How to submit a Request for Investigation on a potential Building or Zoning Code violation through SB Connect.
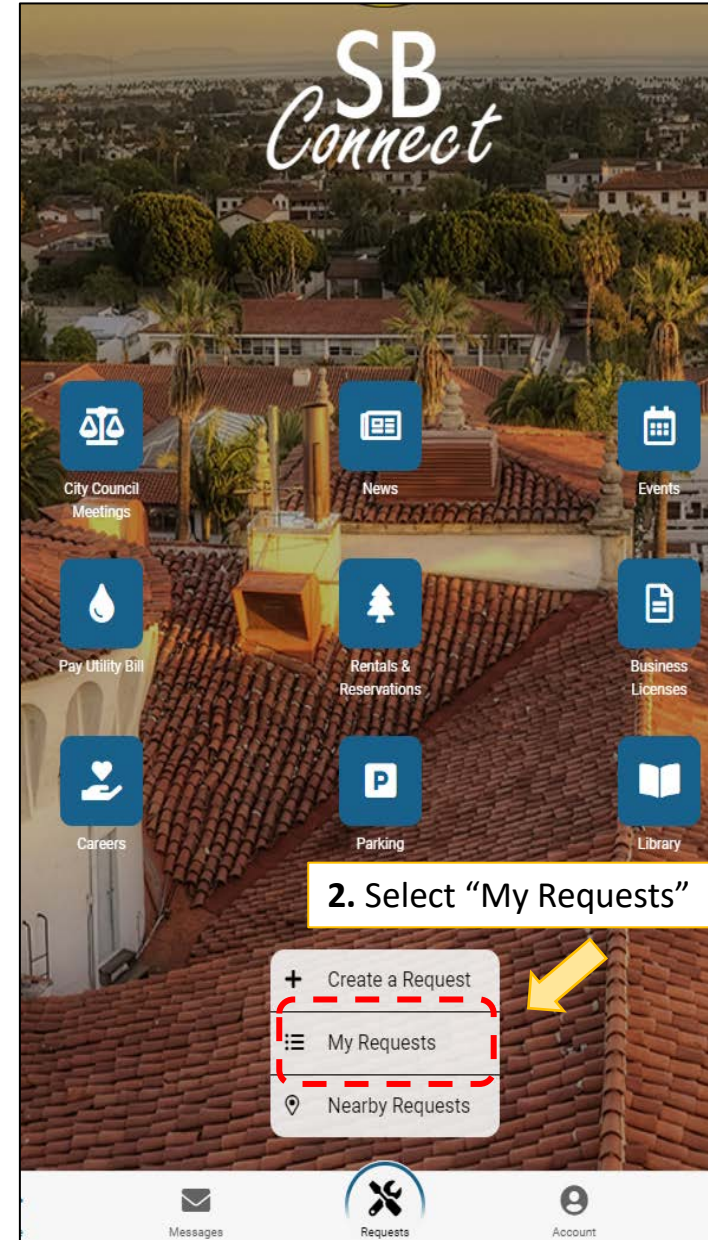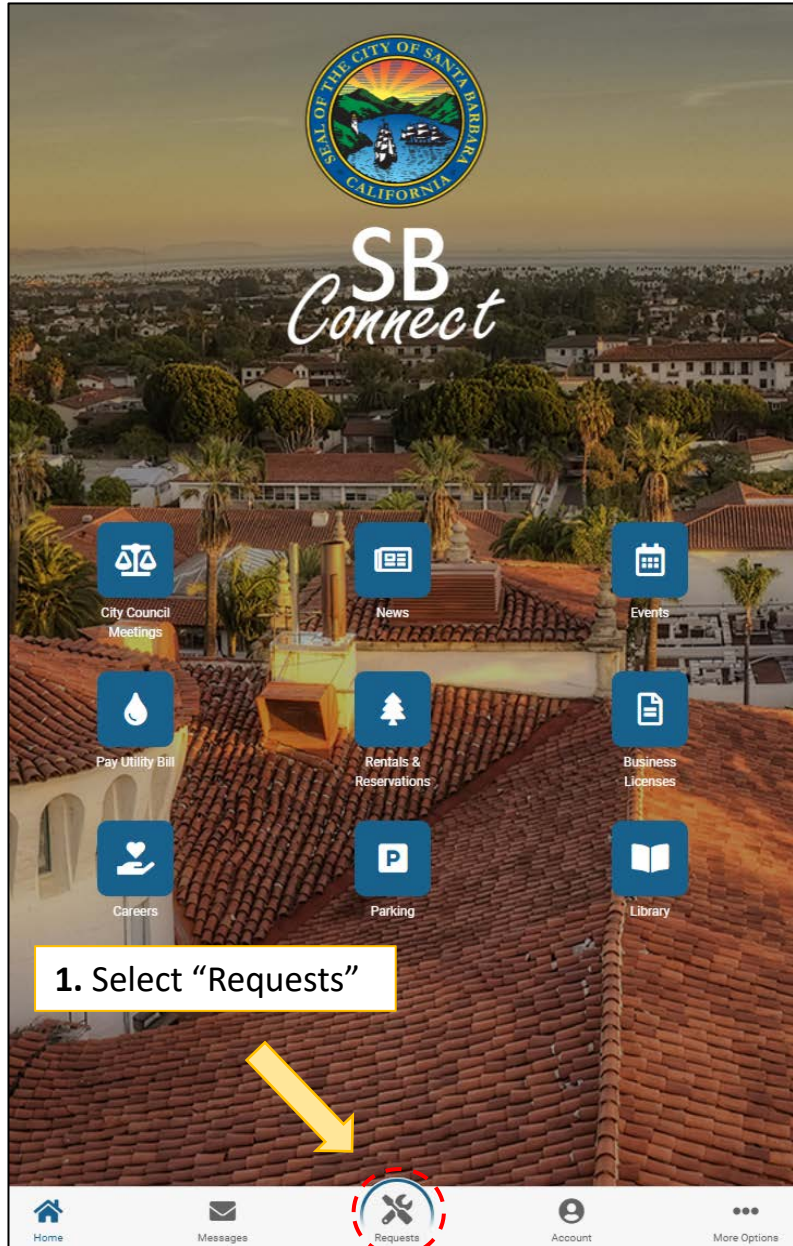

