



Repeat Offender Program (ROP)

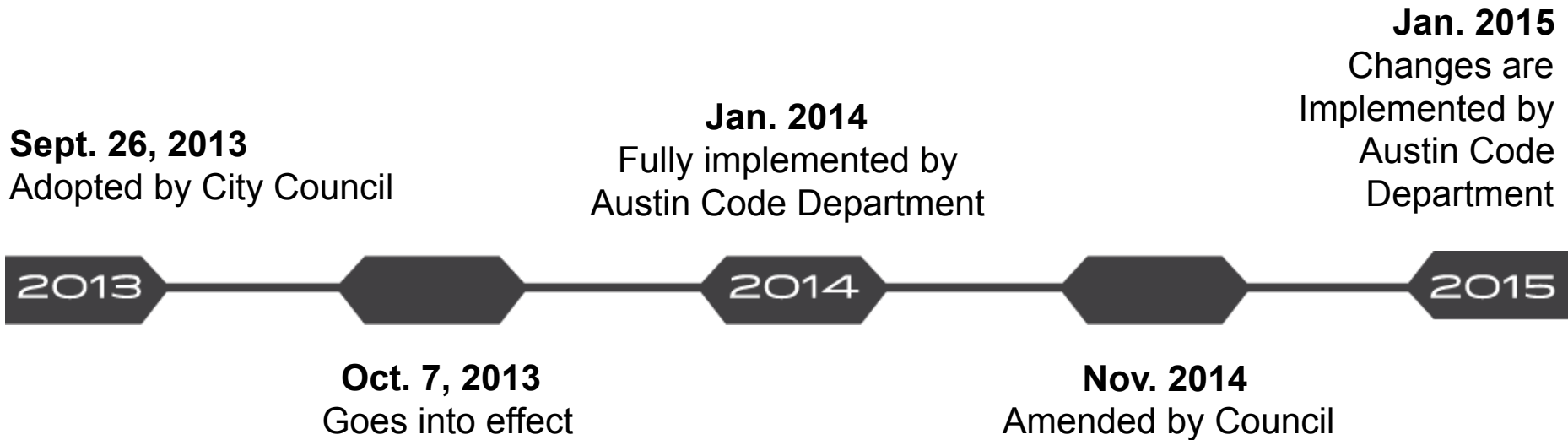
*Follow-up evaluation to City Council for
third quarter FY 15 reporting period*



June 2015

Overview

History of Repeat Offender Ordinance 20130926-012



Overview

Who is Required to Register?

All single-family and multi-family rental properties that have received numerous health and safety complaints within **24 consecutive months** are required to register with the City of Austin Repeat Offender Program.



Single-Family Property

Property used for single family residential, single-family attached, and two-family residential (duplexes, garage apartments, townhomes, garden homes, etc.).



Multi-Family Property

Property used for three or more dwelling units, within one or more buildings (apartments, condos, etc.).

Overview

What types of conditions are considered a violation?

Rental properties with dangerous and substandard conditions are required to register with the repeat offender program.

Dangerous Conditions

Likely to cause physical harm or injury to someone.

Sub-Standard Conditions

Impair the quality of life for a tenant.



Overview

Requirements

A rental registration is required for multi-family and single-family rental properties (not occupied by the owner) if they have received the following within 24 consecutive months at the same property:

2 or more separate notices of violation that were not corrected within the time required.

5 or more separate notices of violation issued on separate days regardless of whether the violation was corrected or not.

2 or more citations within 24 consecutive months.

Process

IDENTIFY

- Code staff **identifies** and refers property to the ROP committee as a candidate for the Repeat Offender Program.

REVIEW

- The ROP committee **reviews** the property and determines whether the property meets the ordinance requirements.

REGISTER

- If eligible, the property is submitted to the Code Licensing and Registration Team. The property owner is required to **register** within 14 days or appeal to the Director of the Code Department.
 - Properties are automatically registered after 14 days
 - \$100 application fee for each property

NOTIFY

- The public is **notified** of registered properties via online reporting tools and distribution methods such as: the Austin Code website, media, quarter reports and social media.

INSPECT

- The Code Multi-family team conducts periodic **inspections** of all registered properties.

