

ZONING CHANGE REVIEW SHEETCASE: C14-2022-0069 – 8702 CullenDISTRICT: 2ZONING FROM: SF-2TO: GR-MUADDRESS: 8702 Cullen LaneSITE AREA: 0.69 acres
(20,739 square feet)PROPERTY OWNERS: Beck REIT Holdings, I, LLC (Russ Becker);
Sloan Houser Holdings, LLC (Sloan Houser)AGENT: TDI Engineering, LLC (Carey Bresler)CASE MANAGER: Wendy Rhoades (512-974-7719, wendy.rhoades@austintexas.gov)STAFF RECOMMENDATION:

The Staff recommendation is to grant community commercial – mixed use – conditional overlay (GR-MU-CO) combining district zoning. The Conditional Overlay prohibits the following uses: Automotive rentals, Automotive sales, Automotive washing (of any type), Bail bond services, Communications services, Community recreation (private), Community recreation (public), Consumer repair services, Drop-off recycling collection facility, Exterminating services, Funeral services, Hotel-motel, Indoor entertainment, Medical offices (exceeding 5000 s.f. of gross floor area), Medical offices (not exceeding 5000 s.f. of gross floor area), Off-site accessory parking, Outdoor entertainment, Pawn shop services, Restaurant (general), Restaurant (limited), Service station, and Theater
For a summary of the basis of Staff's recommendation, see pages 2-3.

ZONING AND PLATTING COMMISSION ACTION / RECOMMENDATION:**October 4, 2022:**CITY COUNCIL ACTION:**November 3, 2022:**ORDINANCE NUMBER:ISSUES:

The Applicant is in agreement with the Staff recommendation.

The rezoning application was filed in late-May 2022 as the result of a Notice of Violation issued by the Austin Code Department in mid-August 2021 for operating an automotive repair business within the SF-2 zoning district. ***Please refer to attached Notice at the back of this packet.***

CASE MANAGER COMMENTS:

The subject lot is located on the north end of Cullen Lane, contains an automobile repair facility and is zoned single family residence – standard lot (SF-2) district. Aerial photos of the property show that the automotive repair use has been in operation since at least 1977 (including the warehouse building on the rear (west) portion of the lot), several years prior to annexation into the City limits in 1984. Property ownership has changed over time from an individual owner from 1977 to a commercially-owned operator in 2013 and documentation of the automotive repair business under the previous individual ownership has not been found.

The property to the north contains a single family residence and an automobile sales business (SF-2; GR-CO), and across Cullen Lane to the east is an automotive auction facility that has a recently approved and released site plan for over 400 multifamily residential units on approximately 13 acres (GR-MU). To the south is a single family residence as well as commercial uses including a pet services use (SF-2; CS-CO), and to the west are single family residences and a stormwater pond in the Park Ridge subdivision (SF-4A-CO; I-RR). ***Please refer to Exhibits A and A-1 – Zoning Map and Aerial Exhibit.***

The Applicant proposes to rezone the property to the community commercial – mixed use (GR-MU) district and in order to bring the automotive repair use into conformance with the Code and retain a residential use on the Property. ***Please refer to Applicant's correspondence attached at the back of this report.***

BASIS FOR RECOMMENDATION

1. *The proposed zoning should be consistent with the purpose statement of the district sought.*

The proposed community commercial (GR) district is intended for office and commercial uses serving neighborhood and community needs, including both unified shopping centers and individually developed commercial sites, and typically requiring locations accessible from major trafficways. The mixed use (MU) district is intended to allow for office, retail, commercial and residential uses to be combined in a single development.

The property has access to Cullen Lane which is classified as a Level 2 (collector) street.

2. *Zoning changes should promote compatibility with adjacent and nearby uses.*
3. *Zoning changes should promote a balance of intensities and densities.*

As background, the area was annexed into the City in the mid-1980s and contained several intensive auto-related, legal (non-conforming) uses which included the subject property. Several industrial and auto-related uses were also operational until recently which resulted in a restriction on the residential uses. However, in the December 2005, Council approved SF-4A-CO zoning for the ParkRidge Gardens subdivision and several years later redevelopment of commercially zoned properties including a shopping center anchored by a supermarket as well as rezonings to permit multifamily residential use were approved along South Congress

Avenue. The right-of-way extension of Ralph Ablanado Drive to the IH 35 frontage road has recently been completed.

