

Properly Reporting Code Enforcement Issues to 311

1. Call 311, and then push prompt 2. You will be directed to City of Austin information.
 - Give the dispatcher the address and tell them you are reporting a code violation.
 - Ask the dispatcher to repeat back anything that might be unclear or confusing.
 - Write down the complaint number.
2. Seven business days later, call Code Enforcement North District Program Specialist, Tiffany Hodge, at 974-9036.
 - Give the Code Enforcement Program Specialist the address you reported (do not reference the complaint number given to you by the 311 operator. That number is for your personal records only and for the 311 database).
 - Ask the North District Program Specialist for the **case number**, the **investigator's name**, and the **investigator's contact information**.
 - Call the investigator and ask for the status of the investigation. If you are unable to reach the assigned investigator or if you are not satisfied with the status of the case, email the North District ADM, Steve Ramirez, at: steve.ramirez@ci.austin.tx.us
 - Give any additional information that may help Code Enforcement's case (such as day and time when the violation typically occurs, etc.).
 - Remember that Code Enforcement completion may take up to 45 days.
 - **If a problem recurs after having been corrected, please report it to 311 again.**