

**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 01/15/2026
Program PR0413484 - FOOD PREP / FOOD SVC OP 0-5 EMPLOYEES RC 2 - FP10		Owner Name FRESH DINING CONCEPTS L	Inspection Time 13:35 - 14:25
Inspected By HENRY LUU	Inspection Type FOLLOW-UP INSPECTION	Consent By ROSSA	

Placard Color & Score <b>RED</b> <b>N/A</b>
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**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

**Inspector Observations: 1. Observed Vermin:**

- Live cockroach nymph observed crawling on the outside of the kiosk from the crevice directly in front of the electrical transformer.
- Live cockroach nymph observed crawling on counter by the beverage dispenser into the hole directly above the water heater.
- Numerous dead cockroaches observed inside the insulated foam covering the pipes of the water heater.
- Live cockroach nymph observed crawling inside the janitorial sink.

**[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.

**Minor Violations**

Cited On: 01/15/2026

K44 - 2 Points - Premises not clean, not in good repair; No personal/chemical storage; inadequate vermin-proofing; 114067(j), 114123, 114143 (a,b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282

**Inspector Observations: Observed gaps on the underside of the counter on the exterior of the kiosk, gaps inside the corner guards around the kiosk (open condition on pest control report), gaps between coved base tiles that have become detached.**

**[CA] Eliminate gap greater than 1/4" to prevent the entrance and harborage of vermin.**

**Measured Observations**

N/A

**Overall Comments:**

- On-site for operator requested follow-up inspection after facility was closed during a routine inspection due to evidence of a vermin infestation.
- 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 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

Follow-up By 01/20/2026
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**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 covered 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 **1/29/2026**. 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

R. Ossa

**Received By:** Rossa O.  
Manager

**Signed On:** January 15, 2026