



CODE COMPLIANCE PROCESS

The Washington County Land Use Code Compliance process is based primarily on complaints received from the public. The following is an explanation of the process and what you can expect as a complainant in that process.

1. If you observe what you believe is a violation of the Building or Community Development Code or a Condition of Approval, contact Development Services Staff at the Counter (155 N First, Suite 350, Hillsboro, OR) or by calling 503-846-4875 to determine whether or not it is a violation.
2. Collect evidence documenting the possible violation. The following are the types of evidence you should collect to support your case. The more evidence you provide, the more likely the Hearings Officer will conclude that a violation exists. Also note that you may be called at a hearing to explain your evidence to the Hearings Officer:
 - A. Time and date stamped photographs (preferably 1 mega-pixel). All photos should be taken from the right-of-way or sidewalk or from your property. If the possible violations can be seen from a neighboring property and the owner of that property is willing to allow you on their property to take the pictures of the violation, the photos may be taken from the neighboring property. **DO NOT TRESPASS TO GET THE PHOTOS NEEDED FOR EVIDENCE.**
 - B. Where applicable, include photocopies of local papers and advertising flyers, printouts from the internet, photocopies of telephone book advertisements, etc.
 - C. Create a journal of your observations of the Code infraction, including dates, times, written descriptions and photos. Have the journal notarized.
 - D. Collect statements and signatures from other neighbors confirming the alleged code violation.
 - E. Enlist an independent witness (not part of your family) to verify your observations.
 - F. Ask a third party to collect evidence. The third party doesn't live in the area and is unknown to the alleged violator.
 - G. Check the address on the Oregon Secretary of State's website, (<http://www.sos.state.or.us/>) Corporations Division to see if there is a business listed at the address with the name of owner, their contact information, etc.

Please Note: All evidence submitted with a complaint form becomes a public record and cannot be returned to you, regardless of the outcome of the civil violation process. Therefore, you should retain a copy of all evidence submitted with a complaint form for your records.

3. Submit the completed complaint form and a copy of all relevant evidence to the County at the Development Services Counter (155 N First, Suite 350, Hillsboro, OR) or via mail using the address on the complaint form. Please note that the complaint form and evidence can be submitted anonymously, if you fear retribution. However if an alleged violation cannot be witnessed by Staff or there is insufficient evidence to support a case at a hearing, the Hearings Officer may be unable to conclude that a violation exists.
4. Staff will review your complaint and the evidence submitted with the complaint to determine whether or not a violation may exist on the site. This review may include a site inspection and a telephone call to you to verify the facts associated with the allegation.

**Department of Land Use and Transportation ·
Development Services Division**

155 N First Avenue, Ste. 350 MS 13 · Hillsboro, OR 97124-3072
phone: (503) 846-4875 · fax: (503) 846-2908 · www.co.washington.or.us



5. If Staff concludes that a violation may exist and there is sufficient evidence to support the allegation(s) before the Hearings Officer, a Violation number will be assigned to the file.

Please Note: The time frames for compliance discussed below may vary based on the severity of the violation, its impact on the site and surrounding area, the danger to public health and safety, and whether the violation is a repeat offense. Additionally, the County's goal in Code Compliance is to achieve compliance with Code requirements, which could range from removing the use from the site, obtaining the appropriate permits, or mitigating the impact of irreversible violation (such as tree removal).

6. Staff sends a letter to the property owner and the person responsible for the violation identifying the alleged violation, giving the property owner 30 days to correct the violation and contact County Staff.
7. After 30 days, if the violation is not corrected, County Staff sends the property owner and the person responsible for the violation a Final Notice indicating that if they do not contact County Staff within 14 days, a Notice of Civil Violation will be issued, which may result in a monetary penalty ranging from \$100 to \$5000.
8. If the property owner or the person responsible for the violation does not contact County Staff within 14 days or fails to correct the alleged violation, a Notice of Civil Violation will be issued. The Notice lists the recommended monetary penalty and the date and time of the scheduled hearing. The hearing will be a minimum of 30 days from the date the Notice of Civil Violation is issued.