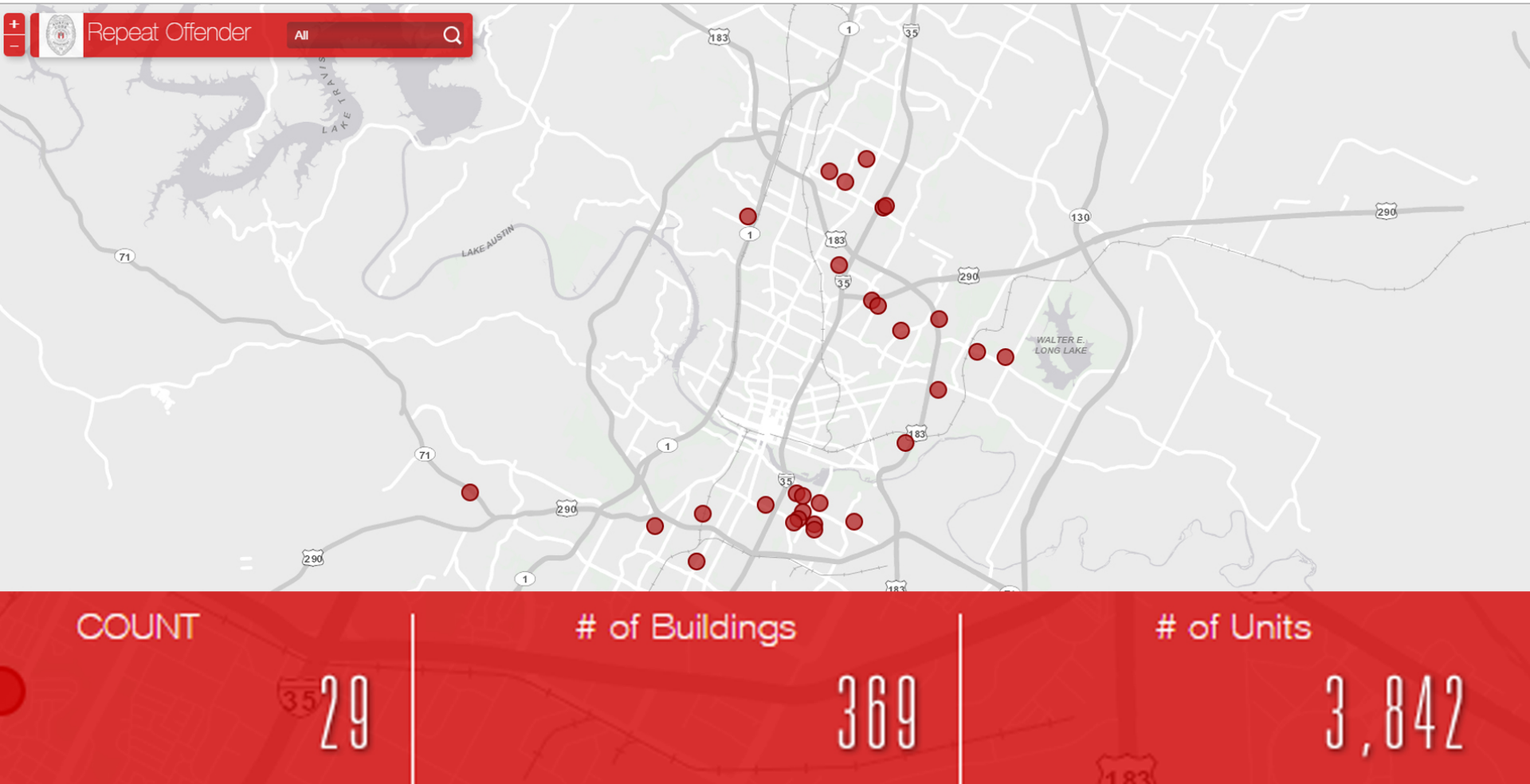
Status

Repeat Offender List - 5/11/15

Property Name	Type of Property (Multi-family, Single-family)	Address	# of Buildings	# of Units	License Number	Date Registration Mailed	Status	Additional Enforcement Action
Solaris	Multi-family	1516 Burton Dr (aka 1601 Royal Crest Dr)	42	644	2014-031137	4/1/2014	Registered	Written Warning
Coppertree	Multi-family	2425 Cromwell Cir (aka 2401 Wickersham Ln)	16	252	2014-031226	4/1/2014	Registered	Written Warning
Mi Casa	Multi-family	7200 Duval St	5	62	2014-031294	4/1/2014	Registered	Written Warning
Oak Hollow	Multi-family	7201 (aka 7131 & 7303) Wood Hollow Dr	40	409	2014-032498	4/2/2014	Registered	Written Warning
Presidium	Multi-family	1901 Willow Creek Dr	17	256	2014-049579	5/14/2014	Registered	Written Warning
Wickersham	Multi-family	2314 Wickersham Ln	20	78	2014-049578	5/14/2014	Registered	Written Warning
Fairway Village	Multi-family	6118 Fairway St	17	128	2014-049581	5/14/2014	Registered	Written Warning
Wheless Manor	Multi-family	1512 Wheless Ln	4	32	2014-057017	6/3/2014	Registered	Written Warning
Travis Park	Multi-family	1100 E Oltorf St	23	199	2014-106155	10/3/2014	Registered	Written Warning
Douglas Landing	Multi-family	2347 Douglas St	16	252	2014-106127	10/3/2014	Registered	Written Warning
Colonial Sq. Condos	Multi-family	9435 Middle Fiskville Rd	8	50	2014-106180	10/3/2014	Registered	Written Warning
Mira Vista	Multi-family	9601 Middle Fiskville Rd	25	200	2014-106161	10/3/2014	Registered	Written Warning
Southport Apartments	Multi-family	1300 Southport Dr	4	50	2014-118065	11/3/2014	Registered	Written Warning
Arbor Apartments	Multi-family	1500 Royal Crest Dr	10	150	2014-118067	11/3/2014	Registered	Written Warning
Ion At East End	Multi-family	1600 Wickersham Ln	12	133	2014-118063	11/3/2014	Registered	Written Warning
Villas De La Luz	Multi-family	1630 Rutland Dr (has several AKAs)	21	240	2014-118066	11/3/2014	Registered	Written Warning
Forrest Hills	Multi-family	2201 Willow Creek Dr	30	204	2014-118061	11/3/2014	Registered	Written Warning
Terrain Apartments	Multi-family	5112 S 1st St	10	100	2014-118060	11/3/2014	Registered	Written Warning
Wentworth 4-Plex	Multi-family	6905 Wentworth Dr	1	4	2014-118062	11/3/2014	Registered	Written Warning
Settlers Creek	Multi-family	8001 W State HY 71	11	75	2014-118064	11/3/2014	Registered	Written Warning
