



AUSTINCODE DEPARTMENT

**TOGETHER WE BUILD A SAFER
AND GREATER COMMUNITY**

AUSTINTEXAS.GOV/CODE

ABOUT US

Austin Code makes sure city codes and ordinances are met so Austin continues to be a livable city. We do this by educating, collaborating and partnering with local businesses, non-profits, other City of Austin departments, neighborhoods, and residents like you.

OUR SERVICES INCLUDE

- Responding to reported code violations
- Investigating potential code violations
- Servicing a community phone line
- Educating and connecting with the community
- Collaborating with property owners as they work toward compliance



WHAT ARE CODE VIOLATIONS?

City codes and ordinances help keep the buildings and properties where we live, work, and play safe and livable. Violations of building and property maintenance codes can affect the health and well-being of people.

HOW WE RESPOND

Residents can report dangerous or substandard conditions via Austin 3-1-1. Our team responds by identifying and implementing programs to address these conditions to ensure a minimum standard is met for your safety and the safety of the community around you. Inspectors and their teams focus on serving the needs of those living in residential homes, apartments, duplexes, rental homes, and businesses of all kinds.

To get to know the Code Inspector assigned to your neighborhood, contact **Austin 3-1-1** or visit www.austintexas.gov/code

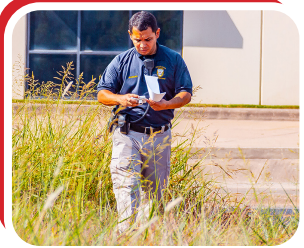


WHAT ARE COMMON CODE VIOLATIONS?

Check the inside and outside of your home or apartment for these types of code violations:

Tall Weeds and Grass

Grass and weeds more than 12 inches in height are considered an unsanitary condition. Overgrowth can lead to rodents, insects, and stagnant water.



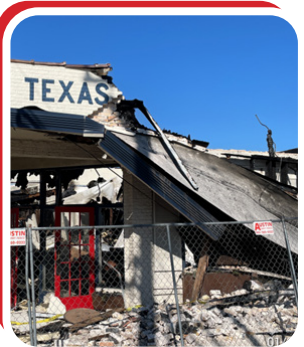
Trash and Debris / Unsanitary Conditions

Excessive trash and debris should not collect in yards, driveways, or vacant lots. A home's interior should be free of infestations, excessive garbage, broken utilities, and standing or leaking water.



Substandard and Dangerous Structures

This can include heating and plumbing issues, lack of weatherproofing, potential structure failure, heavy fire damage, and abandoned structures. Dangerous structures must be made safe or demolished.



Work Without Permit

There must be a permit to construct, enlarge, alter, repair, demolish, move or change the use of a structure.



Electrical

Check for electrical issues or exposed and damaged wiring.



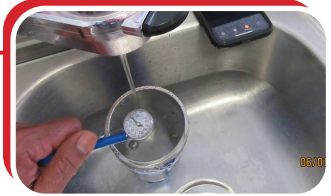
Unsafe Building Conditions

Buildings should be structurally safe, have permitted construction and a stable foundation.



Hot Water

Water should be able to reach 110 degrees Fahrenheit after three minutes of running.



Mechanical

Ensure appliances are not damaged, inoperable, or missing parts. They should be properly installed and maintained in safe working condition.



A/C Not Cooling

If your air conditioning system is not cooling and you live in a rental home, let the property owner or manager know.



Broken Windows

Check for broken windows, doors, chipped paint, decayed wood, or lack of weatherproofing.



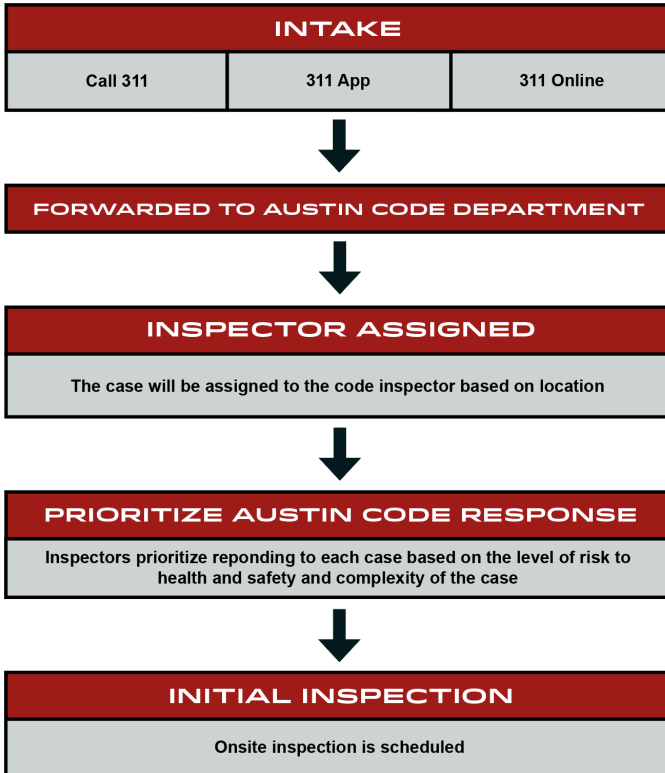
Plumbing

Ensure there are no leaks; check the clean-out covers and piping.