Once a Notice of Civil Violation has been issued, the property owner or person responsible for the violation has one of four options:

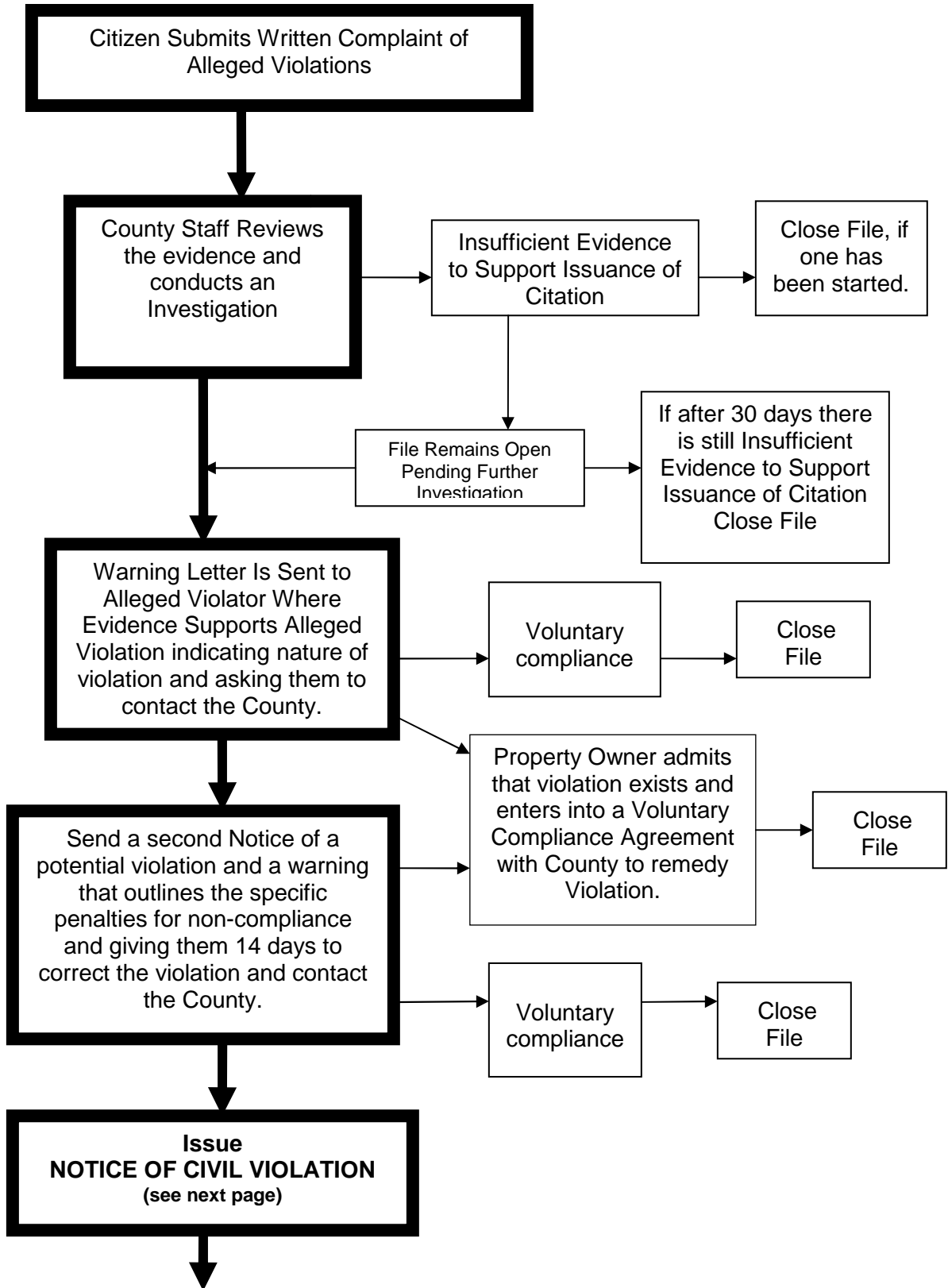
- a. Pay the fine without prejudice (If the violation continues to occur, additional Notices of Civil Violation will be issued and the additional penalties may be assessed);
 - b. Contact County Staff, admit to the violation, and enter into a Voluntary Compliance Agreement with County to remedy the violation. The Voluntary Compliance Agreement includes a compliance time frame and penalties for non-compliance. Please note that non-compliance with this agreement will result in additional monetary penalties that may be equal to the initial penalty. Also, an additional Notice of Civil Violation may be issued with a recommendation that the Hearings Officer assess the maximum monetary penalty.
 - c. Deny the violation exists and request a hearing.
 - d. Disregard the Notice of Civil Violation and fail to appear at the hearing.
9. Failure to pay monetary penalties assessed as a result of the Hearings Officer's decision may result in the placement of a lien against the property and the assessment of additional administrative monetary penalties of \$200 per month for the first year and \$400 per month every year thereafter, until the monetary penalties have been paid.

