

Permitting System Help Guides

TOPIC: **Accela Citizen Access** (How to file an online Code Compliance complaint)

Accela Citizen Access (ACA) is the online tool that allows the public to check the status of permits, conduct research, and perform other tasks online, such as apply for permits; pay fees or schedule inspections (refer to specific business units for details).

Directions:

Step 1: To file a complaint, you may either register for an account or proceed directly to the application by selecting "Apply for a Record" in the PDS section.

<https://publicservices.sdcounty.ca.gov/citizenaccess/>

The screenshot shows the Accela Citizen Access Portal. At the top right, there are links for "Announcements", "Register for an Account", and "Login", along with a search bar. Below these are navigation tabs for "Home", "APCD", "AWM", "DEH", "DPW", and "PDS".

The main content area is titled "Welcome to the County of San Diego's online Citizen Access Portal". It lists four key features:

1. Research public information.
2. Submit an application (some departments require registration and login to submit an application).
3. View and track the status of your application.
4. Make secure online payments.

 A note states: "Some services will require you to register for an account."

Below this is a section "What would you like to do today?" with the instruction: "To get started, select one of the services listed below:". This section contains a grid of service links:

- General Information:** [Lookup Property Information](#)
- APCD:** [Apply for an Air Quality Permit](#), [Search APCD Records](#), [Apply for an Air Quality Grant](#)
- DEH:** [Create an Application](#), [Search Applications](#)
- AWM:** [Search Applications](#)
- DPW:** [Apply for Record: \(Recycling Permits, Stormwater Complaints\)](#), [Search Records](#)
- PDS:** [Apply for a Record](#) (highlighted with a red box), [Search Records](#)

On the right side, there is a "Login" form with fields for "User Name or E-mail:" and "Password:", a "Login »" button, and a checkbox for "Remember me on this computer". Below the checkbox is a link: "I've forgotten my password" and a red-bordered button: "New Users: Register for an Account".

At the bottom right, there is a section titled "Land Use and Environment Group Departments:" listing:

- APCD - Air Pollution Control District
- AWM - Agriculture Weights and Measures
- DEH - Department of Environmental Health
- DPW - Department of Public Works
- PDS - Planning & Development Services

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Step 2: Read and accept the terms and general disclaimer, by clicking the checkbox and clicking “Continue Application”.

Code enforcement complaints can be submitted online using this system.

For assistance or to apply for a record type not listed above please contact us at (800) 411-0017 or (858) 694-2960.

General Disclaimer

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I have read and accepted the above terms.

Continue Application »

Step 3: Select the “Enforcement” record type from the drop down menu and select “Continue Application”.

Select a Record Type

Choose one of the following available record types.

To apply for a **Building Permit** for any of the following types of work choose the **Building** category from the drop-down list below.

- > Residential glazing (window) replacement with no net area change
- > Residential roof-mounted solar PV
 - Combo permit with electrical service upgrade for main panel now available **NEW!**
- > Residential water heater replacement
- > Residential gas line repair
- > Residential water sprinklers
- > Residential HVAC/furnace/ducts replacement **NEW!**
- > Residential electric heat pump or AC repair or replacement
- > Residential electrical service upgrade for existing main panel (max 400A) **NEW!**

Please see the [Help Guide on How to Apply for a Building Permit Online](#) if you need assistance.

If you are applying for a Solar Permit please review the [Guidance Document](#).

To file a **Code Enforcement Complaint** choose the **Enforcement** category from the drop-down list below.

For assistance or to apply for a record type not listed above please contact us at (800) 411-0017 or (858) 694-2960.

--Select a Category--

Continue Application »

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Step 4: Enter both the street number and name under the *Address* section or enter the Assessor Parcel Number (APN) in the *Parcel* section and click *Search*. If there is more than one matching address or APN you will select the correct one otherwise the information will auto-populate the click “Continue Application”.

Step 1 : Enter Address or Parcel > Enter Address or Parcel

In the Address section enter as much of the address as you know or enter the Assessor Parcel Number (APN) in the Parcel section and click the **Search** button.

