



# Code Enforcement & Complaint Procedure

Steps

## Neighbor Resolution

It is the preference of the City, that staff does not get involved in neighbor disputes if a compromise can occur between the involved parties.

If a complaint can not be resolved between neighbors, the City of Clyde Hill has a Complaint Form that may be submitted to the City Clerk.

## Complaint Received

A complaint is received by any resident of Clyde Hill and a case is opened.

Sources of complaints may include:

- Email
- Phone
- In person/Walk-ins
- City Initiated

If the complaint pertains to another agency, it is referred and then closed; Criminal complaints are referred to Clyde Hill PD.

## Investigation

The Code Enforcement Officer conducts an investigation, which may include:

- Conducting research
- Contacting involved parties
- Sending correspondence
- Inspecting sites
- Making determinations

## Enforcement

Enforcement steps may include:

- Written warnings
- Violation notices and applicable fees
- Ordering unsafe buildings or sites to be closed or vacated
- Enforcement of permits

## Hearing

In rare cases, parties may appeal enforcement actions to the Mayor, City Council, City Administrator, or Public Works Director, who decides and publishes a decision.

The process includes:

- Case preparation
- Correspondence
- Scheduling and holding a hearing
- Issuing final notices

After a Hearing, a case may transfer back to Enforcement.

Potential Outcomes

No need for City involvement

Complaint referred to another agency

Complaint determined to be unfounded

Issue abated/code enforced

Closed

Time Estimates

After receiving a complaint, it will be assigned to an employee for review within **3 business days**.

The City typically responds with an initial determination within **10 days**.

The process typically takes up to **60 days** if enforcement is required.

The process could take up to **6 months** if the complainant decides to appeal.