

## - DIRECTOR'S MESSAGE -

From the Neighborhood Enhancement Team (NET) work, to preparing for new changes in the Short Term Rental Ordinance, Austin Code continues to make the City of Austin the safest and most liveable city in the country.

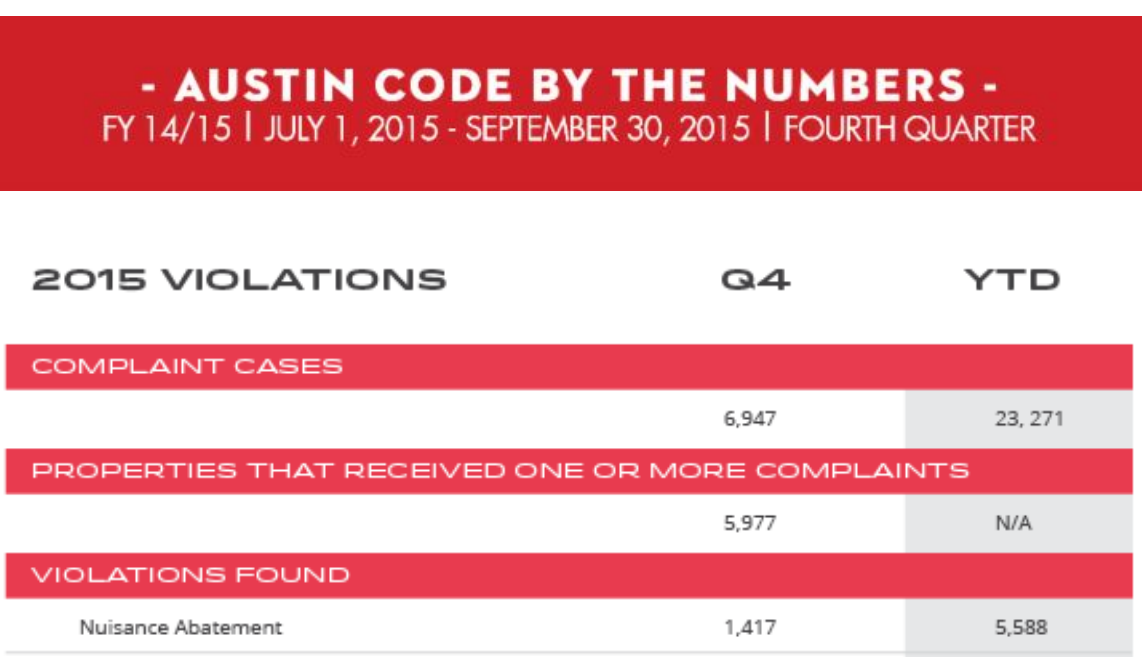
As we begin fiscal year 2016, we are closing the first Phase of the NET program and identifying opportunities as we push into Phase II, which focuses on community engagement, education, and resource provision.

We are also closing in on changes in the short term rental licensing and enforcement program, as well. We are excited to see the changes City Council will provide us with, as we step up our enforcement teams from just a few code officers, to more boots on the ground to address neighborhood concerns..

Along with these milestones, please take a moment to review this report as it will focus more in depth on the above topics, as well as updated numbers, national code month activities, and a look at our FY 2016 budget.

For information and program updates, visit our website and connect with us on Facebook,Twitter, and now, Instagram. As always if you see a possible code violation, call 3-1-1 and you can always remain anonymous.

Sincerely,  
Carl Smart



## - AUSTIN CODE BY THE NUMBERS -

FY 14/15 | JULY 1, 2015 - SEPTEMBER 30, 2015 | FOURTH QUARTER

2015 VIOLATIONS	Q4	YTD
COMPLAINT CASES	6,947	23, 271
PROPERTIES THAT RECEIVED ONE OR MORE COMPLAINTS	5,977	N/A

### VIOLATIONS FOUND

Nuisance Abatement	1,417	5,588
Structural Condition	1,102	4,467
Land Use / Zoning	642	3,425
TOTAL	3,161	13,480

