

PLANNING AND LAND SERVICES DEPARTMENT

FREQUENTLY ASKED QUESTIONS/ANSWERS
ABOUT CODE ENFORCEMENT

- Q. What is a Public Service Request (PSR)?**
- R. A PSR is a request, which can be filled out by anyone wishing to have the Planning and Land Services Department investigate what they believe to be a land use violation(s). Examples include, but are not limited to, Building without permits, illegal filling and grading, shorelines, illegal businesses, illegal occupancies, erecting signs without permits, building within required setback areas, wetlands violations, etc.**
- Q. Can I fill out a PSR anonymously?**
- R. Pierce County is generally not proactive in its approach to addressing violations. Therefore, anonymous complaints are not accepted.**
- Q. If I file a PSR, is my name kept confidential?**
- R. Enforcement staff will not provide the name of a complainant(s) and this information is considered 'confidential' during the course of our investigation. However, in the event the case goes to court, we cannot guarantee anonymity. The Prosecuting Attorney's Office may be compelled to release this information to the defendant's and/or their counsel or authorized agent during the disclosure period prior to trial.**
- Q. What happens now?**
- R. Your request will be entered into our Service Request System (SRS) which is a complaint/violation tracking system. Once it has entered, your request will be assigned a 'Request' number which will contain all of the information logged in your request. It will also be assigned a 'Problem' number(s), which is a breakdown of all of the elements contained in the 'Request.' You will receive in the mail, a letter for each county division or department to which your request has been forwarded.**

- Q. Will I be notified of any action(s) taken?**
- R. Not unless you request this information from the enforcement staff person assigned to investigate your case. The letter(s) you receive upon receipt of your PSR, will notify you who to contact with regard to any purported violations of Pierce County Code.**
- Q. Whom do I contact if I want to check the status of my request, find out if a PSR has already been filed, or add my name as a party of record to an existing case?**
- R. You may call the Administrative Aide in PALS Code Enforcement Division at (253) 798-7158.**
- Q. Can I file my request online?**
- R. Yes. By going to the PALS Website at: www.co.pierce.wa.us/pals. When you get the pop-up screen click on code enforcement.**