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	- Construction in setbacks - Drainage - Egress - Excavation - Fill & Grade - Fire Safety - License - Materials - Occupancy - Permit - Retaining Wall - Safety Hazard
Development Code Compliance	- 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

Record Type:	Observed Infraction:
Housing Code Compliance	▪ 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
Nuisance Code Compliance	▪ 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

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.

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.

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.

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:
13125	SW	HALL	BLVD

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.

Burnham St.

Parcel

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

*Parcel Number:

2S102DA00401

School District:

Tigard-Tualatin

Jurisdiction:

Tigard

[Search] [Clear]

[Submit Request »]

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.

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

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.

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

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.).

Example of dropdown list items:

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

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

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.				

Add

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

File Upload   ×

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

Continue   **Add**   **Remove All**   Cancel

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.

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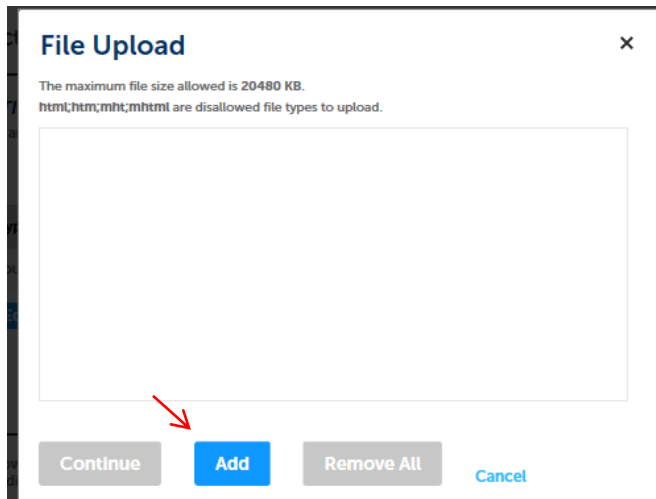
The maximum file size allowed is **20480 KB**.
html;htm;mht;mhtml are disallowed file types to upload.

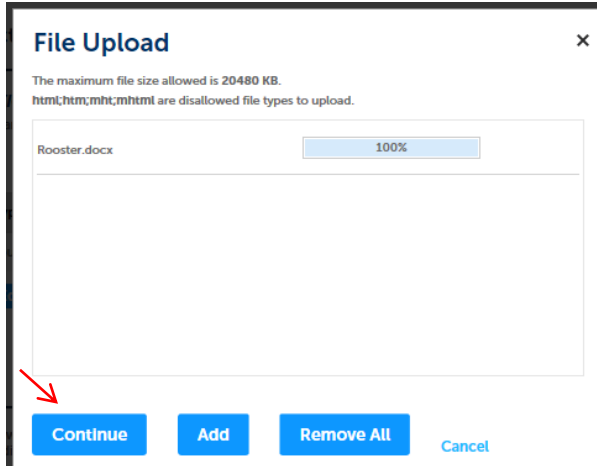| Name	Type	Size	Latest Update	Action
Rooster.docx	Photo	824.34 KB	09/07/2016	Actions ▼

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

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: 2S102DA00401
School District: Tigard-Tualatin
Jurisdiction: Tigard

Complainant   Edit

Dianna Howse   Phone:503-718-2430
13125 SW Hall Blvd   E-mail:dianna@tigard-or.gov
Tigard, OR, 97223

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.
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 ▼

[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

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

All - 1 Met
Prcl Bldg
Building Dept Action
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
Met | | 06/18/2015

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.