Procedures to Report a Code Violation Online

September 12, 2016
Before we start...

• **The following service requests do not fall under LADBS jurisdiction:**
  - Service Requests involving a property with TWO or MORE dwelling units (duplex or apartment buildings)
    - Please contact the **Los Angeles Housing and Community Investment Department** at (866) 557-7368.

• Service Requests in the public way
  - Please contact the **Department of Public Works** or call 311.

• Service Requests only for graffiti
  - Please contact **Los Angeles Office of Community Beautification** or call 311.

• Problems with hoarding
  - Please contact **Paul Terris** with the Los Angeles Fire Department at paul.terries@lacity.org.
Objectives

• This presentation will walk you through all the steps necessary to report a violation online.

• In case of an emergency or life-threatening situation, please call 911.
Step 1. Go to ladbs.org, then click “Report Code Violation” under the Code Enforcement Section.
Step 2. Search the complaint address

To report a code violation on a private property, call 3-1-1 or use the form below.

The Los Angeles Department of Building and Safety is responsible for investigating code violations on existing single family residential, commercial, industrial a vacant buildings inside the City of Los Angeles.

For properties with two or more dwelling units (duplexes and apartment buildings), please contact the Los Angeles Housing Department at (866) 557-7368.

1. Enter Address
2. Click

Single Address Search

Street Number: 221
Street Name: figueroa

Address Range Search

Clear Search
Step 3. Select the right Property Address

The following addresses were found based on the search criteria you entered. Please click on the desired address for the parcel associated with that address.

- 221 N FIGUEROA ST 90012
- 221 S FIGUEROA ST 90012
Step 4. Answer the questions on the screen

221 N FIGUEROA ST 90012

If this is an Emergency, please contact 3-1-1 for further assistance.
Please complete the following so we can route your request properly.

- Does the service request involve a property with two or more dwelling units (duplex or apartment buildings)?
  - Yes
  - No

- Is the service request in the public way?
  - Yes
  - No

- Is this request only for graffiti?
  - Yes
  - No

Back

Next
Step 5. Fill in your personal information

221 N FIGUEROA ST 90012

Anonymous complaints are no longer accepted through this website. Your complaint will not be investigated if you provide an invalid name or phone number. Complainant's name and phone number information is kept confidential.

First Name
Last Name
Address
City
State
Zip Code
Email
Telephone

Back
Next
Click
Step 6a. Provide us with a description of the violation(s)
Step 6a. Provide us with a description of the violation(s)
(Continued)

• The description may include but not limited to:
  • Nature of the complaint
  • Specific location
  • Presence of Imminent hazards

• Example
  • Illegal work on back portion of a commercial building extending trash enclosure.
Step 6b. Choose whether the complaint property related to Residential or Commercial
Step 6c. Select the most relevant complaint from the drop list

- Abandoned or vacant building left open to the public
- Any changes done to a property in an historical area
- Any problems that only occur from 5:00 PM to 7:00 AM (at night) or on weekends
- Automobile repair conducted on residential property (single family dwellings only)
- Blocked exits passageways or windows
- Building or fence needs paint
- Building or property converted to another use
- Building or wall that could fall down
- Buildings in need of general repair
- Business operated from a house or garage
- Construction done without permits or inspections
- Construction in progress without permits or inspections
- Cub or cux violations
- Fences, walls and hedges that are too high
- Garage converted to a dwelling or any other use other than parking
- Gate or fence around pool missing or defective
- Graffiti on the building, fences or walls
Step 7. Retrieve your Confirmation Number

Thank you for your submission. Your Customer Service Request number is 381794. Please refer to this Customer Service Request number when contacting the Department. An investigation will be started within 20 business days. If you need any additional information please contact 3-11.

Submitted on 9/12/2016 1:03 PM
• Please make sure to record the Customer Service Request (CSR) number. The number is used for following up the complaint.

• If you have any questions, please feel free to call us at (213) 252-3900