1. Select "Requests"

2. Select "My Requests"

+ Create a Request

≔ My Requests

◉ Nearby Requests

3. Login to your account; OR choose to create anonymously.

LOGIN

Email

example@example.com

Password

****

Log In

Create anonymously...

I forgot my password

Don't have an account? **Create One**

Note: Life safety issues will always be a priority, even for anonymous Requests for Investigation.
However, anonymous submissions that are not related to life safety, will receive a lower priority than those where an individual has identified themself.
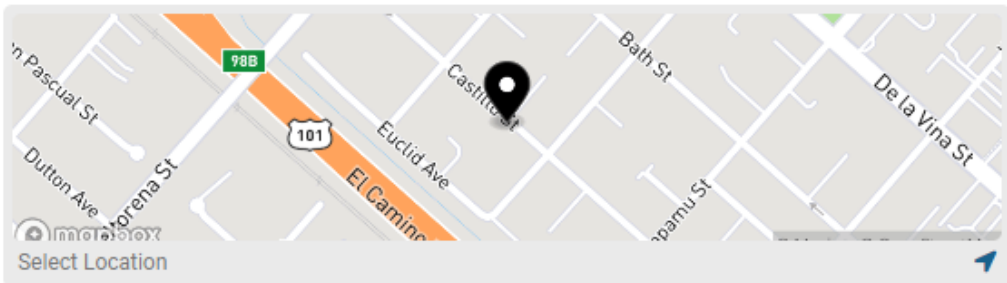
Service Requests

Submit a request

4. Click on "Select a Report Type"

① Select a Report Type: * ›

② Where is the request? *

Select Location

③ Tell us more details * ›

④ Add photos, videos, or audio

⑤ Privacy

☐ Keep this request private

Please note that all city communication is public information and will be made available upon request.

SUBMIT

Select a Report Type:

🔍 Search... (Enter a term like 'Pothole' or 'Graffiti')

Airport Maintenance/Repair ›

City Council Meeting Comments ›

Fire Prevention ›

Homeless Issues ›

5. Select "Report a Building or Zoning Code Violation".

Litter, Pollution, Illegal Dumping ›

Neighborhood Nuisances ›

Report a Building or Zoning Code Violation ›

Parks ›

Parking ›

Electric Vehicle Rebate Program ›

Bicycle Concern ›

Streets and Traffic ›
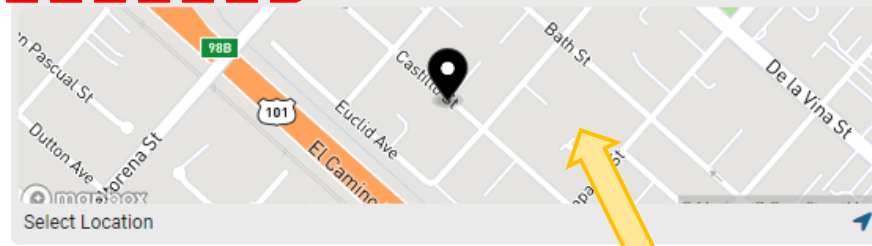
Water and Sewer ›

Other Comments or Requests ›

BACK

Service Requests

Submit a request

① Select a Report Type: *

Report a Building or Zoning Code Violation

② Where is the request? *

Select Location

③ Tell us more details *

④ Add photos, videos, or audio

⑤ Privacy

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6. What address?
Click anywhere on the map image: you'll have the opportunity to enter the address, *or* scroll on the map to find the location if the exact address is not known.

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Please create CRM account and provide your contact information to expedite resolving your request for investigation.

SUBMIT

Set Location

630 Garden St, Santa Barbara, CA, 93101

7a. **Provide the address**
If the address is known, enter it here in the top field and press the "Enter" key. A black "pin" will appear on the map (*it takes a moment*).

Click on "<Request" after the address is entered to move on to the next step.

If the address is <u>not</u> known, move on to step 7b.

