

**— DIRECTORS MESSAGE —**

Happy New Year from the Austin Code Department! Austin Code kicked off the first quarter of the 2016 Fiscal Year with our annual Code Month celebration. During the month of October, we hosted a Code Industry Summit to talk and share ideas with Code leaders across the state, partnered with the Austin Police Department to partake in National Night Out, and also introduced our Code Word blog to further inform the public of our activities. In addition, we also released the start of our entertaining, video campaign called "Code Support Group" to help Austinites better understand common codes and ordinances. Highlighted below is how the rest of the quarter kept us busy:

Our North Team assessed over 900 properties affected by the Halloween Floods for dangerous and substandard conditions. City Council passed a one year moratorium on Type 2 Short-Term Rental Licenses, preventing Austin Code from issuing new license after November 23rd, in order to study the effectiveness of current short-term rental ordinances. Introduced our **Vacay The Austin Way** campaign to educate citizens on current short-term rental ordinances and why they are needed to keep renters safe and healthy. In December, we added 46 new properties to our Repeat Offender Program in our continued effort to bring more properties into compliance. In addition, Austin Code's FY 2016 Budget was approved, adding 8 new full time employees, plus one transfer, and an increase on the ACD Clean Community Fee.

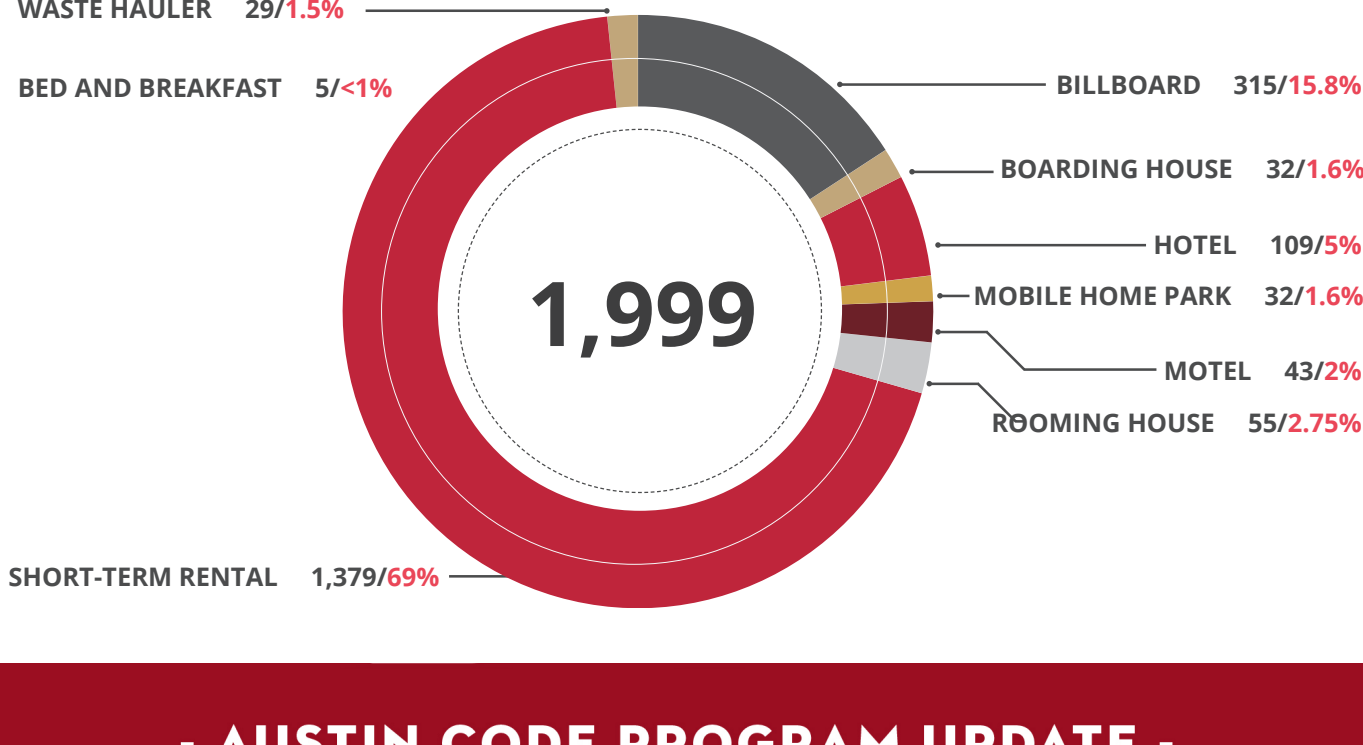
As you can see, it's been quite the busy quarter, illustrating how much our Department has really grown. With such a hardworking bunch, I am eager to see what we can accomplish in 2016. Below you will find a summary of our first quarter Code By The Numbers, budget summary, program updates and community activities. For additional details, visit our website and connect with us on Facebook, Twitter, and Instagram. As always if you see a possible code violation, call 3-1-1 and remember, you can always call anonymously.

