

#### **CODE ENFORCEMENT BUREAU**

#### **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-threating situation, please call 911.

# Step 1. Go to <u>ladbs.org</u>, then click "Report Code Violation" under the Code Enforcement Section





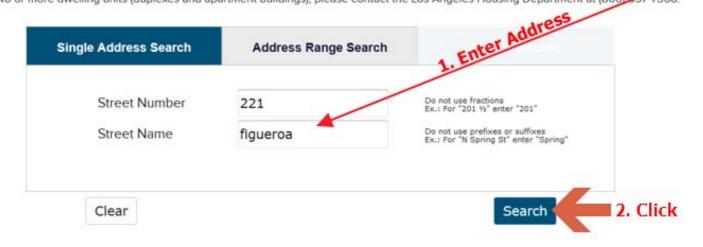
## Step 2. Search the complaint address



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.



### 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.



## 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	
ls this request only for graffiti?	⊚ Yes	■ No	
Back		Nex	ct -

## Step 5. Fill in your personal information



Address	> Validation	Customer	Request	Confirmation

#### **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

## Step 6a. Provide us with a description of the violation(s)



#### **221 N FIGUEROA ST 90012**

Please provide a description of the problem and any details that may assist us in our investigation. If you have several complaints on one property, it is important that you list each one in this box.



# 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.

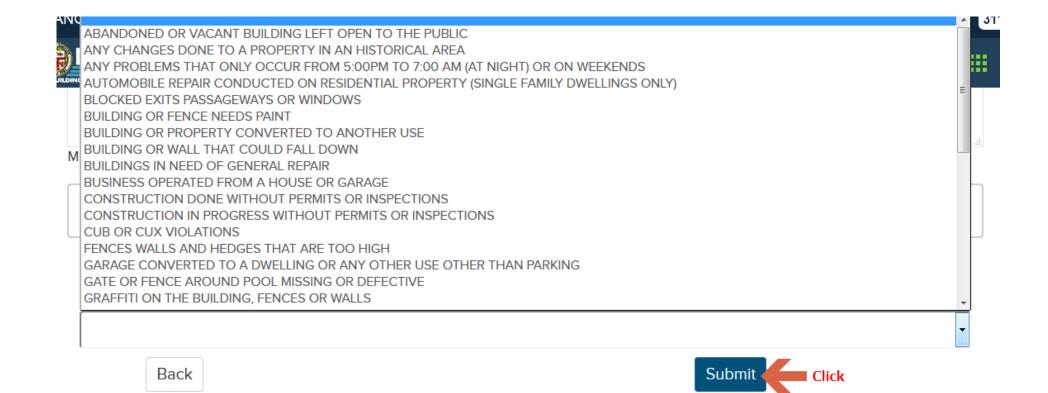
# Step 6b. Choose whether the complaint property related to Residential or Commercial



Maximum 1000 characters, 1000 characters left.					.11]
Is this a Residential or Commercial Property?	•	Residential []	0	Commercial	

# Step 6c. Select the most relevant complaint from the drop list





### 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 3-1-1.

Submitted on 9/12/2016 1:03 PM

Add Another Request

#### Notes



- 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