Set Location

630 Garden St, Santa Barbara, CA, 93101

7b. If the address is <u>not</u> known
Depress and hold the left mouse button to move the map;
Use the "+" and "-" buttons to zoom in or out.
Clicking on an area will drop a black "pin" on that site and the address will then show in the top field (*it takes a moment*).

Click on "‹Request" after the address is entered to move on to the next step.
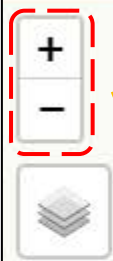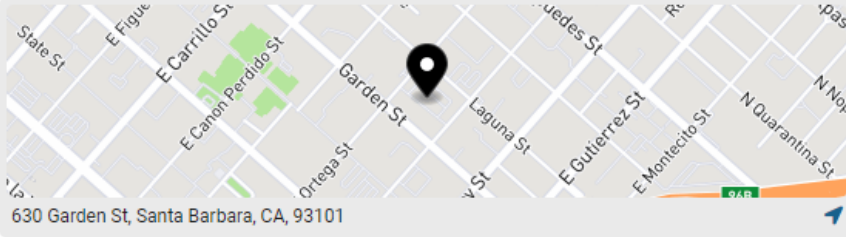
Service Requests

Submit a request

1 **Select a Report Type:** *

Report a Building or Zoning Code Violation

2 **Where is the request?** *

630 Garden St, Santa Barbara, CA, 93101

3 **Tell us more details** *

4 **Add photos, videos, or audio**

8. **Tell us more details**
Click on the "Tell us more details" line to move onto a description.

5 **Privacy**

☐ Keep this request private

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SUBMIT

9. Select a Violation Type
Upon selection ("Zoning" for example), a description of that violation type will be presented and a field to enter the complaint.

⊗ Type of Violation *

Select one...

| Select one... |
| Building Code Violation |
| Zoning Code Violation |
| Other Violation Types |

⊗

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DONE

✓ Type of Violation *

Zoning Code Violation

Code Compliance will investigate these types of zoning code issues:

Over-height or illegally placed fences, walls or hedges
Inoperable or abandoned vehicles on private property
Unpermitted uses, including illegal home occupations
Elimination/Obstruction of required parking
Storage of trash, debris, structures, boats, or vehicles in zoning setbacks or front yards
Illegal and unpermitted signs
Violations of Conditions of Development

10. Enter Description
Please be brief.
When the description is complete, click on "DONE".

✓ Complaint Description *

Example: Storage of miscellaneous, large items in the front yard.

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DONE

Service Requests
Submit a request

1 Select a Report Type: *

Report a Building or Zoning Code Violation

2 Where is the request? *

630 Garden St, Santa Barbara, CA, 93101
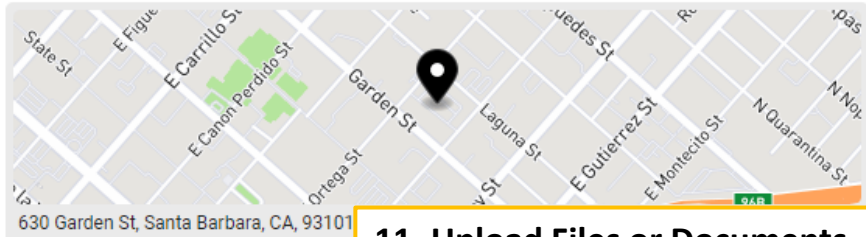
3 Tell us more details *

4 Add photos, videos, or audio
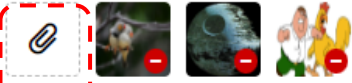
11. Upload Files or Documents
Click the paperclip symbol to attach files. Follow the instructions.
- Max Attachment size: 25mb
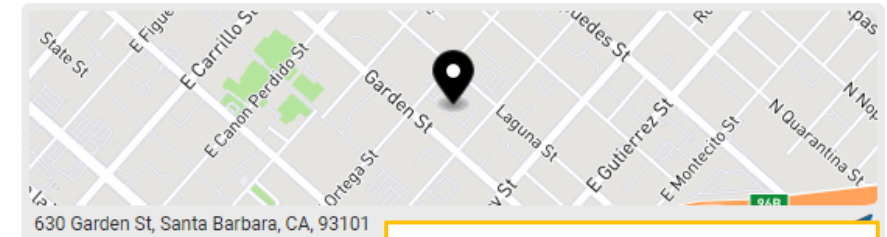- Max # Attachments: 4
- Max size total: 100mb

5 Privacy

☐ Keep this request private

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SUBMIT

Service Requests
Submit a request

1 Select a Report Type: *

Report a Building or Zoning Code Violation

2 Where is the request? *

630 Garden St, Santa Barbara, CA, 93101

3 Tell us more details *

4 Add photos, videos, or audio
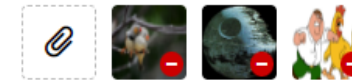
12. Privacy
Selecting the Privacy checkbox means that your request will not appear on a map of requests available to SB Connect users.
You may choose to check "Privacy" or not.

Click "SUBMIT" to finish.

5 Privacy

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SUBMIT