

CITY OF
ASHLAND
**Municipal Code Violation
Complaint Form**

The Community Development Department handles a wide variety of local municipal code compliance topics. Some specific types of compliance issues will be forwarded to other City Departments for their particular expertise, but coordination of the complaint and resolution will be through the Community Development Department.

Description of Complaint

Location of Potential Violation

Violator Information (Name, address, etc if known)

Complainant Information

Name _____ Contact Phone _____

Address _____ E-mail _____

Signature _____ Date _____

Please check box if you want this complaint to be kept as confidential as possible under existing law. The City will try to honor such a request, but please note that, depending on the circumstances, disclosure of the complaint could be required under laws governing public records or discovery in litigation. Please note also that maintaining the confidentiality of complainants can compromise efforts to cite and penalize violators.

Signature requesting confidentiality



Municipal Code Compliance Request Process

1. Receive complaint.
2. Investigate to determine if a violation exists.
3. If the complaint does not constitute a Municipal Code violation, the person filing the complaint will be notified and informed of the reason the situation does not constitute a violation.
4. If a violation does exist, the property owner or violator will be contacted and informed of the violation, what actions are needed to remedy the situation, and given a specific compliance deadline date.
5. On the compliance deadline date, Code Compliance Staff will verify that compliance has been attained. If this is found to be the case, the file will be closed.
6. If, upon re-inspection, the violation still exists, the property owner or violator will be contacted and again requested to comply. The second notice will include a date in which a citation may be issued if the problem has not been resolved.
7. After the citation deadline is reached, a site visit is made to determine if the matter has been corrected. If the violation still exists, a citation may be issued and the case information prepared for Municipal Court.

Due to the large volume of complaints processed, it is difficult to maintain up to date status reports to complainants. Please feel free to check in with the Compliance staff if you would like to find out the current status of a complaint.

Different types of complaints and violations have somewhat different timeframes for compliance based on a number of factors including public safety and ease of corrective activities required. The intent of the compliance process is to be as fair as possible to all parties involved and to ensure that the livability of our community is maintained through communication, education, and mutual respect.

The Municipal Code is available for reference on the City website at www.ashland.or.us. It is encouraged that citizens refer to the Municipal Code to provide a basis for a complaint, and if possible, communicate directly with the responsible party to the complaint in efforts of resolving the matter privately.

For questions regarding Code Compliance in Ashland, please contact Andrew Barrow at (541) 552-2424 or andrew.barrow@ashland.or.us.

