



Citizens Action Request

10210 E Sprague Avenue ♦ Spokane Valley WA 99206
Phone: (509) 720-5240 ♦ Fax: (509) 720-5075 ♦ permitcenter@spokanevalley.org

STAFF ONLY Taken by: _____

REQUEST TAKEN VIA: ☐Phone ☐Voicemail ☐Email ☐Observed ☐In -Person ☐Fax ☐Callout

THIS SECTION MUST BE COMPLETED FOR THE CITY TO TAKE ACTION

COMPLAINANT'S INFORMATION:

NAME: _____

ADDRESS: _____

PHONE NUMBER: DAYTIME _____ EVENING _____

IF NECESSARY, MAY WE HAVE PERMISSION TO ENTER YOUR PROPERTY TO VIEW THE SUBJECT VIOLATION? _____ YES _____ NO

Confidentiality Preference: Information revealing the identity of persons who are witnesses to or victims of a crime or who file complaints with this agency is exempt from public disclosure, if disclosure would endanger any person's life, physical safety or property. (RCW 42.56240(2) PLEASE INDICATE YOUR DESIRE FOR DISCLOSURE OR NON-DISCLOSURE OF YOUR IDENTITY BY CHECKING THE APPROPRIATE BOX, AND SIGN AND DATE BELOW. Such desire shall govern subject to application of the Public Records Act, other applicable laws and whether the complaint is criminally prosecuted.

_____ My identity can be disclosed. _____ Do not disclose my identity. I believe disclosure would endanger my life, physical safety or property.

SIGNATURE _____ DATE: _____

THIS SECTION IS ABOUT THE ALLEGED VIOLATION – BE CONCISE AND COMPLETE

Please provide photographs, maps, or other documentation to substantiate the violation

NATURE OF VIOLATION (CONTINUE ON SEPARATE SHEET IF NECESSARY): _____

HOW LONG HAS THE VIOLATION EXISTED (IF KNOWN) ? _____

ADDRESS OF THE VIOLATION: _____

IF NO ADDRESS IS AVAILABLE, PROVIDE A DETAILED DESCRIPTION OF THE LOCATION: _____

NAME OF PROPERTY OWNER (IF KNOWN): _____

NAME OF OCCUPANT(S) OF THE PROPERTY (IF KNOWN): _____

What is Code Compliance? Code Compliance is a City program by which the rules governing the use of **private** property as adopted by the City Council are enforced. These rules are intended to protect the public health, safety, and welfare of all citizens. Community Development is responsible for enforcing the provisions of RCWs, City Codes and other ordinances related to building codes, zoning, subdivisions, shorelines, and critical areas. Each ordinance also contains penalties that may be imposed when a property owner refuses to correct a cited violation.

Who may file a complaint and when may it be filed? Anyone may file a complaint report whenever they observe conditions and/or uses of property or structures that they suspect are improper or potentially hazardous. Knowledge of City ordinances is not required, since compliance staff makes this evaluation. Misdirected complaints will be forwarded to a more appropriate department or agency (i.e., Sheriff Department, Air Pollution, Animal Control, etc.).

What kinds of complaints does Code Compliance handle? Here's a list of examples of the most common issues that code compliance handles. The list is not exhaustive but gives a good example of what situations can be handled by a code compliance officer:

- ⇒ outdoor storage of junk, garbage, or junk cars;
- ⇒ accessory structures in required yards;
- ⇒ vehicles parked in required yards;
- ⇒ violations of home occupation licensing regulations;
- ⇒ violations of minimum housing standards for rental housing;
- ⇒ excessive noise (during regular business hours);
- ⇒ construction/demolition without permits;
- ⇒ fire hazards and dangerous buildings

How is a complaint filed? Except where an immediate hazard exists, compliance actions begin with either a signed complaint or e-mail from a resident or public agency. The appropriate form for filing a complaint can be acquired by calling (509) 921-1000 or visiting the City of Spokane Valley at 11707 E. Sprague, Suite 106. It is also available on our website at www.spokanevalley.org. You can submit the complaint to the address above.

What happens once I've submitted my written complaint? Except for issues where an immediate threat to health and safety exist, initial action on your complaint will normally begin within 24 hours of receipt of the complaint. An inspection of the site will normally occur within 1 or 2 days. However, evidence of the initial actions may not be immediately apparent as actual resolution of the issue can take weeks, months, and sometimes longer, depending on the complexity and legal ramifications.

Complaint Referral Guide

COMPLAINT	CONTACT	PHONE
Emergencies/Criminal Complaints	Spokane Valley Police Emergency	911
Noise complaints outside of regular business hours (on weekends and after 4:00 PM but before 7:00 AM weekdays)	Crime Check	456-2233
Barking dogs and other small domestic animals issues (dogs, cats, etc.)	Spokane County Animal Control	477-2532
Landlord/Tenant disputes	NW Justice League NW Fair Housing	1-888-201-1014 325-3037
Sewer/Septic	Spokane Regional Health District	324-1560
Air Pollution	Spokane Regional Clean Air Agency	477-4727