

MARICOPA COUNTY PLANNING & DEVELOPMENT

Instruction Manual for the Citizens Access Portal for Code Compliance

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INTRODUCTION

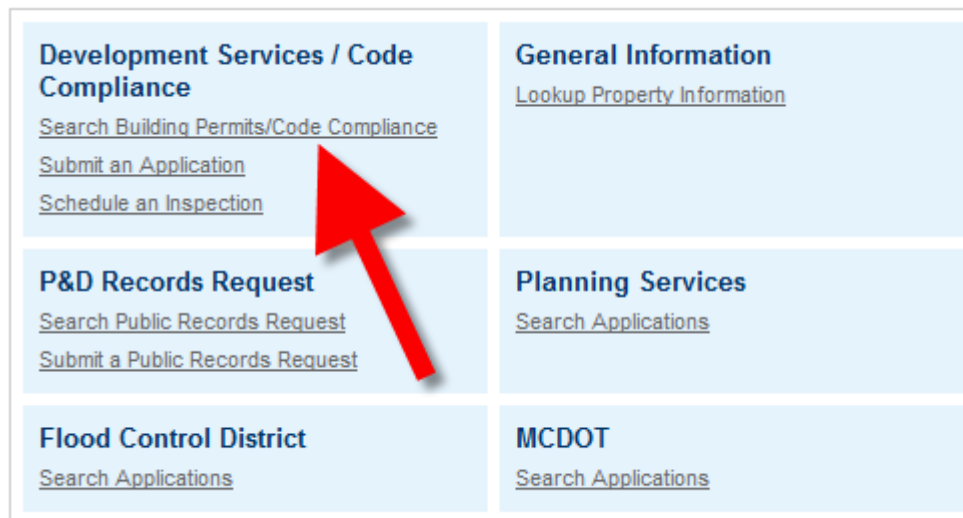
We are excited to introduce you to Maricopa County's Citizens Access Portal for Code Compliance. This portal allows you to search for Code Compliance records that result from work performed in the unincorporated areas of Maricopa County by the Code Enforcement Division of Maricopa County.

SEARCH FOR CODE COMPLIANCE RECORDS IN 4 EASY STEPS

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.

maricopa.gov
Arizona

Site Map | Search | Phone Directory | Departments | Services | Email Alerts

[Register for an Account](#) | [Login](#)

This Website is compatible with IE 6 to IE 10, Firefox 27 and Chrome 33. Please click the link below to view a possible compatibility solution for IE 11. To begin, adjust your settings to allow pop-ups. [IE 11 Compatibility View Settings](#)

Home | **Development Services / Code Compliance** | P&D Records Request | more ▾

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:

<p>Development Services / Code Compliance</p> <p>Search Building Permits/Code Compliance</p> <p>Submit an Application</p> <p>Schedule an Inspection</p>	<p>General Information</p> <p>Lookup Property Information</p>
<p>P&D Records Request</p> <p>Search Public Records Request</p> <p>Submit a Public Records Request</p>	<p>Planning Services</p> <p>Search Applications</p>
<p>Flood Control District</p> <p>Search Applications</p>	<p>MCDOT</p> <p>Search Applications</p>

Login

User Name or E-mail:

Password:

Remember me on this computer
[I've forgotten my password](#)

New Users: Register for an Account

Need help?
[Download a guide for Code Compliance \(PDF\)](#)

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.)

A screenshot of the 'General Search' form. The title bar at the top is circled in red. Below the title bar, there are input fields for 'Permit Number:', 'Permit Type:', and 'Project Name:'. The 'Permit Type:' field is a dropdown menu with '--Select--' as the current selection.

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.

A detailed screenshot of the 'General Search' form. The 'Permit Number:' field contains the value 'V201300265' and is highlighted with a red box. The 'Permit Type:' dropdown menu is set to '--Select--'. Below the permit number field, there are fields for 'Project Name:', 'Start Date:' (04/11/2003), and 'End Date:' (04/08/2015). Further down, there are fields for 'License Type:', 'State License Number:', 'First:', 'Last:', 'Name of Business:', and 'Business License #:'. At the bottom, there are fields for 'Street No.:', 'Direction:', 'Street Name:', 'Street Type:', 'Street Suffix:', 'Unit Type:', 'Unit No.:', 'Parcel No.:', 'Lot:', 'Subdivision:', 'City:', 'State:', and 'Zip:'. A 'Search Additional Criteria' link is located below these fields. The 'Search' button at the bottom left is highlighted with a red box.

