



Maintaining Portland's Safety and Livability

The Bureau of Development Services operates an enforcement program that ensures compliance with City codes and State construction codes. The BDS Enforcement Program administers enforcement for the following codes/issues:

- Construction codes (work without permit)
- Zoning code
- Signs
- Fire damage and dangerous buildings
- Erosion control issues
- Site issues (grading, filling, and clearing)
- Nuisance issues on property and adjacent rights-of-way
- Housing maintenance concerns
- Disabled vehicles on private property (suspended)
- Ch. 13 multi-family housing (suspended)
- Derelict buildings
- Exterior maintenance on nonresidential structures

BDS Enforcement Program

Submitting a complaint

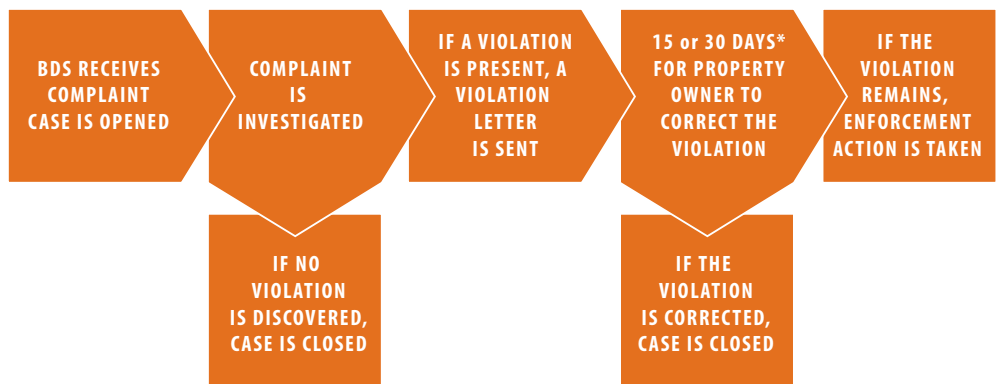
Violations and safety issues are generally brought to our attention by concerned citizens. If you want to submit a complaint you may call or use one of our online forms. To locate an online form go to www.portlandoregon.gov/bds and click on the Enforcement tab. Various complaint forms are available within Neighborhood Inspections as well as Reporting Violations.

By phone, Monday through Friday from 8:00 am to 5:00 pm., call **503-823-CODE (2633)**. After hours you may leave a voice mail and we will investigate your concerns.

Give your name, address and phone number as the complainant, the street address where the problem is located (if it is a vacant lot, we will need a hundred block and cross street), and a brief description of the problem.

Please Note: all complainant information is strictly confidential and will not be disclosed to the public.

The typical response process when the bureau receives a complaint.



* A compliance time period is established to obtain permits and complete inspections, and depends on the type of violations that exist at the property. Property owners may be eligible for an extension or a waiver from penalties. This is dependent on a variety of factors such as safety conditions at the property, work necessary to correct violations, time involved in the permitting process, progress made by the owner, and other specific circumstances.

**File a complaint online or call the Enforcement Hotline at 503-823-CODE (2633).
Check the complaint status online or call the responding bureau section.**

How does the bureau learn of violations and safety issues?

Most enforcement programs are complaint driven and complainant information is kept confidential. Some programs also respond to interagency referral such as reports from the City's Fire Marshall, Police Bureau, Portland Bureau of Transportation, Bureau of Planning and Sustainability, Office of Community & Civic Life or other agencies.



Common Violations & Contact Numbers

BDS Enforcement Program - Enforcement Hotline: 503-823-CODE (2633)

Zoning	Vehicles parked on unpaved areas
	Parking accessory/recreational vehicles in wrong area of property
	Oversized trucks parked in residential zones
	Auto repair/service in wrong zone and illegal storage of vehicle sales and service vehicles in the right-of-way
	Vehicles parked/stored without required screening, landscaping and setbacks
	Commercial businesses in residential zone
	Over height fences in front setback
	Pavement placed for parking purposes without zoning permit
Permits	Electrical, plumbing or mechanical work without permits
	Residential or commercial structural work without permits
	Safety issues such as collapsing buildings or retaining walls
Vehicle Housing	Site issues, grading, filling, clearing, drainage, septic systems
	Disabled vehicles on private property
	Conditions of residential structure (leaking roof, peeling paint, dilapidated steps/porches, people living in basement/garage)
Nuisance	Vacant derelict buildings, exterior conditions on nonresidential structures, illegal residential occupancy
	Trash/debris, open and vacant structures, illegal dumps, overgrown grass and weeds, outdoor storage, sewer breaks, dead trees, containers on the right-of-way, rat harborage
	Bushes/trees/vegetation encroaching into the right-of-way

Graffiti Hotline: Office of Neighborhood Involvement 503-823-4824

Noise Hotline: Office of Neighborhood Involvement 503-823-7350

Right-of-Way Violations

Abandoned/disabled vehicles in the right-of-way	503-823-7309
Illegally parked vehicles in the right-of-way	503-823-5195
Broken/unsafe sidewalks	503-823-7002
Liquid waste draining into street drain, Bureau of Environmental Services	503-823-7180
Basketball hoops on parking strips	503-823-7002
Visibility issues at intersections and traffic signs	503-823-5211

www.portlandoregon.gov/bds
Enforcement: 503-823-CODE (2633)

For more information about the BDS Enforcement Program,
we encourage you to explore the Enforcement tab on our Web site