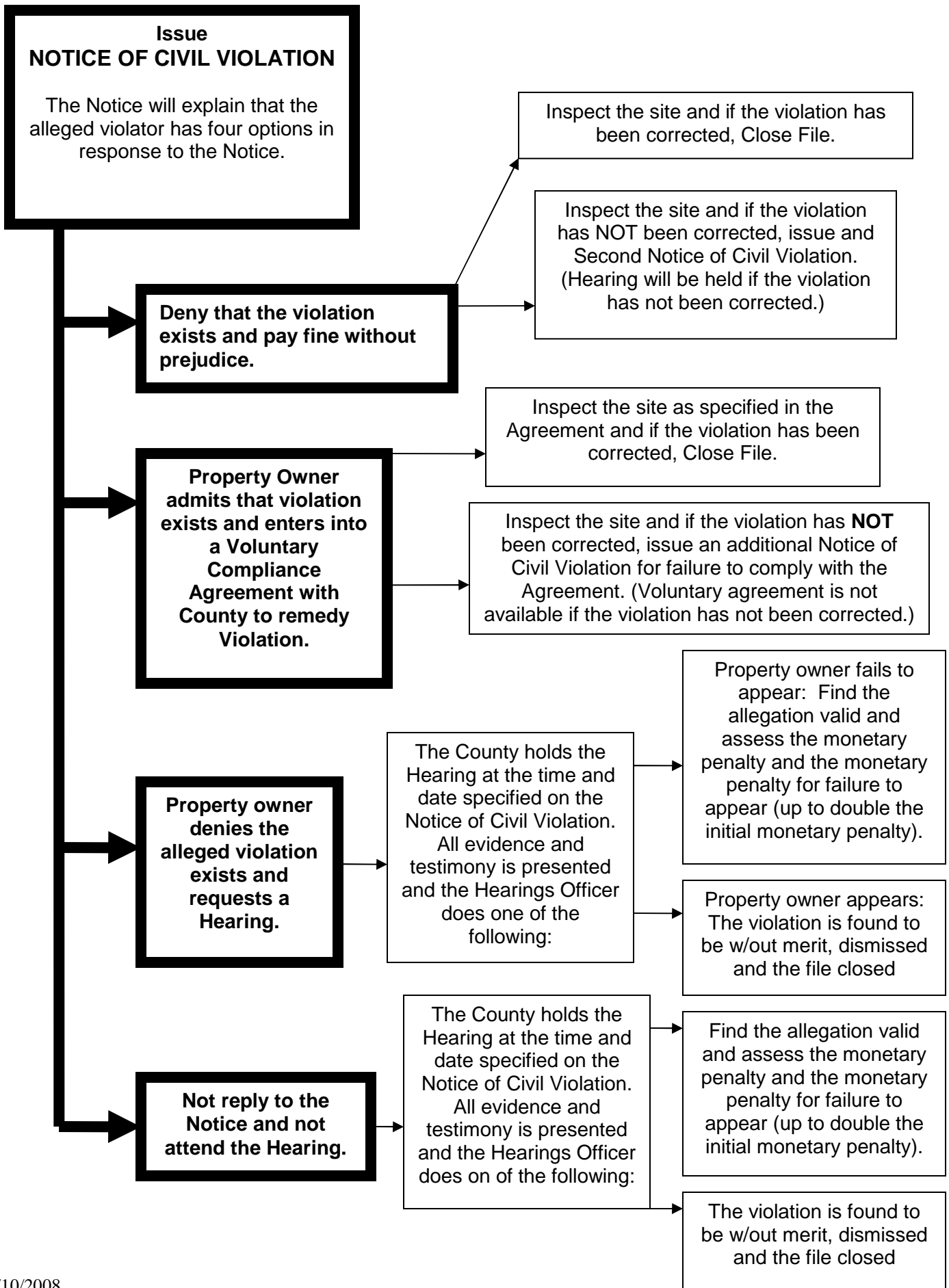
For additional information regarding the Code Compliance process and/or the Notice of Civil Violation process contact Development Services Staff at the Counter (155 N First, Suite 350, Hillsboro, OR), or call Development Services Code Compliance Staff at 503-846-4875.

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PROCESSING LAND USE VIOLATIONS







WASHINGTON COUNTY
 Dept. of Land Use & Transportation Planning
 Current Planning Section
 155 N. 1st Avenue, #350-13
 Hillsboro, OR 97124
 Ph. (503) 846-8761 Fax (503) 846-2908
 http://www.co.washington.or.us

FOR OFFICE USE ONLY:

received:

tax ID number:

map section lot

COMPLAINT FORM

For alleged violation of the Community Development Code and the Building Code

Complaints are initially processed in the order that they are received. Due to limited funding, it is not possible to give immediate attention to all complaints. The accuracy and completeness of the information supplied also may affect the time it will take to investigate your complaint. Please be as specific and complete as possible. **Action on a complaint will only proceed if there is sufficient evidence of a violation.**

Items #1-#9 must be completed in order to process your complaint.

Anonymous Complaints: To submit an anonymous complaint, complete this form and only provide a phone number in section #9 where you can be reached if there are additional questions.

