

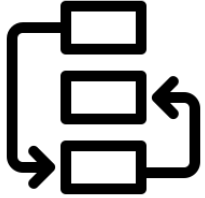


On February 15, 2021, the City Manager announced that the City of Austin would suspend normal operations due to the **hazardous weather conditions**.

The Austin Code Department (ACD) temporarily halted its business operations, including routine code inspections, from February 16 through February 19, 2021.

**ACD mobilized an initial emergency response team** of field personnel to remain on standby, ready to address any urgent complaints reported to Austin 3-1-1 during this timeframe that would require immediate attention.





- **Responded to Priority 2** (non-imminent/dangerous conditions) and COVID-19 cases as **the top priorities**.
- **Responded and inspected properties** in accordance with the department's ACD-103 Case Management Standards policy.
- For **tenant-occupied** properties, tenants were advised to reach out to their landlord to request a service repair order.
- **Inspections were prioritized for properties in the City's Repeat Offender Program (ROP)** to quickly assess living conditions and protect Austin's vulnerable tenant populations.



Cases  
**792**

Deficiencies  
**370**

NOVs  
**349**

Citations  
**10**

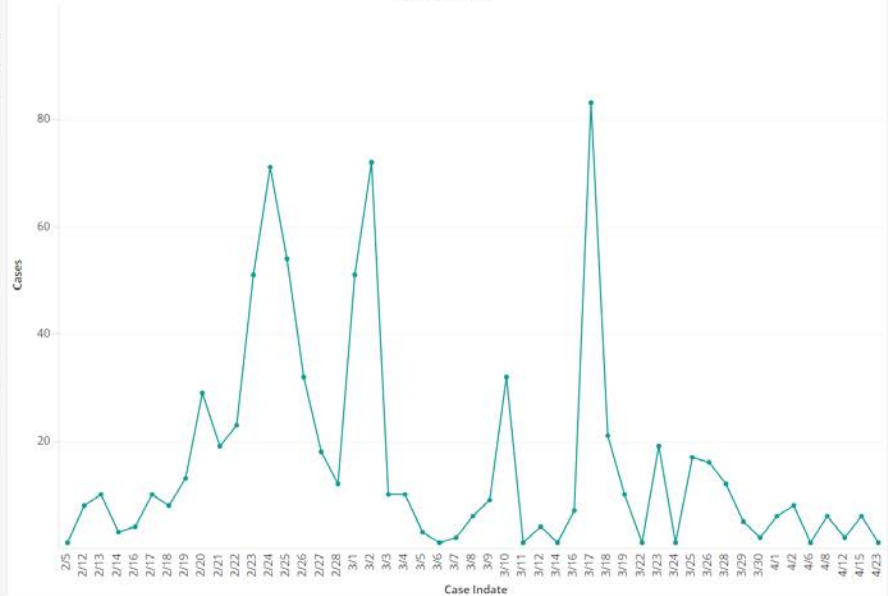
Case by Status

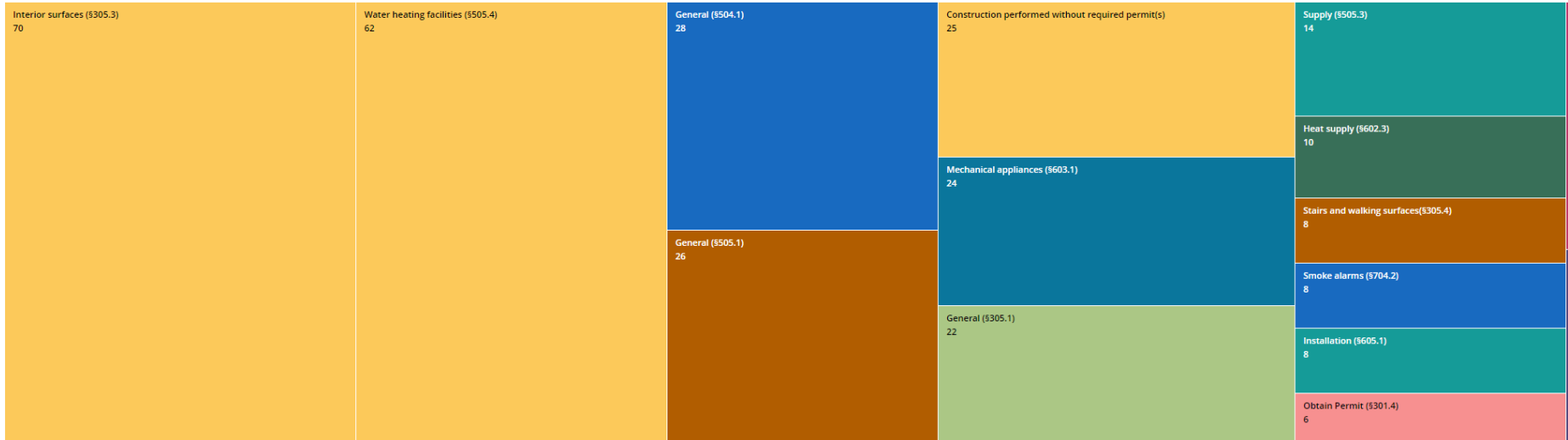
Case Status	Cases	% of Total
Active	132	17%
Closed	660	83%
<b>Total</b>	<b>792</b>	<b>100%</b>

