



Bernalillo County – Code Enforcement

Accela Citizen Access Online Complaint Submittal Help Guide

TOPIC: Online Complaint Submittal (How to file online complaint via the new Accela Citizen Access Online Complaint)

The County of Bernalillo Code Enforcement has implemented a new online complaint submittal for filing Code Enforcement complaints in the unincorporated area of the County. We encourage you to use the online complaint system to manage your Code Enforcement complaints. You can use the system 24 hours a day, 7 days a week to file and check status of your complaints.

The phone numbers for the Code Enforcement Offices are as follows:

For Zoning Enforcement: 505-314-0378 or zoning@bernco.gov

For Building Enforcement: 505-314-0360 or leduarte@bernco.gov

For Health Protection Enforcement: 505-314-0310

You may also file a complaint at 111 Union Square St SE, Albuquerque NM 87102. Our office hours are 8:00am – 4:30pm, Monday through Friday except holidays.

More Information:

The Code Enforcement team provides services to residents in the unincorporated area of Bernalillo County which ensure safe, sustainable communities and preservation of our natural resources. We respond to requests from residents to investigate concerns and educate the public about County codes in order to gain voluntary compliance.

Code Enforcement investigates the following:

- Storage and/or dumping of solid waste
- Restaurant and Pool Sanitation
- Abandoned, inoperable and junk vehicles
- Constructions without building permits (including Electrical, Plumbing & Mechanical work)
- Businesses operating without a permit (Residential & Commercial)
- Storage of commercial vehicles on residential properties
- Excessive numbers of animal
- Open storage of trash, junk, inoperative vehicles and/or auto parts
- Noise
- Multiple dwellings on one lot
- Using trailers or RVs as residences
- Overgrown weeds
- Vector control



Bernalillo County – Code Enforcement

Directions:

Before filing an online complaint, you will need the following :

- a) The address or the assessor's parcel number of the property you wish to file a complaint.
- b) You will need to provide your name, address, and contact number for Health complaints. This information is optional for all other types.
- c) You will need to provide specific information about the alleged violation.

To use the Accela Citizen Access online complaint submittal, please log in to:

<http://epermits.bernco.gov/CitizenAccess/>

Below is a guideline on how to submit an online complaint. Accela Citizen Access will also guide you each step of the way.

- To file a complaint select 'Submit a Complaint' under Code Enforcement.

Home	Building	Planning	Zoning	Public Works	Health	Fire	more
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Welcome to the new Bernalillo County Accela Citizen Access Portal
 We are pleased to offer our citizens, businesses, and visitors access to county land, permit, inspection and code enforcement information for the unincorporated area of Bernalillo County online, 24 hours a day, 7 days a week.

In partnership with [Accela, Inc.](#), we are fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive. You can view information, get questions answered and have limited services as an anonymous user. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience. **Deployed October 21, 2013**

Bernalillo County Citizen Portal is compatible with IE 7 to IE 10, Chrome, Safari and Firefox. If you have IE 11 try running in Compatibility Mode if you have issues viewing pages.

What would you like to do today?
 To get started, select one of the Bernalillo County services listed below:

General Information Lookup Property Information	Building Search Applications
Planning Search Applications	Zoning Search Applications
Public Works Search Applications	Health Search Applications
Fire Search Applications	Code Enforcement Submit a Complaint Search Records

Record Number

Building
 BCBP Commercial Building
 BCPD Building Commercial
 BDMO Building Demo Per
 BFWP Building Fence/Wa
 BRBP Residential Building
 BRPP Building Residential
 BRSP Residential Building
 BBA Building Board of Ap
 BSGN Building Sign Permi
 HSTB Historical Building P
 ELCO Commercial Electric
 ELRE Residential Electric
 MGCO Commercial Mecha
 MGRE Residential Mecha
 PGCO Plumbing Commer
 PGHS Plumbing House Se
 PGRE Residential Plumbin
 PGSK Plumbing Sprinkler

Planning
 AXBC Annexation
 SC Major Subdivision
 SRP Minor Subdivision
 IMPW Impact Fee Waiver
 ZA Zoning Administrator
 ZBA County Board of Adju
 ZBL Out of County Busine
 ZCOA Appeal to the Coun
 ZCSU Special Use
 ZCZ Zone Change
 ZSDP Sector Development
 ZSNC Street Name Chang
 ZSPR Special Project Revi
 ZTC Ordinance Text Chan

Zoning



Bernalillo County – Code Enforcement

Read and accept the terms to continue to file a complaint by checking the box, then click 'Continue Complaint'.

