Department of Community Services Code Compliance Procedures



I. <u>Complaint Intake Case</u>

Complaint Intake

Complaint of possible code violation received by Code Compliance Office. Case complaint priority level determined. Priority complaint cases are those that **1**. present an existing or imminent threat to public health or safety; **2**. Present an existing or imminent threat to natural resources; **3**. respondent affirmatively seeks to resolve; and/or **4**. are subject to a court order.



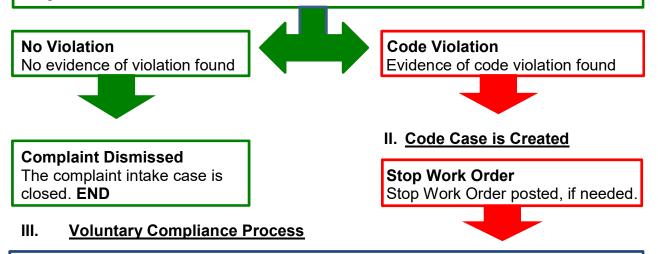
Document Investigation

Code Compliance Office conducts a document investigation of the complaint to verify jurisdiction, zoning, permit status, property ownership, other responsible person(s), and identification of applicable code provisions and prior complaint history.



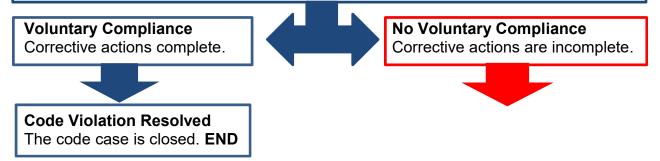
Field Investigation

Code Compliance Office conducts a field inspection to establish the elements of the alleged violation.

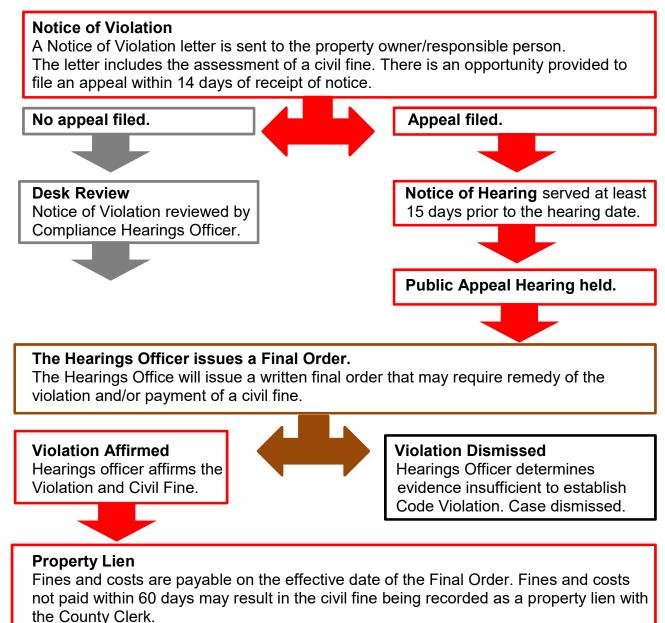


Request for Voluntary Compliance

A Request for Voluntary Compliance letter or letter in support of a Stop Work Order is sent to the property owner/responsible person. The letter outlines the code violation), corrective actions required to resolve the code violation, and a timeline to complete the corrective actions.



IV. Enforcement Process



Appeals of the Final Order shall be by writ of review as provided in ORS 34.010 through 34.100, unless the Hearings Officer makes a land use decision, in which case the land use decision may be reviewed by the Land Use Board of Appeals pursuant to ORS Chapter 197. Any appeal of a Hearings Officer decision in the National Scenic Area may be reviewed by the Columbia River Gorge Commission.