Instruction Manual

for the

Citizens Access Portal for Code Compliance
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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


   You do NOT need to create an account to search


![Development Services / Code Compliance](image)

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 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


![Citizens Access Portal Home Page](https://aca.maricopa.gov/CitizenAccessMCOSS/)

Welcome to the Citizens Access Portal for the One Stop Shop.

The One Stop Shop is focused on improving coordination and service by bringing those functions related to development permits and projects together. The departments reflected in this portal are:

- Planning & Development (P&D)
- Flood Control District of Maricopa County (FCD)
- Transportation (MCDOT)

You may now track your projects, permits and/or clearances online. For the Planning and Development Department, you may also:

1. Pay Online.
2. Schedule an Inspection.
3. Submit for specific types of permits online.
4. Submit and/or Track a Public Records Request.

First, please choose the applicable area from the tabs above or from the light blue boxes below. Additional functionality and services are under continuous development.

For most search inquiries, creating a login account is not required; however, an account is needed to submit for a permit or a public records request.

For technical assistance, email our Help Desk.

Select from the options below:

<table>
<thead>
<tr>
<th>Development Services / Code Compliance</th>
<th>General Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Search Building Permits/Code Compliance</td>
<td>Lookup Property Information</td>
</tr>
<tr>
<td>Submit an Application</td>
<td></td>
</tr>
<tr>
<td>Schedule an Inspection</td>
<td></td>
</tr>
<tr>
<td>P&amp;D Records Request</td>
<td>Planning Services</td>
</tr>
<tr>
<td>Search Public Records Request</td>
<td>Search Applications</td>
</tr>
<tr>
<td>Submit a Public Records Request</td>
<td></td>
</tr>
<tr>
<td>Flood Control District</td>
<td>MCDOT</td>
</tr>
<tr>
<td>Search Applications</td>
<td>Search Applications</td>
</tr>
</tbody>
</table>
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**

![General Search Form](image)

**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:

<table>
<thead>
<tr>
<th>Code Compliance Case Types</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agricultural Compliance</td>
</tr>
<tr>
<td>Multiple Dwellings</td>
</tr>
<tr>
<td>Animals</td>
</tr>
<tr>
<td>Other</td>
</tr>
<tr>
<td>Business in Residential Area</td>
</tr>
<tr>
<td>Setbacks</td>
</tr>
<tr>
<td>Dilapidated Building</td>
</tr>
<tr>
<td>Signs</td>
</tr>
<tr>
<td>Drainage Inquiry</td>
</tr>
<tr>
<td>Underage Occupant</td>
</tr>
<tr>
<td>Expired Temporary Use</td>
</tr>
<tr>
<td>Unfenced Pool</td>
</tr>
<tr>
<td>Illegal Dumping</td>
</tr>
<tr>
<td>Vehicle Abatement</td>
</tr>
<tr>
<td>Junk, Trash, Debris</td>
</tr>
<tr>
<td>Weed Abatement</td>
</tr>
<tr>
<td>Lighting Violation</td>
</tr>
<tr>
<td>Subdivision</td>
</tr>
</tbody>
</table>
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.