In conclusion, Staff recommends the Applicant's request for GR-MU zoning given that the automotive repair services use predated annexation, there are existing automotive-related uses to the north and east, and the property retains a residential structure. The proposed Conditional Overlay is similar to that of the automotive sales use to the north with the exception that it allows automotive repair services (but prohibits automotive sales which does not exist on the property) and custom manufacturing. Otherwise, the -CO has the same prohibited use list except for congregate living, guidance services, and residential treatment in light of guidance to Staff that prohibiting this use could be viewed as discriminating against those suffering from a medical condition.

EXISTING ZONING AND LAND USES:

	ZONING	LAND USES
<i>Site</i>	SF-2	Automotive repair services
<i>North</i>	SF-2; GR-CO; CS-CO	Single family residence; Auto sales; Residential and outside storage of automobiles, trucks and RVs
<i>South</i>	SF-2; CS-CO	Single family residence; Office / warehouse; Pet services; Commercial
<i>East</i>	GR-MU; LI-CO	Automotive repair services; Auto auction (approved and released Site Plan for 3 multifamily residential buildings (404 units) on July 25, 2022)
<i>West</i>	SF-4A-CO; I-RR	Single family residences and stormwater pond in the Park Ridge subdivision

NEIGHBORHOOD PLANNING AREA: Not Applicable TIA: Is not required

WATERSHED: Onion Creek – Suburban

CAPITOL VIEW CORRIDOR: No

SCENIC ROADWAY: No

SCHOOLS:

Williams Elementary School Bedichek Middle School Crockett High School

COMMUNITY REGISTRY LIST:

511 – Austin Neighborhoods Council	627 – Onion Creek HOA
742 – Austin Independent School District	1228 – Sierra Club, Austin Regional Group
1363 – SEL Texas	1424 – Preservation Austin
1494 – South Boggy Creek Neighborhood Association	
1496 – Park Ridge Owners Association, Inc.	1530 – Friends of Austin Neighborhoods
1531 – South Austin Neighborhood Alliance (SANA)	
1550 – Homeless Neighborhood Association	
1616 – Neighborhood Empowerment Foundation	1774 – Austin Lost and Found Pets

1820 – Peaceful Hill Preservation Association

AREA CASE HISTORIES:

NUMBER	REQUEST	COMMISSION	CITY COUNCIL
C14-2022-0077 – 203 Ralph Ablanado Rezoning	From / To: CS- CO; LI-CO to remove the 300 vehicle per day cap	To be scheduled	To be scheduled
C14-2020-0139 – Cullen and Ralph Ablanado – 8811 Cullen Ln and 203 Ralph Ablanado Dr	CS-CO; GR- MU-CO to GR- MU on 12.95 acres	To Grant	Apvd (3-4-2021).
C14-2018-0118 – 8900 South Congress Ave	CS-CO to CS- CO to remove the 2,000 trips per day limit and replace w/the conds of a TIA	To Grant, as requested	Apvd (4-25-2019).
C14-2010-0084 – Amy L. Rogans – 8616 Cullen Ln	SF-2 to CS-MU	To Grant GR-CO w/CO for list of prohibited uses, limit structure height to 30', and 2,000 trips	Apvd GR-CO as Commission recommended (9-23-2010).
C14-06-0119 – Beverly's – 8504 South Congress Ave	DR to CS-1	To Grant CS-1-CO for Tract 1 and CS-CO for Tract 2, w/CO for 2,000 trips	Apvd CS-1-CO and CS-CO as Commission recommended (9-28-2006).
C14-05-0209 – Big 4 – 221 Ralph Ablanado Dr	SF-2 to LI	To Grant LI-CO w/ scrap and salvage as the only permitted LI use, all GR uses, except for pawn shop services, and 300 trips	Apvd LI-CO, to allow scrap and salvage, all CS uses, except for pawn shop services which is prohibited, and 300 trips per day beyond that existing trips generated on site (3-23-2006).
C14-05-0034.SH – Peaceful Hill Subdivision – 308 Ralph Ablanado Dr and 8319 Peaceful Hill Ln	SF-6; W/LO; LI; DR to SF-4A	To Deny SF-4A	Apvd SF-4A-CO w/CO for: 1) 2,000 trips; 2) prohibit access to Peaceful Hill Ln.; 3) a residential use shall comply with the measures under

