MULTI-FAMILY INSPECTION PROGRAM

CITY OF ALLEN
COMMUNITY ENHANCEMENT

The purpose of the Multi-Family Licensing and Inspection Program is to safeguard the life, health, safety, welfare, and property of the occupants of multi-family dwelling complexes and the public, by developing a process to enforce city building code standards and city property maintenance codes; and to provide equitable and practical remedies for the violation of city building code standards and city property maintenance codes.

The Code Compliance Division is committed to maintaining a vibrant community through active participation and engagement of Allen residents. To ensure compliance with City Codes, Zoning Ordinances, and other applicable property maintenance codes, Code Compliance Staff regularly inspect our multi-family communities to encourage, assist, and facilitate residents and multi-family properties in maintaining their property and fulfilling city code requirements.

An Annual Inspection is performed at all multi-family dwelling complexes operating at least one year with 3 or more dwelling units. Violations identified during the inspection are documented on an Inspection Report that is sent to the property manager/property owner for correction. The inspection consists of all exterior and common interior areas of the property.

In addition to the Annual Inspection, violations are proactively identified by staff and through citizen inquires. Typically, when violations are identified, the property owner and/or occupant are notified to correct the violation/s within an established time frame. Residents should contact the Code Compliance Division if they have any questions or need further clarification.

FREQUENTLY ASKED QUESTIONS

Q. How soon after filing a complaint will an inspection be performed?
A. Staff usually responds within 72 hours.

Q. I would like the inside of my apartment inspected, why won't an inspector come inside?
A. At this time, only exterior and common interior areas are inspected.

Q. How long will it take to resolve a violation found during an inspection?
A. Time frames vary but we strive to gain compliance within 10-30 business days.

Q. Can I file an anonymous complaint?
A. Yes, however, providing contact information allows the inspector to gain additional information if needed and follow up with the complainant.

Q. What happens if the violation is not corrected after the inspector has instructed the property owner to do so?
A. Depending on the violation, this might include issuing a notice to appear in municipal court or an administrative abatement to gain compliance.

Q. Who is responsible for correcting the violation?
A. The property owner unless the violation is not a result of the building defect such as improperly stored tenant items.

Q. Can the City get me out of my lease?
A. The City does not get involved in civil matters such as contractual agreements, nor can we provide legal advice.

- See reverse for a list of City and Community Contacts -

KNOW YOUR RIGHTS

TEXAS TENANTS UNION

Texas state law provides rental housing tenants with basic rights to help ensure their health, safety, and security and to protect them from discrimination. More information can be found by visiting txtenants.org

FAIR HOUSING ACT

The Fair Housing Act (Title VIII of the Civil Rights Act of 1968) prohibits discrimination concerning sale, rental, and financing of housing based on race, religion, national origin, sex, handicap, and family status. If you feel your rights have been violated, please file a complaint with the US Department of Housing and Urban Development at HUD.gov

CITY AND COMMUNITY CONTACTS

Code Compliance
To report property maintenance concerns.
214.509.4180
code@cityofallen.org

Animal Services
For pet registration, microchipping, donations, volunteering.
214.509.4378

Police
Emergency: 911
Non-Emergency Dispatch: 214.509.4321
Crime Tip: 214.509.4278

ACO – All Community Outreach
Food support, rent and utility assistance, health related financial assistance, employment services, education services, financial coaching services, donation of charitable items.
972.727.9131

The Multi-Family Inspection Program is overseen by the Code Compliance Division of the Community Enhancement Department.

305 Century Parkway Allen, TX 75013 * 214-509-4180 * M-F 8 a.m.-5 p.m.

For more information about multi-family initiatives, and staff and community contacts visit: www.CityofAllen.org/MultiFamily

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