



Filing Building-Related Complaints

ABOUT THE SERVICE

The City Engineer's Office (CEO) / Office of the Building Official acts on citizens' complaints about violations in building construction and other building related concerns. Action may be taken on buildings and other structures which have already been completed or are still undergoing construction.

Department / Office:		CITY ENGINEER'S OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2B - Government to Businesses		
Who may avail		Any citizen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Letter Documenting or Stating the Complaint • Location / Vicinity Map 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File Complaint Submit letter of complaint to the Office of the Building Official.	The letter complaint is forwarded to the Building Official for notation then forwarded to the Chief Enforcer for appropriate action.		A maximum of 15 minutes	CEO Receiving Staff
	2. Schedule of Inspection. Staff schedules inspection in the afternoon of the day the report is received. CEO Inspector inspects the reported building or structure subject of the complaint and checks if there is a violation of the Building Code.		1/2 day The day after the inspection	ENGR. ELMER T. ALBO Engineer III (CE) ENGR. GREGORY D. MORENO Engineer III (EE) ENGR. NELSON B. PRILLES Engineer III (ME)
	3. Issuance of Notice ➤ If there are violations, CEO issues to the owner of the building / structure a Notice of Illegal Construction or Notice of Violation. ➤ The notice is delivered to the owner. ➤ If the owner is not available or does not want to receive		10 minutes	ARCH. JOHN DARYL M. MARTINEZ Architect I



	the notice, the same will be sent by registered mail.			
	4. The Building Official may set/ conduct hearings with both parties		1 hour	ENGR. ALEXANDER N. CANING CGDH I / Acting Building Official
	5. Endorsement to City Legal Office If after 3 notices, the violator still has not conformed to the provisions of the Building Code, the case is endorsed to the City Legal Office for proper legal action.		10 minutes	ENGR. ALEXANDER N. CANING CGDH I / Acting Building Official
TOTAL		P	5 hours and 35 minutes	

CITY ENGINEER'S OFFICE

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For more information, please contact:

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