



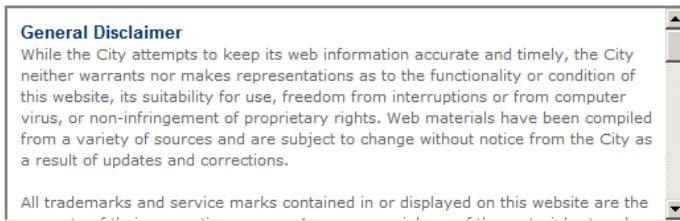
Code Compliance Request - Instructions

Screen 1: Welcome to Community Development's Online Services

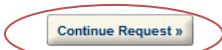
Several services are available through this system. To submit a compliance request, you must accurately choose between the Building link and the Code Compliance link to submit your request. Please see the table below to assist you in deciding which link to select. You may also want to read the instructions related to Screen 3 if you are unsure whether to pick Building or Code Compliance.

Code Compliance Requests	
Building	Code Compliance
<u>Building Code Compliance</u> Construction in setbacks, Drainage, Egress, Excavation, Fill & Grade, Fire Safety, License, Materials, Occupancy, Permit, Retaining Wall, Safety Hazard, Sanitation, Wells	<u>Development Code Compliance</u> Accessory Structures, Cell Towers, Encroachment Permits, Ham Radio, Home Occupation Permits, Visual Clearance
<u>Housing Code Compliance</u> Address Display, Bathrooms, Chimney, Dangerous Structure, Doors & Windows, Electrical, Emergency Egress, Exterior Surface, Fire Hazard, Hand & Guardrails, Hazmat, Heating, Illegal Occupancy, Insects & Vermin Interior Surface, Kitchens, Mold & Moisture Motel & Hotel, Overcrowding, Plumbing, Roof Safety Hazard, Sanitation, Smoke Detectors Stairs, Decks, Porches, Storm Drainage, Structural Element, Swimming Pools	<u>Nuisance Code Compliance</u> Appliances or junk outside, Basketball Hoops/Sports Equipment, Garbage, Livestock/poultry, Noise, Pests, Planter Strips, RV's, Sidewalks, Signs, Vegetation

Screen 2: Terms and Conditions



I have read and accepted the above terms.



You must accept the general disclaimer to use Community Development's online services.

Please check the box, **"I have read and accepted the above terms."** before clicking Continue Request.



Code Compliance Request - Instructions

Screen 3: Select a Record Type

Here is where you will determine the code compliance criteria applicable to the observed infraction(s). You can submit multiple infractions of the same type within each record you submit, however, for infractions of different types you will need to submit a request for each type separately. For example, you observe 1) tall weeds and 2) storage of junk occurring at the same property. You can submit both items in one Nuisance Code Compliance record. However, if you also observe an outbuilding being built too close to the property line at that location, you will need to make a separate Development Code Compliance request.

For assistance in choosing the correct record type, please refer to the tables on the following two pages:



Code Compliance Request - Instructions

If you chose to submit a **COMMUNITY CODE COMPLIANCE** request in step 1, you will have the following options available to you:

	Please use for...
Development Code Compliance	<ul style="list-style-type: none"> ▪ Accessory structures (front yard setbacks, height limits, permit regulations, other setbacks, size limits) ▪ Illegal businesses ▪ Cell towers ▪ Encroachment permits ▪ Ham Radio ▪ Home occupation permits ▪ Visual clearance
Nuisance Code Compliance	<ul style="list-style-type: none"> ▪ Attractive Nuisance ▪ Basketball Hoops ▪ Damage to Water Meters ▪ Debris, Rubbish, Refuse ▪ Fences or Walls, Height ▪ Furniture, Appliances, Junk ▪ Garbage – Outside, In Street/Other Yard ▪ Livestock/Poultry ▪ Noise – Animals/Birds, Construction ▪ Odor ▪ Putrescible Waste Removal ▪ RVs – Living in, Stored in Front Yard ▪ Refrigerators (junked) ▪ Sidewalks – Maintenance & Repair ▪ Sidewalks, Planter Strips – Broken, Debris, Obstructed, Vegetation ▪ Signs – Balloons, Bare Light Bulbs, Bench Signs, Electronic “Reader” Boards, Flags, Banners, In the Right Of Way, Placed on Vehicles, Roof Signs, Expiration, Locations & Attachment, Number & Size ▪ Stagnant Water, Insects ▪ Streets & Sidewalks – Obstructed ▪ Trash Container Maintenance ▪ Trees – Obstructing Right of Way ▪ Vegetation – Blackberry Vines, Blocking View in Right of Way, Blocking Water Meters, Fire Hazard, Greenway, High Weeds & Grass, Obstructing Right of Way ▪ Vehicles – Inoperable, Parts ▪ Visual Clearance – Obstructions



