



HOMEOWNERS ASSOCIATION, INC.

3420 S.W. 320th, Suite B-3 • Federal Way, WA 98023-2209

Phone: (253) 838-0464

How to Report Neighborhood Concerns

At the Eyes on Federal Way site, you can report a variety of concerns with the city. [Eyes on Federal Way](#) | [City of Federal Way](#)

Suspicion activity

1. FWPD 911 or non-emergency [253-835-2121](tel:253-835-2121)
2. TLHOA Security [253-838-5568](tel:253-838-5568)
3. HOA Office officemangare@twinlakeshoa.com
4. TO REQUEST EXTRA PATROLS [Police Service Request | City of Federal Way](#)
5. Federal Way Crime Tips [253-835-6799](tel:253-835-6799)

Noise compliant

1. FWPD 911, non-emergency [253-835-2121](tel:253-835-2121)
2. TLHOA Security [253-838-5568](tel:253-838-5568)
3. HOA Office officemangare@twinlakeshoa.com

Mailbox Theft or Vandalism

1. Call 911 or Nonemergency [253-835-2121](tel:253-835-2121) to report the incident.
2. Call the postal inspector to report theft or vandalism, USPS hotline: [1-800-275-8777](tel:1-800-275-8777) or [1-800-ASK-USPS](tel:1-800-ASK-USPS)
3. Call Twin Lakes Security, they can follow up and increase patrols in the area. [253-838-5568](tel:253-838-5568)
4. Set up Informed Delivery through USPS <https://www.usps.com/manage/informed-delivery.htm>

Mailbox repair and replacement david@themailboxguy.com 206-818-6902.

All mailboxes, whether single or cluster boxes are the responsibility of homeowners. The Association has no common area mailboxes.

Parking complaints

1. Parking on the street is the jurisdiction of the city of Federal Way. Please contact the city to report overcrowding of a street, corner or cul de sac, or if you are concerned about safe access for emergency vehicles residents to your home. [Traffic Division | City of Federal Way](#) or (253) 835-2740
2. Inoperable vehicles parked on the street. FWPD non-emergency 253-835-2121
3. Inoperable vehicle parked in the driveway, please contact FW code Enforcement [Code Compliance Request Form | City of Federal Way](#) 253-835-2617
4. Report for compliance Inoperable/Commercial Vehicles/RVs and Trailers parked overnight in the TLHOA officemanager@twinlakeshoa.com
If you need to have a commercial vehicle, RV or trailer onsite temporarily, please contact our HOA office for a permit.

Animal Complaints

1. Injured or deceased wildlife [Injured or orphaned wildlife | Washington Department of Fish & Wildlife](#)
2. Aggressive/Unleashed dogs/ Barking dogs [Animal Services Unit | City of Federal Way](#) 253-835-7387
3. Aggressive/Unleashed dogs/ Barking dogs TLHOA Security 253-838-5568
4. Dead Animal Removal 253-835-2700 [Animal Services Unit | City of Federal Way](#) 425-775-1311
5. Report for compliance Aggressive/Unleashed dogs/ Barking dogs officemanager@twinlakeshoa.com

City Hall

Mayor Jim Ferrell Jim.Ferrell@cityoffederalway.com

Assistant to Mayor Bill Vadino Bill.Vadino@cityoffederalway.com

Chief of Police Andy Hwang 253. 835.6716 Andy.Hwang@cityoffederalway.com

Federal Way Code Enforcement Hotline 253.835.6775 <https://www.cityoffederalway.com/page/Code-Enforcements>