General Disclaimer

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I have read and accepted the above terms.

[Continue Complaint »](#)

Choose 'Complaint' from the drop down list, then select type of complaint from list. Click on 'Continue Complaint'.

[Home](#) [Building](#) [Planning](#) [Zoning](#) [Public Works](#) [Code Enforcement](#) [more ▾](#)

[Submit a Complaint](#) | [Search Records](#)

Select a Record Type

Choose 'Complaint' from the following drop down list. For assistance please contact us at 505-314-0350, Monday through Friday from 8:00am to 4:30pm. (Closed Holidays)

Complaint ▾

- Complaint
- Building Complaint
- Electrical Complaint
- Health and Social Services Complaint
- Mechanical Complaint
- Plumbing Complaint
- Zoning Complaint

[Continue Complaint »](#)



Bernalillo County – Code Enforcement

Follow the steps provided in the online complaint form and select 'Continue Complaint' at the bottom of the page after each step. (Please note that fields with asterisk (*) are required fields)

STEP 1: Enter your contact information, and click 'Save Address'. Then click 'Continue Complaint' to proceed to next page.

****Note:** Contact information is **required** when submitting a Health Protection Complaint.**

Step 1 : Complainant Information > Complainant

* indicates a required field.

Complainant

Contact information is optional. However, if you are filing a complaint regarding a suspected illness at a restaurant or swimming pool, you must provide a name and phone number. Our Health Protection staff may need to contact you for more information.

First: Middle: Last:

Primary Phone:

E-mail:

To add a new contact address, click the Add Address link. To edit a contact address, click the Edit link.

Complainant Address

You may enter your mailing address below and click 'Save Address'. Click 'Continue Complaint' to move on.

Showing 0-0 of 0

Address	Action
No records found.	

▼ Add Address

Complainant Address

Mailing Address

City: State: ZIP Code:

←



Bernalillo County – Code Enforcement

STEP 2: You may enter the street number and street name under the “Address” section or the UPC number under the “Parcel” section, and then click ‘Search’. You will see that the system will auto populate the rest of the information. Select ‘Continue Complaint’ at the bottom of the page.

Step 2 : Complaint Location > Location Address
Enter Street No. and Street Name only then click the submit button to validate address. Only valid addresses will be accepted. Use Complaint Location Description area for specific details about the location of the complaint.

* indicates a required field.

Complaint Location

Use map to select work location:

* Street No.: 590 * Street Name: Foothill Street Type: Rd Street Suffix: SW
City: Albuquerque State: NM Zip: 87105-

Search Clear

Parcel

Use map to select work location:

* Parcel Number: 48027 UPC #: 101205708208230445

Lot: Block: Subdivision: --Select--

Legal Description: LT 4 PLAT OF LTS 1 THRU 4 LAND OF FRANK BACA (REPLAT OF TR 5 6-D-1 MAP 39) CONT 43,560 SQ FT M/L Parcel Area:

Zone Map Page: K-12 Zoning: --Select--

Search Clear

Result of the search: Parcel & UPC Number will auto populate

Complaint Location Description should be use for specific information about the location of the violation on the selected property. Select ‘Continue Complaint’ at the bottom of the page to continue.

Complaint Location Details

GENERAL INFORMATION

Complaint Location Description:

Continue Complaint »



Bernalillo County – Code Enforcement

STEP 3: Enter complaint information by clicking on 'Add a Row'. Choose type of violation from the drop down list. Use Violation Description box for detailed information about the violation. Then click submit. You may add as many violations as need by clicking 'Add a Row'. Click 'Continue Complaint' to move on.