Code Compliance Request - Instructions

If you chose to submit a **BUILDING** code compliance request in step 1, you will have the following options available to you:

	Please use for...
Building Code Compliance	<ul style="list-style-type: none"> ▪ Construction in setbacks ▪ Drainage ▪ Egress ▪ Excavation ▪ Fill & Grade ▪ Fire Safety ▪ License ▪ Materials ▪ Occupancy ▪ Permit ▪ Retaining Wall ▪ Safety Hazard ▪ Sanitation ▪ Well ▪ Other
Housing Code Compliance	<ul style="list-style-type: none"> ▪ Address Display ▪ Bathrooms ▪ Chimney ▪ Dangerous Structure ▪ Doors & Windows ▪ Electrical ▪ Emergency Egress ▪ Exterior Surface ▪ Fire Hazard ▪ Hand & Guardrails ▪ Hazmat ▪ Heating ▪ Illegal Occupancy ▪ Insects & Vermin ▪ Interior Surface ▪ Kitchens ▪ Mold & Moisture ▪ Motel & Hotel ▪ Overcrowding ▪ Plumbing ▪ Roof ▪ Safety Hazard ▪ Sanitation ▪ Smoke Detectors ▪ Stairs, Decks, Porches ▪ Storm Drainage ▪ Structural Element ▪ Swimming Pools



Code Compliance Request - Instructions

Next, please click Continue Request.

Screen 4: Code Compliance Request

Step 1: Location

Enter the address or parcel number where the infraction exists.

- Please note - each code compliance request MUST be attached to either an address or a parcel number.

If you do not know the address or if the location is a vacant lot, please use the City’s online mapping application, [Tigard Maps](#), to find the address or parcel number. In Tigard Maps, you can search nearby addresses or street intersections to find the site’s information.

If you are entering a parcel number, please be sure to enter it as it appears in Tigard Maps (Example: 2S104BA06000).

Once you have entered the address or parcel number, please click on the “Search” button and the system will generate a list of **search results** matching your request.

You MUST choose the address by clicking it directly before choosing “Continue Request”.

Step 1 : Location > Address

* indicates a required field.

Address

* Street No.: Direction: * Street Name: Street Type:

Unit No.:



3 search results returned matching your address

Click any of the results below to view more details.

Showing 1-3 of 3

Address	City	State	Zip	Parcel
13125 SW HALL BLVD, CITY HALL, TIGARD OR 97223	TIGARD	OR	97223	2S102DA00401
13125 SW HALL BLVD, PD, TIGARD OR 97223	TIGARD	OR	97223	2S102DA00401
13125 SW HALL BLVD, PERMITS, TIGARD OR 97223	TIGARD	OR	97223	2S102DA00401



Code Compliance Request - Instructions

If only one record is found, move to the location information section. After completing the location information, click “Continue Request.”

Please Note:

- If the search results return “No Results Found” please verify the address using Tigard Maps.
- Some properties are associated with special conditions, such as their proximity to a wetland, etc. If a **Notice** pops up similar to the one below, you can ignore it and click to “Continue Request.”

