



Code Enforcement: Keeping People and Property Safe

Updated September 2022

We support a safe and healthy community for all residents by working to investigate, resolve and enforce violations of statutes or ordinances related to public health, safety and welfare, business activities, building standards, land use and neighborhood livability.

COMPLAINTS: HOW THEY ARE SUBMITTED AND PROCESSED

We promote a safe and healthy community that, through the fair and equitable enforcement of county codes and ordinances, will protect property values, enhance livability and preserve the natural resources of our county.

Submitting a complaint is an important step to address violations in the community.

It is easy and straightforward to file a complaint. Submissions are taken online, by phone, or by email. The contact information for each method of submittal is provided below:

- Submit a complaint online: <https://www.clackamas.us/codeenforcement/violations>
- Submit a complaint by phone: 503-742-4452
- Submit a complaint by email: codeenforcement@clackamas.us

What we can enforce

When submitting a complaint, it's important to know that Clackamas County Code Enforcement is only authorized to enforce the following County Codes and state rules:

- Solid Waste & Waste Management (Title 10, Chapter 10.03)
- Zoning & Development Ordinance/ZDO (Title 12) – regulations that guide land use zoning and development in unincorporated Clackamas County
- Code for Abatement of Dangerous Buildings and Structures (Title 9, Chapter 9.01)
- Application & Enforcement of County Building Code, which includes State of Oregon building codes and related laws and rules (Title 9, Chapter 9.02)
- Grading & Excavation Ordinance (Title 9, Chapter 9.03)
- Road Use (Title 7, Chapter 7.03)
- Oregon Department of Environmental Quality (DEQ) rules

Many complaints received by Code Enforcement are actually under the authority of other jurisdictions, which means that County staff may not be able to create a code enforcement case file or take action on a the matter. ***Code Enforcement staff regularly respond to more than 2,500 complaints and questions about issues they are not able to investigate or enforce, because they are under the authority of another jurisdiction.***

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- More information about the complaint process: www.clackamas.us/codeenforcement/policy.html
 - To file a complaint online: <https://web3.clackamas.us/up/forms/violations.jsp>
- For more information: Email codeenforcement@clackamas.us or call 503-742-4452**

Attachment A provides a list of major categories of complaints and the agency(ies) responsible for investigation and enforcement. Agency contact information is also provided.

How complaints are addressed

When a complaint is received on an enforceable code enforcement issue, we handle the complaint as follows:

- If the complainant provides their name and contact information, and does not request confidentiality, all alleged violations, regardless of type, will be investigated with one complaint.
- If the complaint addresses a situation in which there is a potential life, health and/or safety or environmental damage issue, and the complainant requests confidentiality, the alleged violation will be investigated with one confidential complaint.
- If the complaint addresses a situation in which there is not a potential life, health and/or safety or environmental damage issue and the complainant requests confidentiality, a minimum of two distinctly separate confidential complaints must be received before the alleged violation will be investigated.
- If the complaint addresses a situation in which there is not a potential life, health and/or safety or environmental damage issue on a property where there is criminal activity confirmed by the Clackamas County Sheriff's Office, and the complainant requests confidentiality, the alleged violation will be investigated with one confidential complaint.

We respond to complaints based on the type of complaint, not the source of the complaint

We receive thousands of code enforcement complaints every year – far more than we can respond to with our limited staff. To protect the community, our highest priority is to respond to complaints related to life, health, safety or environmental hazards. To stay true to this priority system and be fair to everyone, we respond to complaints based on what they are, not who they are from. Therefore, it is not possible for us to prioritize complaints from CPOs and Hamlets.

HOW TO CHECK ON THE STATUS OF A COMPLAINT

To check the status of a case please call 503-742-4452.

FAQ AND ONLINE RESOURCES

We have comprehensive resources online, including an extensive frequently asked questions (FAQ) section, the ability to file a complaint online, and review public code enforcement records.

- This link will take you to our FAQs page www.clackamas.us/codeenforcement/faq . This page includes information on different violations, what is and is not a violation, and specifics regarding common complaints (for example animals, camping, environmental concerns, garbage and dumping)
- You can file a complaint online here: <https://www.clackamas.us/codeenforcement/violations>
- Our online Citizen's Access Portal (ACA) provides access to public code enforcement records. **Attachment B** provides instructions on how to use this system. When searching online you can search by site address or parcel number.

CHRONIC NUISNANCE PROPERTIES AND NLP

- The Neighborhood Livability Project (NLP) is a team of invested partners that come together to address properties that are complex in nature and have a greater impact on the surrounding communities.

- A Chronic Nuisance property is a property with three or more criminal and code enforcement activities that create a nuisance for the community. The NLP team uses this tool when they are unable to gain compliance voluntarily.

NEW IN THE PAST YEAR

- The hearings process has been updated and code enforcement staff are able to take more cases to hearing each month.
- Staff now have an average of 125 cases each. This reduction helps move cases through the code enforcement process gaining compliance or moving to the judicial process in a timelier manner.
- The Code Enforcement team continues to find and work with new partners to help abate illegal marijuana cases. In the last 6 months the code enforcement team has been included in 4 criminal search warrants and have used the Dangerous Building process to keep the community safe.