Sincerely,  
**Carl Smart**

**- AUSTIN CODE BY THE NUMBERS -**  
**FY 15/16 | OCTOBER 1, 2015 - DECEMBER 31, 2015 | FIRST QUARTER**

2016 VIOLATIONS	Q1	YTD
<b>COMPLAINT CASES</b>		
	5,264	5,264
<b>PROPERTIES THAT RECEIVED ONE OR MORE COMPLAINTS</b>		
	4,641	4,641
<b>VIOLATIONS FOUND</b>		
Nuisance Abatement	1,997	1,997
Structural Condition	1,630	1,630
Land Use / Zoning	1,633	1,633
<b>TOTAL</b>	<b>5,260</b>	<b>5,260</b>
<b>ENFORCEMENT ACTIONS TAKEN</b>		
Notices of Violation Issued	1,431	1,431
Citations Issued	29	29
Orders of Abatement Issued	45	45
Referred to Building and Standards Commission	5	5
<b>TOTAL</b>	<b>1,510</b>	<b>1,510</b>

**ACTIVE LICENSES Q1**



**- AUSTIN CODE PROGRAM UPDATE -**  
**FY 15/16 | OCTOBER 1, 2015 - DECEMBER 31, 2015 | FIRST QUARTER**

**REPEAT OFFENDER PROGRAM UPDATE**

In early December, the Austin Code Department sent letters to 46 new properties that fell under the Repeat Offender Program (ROP) conditions, increasing the registration list to a total of 85 properties. Letters were sent to 22 multi-family properties, and 24 single-family properties that fall under the "2-5-2" requirements of ROP.

Those receiving letters acknowledging they will be placed on this registration list had 14 days to comply, fill out an application form, and pay the \$100 fee, or 10 days to appeal. Following registration, property management is required to post signs alerting residents of their status on the ROP, as well as allow Austin Code to perform required inspections.

The Repeat Offender Program requires all rental properties that have received numerous health and safety complaints within 24 consecutive months to register with the City of Austin Repeat Offender Program by City Council resolution (Ordinance No. 20130926-012). This ordinance requires inspections and other guidelines for rental properties falling under the "2-5-2" conditions. The "2-5-2" conditions are:

- Two or more separate notices of violation for conditions that are dangerous or impair habitability, and were not corrected within the time required.
- Five or more separate notices of violation for conditions that are dangerous or impair habitability which are issued on separate days regardless of whether the violation was corrected or not.
- Two or more citations for conditions that are dangerous or impair habitability within 24 consecutive months

During the first months of 2016, the Austin Code Department will be assessing another group of possible violators, and will be sending letters to those properties as well. The list is anticipated to increase to somewhere near 200 properties by early 2016.

**GROUP HOME UPDATE**

The Austin Code Department, along with several other City of Austin departments, and community-based organizations and partners, is now part of a task force that is looking at the licensing, registration and inspection of boarding care homes, also known as group homes.

The effort, led by District 1 Council Member Ora Houston, has been studying best practices in other cities, the cost of emergency service calls at homes, and other issues, all with the goal of making the homes safer for residents and neighbors.

The Council Health and Human Services Committee has taken up this issue and another discussion on the homes is scheduled for this spring. City Council action is likely to take place this spring. In the meantime, Code PIO will work with Corporate PIO on a community education, outreach and engagement with relevant stakeholders in advance of program implementation, which is expected to take place later this year.