Case by Creator

Created by	Cases	% of Total
ACD Users	282	36%
311	510	64%
<b>Total</b>	<b>792</b>	<b>100%</b>

Cases by Indate



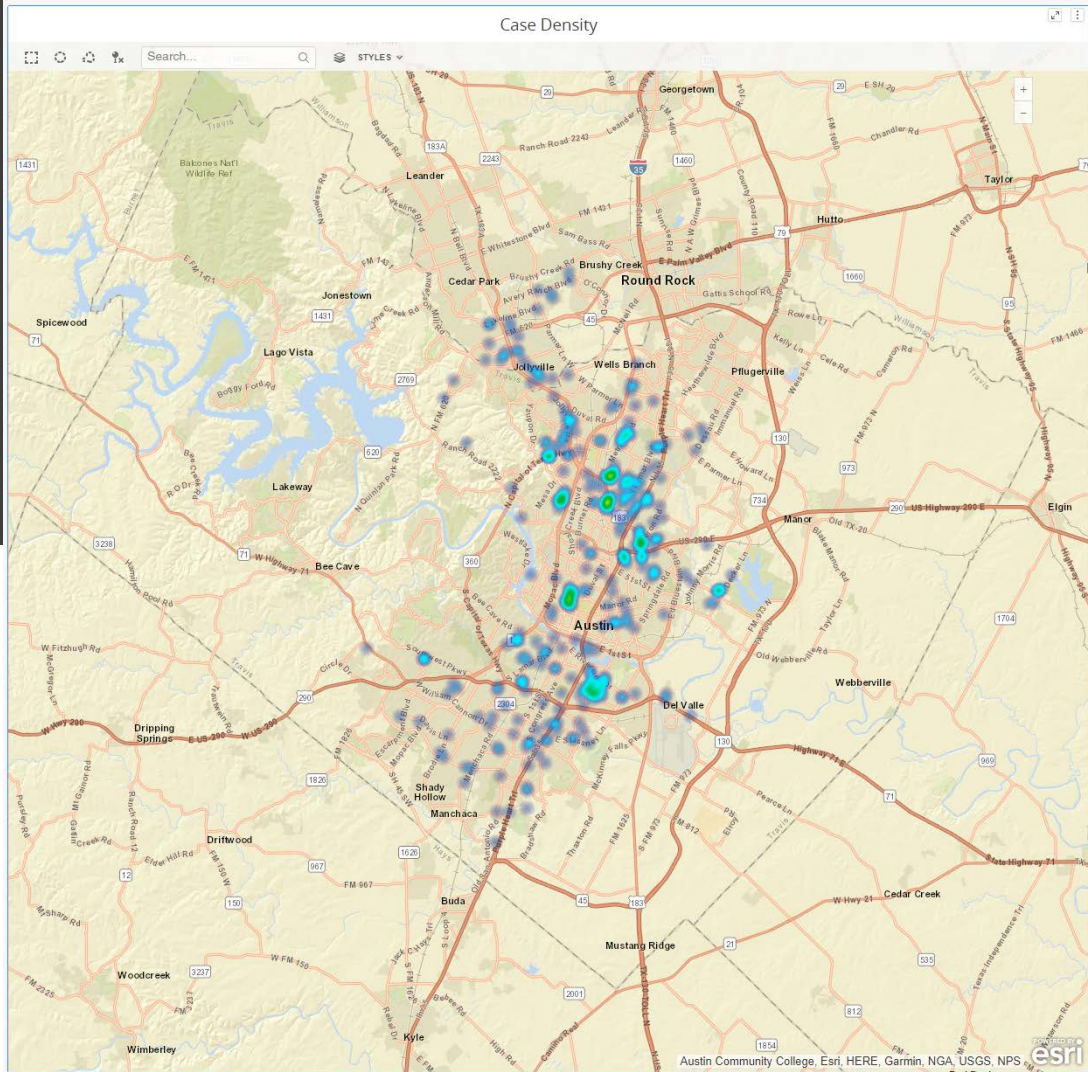




Here is an overall summary of the case statuses for all zoning types (SF, MF, other).