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Codes Enforced in Clackamas County August 2018

The Clackamas County Code Enforcement Division is only authorized to enforce the following County Codes and state rules:

- Solid Waste & Waste Management (Title 10, Chapter 10.03)
- Zoning & Development Ordinance/ZDO (Title 12) – regulations that guide land use zoning and development in unincorporated Clackamas County
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- Grading & Excavation Ordinance (Title 9, Chapter 9.03)
- Road Use (Title 7, Chapter 7.03)
- Oregon Department of Environmental Quality (DEQ) rules

Many complaints received by Code Enforcement (CE) are actually under the authority of other jurisdictions, which means that County staff may not be able to create a CE case file or take action on a CE-related matter. From July 1, 2017 – July 1, 2018, Code Enforcement staff responded to more than 1,400 complaints and questions about issues they are not able to investigate or enforce, because they are under the authority of another jurisdiction as described above or because CE does not have rules or regulatory authority to do so.

The following chart lists major categories of complaints in alphabetical order and the agency(ies) responsible for investigation and enforcement. The chart is followed by agency contact information.

TOPIC	ENFORCEMENT AGENCY		
	Code Enforcement	Sheriff's Office	Other (specified)
Accessory structures	X		
Animal abuse		X	
Animals, barking dogs			Dog Services
Animals, dead in roadway			Road Concerns
Animals, feral cats			Feral Cat Coalition of Oregon
Animals, loose		X	
Animals, roosters/chickens	X		
Building codes	X		
Building without permits	X		
Burning			Fire Department
Camping on private property	X		
Dumping, illegal			Dump Stoppers, Metro, Road Concerns
Fire Code			Fire Department
Fire hazards, including overgrown vegetation			Fire Department
Garbage and trash	X		
Grading	X		
Graffiti	X		
Home businesses	X		
Land use (planning and zoning)	X		
Landlord/tenant			Civil issue (contact an attorney)
Lighting			Resolution Services
Marijuana – building, zoning, solid waste and septic violations	X		
Marijuana, crimes		X	

TOPIC	ENFORCEMENT AGENCY		
	Code Enforcement	Sheriff's Office	Other (specified)
Marijuana – licensing, compliance with state laws and regulations, etc.			Oregon Liquor Control Commission (recreational), Oregon Health Authority (medical)
Mold			Environmental Protection Agency
Noise, including loud parties		X	
Parking on roadways		X	
Parking, RV's in roadway		X	
Parking, semi-trucks		X	
Rats			Civil issue (contact an attorney)
Roads			Road Concerns
Septic			Septic & Onsite Wastewater
Setbacks, property lines			Civil issue
Solid waste	X		
Squatters / transient camps		X	
Streams/creeks/rivers, work in or near	X		
Tires, accumulation of	X		
Vegetation			Resolution Services
Vehicles, inoperable or abandoned (not in road)	X		
Vehicles, occupied RV's (not in road)	X		
Water – groundwater/surface water			Civil issue (contact an attorney)
Water, standing			Vector Control

CONTACT INFORMATION FOR ENFORCEMENT AGENCIES

Agency	Website	Email	Phone #
Clackamas County Code Enforcement	https://www.clackamas.us/codeenforcement	codeenforcement@clackamas.us	503-742-4452
Dog Services	www.clackamas.us/dogs	dogcontrol@clackamas.us	503-655-8628
Dump Stoppers	www.clackamas.us/dumpstoppers		503-318-5579
Environmental Protection Agency	www.epa.gov/mold		
Feral Cat Coalition of Oregon	www.feralcats.com/	info@feralcats.com	503-797-2606
Fire Department	Call your local fire department. See a list of all fire departments in Clackamas County here: www.firedepartment.net/directory/oregon/clackamas-county .		
Metro (illegal dumping)	www.oregonmetro.gov/tools-living/garbage-and-recycling/rid-patrol		503-234-3000
Oregon Health Authority	www.oregon.gov/oha/PH/DiseasesConditions/ChronicDisease/MedicalMarijuanaProgram/Pages/index.aspx	ommp.info@dhsosha.state.or.us	971-673-1234
Oregon Liquor Control Commission	www.oregon.gov/olcc/marijuana/Pages/default.aspx	marijuana@oregon.gov	503-872-5000
Resolution Services	https://www.clackamas.us/ccrs	rs@clackamas.us	503-655-8415
Road Concerns	web3.clackamas.us/up/forms/roadconcern.jsp	roadconcerns@clackamas.us	503-557-6391
Septic & Onsite Wastewater	https://www.clackamas.us/septic	soilsconcern@clackamas.us	503-742-4740
Vector Control	http://fightthebites.com/		503-655-8394

Research a Permit Online

Online Instructions:

Go to website: <http://www.clackamas.us/>

Click on Departments (at top of page)

Click on the letter B, Then the Building codes box

Scroll down to the blue words Permitting Process & Fees and Click on the green underlined words: Search for permit history online.

Go to the yellow search square and click on Building Permits

(Each tab on this page could have their own permits, for example: Building may have Building/Electrical/Plumbing, Soils may have Septic, Code Enforcement may have any violations on each property.)

Scroll down to general search.

Under General Search, Click search all records box on right hand side.

Enter ONLY street number and street name. (Leave all other fields empty)

(If nothing comes up clear all fields except the street number.)

Click on desired permit

Scanned Documents: Make sure pop-ups are allowed on your computer!

Copy and Paste or write down desired permit number

Click on the records info drop down menu, choose attachments

Click on the blue word here, located in first line under attachments (This will open a new page, called Document Retriever) Document Retriever will not work unless pop-ups are turned on.

After Window opens

Enter the copied permit number and click on Retrieve Documents

Click on selected permit to start the loading screen