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

A screenshot of a search form. At the top, there is a text input field labeled 'State License Number:'. Below it is a text input field labeled 'Name of Business:'. A large white loading spinner with the text 'Please wait...' is centered over the form. Below the spinner, there are several input fields and dropdown menus: 'Street Name:', 'Street Type:', 'Street Suffix:', 'Parcel No.', 'Lot:', and 'Subdivision:'. Each field has a question mark icon to its left. The 'Street Type' and 'Subdivision' fields are dropdown menus with '--Select--' as the current selection.

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 screenshot of a search results page. At the top left is a 'Search' button. Below it, the text reads '1 Record results matching your search results'. Underneath is the instruction 'Click any of the results below to view more details.' Below that, it says 'Showing 1-1 of 1'. A table with one row of results is shown. A red dashed arrow points from the 'Permit Number' column to the value 'V201300265'. The table has the following columns: Date, Permit Number, Permit Type, Description, Project Name, Expiration Date, Status, and Action.

Date	Permit Number	Permit Type	Description	Project Name	Expiration Date	Status	Action
03/18/2013	V201300265	Complaints - Mobile Home				Closed	

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.

A screenshot of a detailed view page for permit V201300265. At the top, there is a browser compatibility warning: 'This Website is compatible with IE 6 to IE 10, Firefox 27 and Chrome 33. Please click the link below to view a possible compatibility solution for IE 11. [IE 11 Compatibility View Settings](#)'. Below the warning is a navigation menu with buttons for 'Home', 'Development Services', 'Public Records Request', 'Planning Services', and 'more'. A search bar is located below the navigation menu. The main content area is titled 'Permit V201300265: Complaints - Mobile Home'. There are three main sections: 'Work Location', 'Permit Details', and 'Project Description'. The 'Work Location' section shows the address: '10001 W Anywhere Dr, AzCity AZ 99999'. The 'Permit Details' section is currently empty. The 'Project Description' section shows: 'CONSTRUCTION WITHOUT A ZONING CLEARANCE/BUILDING PERMIT/DRAINAGE CLEARANCE(MOBILE HOME). JUNK, TRASH, DEBRIS'. The 'Owner' section shows: 'John Doe, 10001 W Anywhere Dr, AzCity AZ 99999'. At the bottom, there is a 'More Details' link.



CLICK ON A HELP LINK IF NEEDED

General Search General Search ▾

Permit Number:

Permit Type:

Project Name:

Start Date:  End Date: 

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.

Permit V201300265:
Complaints - Mobile Home

Work Location

10642 W SOUTHERN AVE
TOLLESON AZ 85353

Permit Details

Project Description:	Owner:
CONSTRUCTION WITHOUT A ZONING CLEARANCE/BUILDING PERMIT/DRAINAGE CLEARANCE(MOBILE HOME). JUNK, TRASH, DEBRIS	HIGGINS BETTY 10642 W SOUTHERN AVE TOLLESON AZ 85353

▶ **More Details**

▶ **Fees**

▼ **Inspections (Verify Required Drainage Inspection By Viewing Your Issues)**

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

Permit Details

Project Description:	Owner:
CONSTRUCTION WITHOUT A ZONING CLEARANCE/BUILDING PERMIT/DRAINAGE CLEARANCE(MOBILE HOME). JUNK, TRASH, DEBRIS	John Doe 10001 W Anywhere Dr AzCity AZ 99999

▼ **More Details**

- ▣ **Application Information Table**
- ▣ **Parcel Information**

▼ **Fees**

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

Permit Details

Project Description:
 CONSTRUCTION WITHOUT A ZONING;
 CLEARANCE/BUILDING PERMIT/DRAINAGE
 CLEARANCE(MOBILE HOME), JUNK, TRASH, DEBRIS

Owner:
 John Doe
 1001 W Anywhere Dr
 AzCity AZ 99999

More Details

Application Information Table

ZONING DISTRICT
 Zoning District: Rural 43 (R43) One Acre Per Dwelling Unit; Section 003, Article 003.2.; Use Regulations.

