



**City of Maupin**  
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**Community Development**  
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## Code Compliance FAQs and Resources

### What types of complaints are handled by Code Compliance?

Code Compliance receives/responds to complaints for potential code violations within the City of Maupin. Examples of common issues include:

- Junk (old machinery, old vehicle parts, old appliances, other accumulations of metal, glass, paper, wood, waste material, etc.)
- Noxious Vegetation (overgrown vegetation, fire hazards, weeds, etc.)
- Abandoned Vehicles (junk, inoperable, or unsightly and in view of public)
- Occupied Vehicles (car, truck, or RV camping in unpermitted areas)
- Zoning Violations (rental housing, business activities, accessory buildings, etc.)
- Prolonged and Excessive Noise

### Code Compliance ***DOES NOT*** have the authority to enforce:

- Complaints involving properties outside the City of Maupin (i.e. Wasco County jurisdiction)
- Criminal activity (if you believe an issue involves criminal and/or dangerous individuals/activities, call 911)
- Animal infestations or pests

### Where can I learn more about City of Maupin Code and Ordinances?

Many of Maupin's city documents, including ordinances, can be found on the City's website <https://cityofmaupin.org/documents/code-compliance>. All sections of the Municipal Code will soon be available online as well. Alternatively, those who are interested in accessing City ordinances may visit City Hall and request to view the documents during regular business hours. City staff are also available to answer specific questions over the phone.

### How can I file a complaint?

A **Code Compliance Complaint Form** can be obtained at City Hall or online at <https://cityofmaupin.org/documents/code-compliance>. It may be completed in-person at City Hall, over the phone with City staff, or sent via regular mail, email, or fax.

### Are complainants required to identify themselves?

Yes, however, it is City policy to keep complainant identities confidential whenever possible during the investigative process. These policies help ensure complaints are reliable and provide staff with a point of contact in case additional information is needed. Complainants may also choose to be kept informed of the enforcement investigation.

### What is the compliance process?

Compliance cases vary greatly, necessitating flexibility in how complaints are processed and prioritized, particularly when a significant threat to public health and safety exists. The following is a *general guideline*:

**Step 1:** Complaint received and prioritized

**Step 2:** Preliminary information gathered on property (zoning, permits, ownership, etc.)

**Step 3:** Investigation to verify violation and contact owner/occupant (if applicable)

**Step 4:** Notice of Violation sent to property owner/occupant with compliance and inspection dates

**Step 5:** Voluntary compliance is encouraged by providing opportunities to comply with little or no penalty. Compliance date extension(s) and appeal process available when applicable/appropriate.

**Step 6:** If voluntary compliance is not obtained, Final Notice of Violation sent

**Step 7:** If unresolved, City may correct violation (at owner's expense), and/or issue injunction, fine(s), or lien

### **What should I do if I am contacted by Code Compliance or receive a Notice of Violation?**

If you are contacted by Code Compliance regarding a violation or receive a Notice of Violation, you should promptly begin making efforts to abate (correct) the violation. ***Failure to correct the violation before the specified compliance date may result in civil penalties.*** If you would like to request a compliance date extension or appeal the Notice, contact City Hall as soon as possible to learn about your options.

### **What community resources are available if I'm under enforcement or have a neighbor that needs assistance?**

#### [Mid-Columbia Community Action Council](#)

(541-298-5131) Social services, including housing-related services, for low-income Oregonians.

#### [Mid-Columbia Housing Authority](#)

(541-296-5462) Housing assistance and repair services for homeowners, renters, and first-time buyers

#### [Six Rivers Dispute Resolution Center](#)

(541-386-1283) Neighbor-to-neighbor, tenant, and landlord conflict resolution services at low-cost

#### [The Dalles DHS Office for the Aging and People with Disabilities \(APD\)](#)

(541-298-4114) Social services for seniors and adults with disabilities

### **What resources are available to help me clean up my property?**

In addition to the resources listed below, the City of Maupin generally hosts two community clean-up events each year: one in the spring and one in the fall. Contact City Hall for more information.

#### [Tri-County Hazardous Waste and Recycling Program](#)

(541-506-2632) Hazardous waste and recycling services

#### [The Dalles Disposal/Transfer Station](#)

(541-298-5149) Residential and commercial waste removal and management services

#### [Wasco County Landfill](#)

(541-296-4082) Solid waste collection, transfer, and recycling services

### **Reduce, Reuse, Recycle, DONATE!**

Before you throw away your lightly used goods, consider donating! The following organizations accept vehicles, building materials, furniture, appliances, clothing, and more.

[Habitat for Humanity ReStore](#) (541-296-4486)

[Salvation Army](#) (541-296-3341)

[Goodwill](#) (541-769-0541)

[St. Vinnie's](#) (541-296-9566)