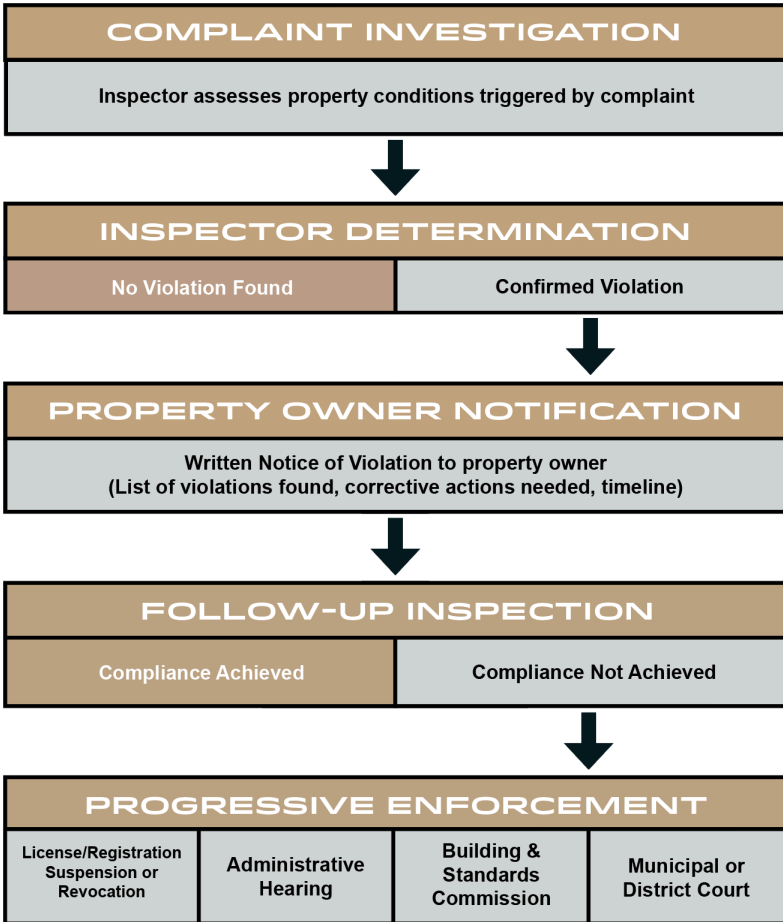
CODE REQUEST PROCESS

When the Austin Code Department receives a complaint via 3-1-1, there is a process each Code Inspector must follow. From determining if there is a violation on a property to working with the property owner to achieve compliance, active engagement and partnership is the key to reaching compliance. The chart below shows the request process.



PATH TO RESOLUTION

When compliance cannot be reached, the enforcement process kicks in. Enforcement routes include Municipal Court, Building and Standards Commission, and Administrative Hearing Process. The chart below shows the compliance process.



** an additional form of progressive enforcement is the Appeals Process*

LICENSING AND OTHER PROGRAMS

Austin Code issues annual operating licenses for the following:

- Bed and Breakfast
- Billboard
- Boarding House
- Hotel/Motel
- Mobile Home Park
- Rooming House
- Short-Term Rental (or Vacation Rental)
- Waste Hauler

For more information regarding any of these programs visit:

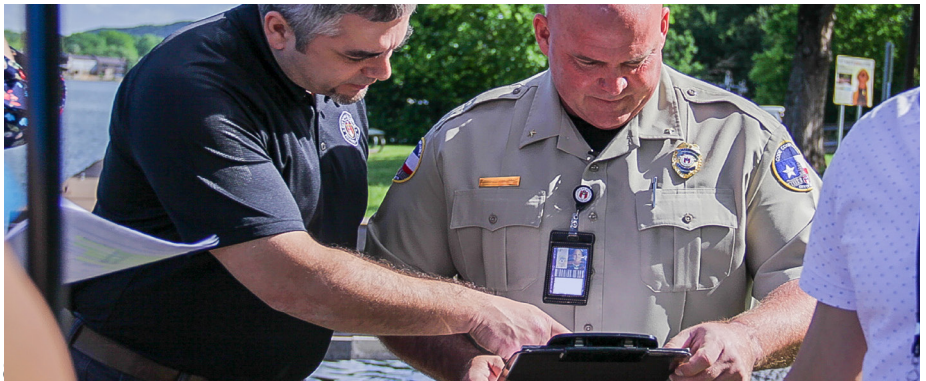
www.austintexas.gov/department/code/programs



HOW TO PAY YOUR LICENSING FEES

Payments ONLY to the Austin Code Department include Short-Term Rentals, Billboards, Hotel/Motel/Room & Board, Mobile Homes, Private Hauler Licenses, R.O.P., Registrations, B.S.C., Administrative Hearing, and Property Nuisance Abatement. You can pay over the phone, via mail, or in-person. Learn more at:

www.austintexas.gov/department/pay-fees



HOW TO CONTACT US

To report a possible code violation in your neighborhood, **call 3-1-1**, download the mobile app by searching Austin 311, or visit our website at: **www.austintexas.gov/code**
Remember, you can always report a violation anonymously.

For questions about your case or general code inquiries, please call our **Code Connect** phone line at **512-974-2633** or **512-974-CODE**. Get involved with your community or request a code speaker at your event, meeting, or school by emailing: **CodeCommunications@austintexas.gov**.



CODE CONNECT
INFORM • GUIDE • EDUCATE
FOR CODE QUESTIONS, CONTACT:
512.974.CODE (2633)
CODECONNECT@AUSTINTEXAS.GOV

 **AUSTIN CODE DEPARTMENT**
To report violations, call: austin **3-1-1**

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POTENTIAL CODE VIOLATION,
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