



AUSTINCODE DEPARTMENT

#MEETCODE

ABOUT US

The Austin Code Department exists to make sure city codes and ordinances are met so Austin continues to be one of the safest and most livable cities in the country. City codes and ordinances are created by your elected Austin City Council Members to protect the community we enjoy.

The Austin Code Department maintains the balance between code compliance and code enforcement by implementing programs to ensure the minimum standard of the code is met. We do this through educating, collaborating, and partnering with neighborhoods, local businesses, non-profits, other City of Austin Departments, and most importantly, you!

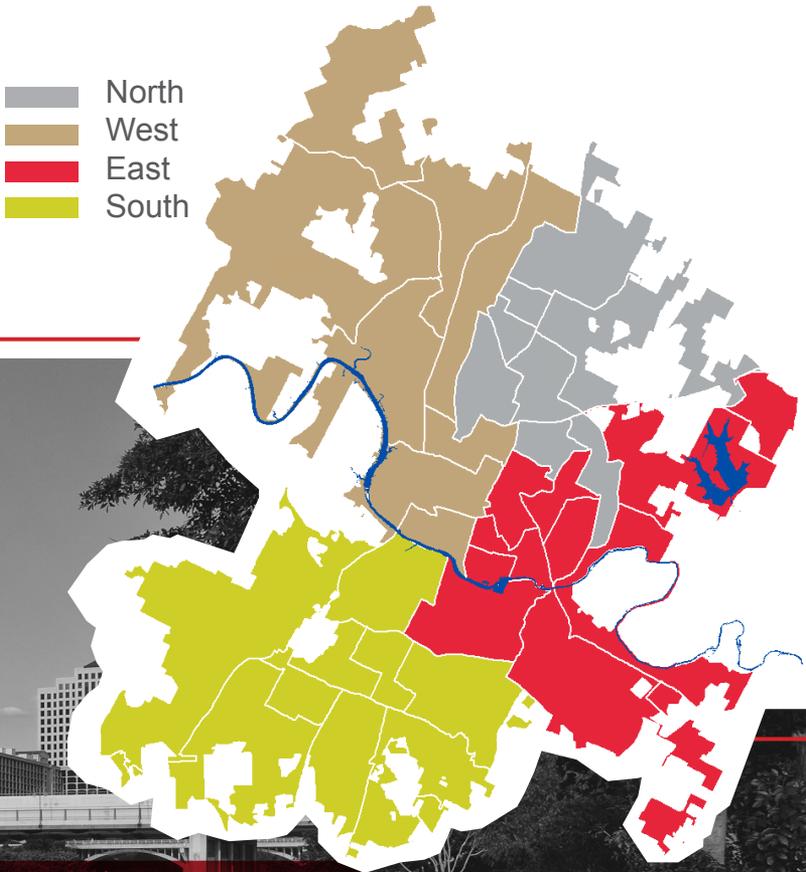


NEIGHBORHOOD TEAMS

The Austin Code Department handles code violations and programs all over the city. In order to do this, Code Officers are assigned to different areas of the city, called **districts**, that allows them to get to know the neighbors and neighborhoods they serve. These districts are: **North, South, East and West**. Along with neighborhood teams, the Multifamily and Commercial Team focus on the needs of those living in apartments, triplexes, and fourplexes as well as businesses of all types across all four districts.

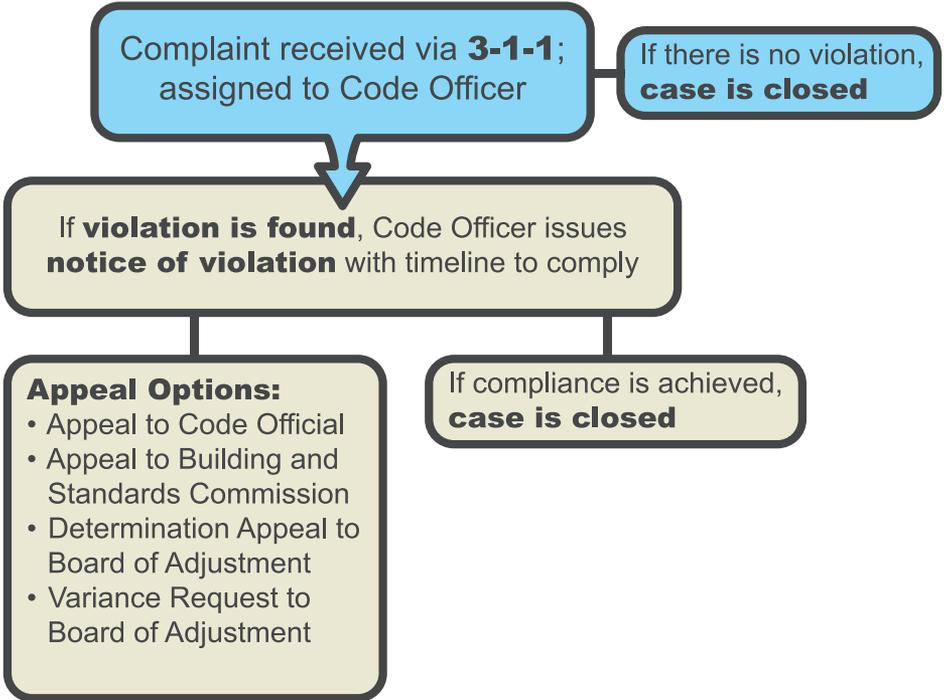
Below is a color coded map of the neighborhood districts.