Status	Zoning	Total
Active	MF	40
	OTHER	105
Closed	MF	299
	OTHER	280
	SF	54
Pending	MF	1
<b>Grand Total</b>		<b>779</b>

# Maps

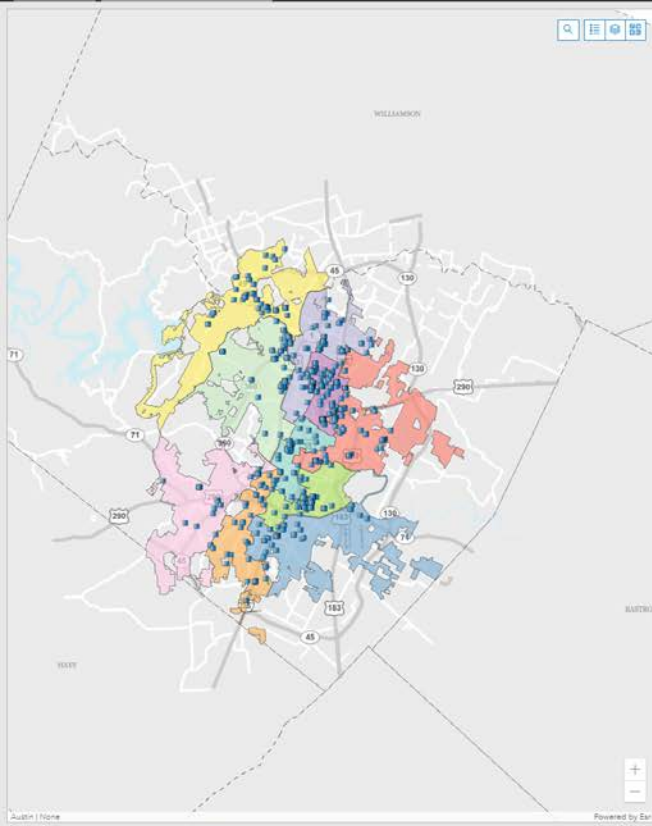


# Council Districts

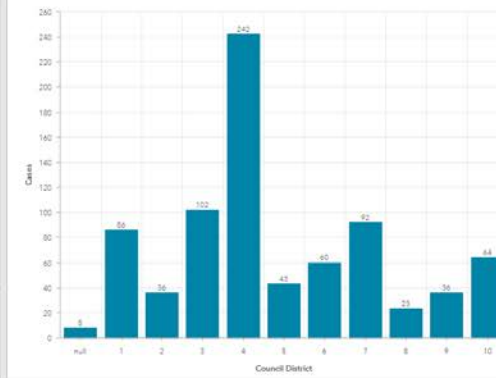
## Austin Code Cases Related Winter Storm Uri

