



The Phoenix Fire, Planning and Development and Neighborhood Services Departments receive numerous complaints regarding swimming pool barrier problems. Because of the urgency these potentially hazardous situations create, Fire, P&D and NSD have developed the following policy regarding swimming pool barrier complaints.

Perimeter Barrier Issues

Fire Department (Fire Prevention) will accept and respond to all swimming pool “perimeter barrier” complaints (pool must have water). Perimeter barrier refers to the fence that surrounds the property where the swimming pool is located. Fire Departments is responsible for temporarily securing outer barrier fences or gates for occupied and vacant residential properties.

Step 1: Forward all complaints about unsound/broken/open perimeter barrier fences to Fire Prevention. Fire Department staff will investigate all claims and temporarily secure outer barrier fences or gates.

Step 2: Fire Department staff will contact NSD, and a Neighborhood Preservation case will be opened for the property with the temporarily secured fence. Fire Department staff will provide address and responsible party information to NSD. NSD will provide Fire Department staff with the assigned NSD case number.

Step 3: NSD will pursue permanent repair of the barrier fence through the responsible parties. NSD will also contact Maricopa County Vector Control to handle insect problems associated with the water in the pool, if necessary.

Inner Barrier Issues

Planning and Development Department will accept and respond to all complaints regarding pools under construction and all swimming pool “inner barrier” complaints. Inner barrier refers to a separate fence that surrounds the pool itself, or, the “barrier” that is created between the dwelling and the pool that consists of the house walls as part of the barrier. All doors and windows that would allow direct access to the pool would have to comply with the barrier requirements.

Forward all inner barrier calls or swimming pool barrier policy questions to the Planning and Development Department.

Contact Information

Fire Prevention: 602-262-6771 is staffed 8:00 a.m. – 5:00 p.m. After hours calls should be made to the alarm room at 602-262-6595.

Neighborhood Preservation: 602-262-7844 is staffed 7:00 a.m. – 7:00 p.m. on weekdays. A recorded message may be left at other times.

Planning and Development Department: 602-262-7811 is staffed 8:00 a.m. – 5:00 p.m. on weekdays.