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



COMPLIANCE

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



ENFORCEMENT

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



* BSC = Building and Standards Commission

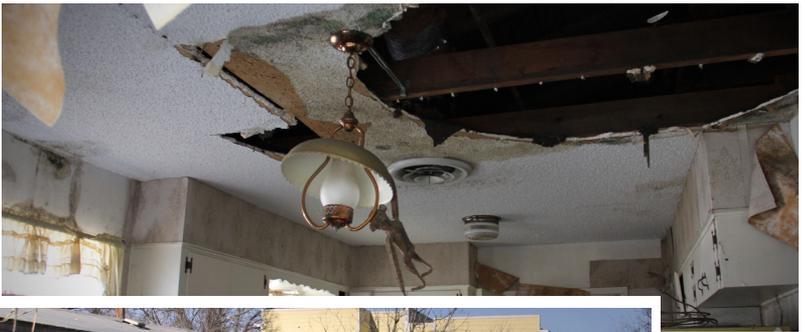
* IPMC = International Property Maintenance Code

** Some cases may be referred to District Court

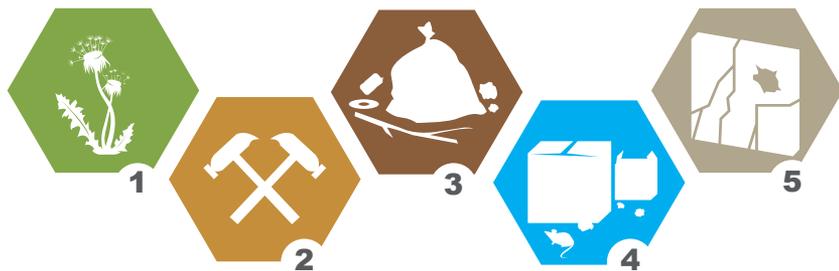
COMMON VIOLATIONS

The Austin Code Department handles many different violations which can be substandard and/or dangerous. Dangerous conditions threaten the immediate health and safety of the resident, whereas substandard conditions are issues that may not be life threatening, but have a negative impact on the community.

From prohibited signs to dangerous structures, the Austin Code Department focuses on bringing all violations into compliance to keep the community safe and clean.



TOP 5 RESIDENTIAL VIOLATIONS



1. High Weeds and Grass

Grass and weeds must be less than 12 inches tall

2. Work Without Permit

Must have a permit to construct, alter, enlarge, repair, demolish, or move a structure

3. Trash and Debris

Excessive trash, brush, and debris should not gather on yards or driveways

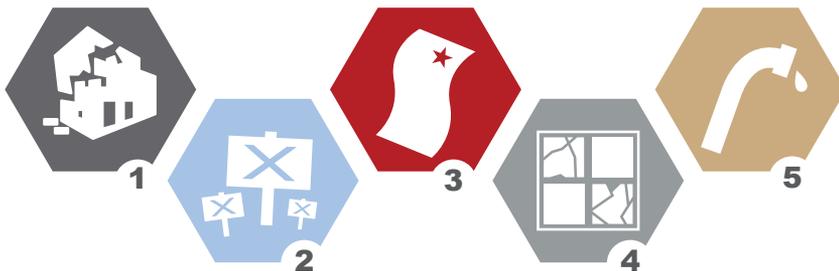
4. Unsanitary Conditions

The interior of a structure or home should be free of bug infestations, excessive garbage, broken utilities, and standing or leaking water

5. Substandard and Dangerous Structures

A home or building that is unsafe and/or threatens the safety of those around it. This can include heating and plumbing issues, lack of weatherproofing, potential structure failure, exposed electrical wiring, heavy fire damage, and abandoned, open structures

TOP 5 COMMERCIAL VIOLATIONS



1. Unsafe Building Conditions

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

2. Prohibited Signs

Signs cannot be placed on public property and/or right of way

3. Zoning

A building or structure must have a certificate of occupancy and/or site plans

4. Broken Windows

Buildings and structures should not have broken windows, doors, chipping paint, decayed wood, or lack weatherproofing

5. Plumbing

Plumbing fixtures should not be damaged and plumbing should be properly installed