			<p>Section 25-13-44 (Airport Overlay Land Use Table) that achieve a minimum outdoor-to-indoor noise level reduction of 25 decibels; 4) a 30' rear yard setback shall be established for a residential structure adjacent to a non-residential use or zoning district; and 5) the max height is one story adjacent to Crippen Sheet Metal. Restrictive Covenant for: 1) the Neighborhood Traffic Analysis; 2) construction of a pedestrian accessway to Peaceful Hill Ln; 3) center turn lane along Ralph Ablanado Dr frontage; 4) 6' solid masonry wall along property lines that do not abut Ralph Ablanado Dr on the south and Peaceful Hill Ln on the west, and 5) an 8' solid fence along the east property line (12-15-2005).</p>
C14-04-0179 – Big 4 – 8602 Cullen Ln	DR; SF-2 to CS	To Grant CS-CO w/ CO for fencing; landscape buffer; 30' structure height; prohibited uses and 2,000 trips. Street deed required on Cullen Lane. Public Restrictive Covenant for hours of operation.	Apvd CS-CO district zoning with Street Deed and Public Restrictive Covenant as ZAP recommended (3-10-2005).

C14-04-0105 – Pennington Ltd. Partnership – 8706 & 8708 S Congress Ave	DR to CS	To Grant CS-CO w/CO for 2,000 trips	Apvd CS-CO as Commission recommended (9-30-2004).
C14-99-0112 – 8816 Cullen Ln	DR to CS for Tract 1; LO for Tract 2	To Grant CS-CO for Tract 1; LO-CO for Tract 2 being a 40' wide landscaped buffer and a 6' solid fence along the west property line; CS-CO for list of prohibited uses; 30' height limit; 2,000 trips; rollback to W/LO if construction sales & service use is a permitted use in that district; R-O-W dedication on Cullen Lane (approx 5')	Apvd CS-CO for Tract 1; LO-CO for Tract 2 as Commission recommended (1-27-2000).
C14-99-0075 – 8810 Cullen Ln	DR to CS for Tract 1; LO for Tract 2	To Grant CS-CO for Tract 1; LO-CO for Tract 2, w/LO-CO being a 40' wide landscaped buffer and a 6' solid fence along the west property line; CS-CO for list of prohibited uses; 30' height limit; 2,000 trips; rollback to W/LO if construction sales & service use is a permitted use in that district; r-o-w dedication on Cullen Lane (approx 5').	Approved CS-CO for Tract 1; LO-CO for Tract 2 as Commission recommended (9-30-1999).

RELATED CASES:

The property is platted as Lot 1, Barry A. Presley Subdivision recorded in April 1980 (C8s-80-021).

The rezoning area was annexed into the City limits in November 1984.

EXISTING STREET CHARACTERISTICS:

Name	ASMP Classification	ASMP Required ROW	Existing ROW	Existing Pavement	Sidewalks	Bicycle Route	Capital Metro (within ¼ mile)
Cullen Lane	Level 2 (collector)	78 feet	50 feet	21 feet	No	Shared Lane	No

ADDITIONAL STAFF COMMENTS:

Inclusive Planning

Project Name and Proposed Use: Auto Repair/SF Residence/Storage Shed to Auto Repair/Office/Storage Shed.

Yes	Imagine Austin Decision Guidelines
	Compact and Connected Measures
Y	Imagine Austin Growth Concept Map: Located close to, within or adjacent to an Imagine Austin Activity Center, Imagine Austin Activity Corridor, or Imagine Austin Job Center as identified on the Growth Concept Map. Name(s) of Activity Center/Activity Corridor/Job Center: Adjoins Southpark Meadow Town Center
	Mobility and Public Transit: Located within 0.25 miles of public transit stop and/or light rail station.
	Mobility and Bike/Ped Access: Adjoins a public sidewalk, shared path, and/or bike lane
Y	Connectivity, Good and Services, Employment: Provides or is located within 0.50 miles to goods and services, and/or employment center.
Y	Connectivity and Food Access: Provides or is located within 0.50 miles of a grocery store/farmers market.
	Connectivity and Education: Is located within 0.50 miles from a public school or university.
	Connectivity and Healthy Living: Provides or is located within 0.50 miles from a recreational area, park or walking trail.
	Connectivity and Health: Provides or is located within 0.50 miles of health facility (ex: hospital, urgent care, doctor's office, drugstore clinic, specialized outpatient care.)
	Housing Affordability: Provides a minimum of 10% of units for workforce housing (80% MFI or less) and/or fee in lieu for affordable housing.
	Housing Choice: Expands the number of units and housing choice that suits a variety of household sizes, incomes, and lifestyle needs of a diverse population (ex: apartments, triplex, granny flat, live/work units, cottage homes, and townhomes) in support of Imagine Austin and the Strategic Housing Blueprint.
	Mixed Use: Provides mixed use development (minimum 10% residential and 10% non-residential floor area).
	Culture and Creative Economy: Provides or is located within 0.50 miles of a cultural resource (ex: library, theater, museum, cultural center).