Home Building Planning Zoning Public Works Code Enforcement more ▾

[Submit a Complaint](#) | [Search Records](#)

Zoning Complaint

1 [Complainant Information](#) 2 [Complaint Location](#) 3 **Complaint Information** 4 [Review](#) 5 [Submit Complaint](#)

Step 3: Complaint Information > Complaint Specifications

**Click [Add a Row](#) below to choose violation type. Use Violation Description field to enter specific information about the complaint/violation. You may add as many rows as needed.

* indicates a required field.

Complaint Violatons

VIOLATIONS

Showing 0-0 of 0

Violation	Violation Description
No records found.	

[Add a Row](#) ▾ [Edit Selected](#) [Delete Selected](#)

[Continue Complaint »](#)

Step 3: Complaint Information > Complaint Specifications

**Click [Add a Row](#) below to choose violation type. Use Violation Description field to enter specific information about the complaint/violation. You may add as many rows as needed.

* indicates a required field.

Complaint Violatons

VIOLATIONS

Showing 0-0 of 0

VIOLATIONS

Violation: --Select--

- Select--
- Accumulation and outgrowth of weeds
- Commercial Vehicle
- Excessive Animal
- Mobile Home without a permit
- Multiple Dwellings
- Open storage of appliances
- Open storage of inoperative vehicles or autoparts
- Open storage of trash, rubbish, and/or debris
- Operating a business without a license
- Operating a commercial business in an unapproved zone
- Operating a contractor yard without a license
- Other Violation
- Recreational vehicle as dwelling unit
- Set back violations
- Sign without a permit
- Special use permit not in compliance
- Use not in compliance
- ZA permit not in compliance

Violation Description:

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Bernalillo County – Code Enforcement

STEP 4: Review the information you entered. Click 'Edit' if you need to change any of the information entered. Click 'Continue Complaint' to submit the complaint.

Zoning Complaint

1 Complainant Information 2 Complaint Location 3 Complaint Information **4 Review** 5 Submit Complaint

Step 4: Review

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Complaint" to move on.

Complaint Type

Zoning Complaint

Complainant Edit

Test Only

Complaint Location Edit

590 Foothill Rd SW
Albuquerque NM 87105

Parcel Edit

Parcel Number: 48027
Legal Description: LT 4 PLAT OF LTS 1 THRU 4 LAND OF FRANK BACA (REPLAT OF TR 5 6-D-1 MAP 39) CONT 43,560 SQ FT M/L
UPC #: 101205708208230445
Zone Map Page: K-12

Complaint Location Details Edit

GENERAL INFORMATION Edit

Complaint Location Description:

Complaint Violatons Edit

VIOLATIONS

Violation	Violation Description
Open storage of trash, rubbish, and/or debis	Large pile of trash in back yard against fence in the southeast corner.

Continue Complaint » ←



Bernalillo County – Code Enforcement

STEP 5: Your complaint has now been submitted to the Code Enforcement Section. Staff will contact you if additional information is needed. Your complaint will be assigned to a Code Enforcement Officer for investigation.

[Home](#) [Building](#) [Planning](#) [Zoning](#) [Public Works](#) [Code Enforcement](#) [more ▾](#)

[Submit a Complaint](#) | [Search Records](#)

Zoning Complaint

1 Complainant Information → 2 Complaint Location → 3 Complaint Information → 4 Review → 5 **Submit Complaint**

Step 5: Submit Complaint

Your complaint has been successfully submitted.

Thank you for using our online services.

Your Record Number is ENFC2015-0862.

If you have provided a valid complaint location, your request will be processed and an inspection will be initiated. Please use the Record Number above to check the status of your complaint or to check results of inspections.

You can use Search Records to research other Enforcement cases for this agency

[View Record Details »](#)

Please save your Record ID or print the confirmation page. To check the status of your complaint, please contact complaint sections at:

Zoning Enforcement: 505-314-0378 or zoning@bernco.gov
Building Enforcement: 505-314-0360 or leduarte@bernco.gov
Health Protection Enforcement: 505-314-0310