



Snohomish County
Planning and Development
Services

Visit us at :

2nd Floor Robert J. Drewel Bldg.
3000 Rockefeller Avenue
Everett, WA 98201

425-388-3311
1-800-562-4367, ext. 3311



ONLINE INFORMATION
www.snohomishcountywa.gov/1190



This Assistance Bulletin only applies to property within unincorporated Snohomish County and does not apply to property within incorporated city limits.

Reporting Code Violations

Assistance Bulletin

#51

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WWW.SNOCO.ORG

Keyword: Assistance Bulletins

Q: What kind of complaints does PDS handle?

A: Our Code Enforcement division responds to citizen complaints regarding building, zoning, and land use violations in **unincorporated** Snohomish County. Visit the PDS Code Enforcement [website](#) for details about what we enforce.

Q: How do I file a complaint?

A: The best way to file your complaint is [online](#); however, if you don't have access to a computer or prefer to file your investigation request by mail, please [download](#) the form or call 425-388-3650 and leave us a voicemail with your name and address. We'll send you a complaint form that you can mail back to us. **Note: All complaints must be submitted using our Investigation Request form. We do not accept complaints by phone or email.**

Q: What information do I need to file a complaint?

A: In order to process your complaint, you must provide **valid** contact information as the complainant (see your *disclosure* options below). You'll also need an **exact address or parcel number** and a description of the alleged violation. Investigation requests that do not include this information may not be processed.

Q: What if I don't have the address?

A: We have several online tools that can help you locate the exact address or parcel number of the property. Visit our [PDS Map Portal](#), [Property Summary Search](#) or use Google Maps to help you determine the location of the alleged violation.

Q: Will my identity be disclosed?

A: Under the Public Records Act, chapter 42.56 RCW, the information provided on a complaint investigation request form is subject to public disclosure. Information revealing the identity of persons who are witnesses to crimes or who file complaints with investigative agencies may be withheld from disclosure under RCW 42.56.240(2) if the complainant indicates a desire for nondisclosure of their identifying information at the time the complaint is made. *Complainants select their disclosure option when completing the Investigation Request form.*

Please note, your name must be disclosed if you are identified as a witness in an administrative or court proceeding concerning this matter, or if otherwise required by an administrative or court order.

This bulletin is intended only as an information guide. The information may not be complete and is subject to change. For complete legal information, refer to Snohomish County Code.

Q: What will PDS do about my complaint?

A: After you file a written complaint, PDS Code Enforcement staff will determine whether or not the complaint involves a valid code violation. If there *is* a code violation, our staff contacts the purported violator and advises him or her of the violation. The violator is informed that the violation must cease in order to comply with the county code(s).

Q: How long does the process take?

A: In many cases, violations are brought into compliance within one to three months. The county has authority to fine the owner if the owner is unwilling to comply with the code(s). Contact the assigned Code Enforcement Officer for details about this process.

Q: How do I check the status of my complaint?

A: *Due to disclosure laws, we do not actively send updates to complainants.* After you have filed your complaint, you'll receive a postcard in the mail. Please **keep this postcard**. It contains the **case number** and the **contact information** for the assigned Code Enforcement Officer. Call the assigned Code Enforcement Officer **directly** for a status update on your complaint. If you prefer to speak with the officer in person, please **schedule an appointment** by calling the Officer to set up a date and time to discuss your concerns.

Q: I received a complaint against my property. What do I do?

A: If you've received a complaint against your property, please call your assigned Code Enforcement Officer for details. **Appointments are required** to meet with your assigned officer in person. If you don't know who your assigned Officer is, please call 425-388-3650.

Any questions regarding the details of the complaint made against you, correspondence you may have received from the officer, compliance dates and procedures, or information about penalties **must be directed to your assigned Code Enforcement Officer**.

Most questions are answered on our [website](#). If you need additional assistance, please contact our Code Enforcement team at 425-388-3650.