



Code Compliance Request - Instructions

City of Tigard Code Compliance

The City of Tigard provides online services for citizens to submit a code compliance request. To report a code violation and submit a code compliance request, you will need to provide the following:

- The type of code violation being reported (see table below)
- The address or parcel number of the property where the observed violation exists
- Contact information for the complainant
- A description of the observed violation, including the location on the property.
- Supporting documentation such as photos, maps, letters, illustrations, etc. may be helpful and is optional.

Please note that all information entered into the online code compliance system becomes public record, including your contact information.

Selecting the Record Type

Before proceeding with your code compliance request, you will need to determine which record type to select based upon the type of infraction observed. Please use the table below to determine the record type.

Record Type:	Observed Infraction:
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
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



Code Compliance Request - Instructions

Record Type:	Observed Infraction:
<p>Housing Code Compliance</p>	<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
<p>Nuisance Code Compliance</p>	<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

Online Instructions

The following instructions can be used as a reference guide as you navigate through the online system to submit a code compliance request.

To access the code compliance online services from the city’s website, click on Code Violation Complaint under Help Me To....Submit.



This page contains important information regarding code compliance in the City of Tigard. Click on the Code Violation Complaint link when you are ready to submit a code violation complaint.

COMMUNITY PLANNING
Code Compliance

The City of Tigard strives to maintain community safety and livability through effective enforcement of state and local codes. Code enforcement officers accomplish this through public education about codes and nuisances, emphasizing voluntary compliance to protect the health and safety of the city’s residents and visitors, and the livability of the community.

Code Compliance Program Help
If you need more information about our code compliance program, please call 503-718-2421 or email us at codecompliance@tigard-or.gov and we will get back to you. Please allow up to two business days for a response.

- » [COMMON CODE VIOLATIONS](#)

- » [SUBMIT A POLICE-RELATED COMPLIANCE REQUEST](#)

- » [SUBMIT A CODE VIOLATION COMPLAINT](#)

Contact
City of Tigard Permit Center
[13125 SW Hall Blvd, Tigard, OR 97223](#)

Code Compliance
503-718-2421
CodeCompliance@tigard-or.gov

Permit Services

Quick Links
Information
» [Common Code Violation Details](#)

Submit
» [Code Violation Complaint](#)

Other Agencies
» [Washington County Animal Services](#)
» [OR Dept of Agriculture Exotic Animals](#)



Code Compliance Request - Instructions

To Get Started

On the home screen, there is a section for login information. Citizens reporting code violations are not required to have a user account or login in to the system to submit a code compliance request.

Once you have determined the record type on pages 1-2, you can proceed with submitting a code compliance request by clicking on the Submit Violation Complaint link under Code Compliance.

The screenshot shows the City of Tigard online services website. At the top, there are navigation tabs: Home, Building, Engineering, Planning, and Code Compliance. Below the tabs is an 'Advanced Search' dropdown menu. The main content area is divided into two columns. The left column contains a 'Welcome to Community Development's Online Services' message, a list of services (Submit code violation complaint, Apply for specific building permits, Search permit or complaint records, Pay permit or application fees, Schedule inspections), a note about licensed professionals, contact information for Building Permit Technicians, and a 'What would you like to do today?' section with links for Building, Engineering, Planning, and Code Compliance. The right column contains a 'Login' form with fields for 'User Name or E-mail' and 'Password', a 'Login »' button, and links for 'Remember me on this computer', 'I've forgotten my password', and 'New Users: Register for an Account'. A red arrow points to the 'Submit Violation Complaint' link under the 'Code Compliance' category. A red bracket on the right side of the login form contains the text: 'User account and login are not required to submit a code compliance request.'



Code Compliance Request - Instructions

Please read the general disclaimer to use the online services. Check the box that you have read and accepted the terms and click on Continue Request.

Home Building Engineering Planning **Code Compliance**

Submit Violation Complaint Search Complaints

Terms and Conditions

You must accept the General Disclaimer below to use this online service.

General Disclaimer
 While the City attempts to keep its web information accurate and timely, the City neither warrants nor makes representations as to the functionality or condition of this website, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. The City is neither responsible nor liable for any viruses or other contamination of your system nor for any delays, inaccuracies, errors or omissions arising out of your use of the site or with respect to the material contained on the site, including without limitation, any material posted on the site. This website and all materials contained in it are distributed and transmitted "as is" without warranties of

I have read and accepted the above terms.