3	Total Number of “Yes’s”
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Drainage

The developer is required to submit a pre- and post-development drainage analysis at the subdivision and site plan stage of the development process. The City’s Land Development Code and Drainage Criteria Manual require that the Applicant demonstrate through engineering analysis that the proposed development will have no identifiable adverse impact on surrounding properties.

Impervious Cover

The maximum impervious cover allowed by GR-MU zoning district is 80%, which is based on the more restrictive *watershed* regulations.

Environmental

The site is not located over the Edwards Aquifer Recharge Zone. The site is in the Onion Creek Watershed of the Colorado River Basin, which is classified as a Suburban Watershed by Chapter 25-8 of the City's Land Development Code. The site is in the Desired Development Zone.

Under current watershed regulations, development or redevelopment on this site will be subject to the following impervious cover limits:

<i>Development Classification</i>	<i>% of Gross Site Area</i>	<i>% of Gross Site Area with Transfers</i>
Single-Family (minimum lot size 5750 sq. ft.)	50%	60%
Other Single-Family or Duplex	55%	60%
Multifamily	60%	70%
Commercial	80%	90%

According to floodplain maps there is no floodplain within or adjacent to the project location.

Standard landscaping and tree protection will be required in accordance with LDC 25-2 and 25-8 for all development and/or redevelopment.

At this time, site specific information is unavailable regarding vegetation, areas of steep slope, or other environmental features such as bluffs, springs, canyon rimrock, caves, sinkholes, and wetlands.

Under current watershed regulations, development or redevelopment requires water quality control with increased capture volume and control of the 2-year storm on site.

PARD – Planning & Design Review

Parkland dedication will be required for the new residential units proposed by this development at the time of subdivision or site plan, per City Code § 25-1-601. Fees in-lieu would be required, and those fees shall be used toward park investments in the form of land acquisition and/or park amenities within the surrounding area, per the Parkland Dedication Operating Procedures § 14.3.11 and City Code § 25-1-607 (B)(1) & (2).

If the applicant wishes to discuss parkland dedication requirements in advance of site plan or subdivision applications, please contact this reviewer: thomas.rowlinson@austintexas.gov.

Please note that City Council has directed that commercial uses be considered for parkland dedication requirements. This site may be subject to those requirements at the site of site plan or subdivision. Given the scale of the proposed project, fees may be authorized, if applicable.

Site Plan

Site plans will be required for any new development other than single-family or duplex residential.

Any new development is subject to Subchapter E. *Design Standards and Mixed Use*. Additional comments will be made when the site plan is submitted.

Any development which occurs in an SF-6 or less restrictive zoning district which is located 540 feet or less from property in an SF-5 or more restrictive zoning district will be subject to compatibility development regulations. Compatibility compliance will be required along the north and south property lines adjacent to single family residential.

- No structure in excess of two stories or 30 feet in height may be constructed within 50 feet of the property line.
- No structure in excess of three stories or 40 feet in height may be constructed within 100 feet of the property line.
- For a structure more than 100 feet but not more than 300 feet from property zoned SF-5 or more restrictive, height limitation is 40 feet plus one foot for each 10 feet of distance in excess of 100 feet from the property zoned SF-5 or more restrictive.
- For a structure more than 300 feet but not more than 540 feet from property zoned SF-5 or more restrictive, height limitation is 60 feet.
- An intensive recreational use, including a swimming pool, tennis court, ball court, or playground, may not be constructed 50 feet or less from property in an SF-5 or more restrictive zoning district.

