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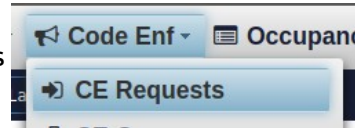
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Responding to code enforcement requests

A code enforcement request is attached to a specific property and contains a description of what the complainant believes is a code enforcement issue. Follow these steps to process a code enforcement request:

1. Open the code enforcement request management page by clicking "Manage requests" on the dashboard

or using the navigation bar: Code Enf >> CE Requests



2. On the request management page, use the pre-built query selector to locate requests that need to be

processed by a code officer:

Choose a pre-built query
Needs review by officer [v] [perform selected query]
Query description:
Code enforcement action requests that have not been reviewed

and click "perform selected

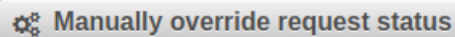
query"

3. All unprocessed requests are now listed in the Results section. An unprocessed request is initially assigned the status named: "Submitted; Awaiting review". For each request in the result list with this status, complete the following steps:
4. Review the unprocessed request by clicking the manage button on the appropriate results row:

ID	Issue Type	Address	Status	Age	
1051	Unightly material stor age	200 ROYAL OAK AVE	Submitted; awaiting review	20	manage
1052	Tall grass or excessive weeds	1000 GILCHREST DR	Submitted; awaiting review	20	manage

5. You'll now see that request ID 1051 is now displayed in the right side of the requests management screen. The graphic on the following page details the actions available in the request management pane (the right column):
6. After adjusting the request as needed (i.e. changing the property or requestor), use the available actions to assign the request to a new status based on your review of the requests details. After the request has been routed with the available action buttons, no more changes can be made to the request.
7. If you made an error in assigning the request using Available actions, you can use the button at the very

bottom of the right column called



to change the status back to

"Submitted; Awaiting review" and start the process over again.

Code enforcement request management detail

Code enforcement request

Unightly material storage (id: 1051)
200 ROYAL OAK AVE , COG Land

Status:
Submitted; awaiting review

Available actions:

- Open new code enf case at this property
- Attach to existing code enf case
- No violation found on site
- Invalid request

Print request

Attach internal note

Date Submitted
Fri 17 May 2019, 00:00

ID
1051

Issue Type
Unightly material storage

Attached to CE case?

Address
200 ROYAL OAK AVE
COG Land

change request property

Public access reference num
945755

Human safety issue?
false

Allow access using ref num?

Requestor ID:178 (System user):
EricDarsow
2209 S Braddock Ave
Pittsburgh, PA15218

Contact:
Phone (cell): 4129239907
Phone (work): 2333333333Phone (home): 4128943020
Email: ericdarsow@gmail.com

change requestor Person

Request description:
test

Photos on request: 0 view photos

Officer-only notes: new note

System internal only: new note

Public notes: new note

Available action buttons: used to route the selected request based on your judgment as a code officer. If the request is legitimate and no existing code enforcement case exists on the property in question, the appropriate action will be to "Open a new code enf case at this property"

Attach to existing case: Click this button to see a list of all open cases on the property selected for this request. If the issue described in the request has already been assigned to a code enforcement case, you can attach this request to an existing case, concluding the processing of this request.

Actions: No violation found and invalid request: These two options apply to requests that are either invalid (i.e. do not describe a code enforcement issue or are incomplete) or after inspection, no issue was found. Clicking on each will ask you to input a reason for selecting this option. After doing so, processing the request is complete.

Change request property: If the request was attached to an incorrect property, you can search for and select a new property here.
NOTE: You must change the request property BEFORE routing the request with the "available actions" buttons above.

Change requestor: If you wish to change the Person assigned as the requestor of this code enforcement action, this button will bring up a search box to locate a new Person in the database.

Request Description: This area contains the description of the code enforcement request. Reviewing these details is the most important part of processing a code enforcement request.

NOTES: These three sections allow you to view or add notes that are visible to officers, all logged in users, and the public respectively.