1. Describe the alleged violation: (more space on next page)

2. What is the EXACT address of the violation?

street address street name city

3. Nearest cross street or landmarks: _____

4. Who is the person causing the violation? (if known) _____

5. Approximately when did this violation begin? _____

6. If the activity is sporadic, list the weekdays and times that it is most frequently observed:

7. Is the alleged violation visible from the public road? _____ If not, what is the best vantage point for inspection? _____

8. Do you give the Code Compliance Officer permission to use your property for viewing the alleged violation? _____ If no, why not? _____

9. What is your name and address? _____

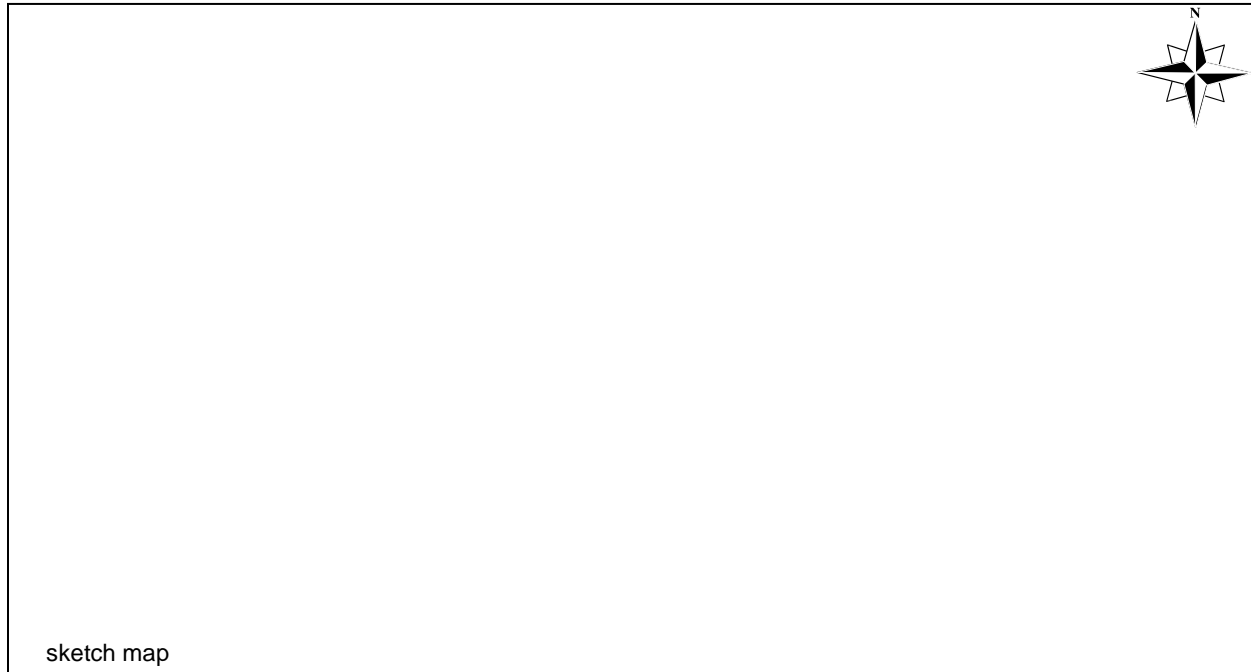
name

address number / street city state zip daytime phone


10. Names and addresses of people (non-relatives) who also have observed this activity, and who would be willing to serve as witnesses in a municipal court proceeding: (attach additional sheets if necessary)

name address number street city state zip daytime phone

11. Location on the property that the activity can be observed:



N



sketch map

12. The following lines are reserved for additional information:

13. In addition to answering these questions, please attach with your complaint any advertisements, photographs, newspaper articles or other information which can be used as evidence of this alleged violation. The submitted documentation will not be returned and will become part of the complaint file.

14. I understand that in filing this complaint, my name becomes a matter of public record. I freely provide my name, mailing address, and phone number so that I may be contacted to provide further information, or to appear as a witness and provide testimony or other proof in any proceedings resulting from this complaint.

Signed: _____ Date: _____

THIS INFORMATION IS AVAILABLE FOR PUBLIC INSPECTION PURSUANT TO ORS 192.420:

ORS 192.420 Right to inspect public records. Every person has a right to inspect any public record of a public body in this state, except as otherwise expressly provided by ORS 192.501 to 192.505.

Anonymous Complaints: To submit an anonymous complaint, complete this form and only provide a phone number in section #9 where you can be reached if there are additional questions.

As outlined in ORS 192-501(3), disclosure of public record information may be delayed only if the nature of the investigation is criminal (land use violations typically are not a criminal offense).

Thank you for assisting in making Washington County a better place to live.