

## Summary of Customer Assistance Team Cases

| Address                 | Case Summary   | Expected Outcome  | Resolution   |
|-------------------------|--|---|--|
| SE Harold St.           | Open Housing case for derelict property and Code Compliance case for addition of a second story without permit.  | Establish clear communication between Housing, Combination Inspections and Code Compliance. Review open violation cases. Provide clear direction to the property owner for resolving the violation cases.   | Housing case should have been closed when Code Compliance case opened. Closed Housing case and reduced lien from \$4,456.79 to \$2,613.38. Letter to property owner providing clear direction for closing Code Compliance case. Owner is proceeding toward final inspection on the addition.                               |
| SE 56 <sup>th</sup> Ave | Open Housing case on property. Owner was proceeding with correcting violations. Combination Inspections issued stop work order during routine inspections for creation of an illegal triplex.                        | Establish clear communication between Housing and Combination Inspections on status of Housing case and permit inspections. Establish how to lift stop work order so owner can proceed with corrections. Confirm legal use of property.               | Property established as legal duplex after property owner supplied plan for art studio. Stop work order lifted. Final electrical and plumbing inspections were approved by Combination Inspections. Housing inspector did final inspection and closed the Housing case.  |
| SW Capitol Hwy          | Purchased property with open Housing, Dangerous Building and Code Compliance cases. Work without permits done by previous owner.   | Establish clear communication between Housing, Code Compliance and Commercial Inspections. Provide status on each open case. Identify and give clear direction to property owner on requirements for legalizing property and closing violation cases. | Letter to property owner summarizing violation cases, how to resolve them and identifying point of contact. Housing and Dangerous Building cases closed quickly. Change of Occupancy near approval to resolve Code Compliance case.  |
| N Willamette Blvd.      | Contractor performed work without permit in the early 1990's. Needed to legalize addition of dormer windows and front porch deck under permit to close Code Compliance case.   | Provide clear direction to the property owner about inspector's requirements for inspecting work without permit and how to resolve the violations and get case closed.  | Established a point of contact for the property owner to review inspection requirements and violations with. Letter to owner outlining how to resolve the violation case.  |
| SW View Point Terrace   | Construction plans did not match what was constructed at the site, so the Combination Inspector could not approve foundation inspection. Customer needed assistance with moving forward with the project.            | Establish clear communication between Plan Review and Combination Inspections. Compare approved plans with work at the site. Provide clear direction to the property owner and contractor for moving forward.   | Approved plans showed foundation wall missing at the site. Available options included: constructing to match the plans or meeting with Senior Plan Reviewer at BDS to get revised plans approved and request final foundation inspection. Contractor met with reviewer and revised plans were approved.                    |
| SE Division St.         | Purchased property with pre-existing code violations for remodeling without permits. Owner purchased permits, but requirements for getting approval on illegal work were unclear.                                    | Identify options for the property owner to legalize the remodeling according to his goals for the property. Provide the owner with clear direction on how to obtain permits, approvals and get the Housing case closed.                               | Renovation waiver of enforcement fees in place until May 2003. Letter to owner outlining options for legalizing work and getting permit approval. Established point of contact for the property owner to work with on obtaining permits and approvals.   |
| SW Woods St.            | Converted SFR to a duplex in 1992, but was unaware she didn't have a final inspection approval. Was cited for building a deck without permits and illegal duplex since a zoning change prevented multi-family there. | Establish clear communication between Combination, Zoning and Code Compliance. Provide clear direction to property owner on how to resolve work without permit issues and avoid enforcement penalties.  | Zoning approved duplex use since there was an active construction permit in 1992. Combination can do a final inspection on the 1992 permit for the conversion. Zoning provided options for legalizing the deck without design review. Letter to property owner outlining options for resolving work without permit issues. |