Questions & Answers

Can I file an anonymous complaint?
Yes, although we will not have a way to follow-up with you on the status or if we have questions.

Where/how do I obtain information about the status or resolution of a complaint?
Call the Code Enforcement main telephone number: 360.753.8487, Monday through Friday, 8am to 5pm.

What if a property owner refuses to take care of a violation?
If a property owner fails to comply after two written notices, they may be fined civilly. Civil fines are non-criminal and are appealable to the Municipal Court. If an owner continues to refuse to comply, the City may seek a warrant from County Superior Court to enter the property and abate the nuisance at the owner’s expense.

How many pets and what types are allowed at residences?
Per OMC 18.04.060.C: No more than a total of three traditional pets, such as dogs and cats, as well as potbelly pigs, four months of age or older, shall be permitted per dwelling unit. Song birds or other traditional pet birds (e.g., parrots) are permitted. The keeping of racing and performing pigeons is permitted as a conditional use. (Traditional pets are defined as a species of animals which can be housebroken, or walked on a leash, or are frequently, but not necessarily, housed within a residence and are neither obnoxious nor a public safety or health threat.) Some other animals are allowed in certain circumstances. Refer to OMC 18.04.060.C.3.

What about chickens?
Per OMC 18.04.060.C.2.a: Lots one acre or less are allowed up to five ducks or female chickens (no roosters allowed). Lots greater than one acre are allowed one additional duck or female chicken for every additional one thousand square feet of lot area beyond one acre, up to ten ducks or female chickens. Refer to the Municipal Code for requirements.

Does the City regulate the height of grass and weeds on private property?
Only if the grass, weeds, or growth encroach on sidewalks or other public rights-of-way, or if the grass or weeds are a fire hazard as determined by the Fire Marshall.

Contact Us

Questions?
Phone: 360.753.8487
Email: cpdce@ci.olympia.wa.us
Mail: City of Olympia Code Enforcement
Community Planning & Development
Olympia City Hall
PO Box 1967
Olympia WA  98507-1967

Our office is located in the Community Planning and Development Department at Olympia City Hall, 601 4th Avenue E, 2nd floor.

You may download a code enforcement complaint form from the City’s website at: olympiawa.gov/cpdce

Brochure produced in cooperation with the Olympia Coalition of Neighborhood Associations.

The City is committed to the non-discriminatory treatment of all persons in the employment and the delivery of services and resources. 2013 CS

City of Olympia | Capital of Washington State
Inadequate property maintenance including broken windows and fences that are falling down.

Garbage - trash, junk, appliances, etc. on private property.

Graffiti on private property.

Inoperable or unlicensed vehicle on private property for more than thirty (30) days.

Vehicles abandoned on the street.

Encroachments into the public right-of-way that create a pedestrian or vehicle hazard, including (but not limited to) vegetation, structures, household goods or equipment (including basketball goals).

Non permitted use, such as doing construction (residential or commercial) without obtaining a building permit.

Pets - having more than three per household (includes dogs, and cats).

Signs in or over the right-of-way, excluding political signs.

Structure that is substandard, dangerous or abandoned.

Excessive noise from a business or operation of machinery.

Street camping. Recreational vehicles cannot be used as a dwelling whether on a street or on private property.

### How to File a Complaint

- Call 360.753.8487, and leave a message, or
- Send an email to cpdce@ci.olympia.wa.us, or
- Download a complaint form at olympiawa.gov/cpdce

Please provide your contact information if you would like us to keep you informed until the issue is resolved.

### Our Response

We make every effort to inspect within 48 hours (week days).

1. **Written Courtesy Notice.** If an ordinance or regulation is violated, we will send a Courtesy Notice to the property owner or tenant indicating the violation(s). The notice requests that the violation(s) be corrected within 14 days. We will also notify the person making the complaint that a violation occurred (if we have contact information).

2. **Notice of Violation Letter.** After 14 days, we re-inspect. If the violation still exists, we send a formal Notice of Violation letter by certified mail to the property owner. The letter indicates that the violation(s) is to be corrected within 14 days. This letter also outlines the penalties for violation, and we post the letter on the property.

3. **Civil Infraction.** If the violations are still not corrected, we may issue a Civil Infraction. The Civil Infraction may be issued to the property owner or to the tenant/occupant, or both.
   - First offenses are a Class III Infraction; $50 fine
   - Subsequent violations are Class II Infraction; $125 fine
   - Class I Infraction; $250 fine

4. **Closure.** Once the case is closed, we notify the person who made the complaint if we have contact information.

### Repeat Violators

Code violations that occur more than three times in a two year period face higher penalties under the City’s repeat offender ordinance. Repeat offenders may include a property owner, tenant, hired contractor or property manager. An additional $250 will be assessed for each violation committed by a repeat offender. OMC 4.44.020 and OMC 4.50.060

### Neighborhood Resources

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<tr>
<td>- Criminal Act/Emergencies</td>
<td>911</td>
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<tr>
<td>- Non Emergency Dispatch</td>
<td>360.704.2740</td>
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<td>- Non Emergency General Questions</td>
<td>360.753.8300</td>
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<td>- Loud Parties/Noise</td>
<td>360.704.2740</td>
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<td>- Graffiti Hotline</td>
<td>360.570.3737</td>
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<td>Animal Services</td>
<td>360.352.2510</td>
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<td>- Barking dogs</td>
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<td>- Animals at large</td>
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<td>Fire Marshall</td>
<td>360.753.8348</td>
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<td>- Dry overgrown vegetation which presents a hazard</td>
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<td>Public Works</td>
<td>360.753.8588</td>
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<tr>
<td>- Trash and debris on City right-of-way</td>
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<tr>
<td>- Vegetation obstructing traffic signs</td>
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<td>- Traffic signs down (stop signs, etc)</td>
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<td>- Traffic lights out (note always treat as 4-way stop)</td>
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<tr>
<td>- Damaged sidewalks</td>
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<tr>
<td>Urban Forester</td>
<td>360.753.8314</td>
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<tr>
<td>- Hazardous trees on City property</td>
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<td>- Tree cutting permits</td>
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<tr>
<td>Thurston County</td>
<td>360.709.3083</td>
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<tr>
<td>- Code enforcement outside City limits, and in Olympia's urban growth area</td>
<td>360.709.3083</td>
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