[Continue Request »](#)

Select a Record Type

The screen will display the four available code compliance case record types (it is not necessary to “search” for the record types). Select the record type based upon the observed infraction and click on Submit Request. In the example below, we have selected a Nuisance Code Compliance record type.

Home Building Engineering Planning **Code Compliance**

Submit Violation Complaint Search Complaints

Select a Case Type

Choose one of the following available case types.

For assistance in submitting a request, please view the instructions. [Click Here](#)

[Search](#)

- Building Code Compliance
- Development Code Compliance
- Housing Code Compliance
- Nuisance Code Compliance

Not necessary to “search” as record types are listed below.

[Submit Request »](#)



Code Compliance Request - Instructions

Step 1: Location

Each code compliance request must contain 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 service, [Tigard Maps](#), to find the address or parcel number. In Tigard Maps, you can search nearby addresses or street intersections to find the site information.

Address: Enter the address in the fields provided and click on the Search button to display results. There may be only one address displayed, or multiple addresses with different suite or unit numbers.

- Street Name Example: For numbered streets, you must include the entire name as 100th, 72nd, 121st, etc.

Parcel: If you are entering a parcel number, please be sure to enter it in the format as it appears in Tigard Maps.

- Parcel Number Example: 2S102DA00401

Enter the street number, select the direction, enter the street name, select street type and enter a unit number if applicable, then click on the Search button.

Home Building Engineering Planning **Code Compliance**

Submit Violation Complaint Search Complaints

Nuisance Code Compliance

1 Location	2 Contact Information	3 Observed Infraction	4 Review	5 Record Submittal
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Step 1: Location > Address * indicates a required field.

Address

Enter the address where the infraction exists. To complete the address information, enter the Street Number and Street Name then click Search. When an address is selected, the Parcel Number will automatically populate. See the Parcel Number area below for vacant lots.

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

Unit No.:



Code Compliance Request - Instructions

In the example below, we have entered the city's address. Once the address is returned, the parcel number will be automatically populated (see Parcel screen below).

Step 1: Location > Address

* indicates a required field.

Address

Enter the address where the infraction exists. To complete the address information, enter the Street Number and Street Name then click Search. When an address is selected, the Parcel Number will automatically populate. See the Parcel Number area below for vacant lots.

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

After selecting the address or parcel, you must enter Location Information in the required field. After completing the location information, click on Submit Request.

Location Information

*Nearest cross street/other landmarks.

Parcel

Is this a vacant lot without an address? If yes, enter the Parcel Number.

*Parcel Number:
School District:
Jurisdiction:

Note: 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 Submit Request.

 A notice was added to this work location on 11/21/1989.
Condition: Wetland----- Severity: Notice
Total Conditions: 1 (Notice: 1)
[View additional details](#)



Code Compliance Request - Instructions

Step 2: Contact Information

The complainant’s contact information is required and is important so that we can follow up with you about your request. Please remember that all information submitted, including your contact information, becomes public record.

Click on Add New to enter the complainant contact information, then Submit Request.

Home Building Engineering Planning **Code Compliance**

Submit Violation Complaint Search Complaints

Nuisance Code Compliance

1 Location	2 Contact Information	3 Observed Infraction	4 Review	5 Record Submittal
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Step 2: Contact Information > Your Information

* indicates a required field.

Complainant

This information is important so we can send you a followup letter. Please remember that this information will become a public record.

1. Click on Add New to open contact screen.

2. Enter contact information

3. Click on Continue.

4. Click on Submit Request.

Contact Information

*First: Dianna *Last: Howse

*Address: 13125 SW Hall Blvd

*City: Tigard *State: OR *Zip: 97223-

Phone: 503-718-2430 E-mail: dianna@tigard-or.gov

Continue Clear Discard Changes

The system will confirm that the contact information was added successfully. Click on Submit Request to continue.

Complainant

This information is important so we can send you a followup letter. Please remember that this information will become a public record.

✔ Contact added successfully.

Dianna Howse
 dianna@tigard-or.gov
 Home phone: 503-718-2430
 Mobile Phone:
 Work Phone:
 Fax:
[Edit](#) [Remove](#)

[Submit Request >](#)



Code Compliance Request - Instructions

Step 3: Observed Infraction

In this section you are required to enter information about the type of infraction(s) you observed.