Cross Creek	Multi-family	1124 Rutland Dr	18	200	2014-121076	11/12/2014	Registered	Written Warning
	Single-family	10712 Newmont Rd	1	2	2014-123943	11/19/2014	Registered	Written Warning
	Single-family	1201 Arthur Stiles Rd	1	2	2014-124061	11/19/2014	Registered	Written Warning
	Single-family	4510 Tejas Trl	1	0	2014-123926	11/19/2014	Registered	Written Warning
	Single-family	4712 Little Hill Cir	1	0	2014-123998	11/19/2014	Registered	Written Warning
	Single-family	5103 Purple Sage Dr	1	2	2014-024024	11/19/2014	Registered	Written Warning
	Single-family	6504 Hickman Ave	1	2	2014-124042	11/19/2014	Registered	Written Warning
	Single-family	7106 Astro View Dr	1	2	2014-124014	11/19/2014	Registered	Written Warning
Manor Palm Apts	Multi-family	6103 Manor Road (add)	12	124			Awaiting Appeal	

Status

Repeat Offender Map - 5/11/15



<http://austintexas.gov/departments/repeat-offender-program>

Status

Required Report to Council

1. Number and percentage of rental properties registered **29, 100%**
2. Number and percentage of rental properties that received a periodic inspection **5, 17.2%**
3. Number and percentage of properties that received periodic inspection
And violations were found **100%**
4. Number and percentage of properties that timely complied with a Notice of Violation **Pending**
5. Number and percentage of properties that received periodic inspections
and no violations were found **0**

Periodic Inspections as of May 13, 2015

- 5 properties
 - 133 buildings
 - 258 units

Status

Periodic Inspection: March 30, 2015

1516 Burton Dr. (aka 1601 Royal Crest Dr.)

Inspections

- Exterior, 42 buildings
- Interior, 87 units
 - 56 occupied
 - 31 vacant

Findings

- Exterior Violations: 209
- Interior Violations: 108
- Total Violations: **317**



Status

Periodic Inspection: March 31, 2015

2425 Cromwell Circle

- Total Buildings
- Total Units
- Inspections
 - Exterior, 17 buildings
 - Interior, 24 vacant and occupied units
- Findings
 - Exterior Violations Found: 56
 - Interior Violations Found: 49
 - Total Violations Found: **105**



Status

Periodic Inspection: April 16, 2015

7201 Wood Hollow Dr.

- Total Buildings,
- Total Units,
- Inspections
 - Exterior, 40 Buildings
 - Interior, 33 occupied and vacant units
- Findings
 - Exterior Violations Found: 198
 - Interior Violations Found: 53
 - Total Violations Found **251**