### ENFORCEMENT ACTIONS TAKEN

Notices of Violation Issued	1,779	6,684
Citations Issued	12	50
Orders of Abatement Issued	70	266
Referred to Building and Standards Commission	35	97
TOTAL	1,896	7,097

### ACTIVE LICENSES Q4



[FY 14/15 | JUL 1, 2015-SEPT. 30,2015 | Code by the Numbers Report](#)

[FY 14/15 | JUL 1, 2015-SEPT. 30,2015| Short-Term Rental Report](#)

## - AUSTIN CODE PROGRAM UPDATE -

FY 14/15 | JULY 1, 2015 - SEPTEMBER 30, 2015 | FOURTH QUARTER

### PREPARING FOR NATIONAL CODE MONTH

October marks the tenth anniversary of National Code Compliance Month across the country, and Austin Code is commemorating it with a number of events and activities in October. To kick-off Code Month, the Austin Code Department is hosting The Code Industry Summit, October 1 & 2. This will bring code industry leaders from across the state of Texas together to share best practices. Among the speakers are Dallas Code Compliance Director, Kris Sweckard; Maureen Milligan, Chief of Community Prosecution and Community Courts for Dallas City Attorney's Office; and Joya Hayes, Assistant Director of Human Resources from the City of Austin. Discussion will range from how smaller code enforcement and code compliance departments can successfully maximize resources to becoming a successful leader at the municipal level.

Following the Code Industry Summit, the Austin Code Department will be participating in National Night Out (NNO), on Tuesday, October 6, from 7PM to 9PM. Code officers will participate in over 50 NNO related block parties and neighborhood events throughout the city, connecting with the community and sharing who we are and what we do.

Austin Code will also launch an educational blog later in the month with an extended video series educating the public on different code violations, and providing corresponding downloadable collateral that residents can access easily. This, along with other targeted outreach on specific code related topics, will give the community insight into how code handles different issues in the community as well as how residents can help make their community better by partnering with the department.

National Code Compliance Month was founded by members of the American Association for Code Enforcement (AACE) and President George Bush on October 5, 2005 at the 16th Annual Education Conference.

National Code Compliance Month continues to remind staff of their dedication to preserving Austin's quality of life. As Austin Code observes this month, the department continues to encourage Austinites to call 3-1-1 if they suspect a code violation, and they can always do so anonymously.

### SHORT TERM RENTAL UPDATE

From 2013, up until July, Austin Code was focused primarily on licensing and registration. Now, the department is moving in the direction of increased enforcement, which is resulting in significant changes.

Although Austin Code has been and will continue to use all the enforcement tools currently available to make sure STRs do not create neighborhood disturbances and issues, recent City Council action will give Austin Code additional tools to address neighborhood problems caused by short-term rental properties. The revised STR ordinance is expected to take effect by the first of the year.

City Council will also hold a public hearing in November on whether to impose a moratorium on issuing new Type II licenses, and a tiered fee structure for Type II STRs is being developed.

Among the changes to the STR program:

- The July enhanced enforcement pilot is now part of our permanent enforcement operation. The STR-PACE Team is working late nights Fridays and Saturdays and on Sunday checkout times to be proactive in responding to complaints and performing inspections, including inspections of known repeat offender properties.
- Austin Code is in the process of providing training to new officers and developing Standard Operating Procedures.
- Austin Code has expanded the Administrative Hearing process. There are suspension Administrative Hearing cases currently pending on some repeat offender properties and at least three licenses have been suspended.
- Austin Code will retool the STR license renewal process to allow greater scrutiny to identify those licenses that should be denied or suspended.
- Austin Code will increase collaboration with neighborhood associations and residents to address neighborhood issues.
- Austin Code will work with an interdepartmental group to consider other ideas to address STR problems.