- For each observed infraction, click on the Add a Row button.
- Select an Infraction Type from the dropdown list. If you do not see the appropriate item in the list, you may have selected the wrong case record type in the beginning. If so, you can click on the back arrow to return to the Select a Case Type screen. Please view the table on Pages 1-2 above to determine the correct record and infraction type.
- Provide a detailed description about the infraction. Please include information about the conditions of the site that are not in compliance and where on the site these conditions exist (front yard, side yard, driveway, etc.).

Home Building Engineering Planning **Code Compliance**

Submit Violation Complaint Search Complaints

Nuisance Code Compliance

1 Location	2 Contact Information	3 Observed Infraction	4 Review	5 Record Submittal
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Step 3: Observed Infraction > Type of observed infraction

* indicates a required field.

Observed Infraction

OBSERVED INFRACTION

Click "Add Row" to create an entry field. You can repeat this process as many times as needed.

Showing 0-0 of 0

Infraction Type	Detailed Description
No records found.	

Add a Row **Edit Selected** **Delete Selected**

OBSERVED INFRACTION

Click "Add Row" to create an entry field. You can repeat this process as many times as needed.

* Infraction Type:

* Detailed Description:



Code Compliance Request - Instructions

Example of dropdown list items:

OBSERVED INFRACTION [X]

Click "Add Row" to create an entry field. You can repeat this process as many times as needed.

* **Infraction Type:**

- Select--
- Attractive Nuisance
- Basketball Hoops
- Damage to Water Meters
- Debris, Rubbish, Refuse
- Fences or Walls -- Height
- Furniture, Appliances, Junk
- Garbage - In Street/Other Yard
- Garbage -- Outside
- Livestock/Poultry
- Noise -- Animals/Birds
- Noise -- Construction
- Noise -- Limits
- Odor
- Putrescible Waste Removal
- RV's - Living In
- RV's - Stored in Front Yard
- Refrigerators (Junked)
- Sidewalks, Maintenance & Repair
- Sidewalks, Planter Strips - Broken, Debris
- Sidewalks, Planter Strips - Obstructed
- Sidewalks, Planter Strips - Vegetation
- Signs - Balloons
- Signs - Bare Light Bulbs
- Signs - Bench Signs
- Signs - Electronic "Reader" Boards
- Signs - Flags, Banners
- Signs - In the Right-of-Way
- Signs - Placed on Vehicles

* **Detailed Description:**

Please describe what you observed.

Latest Update: Action

After selecting infraction type and entering detailed description, click on the Submit button.

OBSERVED INFRACTION [X]

Click "Add Row" to create an entry field. You can repeat this process as many times as needed.

* **Infraction Type:**

Livestock/Poultry

* **Detailed Description:**

Chickens within 5' feet of rear property line.

Submit Cancel

Note: You may submittal multiple infractions for the same record type by repeating the steps above to add a row.



Code Compliance Request - Instructions

Step 3: Observed Attachments

Supporting documentation is very helpful in processing your code compliance request. Please attach any documentation you feel may assist the city with their investigation. Supporting documentation might include photos, maps, letters, illustrations, documents, etc.

Click on the Add button to attach a file.

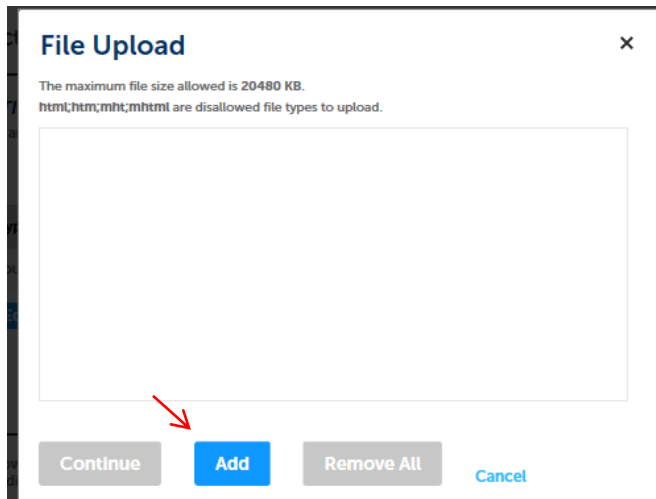
Attachment(s)

The maximum file size allowed is 20480 KB.
html;htm;mht;mhtml are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
No records found.				