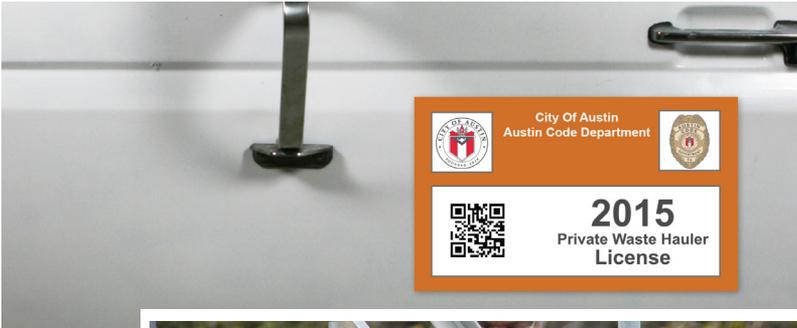
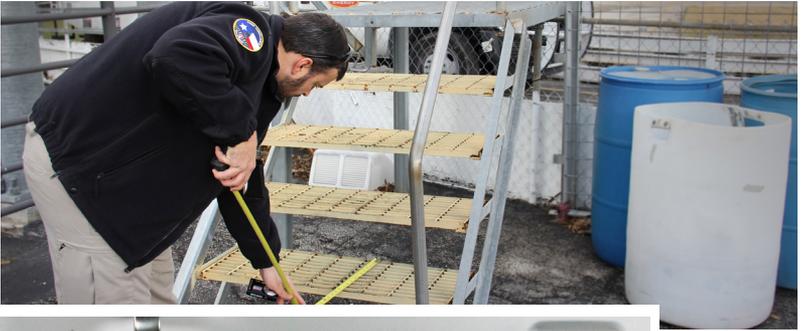
LICENSING AND OTHER PROGRAMS

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
- Repeat Offender Program

For more information regarding any of these programs visit:

www.austintexas.gov/department/code/programs



CONTACT US

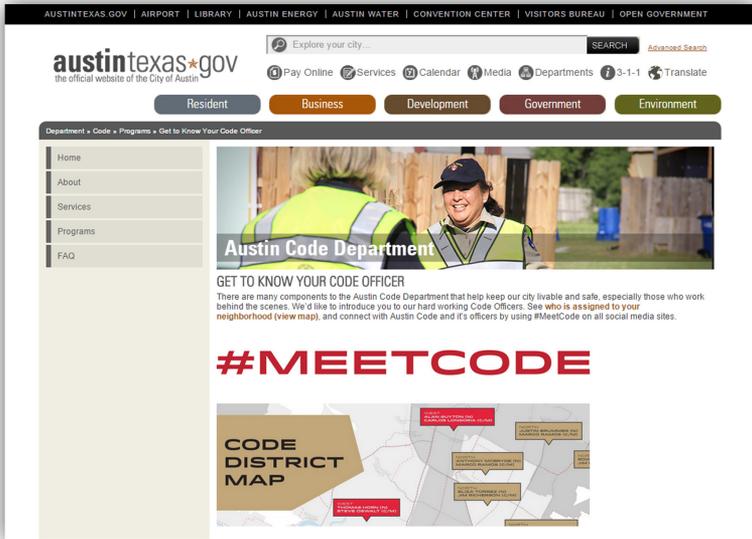
To report a possible code violation in your neighborhood, **call 3-1-1**, download the mobile app by searching Austin 311, or visit our website: www.austintexas.gov/department/code/services
Remember, you can always report a violation anonymously.

CONNECT WITH US

Visit us on Facebook: www.facebook.com/AustinCodeATX 

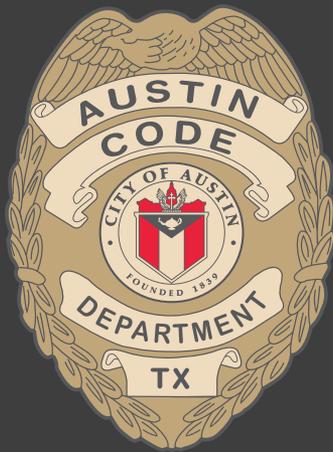
Tweet with us: [@Austin_Code](https://twitter.com/Austin_Code) 

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The screenshot shows the Austin Code Department website. At the top, there is a navigation bar with links for AUSTINTEXAS.GOV, AIRPORT, LIBRARY, AUSTIN ENERGY, AUSTIN WATER, CONVENTION CENTER, VISITORS BUREAU, and OPEN GOVERNMENT. Below this is a search bar and a menu with options like Pay Online, Services, Calendar, Media, Departments, 3-1-1, and Translate. A secondary menu includes Resident, Business, Development, Government, and Environment. The main content area features a photo of two code officers in high-visibility vests, with the text "Austin Code Department" overlaid. Below the photo is the heading "GET TO KNOW YOUR CODE OFFICER" and a paragraph of text. A large "#MEETCODE" hashtag is displayed in red. At the bottom of the screenshot is a "CODE DISTRICT MAP" with several callout boxes.





#CODECARES