

County of Santa Clara
Department of Environmental Health
Consumer Protection Division

1555 Berger Drive, Suite 300, San Jose, CA 95112-2716
 Phone (408) 918-3400 www.ehinfo.org



OFFICIAL INSPECTION REPORT

Facility FA0273509 - AUNTIE ANNE'S PRETZEL CA195		Site Address 653 GREAT MALL DR K172A, MILPITAS, CA 95035	Inspection Date 01/20/2026
Program PR0413484 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10		Owner Name FRESH DINING CONCEPTS L	Inspection Time 10:10 - 10:50
Inspected By ALEXANDER ALFARO	Inspection Type FOLLOW-UP INSPECTION	Consent By ROSSA	

Placard Color & Score RED N/A

Comments and Observations

Major Violations

Cited On: 01/15/2026

K23 - 8 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

This violation found not in compliance on 01/20/2026. See details below.

Minor Violations

Cited On: 01/20/2026

K23 - 3 Points - Observed rodents, insects, birds, or animals; 114259.1, 114259.4, 114259.5

Inspector Observations: 1. Observed Vermin:

- Live German cockroach nymphs observed crawling on the outside of the kiosk from the crevice directly in front of the electrical transformer.
- Live German cockroach nymph observed crawling on counter adjacent to the wall holding the electrical transformer.
- Numerous live German cockroaches of all life stages were observed inside the electrical transformer cabinet.
- Several Live cockroach nymphs observed crawling inside the facility near cracks and gaps in tiles.
- Several German cockroach nymphs were found crawling on the exterior materials of the kiosk.

[CA]: The premises of each food facility must be maintained free of vermin. A facility cannot operate if there is a vermin infestation that leads to contamination of food contact surfaces, packaging, utensils, food equipment, or adulteration of food. The facility is required to cease operations immediately and must remain closed until all corrective actions on the provided checklist are completed.

Requirements Before Reopening:

1. Email the signed and completed Reopening Checklist to the assigned inspector.
2. Submit a copy of the pest control report from a licensed provider.

Cited On: 01/20/2026

K45 - 2 Points - Floor, walls, ceilings: not built, not maintained, not clean; 114143(d), 114266, 114268, 114268.1, 114271, 114272

Inspector Observations:

1. Tiles in the facility near the electrical transformer wall have small gaps, crevices, or cracks.
2. Exterior molding is detaching from the kiosk.

[CA] Ensure to maintain the floors, walls, and ceilings of the facility clean and in good repair. Seal the gaps, crevices, and cracks to prevent vermin entrance and harborage.

Measured Observations

N/A

Overall Comments:

- On-site for operator requested follow-up inspection after facility was kept closed during a follow up inspection due to evidence of a vermin infestation. This inspection will be charged at the approved hourly rate of \$298.00.
- Facility shall remain closed until vermin infestation is completely abated and authorization is provided by this Division.
- Subsequent follow-up inspection shall be billed at \$298/hour, minimum one hour, during normal business hour, Monday - Friday

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7:30 AM to 4:30 PM, and \$645 for a minimum of two hours, during non-business hours, and upon inspector availability.

- The posted placard is property of the Santa Clara County Department of Environmental Health and shall not be removed, covered-up, relocated, tampered, or copied red placard. Failure to comply may result in enforcement actions per County Ordinance Code Section B11-55.

- A facility found to be in continued operation without a permit may incur a penalty of three (3) times the operating permit fee, and fee(s) for re-inspection(s) charged at the current hourly rate approved by the Santa Clara County Board of Supervisors. Penalties and fees incurred due to enforcement activities must be paid in full prior to the issuance of an operating permit.

**** Please note that pest control treatments for rodents or insects may require a sufficient amount of contact time for these to be effective. Consult with pest control company for guidelines on eliminating harborage, entryways, and food/water sources.**

- Facility shall:

- Provide pest control report from a licensed pest control company that indicates the type of control measures taken and that the facility has been treated.
- Eradicate all live and dead rodents and insects from the facility.
- Clean and sanitize the affected area(s) and equipment.
- Dispose of all food items that have been adulterated/contaminated.
- Seal holes (e.g. in walls and ceilings, repair coved base), and entryways (e.g. weather-stripping around doors); keep exterior doors closed; screen openable windows.
- Eliminate harborage inside and outside of the facility - remove unused/cast-off equipment, contributory vegetation, etc.)
- Eliminate food and water sources inside and outside the facility.
- Properly store items (e.g. at least 6 inches above floor in sealed rodent-proof/insect-proof containers; organize overly packed and disorganized storage areas).
- Properly store and dispose of garbage and other waste (e.g. bagged wastes, keep dumpster lids closed, frequent removal).

CLOSURE / PERMIT SUSPENSION NOTICE

When required to determine compliance, a single reinspection will be conducted without additional charge. If subsequent reinspections are required, an hourly fee (minimum one hour) at the current rate approved by the Board of Supervisors will be assessed for each and every reinspection until the necessary changes or corrections are made. Unless otherwise noted by the inspector, all violations are to be corrected no later than 2/3/2026. Any major change in menu or any change in ownership must have prior approval by this Department. This may require structural and/or equipment changes or remodeling to accommodate new operations.

This notice is to inform you that as of this date the Environmental Health Permit for the above mentioned food facility is hereby suspended and all operations therewith are ordered to cease. This action is taken in accordance with Section 114409 of the California Health and Safety Code which states 'If any imminent health hazard is found, unless the hazard is immediately corrected, an enforcement officer may temporarily suspend the permit and order the food facility or cottage food operation immediately closed.'

You have the right to make a written request for a hearing within 15 days after receipt of this notice to show just cause why the permit suspension is not warranted. Failure to request such a hearing within the 15-day period shall be deemed a waiver of the right to a hearing. After these violations have been corrected, you must call the Department of Environmental Health for a reinspection to reinstate the permit to operate. Phone #: (408)918-3400.

Legend:

- [CA] Corrective Action
- [COS] Corrected on Site
- [N] Needs Improvement
- [NA] Not Applicable
- [NO] Not Observed
- [PBI] Performance-based Inspection
- [PHF] Potentially Hazardous Food
- [PIC] Person in Charge
- [PPM] Part per Million
- [S] Satisfactory
- [SA] Suitable Alternative
- [TPHC] Time as a Public Health Control

Received By: Rossa Ortiz
Manager

Signed On: January 20, 2026