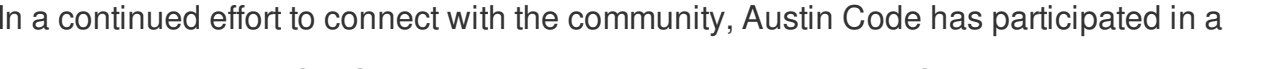
### NEIGHBORHOOD ENHANCEMENT TEAM UPDATE

The Neighborhood Enhancement Team (NET) Pilot was implemented in response to City of Austin Council Resolution No. 20131024-063. It directed the City Manager to evaluate processes for addressing code compliance health and safety issues and crime at multi-family rentals, research best practices from other cities, consider greater enforcement of crime and code violations and propose options to help owners improve their properties. This resulted in a program within the Austin Code Department to work with a city-wide interdepartmental team to these issues and direct city and other resources and services in a selected neighborhood based on its need. The foundation created through the Restore Rundberg project created the opportunity to build a proactive process for identifying and organizing services and resources for the area of North Lamar/Georgian Acres. The Phase 1 field work and analysis was implemented from

February 1, 2015 through September 30.

Among the "lessons learned" from Phase I was the need for a proactive communications strategy. Thus, NET WORCS-Working on Restoring Community Sustainability-was created to do just that before moving to Phase II. While a number of communication and engagement efforts will begin soon, an initial clean-up was held to promote an interdepartmental presence in the area (photos below).

The summary report of the Phase I work will be sent to Mayor and Council. Feedback from the City Manager and the Council will determine when Phase II work will begin.



### COMMUNITY ENGAGEMENT

In a continued effort to connect with the community, Austin Code has participated in a number of events in Q4. Starting in July, volunteers from Austin Code participated in 11 major events, with over 327 hours cumulative hours of service and a reach of approximately 15,000 public contacts. Austin Code distributed more than 5,000 promotional materials and educational flyers. The following is a list of events that Austin Code participated in:

#### 2015 Build A Backpack and School Supply Drive - July 31

- The City of Austin Code Department teamed up to donate 35 elementary, middle, and high school backpacks. The 2015 Build a Backpack Campaign is donating backpacks to the following schools: Elementary Schools: Barrington, Harris, Jordan, Rodriguez, Sims, and Woolridge. Middle Schools: Burnet and Bertha Sadler Means. High Schools: Gardner-Betts, Lanier, and Travis.

#### Jump On It City Appreciation Day - August 7

- Jump On It unites youth and their families through entertainment and other fun events. Austin Code had a booth at the event to meet the community and give away educational material.

#### Alisd Back to School - August 15

- Code volunteers participated in the Austin ISD 10th Annual Back to School Bash Celebration and Safety Fair.

#### El Mundo Back to School - August 22

- This year was 6th Annual Back to School Event, and Code volunteers were there to share information, hand out material, and meet the community.

#### Back to School, Bartholomew - August 23

- This was another annual event that celebrated education and back to school. Code had a booth at this event to engage with the public and the kids heading back to school.

#### The Austin PRIDE Festival - August 29

- The PRIDE Festival is the largest annual LGBTQ advocacy and fundraising event in Central Texas. Dozens of non-profit organizations and social clubs use the festival as a platform to inform and interact with the attendees. Thousands were in attendance, and Code had a booth full of information, and promotional items to share with the community.

#### Fiestas Patrias Austin 37th Annual Mexican Independence Celebration -

##### September 12

- Code volunteers joined in commemorating Mexico's declaration of independence from Spain in 1810 with an informational booth where they were able to meet the community.

#### Brownie Drive Clean-Up - September 12

- Austin Code partnered with a number of other city departments and non-profits to clean-up Brownie Drive.Code volunteers set up a booth for giveaways and opportunities for education.

#### Viva! Streets - September 13

- This is an all day free festival that invites the community to play, get fit, people watch, and celebrate good health. Volunteers provided giveaways and educational information.

#### Austin Energy Community Connections Resource Fair - September 19

- Austin Energy's annual Community Connections Resource Fair is a free, family-friendly event that combines fun with learning in order to assist our customers with basic needs. Volunteers participated by manning the Austin Code booth and helping members of the community who wanted information about Code, and how we can help.

#### Sears Safety Event - September 26

- Sears hosted an event to provide useful information to the community about safety tips from multiple City of Austin departments. Austin Code had a booth to hand out educational flyers and giveaways.