the Utilities Underground Location Center for free location and marking of utility lines. Call at least 2 days before you start working. You are responsible for any utilities that could be damaged during work on your property, so always call ahead and work carefully. For more information, you can visit www.washington811.com or, to request a utility locate online, visit www.callbeforeyoudig.org/washington

12. Who do I contact for garbage and recycling?

- To sign up for residential curbside collection of recyclables and/or yard debris, call Republic Services at 206-682-9735

13. When does the City provide the free curbside clean-up events for residents?

- The City of Kent schedules clean-up events for residents twice a year. The fall event is in November; the spring event is early April. This provides an opportunity to place extra garbage and yard waste at the curb for free collection. For questions, contact Public Works Engineering at 253-856-5589 or visit: <https://www.kentwa.gov/departments/public-works/environmental/talking-trash-recycle-and-clean-up-events-for-residents>

14. How do I properly dispose of my hazardous waste?

- The King County Household Hazardous Wastemobile visits the Auburn Outlet Collection every weekend (minus major holidays) between 10 am – 5 pm. For more information, please call the Hazards Line at 206-296-4692 or visit: <https://kingcounty.gov/en/dept/dnrp/waste-services/hazardous-waste-program>.

15. Will the City test my water quality if I have concerns?

- If you are a customer of the City of Kent Water Service, staff will respond and test the water quality.
 - There are sample collection procedures that must be followed when collecting the samples, such as laboratory-provided containers and time requirements for sample delivery.
 - We are unable to test samples that we do not obtain ourselves.

16. I need information about my side sewer or sewer availability in my neighborhood.

- The Development Engineering section of the Economic and Community Development (ECD) Department can provide information about your existing side sewer permit and any as-builts on file. You can request the information by emailing DevelopmentEngineering@KentWA.gov or by calling 253-856-5490.
- The Permit Center can provide information about sewer availability and hook-up. You can reach the Permit Center at 253-856-5300 or by visiting the following web page and reviewing step 2: <https://www.kentwa.gov/pay-and-apply/apply-for-a-permit/development-engineering>

17. Who do I call to schedule an inspection related to my permit?

- Please call our IVR (Interactive Voice Response) number at 253-856-5427. For additional information, visit: <https://www.kentwa.gov/home/showpublisheddocument/18291/637812034119070000>.

18. I need to rent a hydrant meter; how do I start?

- Visit our Water Maintenance and Operations page at: <https://www.kentwa.gov/departments/public-works/water> and navigate to the Fire Hydrant Meter Use and Operating Instructions section for detailed guidelines on the process.
- Deposits are made in person at the Customer Service counter located at 400 W Gowe St. They are open M/W/F, 8 a.m. – 4:30 p.m. and T/TH, 9 a.m. -4:30 p.m.
- After paying your deposit, bring your receipt to PW Operations to pick up your meter and permit. Public Works Operations is located at 5821 S 240th St, and hydrant meters can be picked up M-F from 8 a.m. -11 a.m., and 12:30 p.m. – 2:30 p.m. Please check in at the front office.

Public Works - Frequently Asked Questions - Continued

- Rented hydrant meter permits must be renewed in specific time frames that are driven by the size of the meter you rented. Please make sure you are aware of your specific time frame obligation when you pick up your meter.

19. Where can I obtain my [Certificate of Water Availability](#)/[Fireflow](#)/Hydraulic Modeling information/[Water Rate Flow](#)

- These are handled through our Economic and Community Development (ECD) department. More information is available on the Development Engineering page under step 2, Water Permits section: <https://www.kentwa.gov/pay-and-apply/apply-for-a-permit/development-engineering>
There is a step-by-step guide to assist you in the process, each form has detailed instructions. If you need additional assistance, please call ECD at 253-856-5490.

20. How can I find out who provides utilities to my new property?

- While customer service can tell you if they currently provide services to your property, Public Works Operations can look up what water, sewer, and storm district you may be a part of. Customer service can be reached at 253-856-5201, option 9, and Public Works Operations at 253-856-5600.

21. How do I find my property boundaries?

- The City of Kent Survey Section only delineates boundaries for City of Kent property for City projects. All private property boundaries can be located by a Private Professional Land Surveyor. You can locate a local Land Surveyor by an internet search, or by using this website https://lsaw.org/find_surveyor.asp.

22. Who do I call about a water/utility bill?

- If you pay your water bill to the City of Kent, contact our Customer Service line for utility billing at 253-856-5201. [Soos Creek Water & Sewer](#), [Lake Meridian Water District](#), and [Highline Water District](#) also provide water services within Kent city limits.

23. Who deals with wild animals?

- While the City will pick up dead non-domestic animals, issues with living wildlife (hurt, infestation, etc.) can be reported to the Washington Department of Fish and Wildlife (WDFW) through their online portal at: <https://survey123.arcgis.com/share/a384e90f69744f2e846135a9ce80027f>, or by calling 360-902-2936.

24. I received a notice on an LID (Local Improvement District); how much do I owe?

- Contact our Customer Service Dept. at 253-856-5201 or via email at customerservice@kentwa.gov.

25. I'm buying a house, and the paperwork references a covenant for an LID; what is this, and how much will I owe?

- Local Improvement Districts (LIDs) are a means of assisting benefiting properties in financing needed capital improvements through the formation of special assessment districts. Special assessment districts permit improvements to be financed and paid for over a period of time through assessments on the benefiting properties. A Covenant LID is an obligation to participate in, and not protest, the formation of a future LID to benefit the property described in the covenant. For specific information regarding the covenant and/or the status of it, please contact the Right of Way section of Public Works Engineering at 253-856-5500.

26. Does the City provide "No Trespassing" Signs?

- The Kent Police Department has, for a nominal fee, signs available for vacant properties, businesses, etc. For more details and to find out if you are eligible, please contact the Neighborhood Coordinator for your area:

- a. Valley/West Hill Area: Sara Wood, SWood@KentWA.gov - 253-856-5856
- b. East Hill Area: Stacy Judd, SJudd@KentWA.gov - 253-856-5883

Public Works - Frequently Asked Questions - Continued

27. Does the City sell or provide private catch basin/storm drain markers?

- Stencils are discouraged as paint can get into the storm drain.
- The City does not provide the storm drain markers, but the markers can be purchased online.
 - Replacement markers do not need to be identical to existing ones, if the general message (drains to waterway) is the same.