



RECORDS SEARCH REQUEST FAQs (Frequently Asked Questions)

When is a Records Search Request form required?

For records not available online, a Records Search Request form must be completed. The Environmental Health Division (Division) will notify you of the cost, if any. Payment is required before the copies, in paper or electronic format, are released.

Additional information regarding blueprints: Pursuant to the California Health and Safety Code Section 19851, the Division cannot provide copies of blueprints unless you are the owner of the facility, as named on the blueprints, or have permission from the certified, licensed, or registered professional who originally signed the blueprints. If you are not the owner, the Division can only allow you to view the blueprints. Taking photographs of the blueprints is not allowed.

What information is required on the form?

In order to process your request in a timely manner, please thoroughly complete your Records Search Request form before sending it to our Division office. To complete your request, we will need to know the following information:

- the property owner or site name (if any) for the files you are seeking;
- the address of the site;
- the type of information you are requesting;
- if applicable, a range of dates for the file(s) you would like to have copied;
- If you would like to receive your copies via e-mail, provide your e-mail address on the form.

Please note: We are not able to conduct a search of files with an Assessor's Parcel Number (APN) alone. If you do not have an exact address for the site, you may provide an APN along with the name of the site or the name of the

property owner, the city in which the site is located, and the nearest cross streets for the site. A map specifying the location of the site is also helpful.

Where do I send my Records Search Request form?

You may send your request to the Environmental Health Division office via e-mail to EHDRecordSearchRequest@ventura.org, or you may fax your request to 805/654-2480.

Additionally, you may mail the request to the address shown below:

Ventura County Environmental Health
800 S. Victoria Avenue
Ventura, CA 93009-1730

What is Document Imaging?

The Division has converted frequently requested records into electronic format, which are available at:

www.vcenvhealth.org

There you will see a list of various types of records we have with the dates included. Click on the listing for the information you are seeking and enter the appropriate information to complete a search.

What if the records are not online?

If you cannot locate the information online, you may submit a Records Search Request. The Division staff will search our archives and provide paper or electronic copies of any files not available online.

Please note: The following records are not maintained by the Division. Please contact the following agencies to review these records:

- a. Business plan or aboveground tank for a facility located within the City of Ventura:

Ventura City Fire Department
805/654-7792

- b. Hazardous waste, underground storage tank, aboveground tank, or business plans for a facility located within the City of Oxnard:

Oxnard City Fire Department
805/385-8364

How long will it take to process my request?

Requests are generally processed within 5 to 7 business days. The time varies depending on several factors, such as:

- the availability of the file (technical staff may need the site file);
- the number of documents to be copied;
- the number of professional staff who may have to authorize release of the file(s);
- the location of the file (many files are in stored off-site).

How long will it take for an appointment to view?

An appointment to view records is usually scheduled 5 to 10 days in advance. An appointment is required as we must provide supervision and a place for review.

How long before I receive copies?

- a. Copy only

For a “copy only” request other than blueprints, it takes 5 to 7 business days to copy the file. To obtain copies of blueprints, it may take 7 to 10 business days. If we mail or scan the copies, payment (if any) must be received before they are sent to you. If you are picking up the copies at the Division’s public counter, you may pay at that time. Depending on the type of documents requested, the Division is able to provide paper copies or electronic copies. Large files can be made available on a CD or Flash Drive for a nominal charge (plus shipping if the documents are to be mailed). If there is no fee associated with your request, the Division is able to provide you with your copies in electronic format via e-mail.

- b. Copies during an appointment to view

After an “appointment to view”, if you need 10 pages or less, we can copy documents while you wait. If you need 11 pages or more, we will copy the documents after you leave and mail or e-mail them to you (or you may return to pick them up at will-call) in 3 to 4 working days. The number of days depends on the number of requests we are processing and the size of the file.