MARICOPA COUNTY PLANNING & DEVELOPMENT

Instruction Manual

for the

## Citizens Access Portal for Code Compliance

Contents

INTRODUCTION

We are excited to introduce you to Maricopa County's Citizens Access Portal for Code Compliance. This portal allows you to search for Code Compliance records that result from work performed in the unincorporated areas of Maricopa County by the Code Enforcement Division of Maricopa County.

SEARCH FOR CODE COMPLIANCE RECORDS IN 4 EASY STEPS

1. Go to the Citizens Access Portal webpage at https://aca.maricopa.gov/CitizenAccessMCOSS.

     You do NOT need to create an account to search

2. Select **Search Building Permits/Code Compliance** under **Development Services / Code Compliance**.
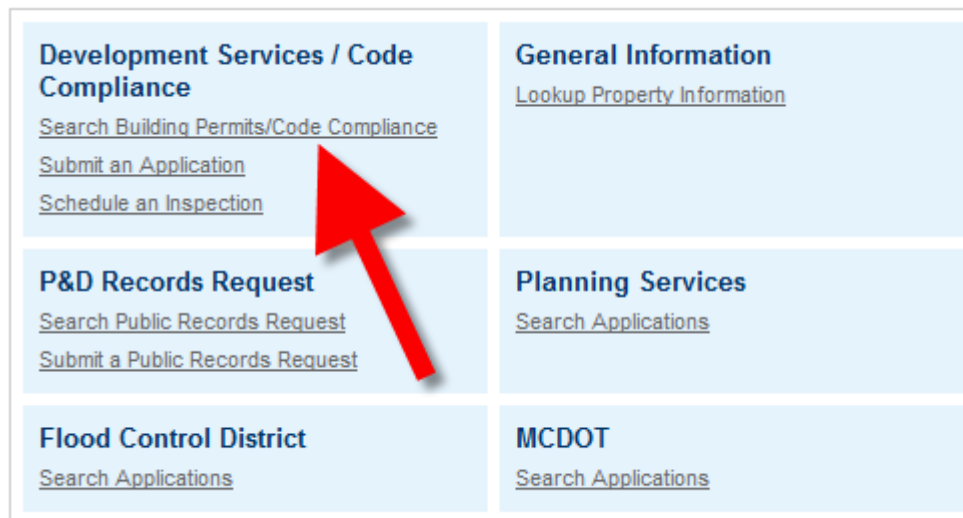
3. Enter search criteria appropriate for your query (for example, a case number, complaint type, or property address).

4. Click the Search button at the bottom of the bottom of the page.
    - Results will appear at the bottom of the page, below the Search button. Details can be viewed by clicking on the permit number.

WHAT IS A "RECORD"?

The term "record" defines a broad range of items in the Citizens Access Portal. A record can be an application, case, permit, or service request.   Some examples of available records are a code compliance case, a building permit, a planning case, and a public records request. Detailed examples of how to search are on the following pages.

HOW TO SEARCH

The Citizens Access Portal home page (https://aca.maricopa.gov/CitizenAccessMCOSS/) is shown below. Start a search by selecting Search Building Permits/Code Compliance.

Use the fields in the General Search area to locate code compliance cases. You can search by any/all of the following:

- Code Compliance Case Number
- Code Compliance Type
- Property Address

(Note that Code Compliance and Building records are located in the same database. Not all fields are applicable to both record types.)

SEARCH USING A CODE COMPLIANCE CASE NUMBER

Enter the Code Compliance case number in the Permit Number field and press the Search button. Code Compliance cases are in the form VXXXX99999, in which:

- XXXX is the 4-digit year in which the complaint was created.
- 99999 is a 5-digit number.
- The Code Compliance case number used in this example is V201300265.

The "Please wait" message may appear. Wait for it to disappear before trying to search again.

If the record exists, it will display below the Search button – see below.
- V201300265 is a mobile home complaint case opened on 3/18/2013.
- The Status is Closed.
- To view detailed information, click the Permit Number for additional details.

A new page opens with more detailed information about this particular Code Compliance case.
- The Work Location is the location of the code violation.
- The property owner's name and address are visible.
- Complainant data (the name of the person who filed the complaint) is NOT available.

CLICK ON A HELP LINK IF NEEDED

CLICK ON SYMBOLS THAT LOOKS LIKE TRIANGLES TO SEE ADDITIONAL DETAILS

If you click on a triangle located to the left of text, it will expand and show additional information.

- Application Information Table and Parcel Information are listed under More Details.
- Click on a plus sign to see details for each of these.