Austin Transportation Department – Engineering Review

The Austin Strategic Mobility Plan (ASMP) calls for 78 feet of right-of-way for Cullen Lane. It is recommended that 14 feet of right-of-way from the existing centerline should be

dedicated for Cullen Lane according to the Transportation Plan with the first subdivision or site plan application [LDC 25-6-51 and 25-6-55].

Assessment of required transportation mitigation, including the potential dedication of right of way and easements and participation in roadway and other multi-modal improvements, will occur at the time of site plan application. A traffic impact analysis shall be required at the time of site plan if triggered per LDC 25-6-113.

Water / Wastewater

The landowner intends to serve the site with City of Austin water and wastewater utilities. The landowner, at own expense, will be responsible for providing any water and wastewater utility improvements, offsite main extensions, utility relocations and or abandonments required by the land use. The water and wastewater utility plan must be reviewed and approved by Austin Water for compliance with City criteria and suitability for operation and maintenance.

Depending on the development plans submitted, water and or wastewater service extension requests may be required. All water and wastewater construction must be inspected by the City of Austin.

The landowner must pay the City inspection fee with the utility construction. The landowner must pay the tap and impact fee once the landowner makes an application for a City of Austin water and wastewater utility tap permit.

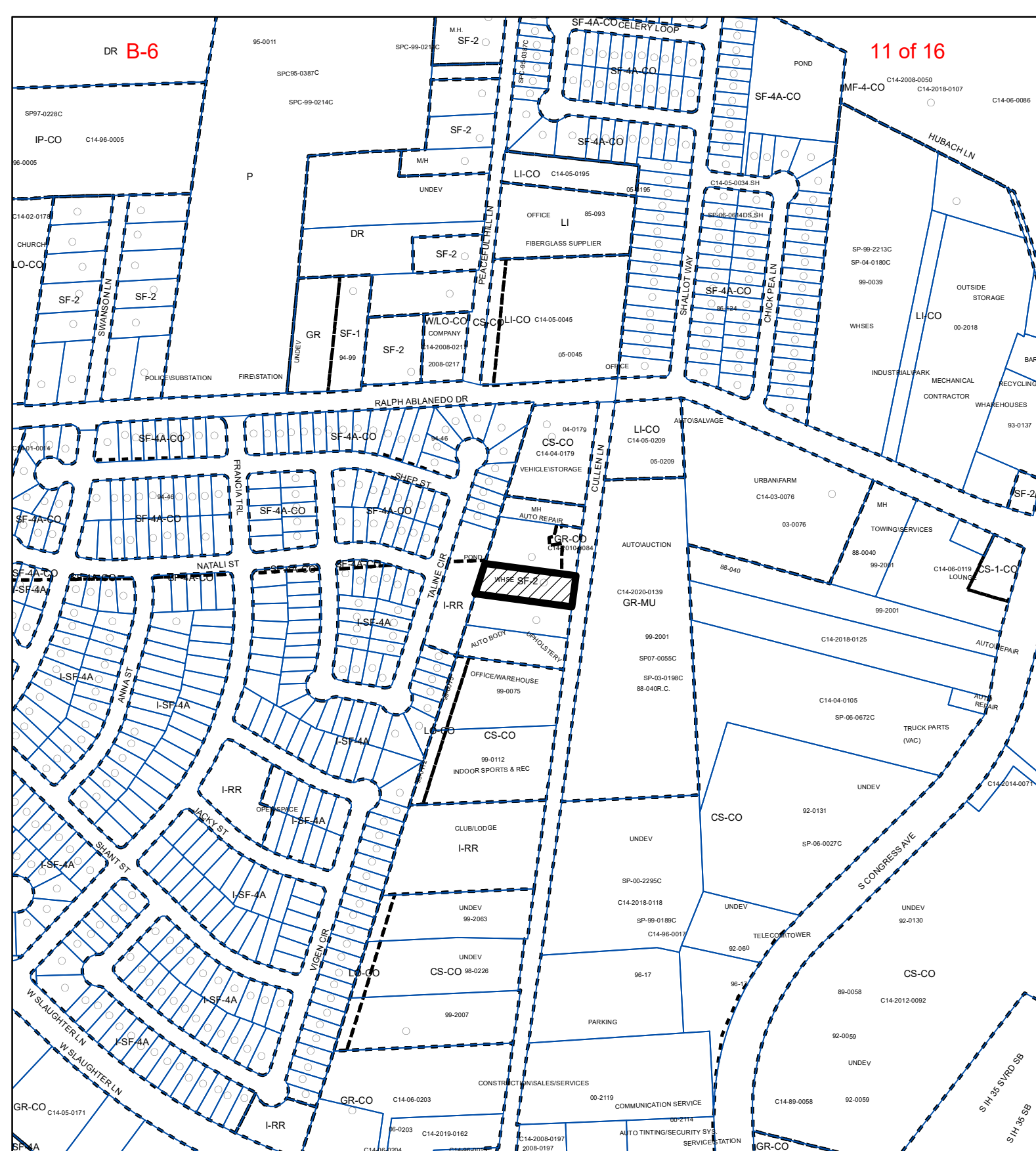
INDEX OF EXHIBITS AND ATTACHMENTS TO FOLLOW:


Exhibit A: Zoning Map


Exhibit A-1: Aerial Map


Applicant's correspondence

Notice of Code Violation



 SUBJECT TRACT

 PENDING CASE

 ZONING BOUNDARY

ZONING

Exhibit A

ZONING CASE#: C14-2022-0069

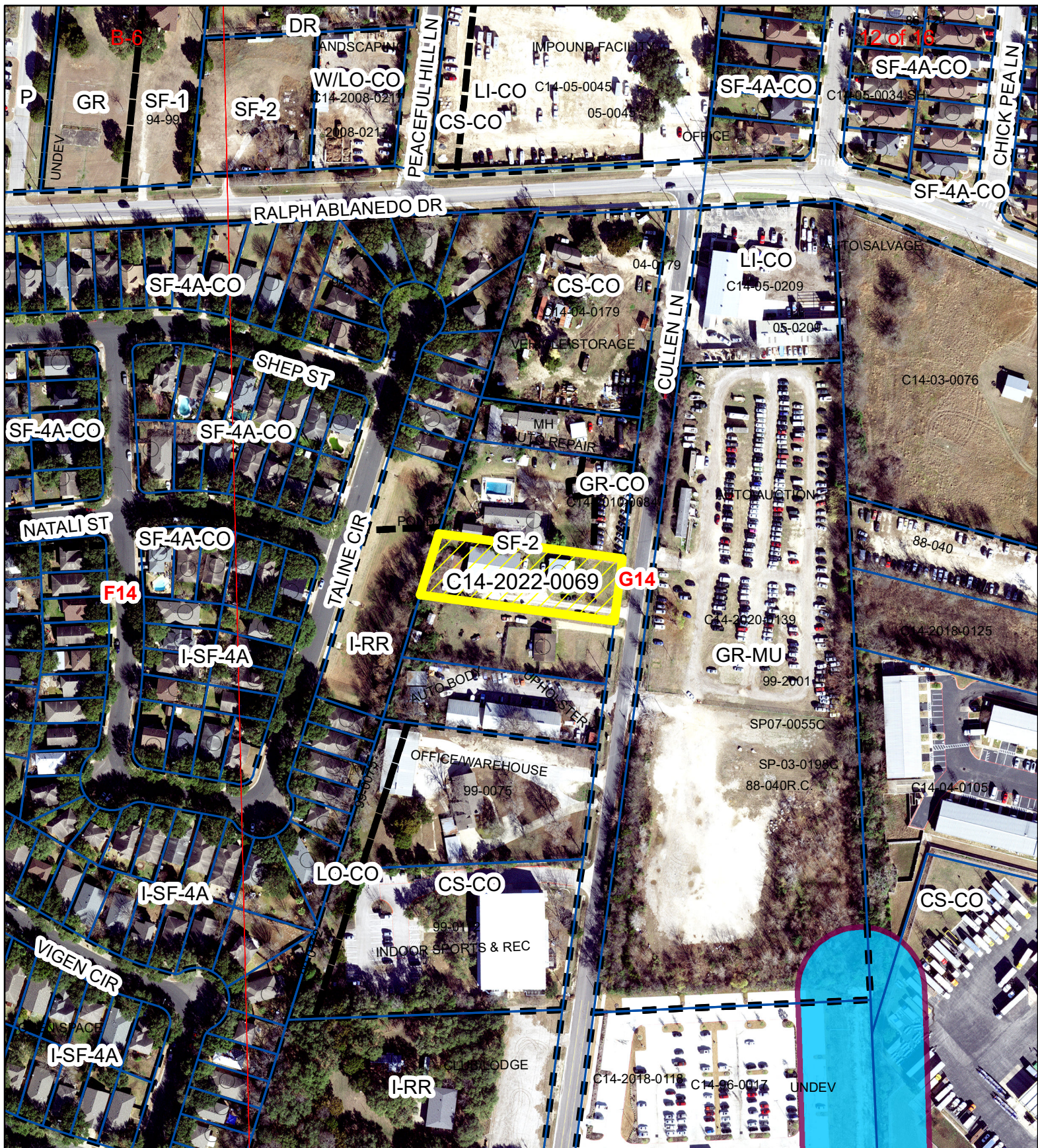
$$1'' = 400'$$

This product is for informational purposes and may not have been prepared for or be suitable for legal, engineering, or surveying purposes. It does not represent an on-the-ground survey and represents only the approximate relative location of property boundaries.

This product has been produced by the Housing and Planning Department for the sole purpose of geographic reference. No warranty is made by the City of Austin regarding specific accuracy or



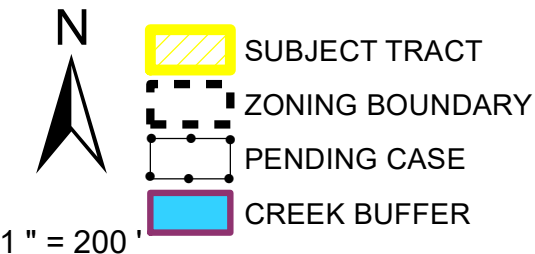
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8702 Cullen

Exhibit A - 1

ZONING CASE#: C14-2022-0069
 LOCATION: 8702 Cullen Lane
 SUBJECT AREA: 0.69 Acres
 GRID: G14
 MANAGER: Wendy Rhoades



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Created: 6/7/2022



5906 Old Fredericksburg Road
Suite 300
Austin, Texas 78749

(512) 301-3389
www.tdi-llc.net

July 27, 2022

Wendy Rhoades, Case Manager
City of Austin Housing and Planning Department
PO Box 1088
Austin, TX 78767-1088

**RE: 8702 Cullen Lane, Re-zoning Application
C14-2022-0069**

Dear Ms. Rhoades:

Please accept this letter as formal request that TDI Engineering, LLC intends to modify the re-zoning application submitted Apr 21, 2022.