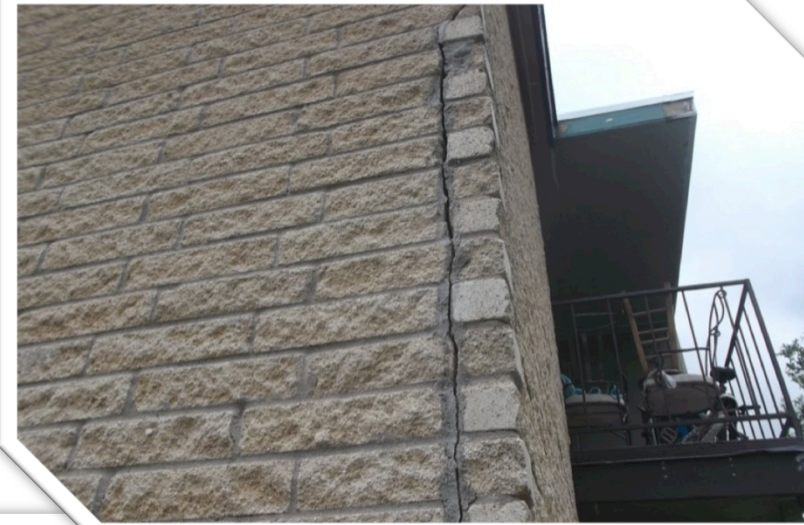


Status

Periodic Inspection: April 28, 2015

2314 Wickersham Ln

- Total Buildings,
- Total Units,
- Exterior inspections (buildings)
 - Exterior, 19 buildings
 - Interior, 77 Units
 - 15 occupied units
 - 62 vacant units
- Findings
 - Exterior Violations Found: 17
 - Interior Violations Found: 59
 - Total Violations Found: **76**



Status

Periodic Inspection: May 6, 2015

1901 Willow Creek Dr

- Total Buildings,
- Total Units,
- Exterior inspections (buildings)
 - Exterior, 15 buildings
 - Interior, 37 Units
 - 13 occupied units
 - 24 vacant units
- Findings
 - Exterior Violations Found: 114
 - Interior Violations Found: 75
 - Total Violations Found: **189**



Strengths

- Although initial inspections are complaint based, periodic inspections become proactive for program participants
- Owner and Manager are held accountable
- Improve living conditions for rental community
- Reduces retaliation and tenant fears
- Improves neighborhood

Weaknesses

- Staff review process not automated
- Limited personnel
- Increased caseload
- AMANDA, case management system compatibility
- Required signs posted at properties lack quality and consistency

Opportunities

- Expand the online reporting tool
- Amend ordinance to include:
 - Sign specifications
 - Registration fee based on number of units
 - Periodic inspection fee
- Incentives to get off of ROP
- Expand incrementally to full rental registration program
- Give ROP cases a higher priority at the Building and Standards Commission, Municipal Court, Administrative Hearing and District Court
- Record ROP notice of violation as an attachment to the Deed of Record
- Increase training for Code Officers specific to ROP
- Training for property owners/managers in the program
- Increased public education for tenants that live in ROP property
- Partner with industry stakeholders

Threats

- Potential impact to affordable housing
- Community expectations may be difficult to achieve
- Violations not corrected timely
- Program may be eliminated if desired outcomes are not met

Recommended Policy Changes

- Amend ordinance to include mandatory specifications and content for signs posted signage at repeat offender properties.
- Modify requirements at residential properties to include:
 - 2 or more separate notices of violation that were not corrected within the timeframe.
 - 3 or more separate notices of violation issued on separate days regardless of whether the violation was corrected or not.
 - 2 or more citations within 24 consecutive months.
- Creating a partnership with the Neighborhood Housing and Community Development Department to implement a Good Landlord program.
- Amend ordinance to increase and/or apply fees to the following services:
 - Increase the registration fee based on the number of buildings located on the property.
 - Apply fees to periodic and follow-up inspections.
 - Apply an hourly fee for inspections that occur due to an emergency or incident that affects the immediate threat to life and safety on the property.

Next Steps

- Continue to work with stakeholders to address weaknesses identified in the SWOT analysis.
- Develop and implement a training program for property owners, managers and tenants.
- Work with the City of Austin Legal Department to expand enforcement options.
- Present to City Council on possible amendments to the ordinance.

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: www.austintexas.gov/department/code/services

Remember, you can always report a violation anonymously.



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