- The screen shows the details about the Application Information Table and Parcel Information.

Click the View Details link to the right of an inspection for more information.

INFORMATION MAY SHOW UP IN A SMALLER, SECOND SCREEN.

Click the "X" in the upper right-hand corner of a smaller screen to close it.

UNDERLINED TEXT IS A LINK TO ADDITIONAL INFORMATION

When you click on underlined text, the details may appear on the same screen but may be below a different section.
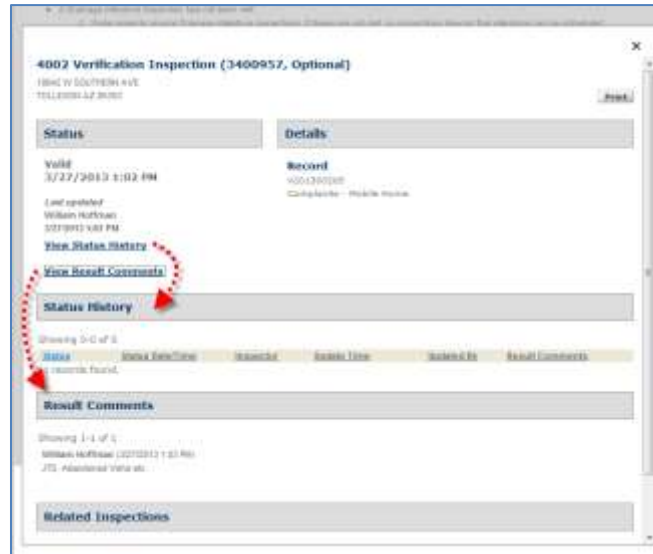
THE PROCESSING STATUS BAR SHOWS THE STATUS AND WORKFLOW OF THE CASE.

Items that have a green checkmark are COMPLETED

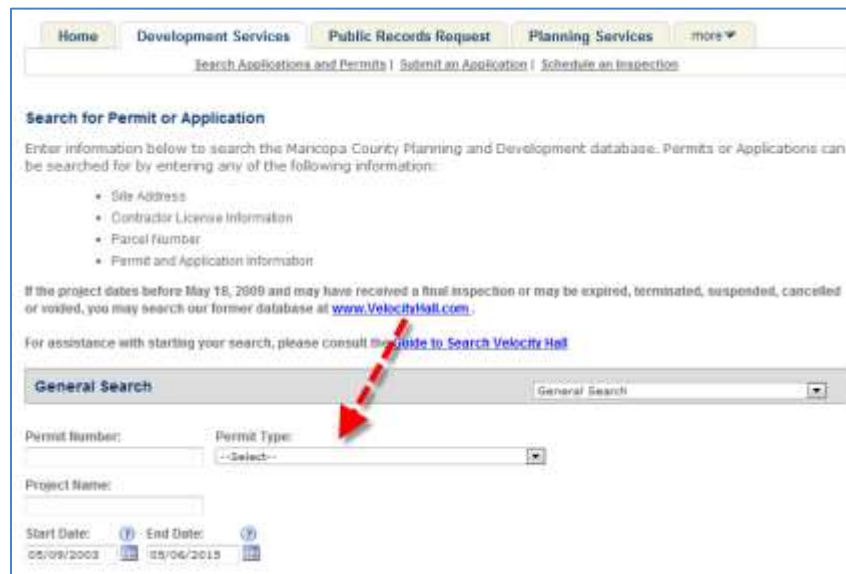**Items that have an hourglass are ACTIVE**

START A NEW SEARCH

To start a new search, click the Search Building Permits/Code Compliance link near the top of the screen.

SEARCH BY COMPLAINT TYPE

Select the complaint type from the Permit Type dropdown list.

The Code Compliance Division investigates complaints for these issues in the *unincorporated* areas of the county:

Code Compliance Case Types	
Agricultural Compliance	Multiple Dwellings
Animals	Other
Business in Residential Area	Setbacks
Dilapidated Building	Signs
Drainage Inquiry	Underage Occupant
Expired Temporary Use	Unfenced Pool
Illegal Dumping	Vehicle Abatement
Junk, Trask, Debris	Weed Abatement
Lighting Violation	Subdivision
Mobile Home	

Open the Permit Type dropdown in the General Search - Code Compliance cases start with the word "Complaints" in this list. Enter as much information as you have to help narrow the number of records in the search result screen, and then press the Search button.

SEARCH BY PROPERTY LOCATION

Enter data in 1 or more address fields in the General Search and press the Search button.