The original application requested the zoning classification be changed to CS to accommodate the existing land use. After our meeting with you on June 17, 2022 and coordination with the neighborhood association, we respectfully request a designation of GR-MU, which is also a good match to the two rezoning cases to GR nearby at 8811 Cullen (GR-MU in 2021) and 9006 Cullen (GR in 2007).

Thank you for your time and please do not hesitate to contact me if you have any questions or need any additional information.

Sincerely,

A handwritten signature in blue ink that reads "Carey Bresler".

Carey Bresler, AICP, PMP, LEED AP BD+C
Director – Planning
Firm Reg. # F-8601



City of Austin

P.O. Box 1088, Austin, TX, 78767

AUSTINCODE DEPARTMENT

NOTICE OF VIOLATION

Case Number: CV-2020-173320

via Certified Mail #7017 0190 0000 3848 9489

August 11, 2021

TWO SHADY PARTNERS LLC
2131 THEO DR
AUSTIN, TX 78723-5728

RE: 8702 CULLEN LN AUSTIN TX 78748
Locally known as 8702 CULLEN LN AUSTIN TX 78748
Legally described as LOT 1 PRESLEY BARRY A SUBD
Zoned as SF-2
Parcel Number 0430090204

Dear TWO SHADY PARTNERS LLC:

The City of Austin Code Department investigated the property described above. Austin City Code violations were found that require your immediate attention. A description of the violation(s) and compliance timeframe(s) are provided in the attached violation report.

After receipt of this Notice, and until compliance is attained, the Austin City Code prohibits the sale, lease, or transfer of this property unless:

- You provide the buyer, lessee, or other transferee a copy of this Notice of Violation; and
- You provide the name and address of the buyer, lessee, or other transferee to the Code Official.

