



## Repeat Offender Program Amanda database updates

Presented to the Building and Standards Commission  
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# Purpose

The purpose of this presentation is to walk through the process of how repeat offenders are identified and registered in the AMANDA case management system.

# Repeat Offender Program (ROP)

Tenant occupied rental properties that meet the criteria stated below are required to register with the City of Austin Repeat Offender Program per Ordinance No. 20130926-012. This ordinance requires inspections and other guidelines for properties that are registered.

**2** or more separate notices of violation are issued for the same property within a consecutive 24 month period and the owner of the property fails to correct the violations within the time frame required by the Code Official.

**5** or more separate notices of violation are issued on separate days for the same property with a consecutive 24 month period regardless of whether the owner or the property corrects the violations within the time frame required by the Code Official;  
or

**2** or more citations are issued for the same property within a consecutive 24 months period.

Amended November 20, 2014.

# Repeat Offender Registration

## ROP Registration

- Properties which meet all the necessary ROP criteria are registered in the program and stored in the AMANDA database.
  - A notice of registration requirement is mailed to the property owner.
  - The owner has 10 days to appeal or 14 days to complete the registration application and pay the registration fee.
  - Once the registration time frame has expired and no appeal has been received the property is placed on the Repeat Offender list.
- AMANDA tracks such data as when the registration was issued, when it will expire, people (owner, billed to, property managers, registered agents) and properties associated with the registration, fees associated with registration and renewal of registration, periodic inspection results, as well as any and all documents or attachments associated with the registration.

# Repeat Offender Identification

## Custom Reporting Tool

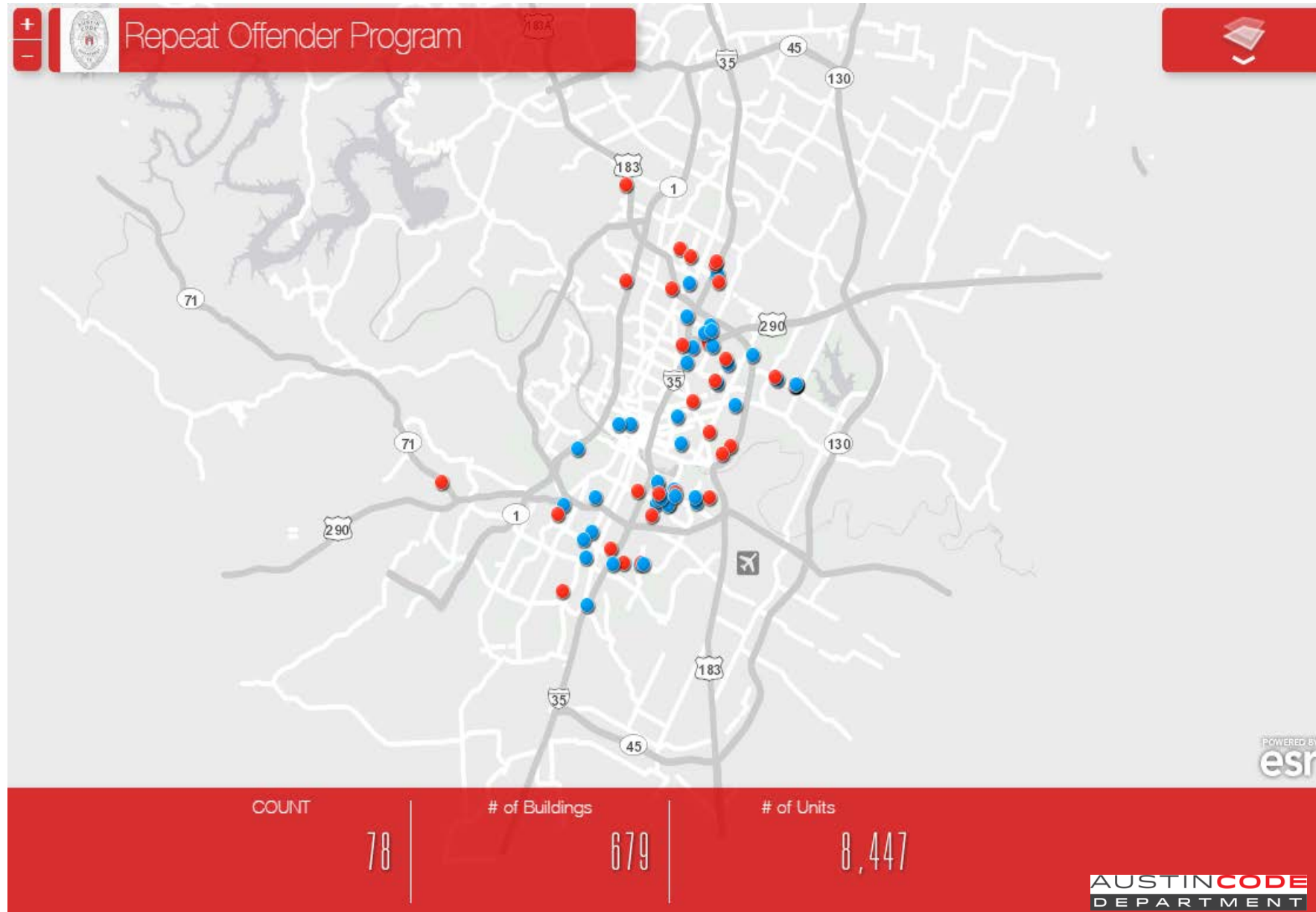
- The “potential ROP” report is generated quarterly by request of the ROP inspection team.
- The report searches through thousands of cases and properties in the AMANDA database which meet a number of conditions, including 2-5-2 within a 24 month period, properties which are not already registered, and properties without a homestead exemption.
- Once the report has been generated, the results are analyzed closely by the ROP inspection team to validate which properties meet all the necessary criteria of the ordinance.
- The Repeat Offender inspection team is comprised of 3 inspectors.

# Repeat Offender Reporting

## Available Reporting

- Reporting options in the AMANDA database correlate directly to the data entered. If the data exists in the database, a report can be designed and developed. The design and development of a report may include scoping the expectations of the final product, meeting with the end user to determine how the data should be displayed in the report as ROP properties and potential ROP properties records contain multiple fields related to case investigations.
- Data currently used in producing the ROP Potential Properties report:
  - TCAD property data
  - History of complaints, violations, notices, warnings and citations issued against ROP properties
  - People (owner, billed to, property managers, registered agents) data associated with complaints, violations or operating licenses on ROP properties
  - History and details of inspections performed
  - Data related to registration of properties

# Repeat Offender Mapping



## Summary

Using data stored in the AMANDA case management system, Austin Code is able to proactively identify properties which meet the criteria of the Repeat Offender Program. Once it is verified that a property meets all required criteria, it is registered in AMANDA. A number of reporting options are available based on data related to ROP properties.



## Questions

Any questions?

