

#40  
11-18-04

**RESOLUTION NO.**

**WHEREAS**, the City Manager has reorganized the City Code enforcement services of the City into a single division in the Solid Waste Services Department; and

**WHEREAS**, in an effort to improve the City's response to citizens who either report complaints of code violations or are the subject of code enforcement; **NOW, THEREFORE**,

**BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:**

The City Manager is directed to improve the notice of non-compliance that a property owner receives so that (a) persons receiving the notice better understand the issue to be addressed, (b) it is clear that the items on the notice are the only items that need to be addressed (unless they receive an additional notice), and (c) that it is clear what person or what number the property owner should call if they have any complaints about how the compliance issue is being handled by the city inspector; and

**BE IT FURTHER RESOLVED:**

The City Manager is directed to develop a goal statement for the code compliance division within Solid Waste Services Department. The goal statement should be included in the notice of non-compliance; and

**BE IT FURTHER RESOLVED:**

The City Manager is directed to establish procedures to be followed by City inspectors when communicating with and providing notice to members of the public on code compliance issues. The procedures (or a summary of the procedures) should be included in the notice of non-compliance. Additionally, the procedures should specify the process by which a citizen can report complaints about the handling of a particular city code enforcement issue. The City Manager will report back to Council in 90 days.

**ADOPTED:** \_\_\_\_\_

**ATTEST:** \_\_\_\_\_

Shirley A. Brown  
City Clerk

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