For additional information, I can be reached at 512-460-9726 or Donna.Dunn@austintexas.gov. Please reference **case number** CV-2020-173320. Hours of operation are: Monday – Friday, 7:30 a.m. - 4:00 p.m. If I am unavailable, contact the Code Connect line at (512) 974-CODE (2633) or codeconnect@austintexas.gov.

Para obtener más información, llame al 512-460-9726 o enviar un correo electrónico a Donna.Dunn@austintexas.gov. Por favor, consulte **caso número** CV-2020-173320. El horario de atención es: lunes a viernes, 7:30 a.m. - 4:00 p.m. Si no estoy disponible, comuníquese con Code Connect marcando al (512) 974-CODE (2633) o por correo electrónico codeconnect@austintexas.gov.

Sincerely,

Donna Dunn, Austin Code Officer
City of Austin Code Department



FOR CODE QUESTIONS, CONTACT:
512.974.CODE (2633)
CODECONNECT@AUSTINTEXAS.GOV
MONDAY - FRIDAY 8:00 AM - 4:00 PM

VIOLATION REPORT

Date of Notice: August 11, 2021

Code Officer: Donna Dunn

Case Number: CV-2020-173320

Property Address: 8702 CULLEN LN AUSTIN TX 78748
Locally known as 8702 CULLEN LN AUSTIN TX 78748
Zoned as SF-2

The items listed below are violations of the Austin City Code, and require your immediate attention. If the violations are not brought into compliance within the timeframes listed in this report, enforcement action may be taken. Timeframes start from the Date of Notice.

*Due to the ongoing Declaration of Local Disaster, the Austin Code Department understands that additional time may be required to comply with this notice. **If additional time is required, please contact your Code Officer to request an extension.** Extensions will be considered after evaluating the severity and frequency of the violation, available resources to correct the violation, and the impact of the continued violation on the public health and safety.*

Violation Type: LAND USE

Austin City Code Section: Home Occupations (§25-2-900)

Description of Violation: A person is prohibited from operating an automotive repair business within a SF-2 residential zoned district.

Date Observed: 08/11/2021

Timeframe to Comply: 14 Day(s)

Recommended Resolution: Property is zoned SF-2, property needs to be rezoned for commercial use. .

Notes: Permit violations require the permit(s) to be issued and all required inspections to be completed to attain compliance. For questions concerning land use violations, please contact the Development Services Department at 311. You can also visit <http://www.austintexas.gov/department/development-services> for more information.

IMPORTANT INFORMATION

Failure to Correct

If the violations are not brought into compliance within the timeframes listed in the violation report, enforcement action may include:

- Criminal charges in the City of Austin Municipal Court subjecting you to fines of up to \$2,000 per violation, per day.
- Civil penalties in an Administrative Hearing subjecting you to fines of up to \$1,000 per violation, per day, along with additional fees.
- Suspension or cancellation of existing site plan, permit or certificate of occupancy. If the site plan, permit or certificate of occupancy is suspended or revoked, the utility service to this property may be disconnected.
- Civil injunctions or penalties in State court.
- For dangerous or substandard buildings, the City of Austin may also take action with the Building and Standards Commission (BSC) to order the vacation, relocation of occupants, securing, repair, removal or demolition of a building, and civil penalties.

Ownership Information

According to the records of the County, you own the property described in this notice. If this property has other owners, please provide me with this information. If you no longer own this property, you must execute an affidavit form provided by our office. This form should state that you no longer own the property, the name of the new owner, and their last known address. The affidavit must be delivered in person or by certified mail, with return receipt requested, to the Austin Code Department office no later than 20 days after you receive this notice. If you do not submit an affidavit, it will be presumed that you own the property described in this notice.

An affidavit form is available at www.austintexas.gov/code-resources, or at the office at 5202 E. Ben White Blvd. Unit 5, Suite 550, Austin, TX 78741. The completed affidavit should be mailed to: **City of Austin Code Department, P.O. Box 1088, Austin, Texas 78767.**

Complaints

You may file a written complaint or commendation regarding an Austin Code Department Officer no later than 3 days after you receive this notice. Please reference your case number. The complaint or commendation should be mailed to: **City of Austin Code Department, ATTN: Code Official, P.O. Box 1088, Austin, Texas 78767.**