A Story Map    

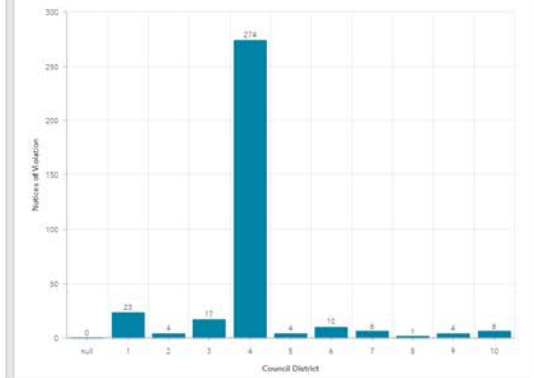
Case Summary **Case Breakdown by Council District**



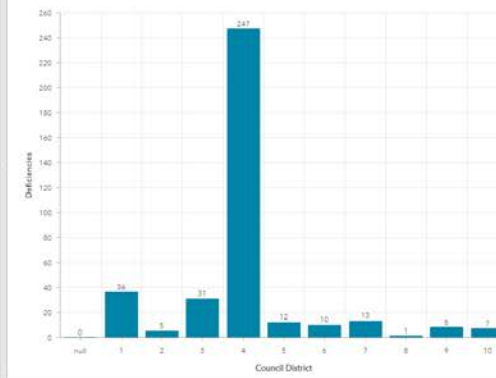
Cases By Council District



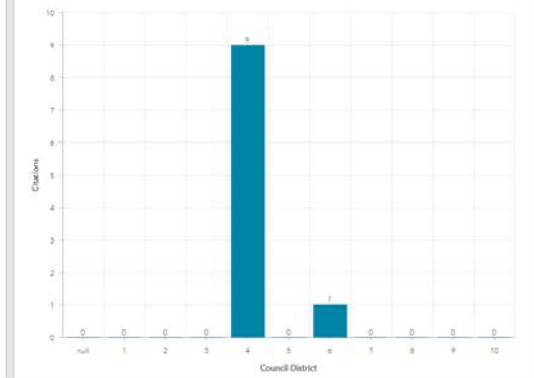
Notices of Violation by Council District



Deficiencies By Council District



Citations by Council District







# Response to Unsafe Housing Complaints



- **Resumed inspections on a priority basis** to maintain a consistent response and in consideration of the challenges faced by homeowners and property managers in correcting the problems.
- **Increased request of response from the affected property owners** and landlords to include:
  - An Action Plan for repairs within 48 hours.
  - Action Plans were to include repair plans, alternative accommodations for the tenants, and any resources that would be provided to tenants such as food, vouchers, or water.
- **Non cooperative Managers/property owners** will receive a notice of Violation upon confirmation of the violations
- **All cases will be expedited** through the legal process if no actions are taken
- **Initiated Virtual Inspections** as part of the policy and procedures as an option for tenants
- **IT working on a public dashboard** to include status updates



# Response to ROP Unsafe Housing Complaints



- **Repeat Offender Properties** are reviewed for Eligibility of the suspension every 30 days this review consists of the deficiency status and compliance timeline
- **Improvements to the 2 5 2 query criteria** to improve the criteria of property qualification for the program
- **Included a formal review of those properties on a quarterly basis.**
- **Notification of periodic inspections on ROP** is communicated to the occupants of the properties through the ACD website.
- **Increased request of response from the affected property owners** and landlords to include:
  - An Action Plan for repairs within 48 hours.
  - **Non cooperative Managers/property owners** receive a notice of Violation upon confirmation of the violations
  - **Stakeholder input and assistance** with communication when conducting follow up inspections



## **ACD Emergency Response Phase 3: Legal Escalation-**

Once an NOV compliance timeframe has expired and a property owner has failed to make progress toward compliance, ACD may escalate non-compliant cases through the following avenues of legal enforcement:

1. Administrative hearing process under City Code Chapter 2-13 (Administrative Adjudication of Violations)
2. Building and Standards Commission (BSC)
3. Municipal Court

## **Special Called Building and Standards Commission –**

May 13<sup>th</sup>, 2021



# Next Steps in Response to Unsafe Housing Complaints



- **Working with APH** to discuss next steps related to the public health of tenants while corrections and repairs are being completed
- **City legal meeting** for consultation
- Continue **responding, monitoring and escalating** cases as needed to encourage compliance

# Any Questions?