Please note the address and APN entered should reflect the property in question for this complaint.

*indicates a required field.

Address

Use map to select work location: 

Street #: **Street Name:** **Street Type:** ▼

Parcel

Use map to select work location: 

*** Parcel Number:** **Domain:**

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Step 5:

- A. Click the "Add New" button.
- B. Enter your contact information then click "Continue"
- C. "Continue Application" to proceed to next page

Step 2 : Contact Information > Complainant
Please enter the contact information of the person filing the complaint to proceed with the complaint.

Complainant

Complete all required fields.

A

Contact Information **B**

* First Name: * Last Name:

Organization Name:

* Address:

* City: * State: * Zip:

* Primary Phone: E-mail:

[Discard Changes](#)

Step 2 : Contact Information > Complainant
Please enter the contact information of the person filing the complaint. This information is kept anonymous, however it is required to proceed with the complaint.

* indicates a required field.

Complainant

Complete all required fields.

✔ **Contact added successfully.**

Test Test
Home phone:999-999-9999
Mobile Phone:
Work Phone:
Fax:
[Edit](#) [Remove](#)

C

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Step 6: If available, enter the tenant or business owner’s information for the property in question. Please note this is not a required section.

- A. Click the “Add New” button.
- B. Enter your contact information then click “Continue”
- C. “Continue Application” to proceed to next page

Step 3 : Additional Contacts > Enter Additional Contacts
 Enter any additional contact information associated with the complaint, such as the tenant or business owner of the property in question.

Tenant

Complete all required fields.

Add New
Look Up

Business Owner

Complete all required fields.

Add New
Look Up

Continue Application »

Contact Information

First Name: Last Name:

Organization Name:

Address:

City: State: Zip:

Primary Phone: E-mail:

Continue
Clear
Discard Changes

Step 7: Enter the complaint information under the “Specific Issue” section. Please provide as much information about the alleged violation, as possible. You may include information such as, but not limited to, location on the property (front, rear, etc.), type of structure or business, amount of waste, license plate number# of abandoned vehicles, etc. Personal information should not be entered in this section.

PDS Enforcement Complaint

1 Enter Address or Parcel
2 Contact Information
3 Additional Contacts
4 Complaint Information
5 Review
6 Application Acceptance

Step 4 : Complaint Information > Describe Complaint
 Enter complaint information including work that was done without a permit, please be as specific as possible. * indicates a required field.

ASI

COMPLAINT INFORMATION

Specific Issue: *

spell check

Continue Application »

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Step 8: Review all information. Click “Edit” if you need to change any information. When complete click “Continue Application” to submit your complaint application.

Step 5 : Review

Please review all information below. Click the "Edit" buttons to make changes to sections or click the "Continue Application" button to submit the application.

Record Type	Edit
PDS Enforcement Complaint	
Address	Edit
388 ALVARADO ST	
Parcel	Edit
Parcel Number: 103-233-30-00 Animal Regulations: S Building Type: S Density: SEE OR Floor Area Ratio: SEE OR Height: S Lot Coverage: SEE Lot Size: SEE OR Maximum Floor Area: SEE OR Open Space: S Setback: S Special Area Regulations: C,SEE ORDINANCE Use Regulation: V3 Domain: CN	
Complainant	Edit
Test Only Primary Phone: 760-999-9999 Test Test, CA, 92069	

Step 9: Your complaint has now been submitted to Code Compliance Division. Staff will contact you if additional information is needed. Your complaint will be assigned to a Code Compliance Officer for investigation. Please save your Record ID or print the confirmation page. To check the status of your complaint, please contact PDS Code Compliance at: 858- 694-2705.

More Information:

For information directions on how to look up information specific to your record, including viewing conditions of approval, record specific information, contact information, paid and unpaid fees, scheduled inspections and inspection history, project workflow, documents attached to the record, related records, job valuation, and trust account information please see the Accela Citizen Access how to check the status of your record guide.