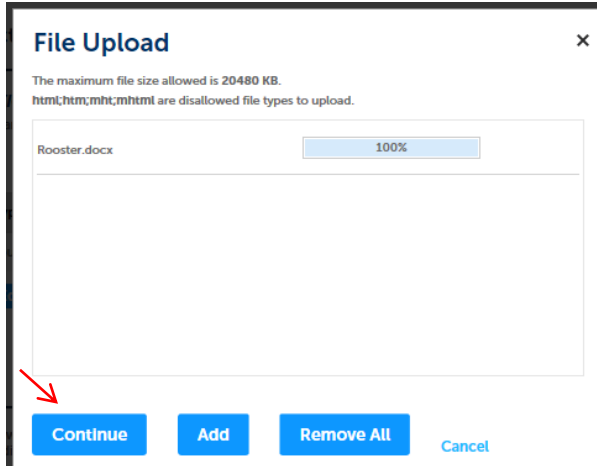
The File Upload window will be displayed. Click on Add to browse and select a file on your computer.





Code Compliance Request - Instructions

After selecting the file, click on Continue.



The screen will display “no records found”. The file is not attached until a description is entered and the file is saved.

- Enter a brief description of the file.
- Select the file type from the dropdown list.
- Click on Save.

Attachment(s)

The maximum file size allowed is 20480 KB.
html,htm,mht,mhtml are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
No records found.				

Description: [Remove](#)
Photo of rooster in back yard.

Type:
Photo

File:
Rooster.docx
100%

[Save](#) [Add](#) [Remove All](#)



Code Compliance Request - Instructions

The file attachment will be listed after it has been saved. Repeat the steps above to add additional files. When you are done attaching files, click on Submit Request to continue.

The maximum file size allowed is 20480 KB.
html;htm;mht;mhtml are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
Rooster.docx	Photo	824.34 KB	09/07/2016	Actions ▼

Add

Submit Request »

Step 4: Review

Review all of the information before it is submitted. Click on the Edit button to change information in each section. Once a record is submitted, it cannot be altered or deleted. When you confirm that all information is accurate and you are ready to submit your request, click on Submit Request.

Home Building Engineering Planning **Code Compliance**

Submit Violation Complaint Search Complaints

Nuisance Code Compliance

1 Location	2 Contact Information	3 Observed Infraction	4 Review	5 Record Submittal
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Step 4: Review

Submit Request »

Please review all information below. Click the Edit buttons to make changes to sections. This is your last opportunity to edit information before submitting your request. When you are ready, click Continue Request. Please remember all information becomes public record.

Case Type

Nuisance Code Compliance

Address Edit

13125 SW HALL BLVD

Location Information Edit

Nearest cross street/other landmarks: Burnham St.

Parcel Edit

Parcel Number: 25102DA00401
School District: Tigard-Tualatin
Jurisdiction: Tigard

Complainant Edit

Dianna Howse
13125 SW Hall Blvd
Tigard, OR, 97223

Phone: 503-718-2430
E-mail: dianna@tigard-or.gov



Code Compliance Request - Instructions

Observed Infraction

OBSERVED INFRACTION Edit

Infraction Type	Detailed Description
Livestock/Poultry	Chickens within 5' feet of rear property line.

Attachment(s) Edit

The maximum file size allowed is 20480 KB.
htm;htm;mht;mhtml are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
Rooster.docx	Photo	824.34 KB	09/07/2016	Actions ▾

[Submit Request »](#)

Step 5: Record Submittal

Your code compliance request has been submitted to the city. Please retain the record number assigned to your request to assist you in following up with your request.

A letter will be sent to the mailing address you provided to notify you of the action taken by the city.

Home Building Engineering Planning **Code Compliance**

[Submit Violation Complaint](#) [Search Complaints](#)

Nuisance Code Compliance

1 Location	2 Contact Information	3 Observed Infraction	4 Review	5 Record Submittal
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Step 5: Record Submittal

Your compliance request has been successfully submitted.

Thank you for using our online services.
Your case number is NCC2016-00157.

Conditions

Showing 1-1 of 1

<p>All - 1 Met</p> <p>Prcl Bldg</p> <p>Building Dept Action</p> <p><i>EC Company performed electrical work with permit or minor label for rewiring work done in the Permit Center on 6/12/15. Investigative fee to be assessed. Result this condition once fee paid and permit issued. Deb</i></p> <p>Met 06/18/2015</p>

Please save this case number. You will need this case number to check the status of your compliance request.

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

[View Case Details »](#)

Online Services Assistance

If you need assistance with the online code compliance services, please send an email to codecompliance@tigard-or.gov or you may call 503-718-2421.