



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-threatening situation, please call 911.

Step 1. Go to ladbs.org, then click “Report Code Violation” under the Code Enforcement Section



The screenshot shows the top navigation bar of the LADBS website. On the left is the logo. To its right are navigation links: 'Services', 'Our Organization', 'Forms & Publications', 'Locations', and 'Contact'. On the far right of the navigation bar is a status indicator 'Open today 9:00AM - 4:30PM' and a search icon. Below the navigation bar is a main content area with three columns. The first column is titled 'Plan Check & Permit' and lists: 'Obtain an Online Permit', 'Check Permit Status', 'Plan Check & Permit Special Assistance', 'LA City Code Amendments', and 'Mandatory Retrofit Programs'. The second column is titled 'Inspection' and lists: 'Request Inspection', 'Check Inspection Status', 'Haul Route Monitoring Program', 'Inspection Special Assistance', and 'Inspections for Temporary Special Events'. The third column is titled 'Code Enforcement' and lists: 'Report Code Violation', 'Check Complaint Status', 'Resolve Orders to Comply', 'View List of Vacant Abated Buildings', and 'Billboard Survey Information (OSSPIP)'. A red arrow points from the 'Report Code Violation' link in the Code Enforcement section to the text in the top banner.

Plan Check & Permit

- ▶ Obtain an Online Permit
- ▶ Check Permit Status
- ▶ Plan Check & Permit Special Assistance
- ▶ LA City Code Amendments
- ▶ Mandatory Retrofit Programs

Inspection

- ▶ Request Inspection
- ▶ Check Inspection Status
- ▶ Haul Route Monitoring Program
- ▶ Inspection Special Assistance
- ▶ Inspections for Temporary Special Events

Code Enforcement

- ▶ Report Code Violation
- ▶ Check Complaint Status
- ▶ Resolve Orders to Comply
- ▶ View List of Vacant Abated Buildings
- ▶ Billboard Survey Information (OSSPIP)

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 and 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.

A screenshot of a web form for address search. The form has three tabs: 'Single Address Search' (selected), 'Address Range Search', and 'Zip Codes'. Under 'Single Address Search', there are two input fields: 'Street Number' with the value '221' and 'Street Name' with the value 'figueroa'. To the right of these fields are two lines of instructions: 'Do not use fractions Ex.: For "201 1/2" enter "201"' and 'Do not use prefixes or suffixes Ex.: For "N Spring St" enter "Spring"'. Below the input fields is a 'Clear' button. At the bottom right is a blue 'Search' button. A red arrow points from the top right towards the 'Street Number' field with the text '1. Enter Address'. Another red arrow points from the right towards the 'Search' button with the text '2. Click'.

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.

Property Address
• 221 N FIGUEROA ST 90012
• 221 S FIGUEROA ST 90012

Select Address

Back

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

← Click

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)



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.

A large, empty rectangular text input box with a thin border and a vertical cursor at the top left corner. A red arrow points from the bottom right of the box towards the 'Submit' button.

Maximum 1000 characters, 1000 characters left.

Is this a Residential or Commercial Property?

Residential 

Commercial 

Back

Submit

Click Sumbit

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.

Is this a Residential or Commercial Property?



Residential 



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 5:00PM 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

Back

Submit

Click

Step 7. Retrieve your Confirmation Number



Address > Validation > Customer > Request > Confirmation

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