



## REMOTE ADMINISTRATIVE HEARINGS WITH THE CITY OF AUSTIN, AUSTIN CODE, CASE REVIEW AND ESCALATIONS

Due to the COVID-19 pandemic, the Austin Code Department is conducting some of our Administrative Hearings remotely. This means that some people will participate in their scheduled Administrative Hearings by video or phone (remotely).

### How will I know if I have a remote Administrative Hearing?



The Austin Code Administrative Hearing Coordinator will notify you if your hearing is scheduled with the option for a remote hearing. Using the contact information on file for the property in question, the Administrative Hearing Coordinator will contact you by U.S. mail and post notice at the property.



### How will I know how to join the remote Administrative Hearing?

The Austin Code Administrative Hearing Coordinator will send you instructions on how to join your scheduled remote hearing using a URL link and a mobile device. You may also speak to the Administrative Hearing Coordinator by calling, (512) 974-8547, or look up the information at: [austintexas.gov/page/administrative-hearing](https://austintexas.gov/page/administrative-hearing)



### How to Get Ready for Your Remote Administrative Hearing?

If you wish to attend your Administrative Hearing with Austin Code remotely, you must contact the coordinator at 512-974-8547, to provide a working phone number so you can be contacted when your hearing begins. Case related exhibits that you would like to present and requests for the case packet from the Austin Code Department, must be submitted to [ACDCRED@austintexas.gov](mailto:ACDCRED@austintexas.gov) five (5) business days prior to the hearing date listed in your notice. You are responsible for making sure Austin Code has received your submissions and can open each file. If you have submissions that cannot be emailed, you must contact the Administrative Hearing Coordinator for instructions as least five (5) days prior to your hearing date.

### May I have a representative or witness speak on my behalf?



Yes, a representative and/or witness may speak on your behalf. Representatives and witnesses are permitted in the Administrative Hearing process and will be able to join the administrative hearing remotely. You are responsible for providing your representative and/or witnesses with log-on instructions and making sure they understand what is expected of them when presenting information or evidence on your behalf.



### What if I cannot attend the Administrative Hearing on the date I'm scheduled?

You must request a reschedule in writing. Submit a written request to [ACDCRED@austintexas.gov](mailto:ACDCRED@austintexas.gov) at least **five (5) business days** prior to the scheduled hearing date. Your request must be for cause. Rescheduling requests received after the five (5) business day deadline will not be considered. If you have questions as to what constitutes "for cause," please contact the Hearing Coordinator at 512-974-8547.

### What happens if I show up late to my Administrative Hearing?



If you show up for your hearing late, i.e. thirty (30) minutes or later after the hearing begins, you will be considered a "no show" and your case will not be reconsidered. Your failure to appear at your scheduled Administrative Hearing may result in an adverse action against you. This means the City of Austin will present their case to the Hearing Officer and the Hearing Officer will make a ruling without your input and/or evidence. ***If you "no show" you will also waive your right to appeal.***

## If you need Language Interpretation Services or Sign Language

The Austin Code Department uses the Language line for language interpretation services. If you need interpreting accommodations you must let the Administrative Hearing Coordinator know of your needs **five (5) days** in advance of your hearing date so arrangements can be made.

## How do I get ready for my Administrative Hearing?



- Find a quiet place where no one will interrupt you.
- Have all your papers ready, including a list of what you want to say to the Hearing Officer.
- Know what time your hearing starts and how to log on or what number to call.
- Charge your computer or mobile device. Have a charger nearby in the event your device's battery is running low.

## Visual & Audio Quality is Important!

- Make sure you have a good internet connection.
- Set the camera at your eye level. If using your phone, prop it up so you can look at it without holding it.
- Look at the camera, not the screen, when you speak.
- Sit in a well-lit room, not too dark, not too bright. No bright lights behind you.
- Mute yourself when not speaking to improve sound quality.
- If you are not joining visually, be sure to say your name each time you speak.
- Talk slowly and do not interrupt.

*Video and/or audio recordings are strictly prohibited unless permissions expressly and specifically have been granted by the Administrative Hearing Coordinator.*

## What should I expect during the Administrative Hearing?

- You should join the Administrative Hearing a few minutes early to make sure there are no issues connecting. If you are unable to get into the hearing, you must call the Administrative Hearing Coordinator at **512-974-8547**, **PRIOR TO THE START** of your hearing.
- When you first join, the Administrative Hearing Coordinator will take you from a “waiting room” to the “hearing room.”
- The Administrative Hearing Coordinator will make sure you can hear and talk, and go over all the rules.
- You will see a picture or name of each person in your hearing on your screen. The first one you see is the person who is speaking.
- Everyone can hear what you say. This hearing may even be open to the public.
- A copy of any order or judgment signed by the Administrative Hearing Officer will be e-mailed (if an email address is provided) or sent to you by U.S. mail.

## When is a decision by the Hearing Officer made?



The hearing officer is not required to rule until the 14th day after the close of the hearing.

Prior to your Administrative Hearing, you should familiarize yourself with any applicable laws and rules. You may access the City of Austin Code of Ordinances by following this link:

[https://library.municode.com/tx/austin/codes/code\\_of\\_ordinances?nodeId=TIT2AD\\_CH2-13ADADVI](https://library.municode.com/tx/austin/codes/code_of_ordinances?nodeId=TIT2AD_CH2-13ADADVI)

## How do I Contact The Austin Code Department?

City of Austin, Austin Code,  
Case Review and Escalations (CRED)  
Phone Number: (512) 974-8547  
Email: [ACDCRED@austintexas.gov](mailto:ACDCRED@austintexas.gov)  
Website: [www.austintexas.gov/code](http://www.austintexas.gov/code)



**AUSTINCODE**  
**DEPARTMENT**