The screenshot shows a web form titled "Address" with the following fields: "* Street No.:" (13125), "Direction:" (SW), "* Street Name:" (HALL), and "Street Type:" (BLVD). Below these is "Unit No.:" (PD). There are "Search" and "Clear" buttons. A red arrow points from the "Search" button to a green notification box. The notification box contains an information icon, the text "A notice was added to this work location on 11/21/1989.", "Condition: Wetland----- Severity: Notice", "Total Conditions: 1 (Notice: 1)", and a link "View additional details".

Screen 5: Code Compliance Request

Step 2: Contact Information

This screen is important to ensure we can follow up with you about your request. Also the City of Tigard’s code compliance program is complaint based, so we must have a complainant in order to take action. Please remember, all information submitted, including your contact information, becomes public record.

The first name, last name, address, city, state, and zip are required. Your phone number and e-mail address are not required, but will assist us greatly in communicating with you about your request.

Please enter text in each of the required fields, then click “Continue Request.”



Code Compliance Request - Instructions

Screen 6: Code Compliance Request

Step 3: Observed Infraction

Here you must enter information about the type of infraction(s) you observed and attach any documentation, such as photographs, you can provide.

For each observed infraction you will need to click “Add Row” and fill out the information displayed. This screen asks you for two important pieces of information: 1) the infraction type, and 2) a detailed description.

The infraction types are listed in a drop down menu. Please select the correct item from the list. If you do not see the appropriate item in this drop down menu, you may have selected the wrong record type. Please view the tables under Screen 3 in this guide for more help in choosing the correct record and infraction type.

The “Detailed Description” box is your opportunity to tell us about the observed infraction. **Please provide specific information about the conditions of the property that are out of compliance. Please also describe where on the site these conditions exist (front yard, driveway, roof, etc.).**

Please repeat this process of choosing the infraction type and entering the detailed description for each observed infraction as long as they are in the same record category. Please see the instructions for Screen 3 in this guide for more information on the proper record type to use for different infractions.

Supporting documentation is very helpful to us in processing your code compliance request. Please attach any documentation you feel may be helpful. Ideas for supporting documentation include photos, maps, letters, illustrations, documents, etc.

To attach a file, under “Attachment(s)” please click “Upload a New Attachment.”

- Choose the type from the drop down menu then click “Browse” to search your computer for the appropriate file.
- When you have located the file you wish to attach, click “Open” or “Select”.
- When the name of the file you selected appears in the area labeled “File”, click “Attach File” to complete this attachment.
- Completing the description field with a brief summary of the supporting document helps us process your request.



Code Compliance Request - Instructions

- You may repeat this process. Click “Upload a New Attachment” and attach additional files, or you can click “Continue Request” to move to the next step.

Once all items are complete, or if you do not have any files to attach, please click “Continue Request.”

Screen 7: Code Compliance Request

Step 4: Review

This is your opportunity to review all of the information before it is submitted to the City of Tigard. Once a record is submitted it cannot be altered or deleted. Please be sure all of the information displayed on this page is correct before choosing to “Continue Request.”

If there is any information to be changed, please choose “Edit” to return to the appropriate page.

Once you ensure all information displayed is accurate and you are ready to submit your request, please click “Submit Request.”

*Please Note: If you decide you do not wish to submit your request and want to quit, you may navigate away from this page and, when prompted by a window asking “Are you sure you want to navigate away from this page?”, click “OK”. Your information will not be saved.

Screen 8: Code Compliance Request

Step 5: Record Submittal

Thank you! Your Compliance request has now been submitted to the City of Tigard. Please record the **Record Number** assigned to your request to assist you in following up with this item. A letter will be sent to the mailing address you provided in the contact information to confirm receipt of this compliance request and inform you of the action being taken.

1 Location 2 Contact Information 3 Observed Infraction 4 Review 5 Record Issuance

Step 5 : Record Issuance

Your compliance request has been successfully submitted.

Thank you for using our online services.
Your Record Number is NCC2010-00068.

You will need this record number to check the status of your compliance request.

A letter will be sent to you to confirm receipt of this compliance request.

[Print/View Record](#)

[View Record Details >](#)



City *of* Tigard

Code Compliance Request - Instructions

Having trouble with the online compliance request?

For assistance, please send an email to codecompliance@tigard-or.gov.