VIOLATION TYPE

Violation Type: Junk, Trash and Debris Abatement Ordinance No.11; Section 2.1.2.1-3

Violation Type: Unregistered Operable Vehicle(s) Chapter 11; General Regulations, Sec. 1107, Article 1107.9.3

Parcel Information

Parcel Number: 101-40-0110
 Parcel Area: 0

Legal Description:
 S34 SEC20 T1N R1E

Fees

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

Upcoming

[Schedule or Request an Inspection](#)

*You have not added any inspections.
 Click the link above to schedule or request one.*

Completed (1)

Valid - 1

Valid 4002 Verification Inspection (3400957)
 Result by: C on 03/27/2013 at 1:02 PM

[View Details](#)

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.

4002 Verification Inspection (3400957, Optional)
 1042 W SOUTHERN AVE
 TOLLESON AZ 85003

Status

Valid
 3/27/2013 1:02 PM

Last updated
 William Hoffman
 3/27/2013 1:03 PM

[View Status History](#)

[View Result Comments](#)

Details

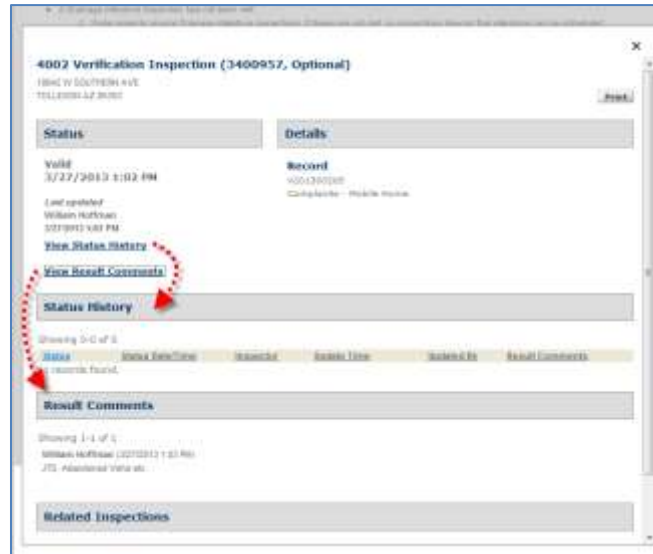
Record
 V01300208
 Complaints - Mobile Home

Status History

Showing 0-0 of 0

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**

Processing Status

You will be contacted by Quality Control via email or phone when your permit is ready to be picked up. Please do not come to the office before receiving this notification, as your permit will not be ready.

To check the progress of your permit, click on the arrows next to the green check marks or hour glass symbols to open each step. You will then see the progress of that step.

- For a more detailed comment, click on the + sign under each arrow.
- Please note that the green check mark indicates the step has been completed, not necessarily Approved.
- The hour glass indicates the review has not yet been completed.
- Once all steps are complete, you will be contacted by Quality Control by email or phone with either comments or notification that your permit is approved and ready to pick up, or if an online permit, ready to retrieve from ProjectDox.
- Do not come to the office before receiving this notification, as your permit will not be ready.

✓▶	Front Counter Acceptance
✓▶	Initial Fees Payment
✓▼	Intake and Routing <ul style="list-style-type: none"> ☑ Marked as Fast Track Routed on 11/20/2014 by William Hoffman Comment: BLDG, ZON, ADD, QC, DRN, FCD, ES
✓▼	MCDOT Review <ul style="list-style-type: none"> ☑ Marked as Approved on 11/20/2014 by William Hoffman Comment: FAST TRACK. PACKET STAMPED RECEIVED 11/20/14.
⌚	Building Plan Review
⌚	Zoning Review
✓▶	Environmental Services Review
✓▶	Drainage Review
✓▶	Flood Control Review
	Quality Control
	Collections
	Permit Issuance

