



REPEAT OFFENDER PROGRAM (R.O.P.) EDUCATION PACKET

**A Guide to Achieve Compliance
For Your Property**

DEVELOPMENT SERVICES DEPARTMENT
CODE COMPLIANCE

512-974-CODE
austintexas.gov/rop



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The Repeat Offender Program (ROP) is a rental registration program for properties with multiple code violations. The program ensures Austin renters are living in properties that meet minimum health and safety standards, as defined by the International Property Maintenance Code (IPMC).

This packet offers key information and resources to help you meet the requirements of the ROP Program and ensure your property is up to safety standards. It's designed as a quick start guide with an overview, actionable steps to get you started, and it works alongside the comprehensive resources available on our website.

Criteria for Repeat Offender Status

Within a consecutive 24-month period:

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Received two or more separate notices of violation for dangerous conditions (e.g., those likely to cause physical harm or injury to someone) or impair habitability (e.g., problems with hot water, electrical service, heating, electrical hazard or infestations) for the same property and failed to correct.

5

Received five or more separate notices of violation for dangerous conditions or impaired habitability which are issued on separate days for the same property regardless of whether the violation was corrected or not.

2

Was issued two or more citations for the same property.

The property owner will remain on the repeat offender list for a minimum of two years.

Program Steps

- Registration - Submit the registration form within 14 days of notification.
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- Pay fee - This fee is required for rental registration within the program and must be paid annually.
- Post signage - Display ROP registration certificate in a public area on the property and common area signage in common areas of the property.
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Compliance and Enforcement Processes

Understanding the compliance process is important for ensuring your property remains a safe living space. This section outlines the steps for annual inspections, the consequences of non-compliance, and the procedures for appealing decisions.

Periodic inspections - Properties will be inspected annually to ensure compliance.

Non-compliance - Failure to meet these requirements can result in the suspension or revocation of the property's registration, prohibiting the leasing of vacant units until compliance is restored. The enforcement of these measures serves to incentivize property owners to expedite compliance to restore that lost income.

Appeals - If the owner would like to appeal the registration, a written statement must be submitted within 10 days from the date the notice was mailed and either emailed to DSDCodeConnect@austintexas.gov or sent to:

City of Austin -

DSD Code Compliance Attn: ROP

P.O. Box 1088 Austin, TX 78767

Resources and Support

- Repeat Offender Program - austintexas.gov/rop
- Common Code Violations webpage - austintexas.gov/common-code-violations
- Code, Resources, Tools - austintexas.gov/codes-resources-tools
- Code Inspector Map - maps.austintexas.gov/GIS/CodeOfficerDistricts/

Contact Information

Find Your Code Inspector: To locate your assigned code inspector, visit our website or contact DSD Code Connect: 512-974-CODE (2633).



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