**NEIGHBORHOOD ENHANCEMENT TEAM UPDATE**

The Neighborhood Enhancement Team (NET) pilot program reached an important milestone in this quarter: the completion of the Phase I neighborhood property code inspections.

The NET pilot was implemented in February 2015 to evaluate ways to address code compliance health and safety issues and crime in neighborhoods that are part of the Restore Rundberg initiative. The pilot specifically was created to study the effects of using an integrated public, private and community approach to reducing blight and other quality of life issues within the targeted area of the North Lamar/Georgian Acres neighborhoods.

More than 700 proactive property inspections were conducted by Code officers. The few outstanding cases are receiving case management services and will be linked with community partners who can provide the needed services to remediate remaining property needs to achieve voluntary compliance.

Because one of the shortcomings of Phase I was a lack of community outreach, education and engagement, an extensive communication plan will be launched before the Phase II pilot implementation. Also, Monica Guzman, long-time community advocate, has been hired as a Community Engagement Specialist for the project.

**NEW ASSISTANT DIRECTOR ANNOUNCED**

This quarter the vacant Assistant Director of Field Operations position was filled by Paul Tomaso-ovic. Paul has 20 years of service with the Austin Code Department starting as a field inspector with Solid Waste Services. He has worked as legal coordinator, Assistant Division Manager, and Division Manager. He is a member of American Academy of Public Managers, American Association of Code Enforcement, Code Enforcement Association of Texas, and Congress of New Urbanism.

**HALLOWEEN FLOODS AND ASSESSMENT UPDATE**

Austin experienced historic rainfall in 2015 with flooding both on Memorial Day weekend and Halloween weekend. While the damages inflicted were not as severe as those seen in the 2013 Halloween flood, Austin Code officials were prepared to assess damages almost immediately. By November 3rd, 8 teams consisting of 2 officers each assessed a total of 642 properties. Of these sites, 10 were identified to be dangerous, 294 were declared substandard, while 40 were yet to be classified.

The assessment utilized multi-color placards which were placed on each property to identify buildings possessing conditions deemed unsafe, dangerous, or uninhabitable. As each property was assessed, Austin Code Department officers were able to send this information directly to emergency operations command in real time. The mobile damage assessment application, created by Austin Code, allowed code officers to assess more than 1,000 properties for flood damage, which was then displayed data on the web for the community to see.

The data was used by a number of departments, citywide, including Homeland Security & Emergency Management (HSEM), WPD, and Austin Fire Department (AFD). Federal Emergency Management Agency (FEMA) relied on the same data in conducting their damage review of the area.

**COMMUNITY ENGAGEMENT**

In a continued effort to connect with the community, Austin Code has participated in a number of events in Q1. Starting in October, volunteers from Austin Code participated in 5 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:

**Code Industry Summit, Oct. 1-2**

Austin Code hosted a two day conference at the AT&T Center with code industry leaders from across the state of Texas to create a greater awareness of industry issues and enhance best practices through education and dialogue.

**National Night Out Kick Off and BBQ Cook Off, Oct. 3**

Austin Code had an informational booth at the National Night Out Kick Off from 10 a.m. - 3 p.m. There was BBQ, live music, and exhibitor booths. The event was open to the public.

**National Night Out, Oct. 6**

Austin Code was out at districts around Austin's National Night Out (NNO) block parties. NNO is America's night out against crime, and the block parties are held to strengthen neighborhood spirit as well as police and community relationships.

**2015 S.A.L.T. Safety Fair, Oct. 15**

Austin Code had an informational booth at the Senior and Law Enforcement Together (SALT) Safety Fair at the Conley-Guerrero Senior Activity Center. There were vendor tables, presentations on crime prevention, door prizes, and information on how to protect against scams and frauds

**Fieldwood Drive and Birdcreek Drive North Team Cleanup, Nov. 7**

Austin Code North Team went out to Birdcreek Drive and Fieldwood Drive to clean-up the area. The North Team began at 9 a.m. and started at Birdcreek Drive. There was a booth set up for giveaways and opportunities for education.

**— STAY CONNECTED. FOLLOW US —**