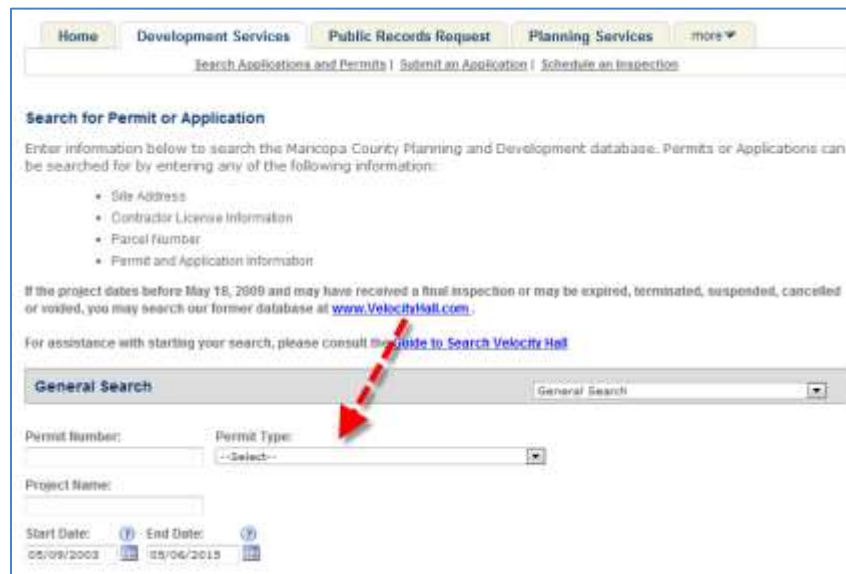
START A NEW SEARCH

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.

The screenshot shows the 'General Search' form with the following fields and options:

- Permit Number:** [Text Input]
- Project Name:** [Text Input]
- Start Date:** 07/02/2003 [Calendar Icon]
- End Date:** 06/29/2011 [Calendar Icon]
- License Type:** --Select-- [Dropdown]
- State License #:** [Text Input]
- First:** [Text Input]
- Last:** [Text Input]
- Business License #:** [Text Input]
- Street No.:** [Text Input]
- Direction:** --Select-- [Dropdown]
- Unit Type:** [Dropdown]
- Unit No.:** [Text Input]
- Permit Type:** --Select-- [Dropdown Menu Open]
 - Commercial Production
 - Commercial Signs
 - Complaints - Agricultural Compliance
 - Complaints - Animals
 - Complaints - Business in Residential Area
 - Complaints - Dilapidated Building
 - Complaints - Drainage Inquiry
 - Complaints - Expired Temporary Use
 - Complaints - Illegal Dumping
 - Complaints - Junk, Trash, Debris
 - Complaints - Lighting Violation
 - Complaints - Mobile Home
 - Complaints - Multiple Dwellings
 - Complaints - No Permit Clearance
 - Complaints - Other
 - Complaints - Setbacks
 - Complaints - Signs
 - Complaints - Subdivision
 - Complaints - Underage Occupant
 - Complaints - Unfenced Pool
 - Complaints - Vehicle Abatement
 - Complaints - Weed Abatement
 - Compliance Inspection - Code Compliance
 - Compliance Inspection - Drainage Final Inspection
 - Compliance Inspection - Final Inspection
 - Compliance Inspection - Fire Damage
 - Compliance Inspection - Group Home
 - Compliance Inspection - Move On Structure
 - Expedited Accessory
 - Expedited Electrical
- Street Suffix:** --Select-- [Dropdown]

A red arrow points to the 'Complaints' options in the Permit Type dropdown menu.

SEARCH BY PROPERTY LOCATION

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

The screenshot shows the 'General Search' form with the following fields filled out:

- Street No.:** [Text Input]
- Direction:** E [Dropdown]
- Street Name:** pecos [Text Input]
- Street Type:** Rd [Dropdown]
- Street Suffix:** --Select-- [Dropdown]
- Unit Type:** --Select-- [Dropdown]
- Unit No.:** [Text Input]
- Parcel No.:** [Text Input]
- Lot:** [Text Input]
- Subdivision:** --Select-- [Dropdown]
- City:** [Text Input]
- State:** --Select-- [Dropdown]
- Zip:** [Text Input]

Below the address fields, there is a link for [Search Additional Criteria](#) and a **Search** button.