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| **Service Type:**  | Code Compliance  |
| **Service Location:**  | 330 HEARTWOOD DR, AUSTIN, TX  |

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| Service Information  |
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| Please add the apartment complex name to the comments field if the complaint is on an apartment property.  |  |  |
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| What type of property?  |  | Unknown  |
|  |  |  |
| If applicable what time of day does it usually occur?  |  | 24 /7  |
|  |  |  |
| Can activity/condition be viewed from public property?  |  | Yes  |
|  |  |  |
| Are there any hazardous or dangerous conditions to the investigator?  |  | No hazards,  |
|  |  |  |
| Have you contacted another city department/person?  |  | Yes  |
|  |  |  |
| Do you have a CCV Number?  |  | No  |
|  |  |  |
| An investigator will be assigned within 3-5 business days excluding holidays.  |  |  |
|  |  |  |
| Please contact 311 to obtain the Investigator assigned to your case & case #.  |  |  |
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| Resolution of your complaint will depend on the investigation's findings.  |  |  |
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| This SR will be closed once the Inspector & Case number is assigned.  |  |  |
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| Contact Information  |
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| Code Compliance Vounteer  |
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| Name: |  |
| Address: |  |
| Phone: |  |
| Email: |  |
|  |  |
| Citizen  |
|  |  |
| Name: | MR. DALE L FLATT  |
| Address: |  |
| Phone: |  |
| Email: | daleflatt@aol.com  |
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| Comments and Attachments  |
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| Additional Comments:  | Failure to maintain a property in a sanitary condition and obstruction of a waterway. The area of immediate concern is bounded upstream by the City of Austin Greenbelt in proximity to South First Street and Heartwood Drive along the back side of the homes on Heartwood Drive to South Congress Ave, to the point where Williamson Creek crosses Wasson Rd. A review of property records indicate that the City of Austin owns these properties. The account numbers at Travis County Appraisal District are 319314,319258,839493,320681. A second property owner is Parth Properties. The property is addressed at 4930 S. Congress Ave and extends to the back property lines of the homes on Heartwood Drive, address 302- 318. The TCAD account number is 931260. The waterway has large amounts of trees and limbs as well as trash and boulders that impede the flow of water in the waterway and increase the likely hood of flooding into the adjoining homes. Please contact Mr. Dale Flatt at 512-917-1666. He is retired and will meet the investigator onsite, and walk the area of concern.  |
| Attachment(s):  |  |

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| The service request has been successfully submitted. The tracking number is 14-00210776. |

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