



HOUSTON HEALTH DEPARTMENT



Apartment Compliance Program

This briefing covers:

- Inspection process
- Legal authority
- The operational and financial considerations of the program.

Overview for the Program



- Ensures safe and habitable living conditions
- Responds to tenant complaints (health, safety, habitability)
- Investigations performed by trained Environmental Investigators
- Violations enforced under city ordinance
- Collaboration with property owners/managers and Lease holders for positive outcomes

Health & Safety Investigation Standards



- Minimum housing standards are enforced
- Common violations:
 - Water intrusion
 - Pest infestation
 - No hot water
 - No A/C
 - Sewage overflow inside unit
 - Garbage overflow

Garbage Overflow (Examples of violations)



Bathroom (No Flooring / Poor Condition)

C.C. Citation

C.C. Sec. 10-361(c)
(Failure to maintain
building in a clean,
sanitary, and safe
condition / general
habitability issue)



Bedroom (No Flooring / No Electrical Outlets)



- C.C. Citation

- C.C. Sec. 10-363(c)
(Electrical outlets missing / unsafe electrical conditions)

- C.C. Sec. 10-361(a)
(Failure to maintain structural elements like flooring)



Kitchen (No Electrical Outlets/ Deteriorated Condition)



- C.C. Citation
- C.C. Sec. 10-363(c)
(Failure to provide/maintain required electrical outlets – unsafe electrical condition)
- C.C. Sec. 10-361(a)
(Failure to maintain structural elements—worn/deteriorated surfaces such as cabinets, walls, or flooring)
- C.C. Sec. 10-361(c)
(Failure to maintain the unit in a clean, sanitary, and safe condition)

Enforcement Process



Complaint Received in CRIS system

- Logged and assigned within 1–2 days

Initial Investigation

- Inspection conducted within 1-3 days

Violation Documented

- Findings recorded in CRIS after inspection (same day)

Notice Issued to Owner/Manager

- Sent within 1 day after inspection

Compliance Period

- Property given 7–10 days to correct violations (depending on severity)

Re-Inspection

- Conducted within 1-2 days after compliance deadline

Citation Issued (if needed)

- Issued within 1-2 days if violations remain

Fines Applied

- \$50–\$2,000 per violation per day until compliance is achieved

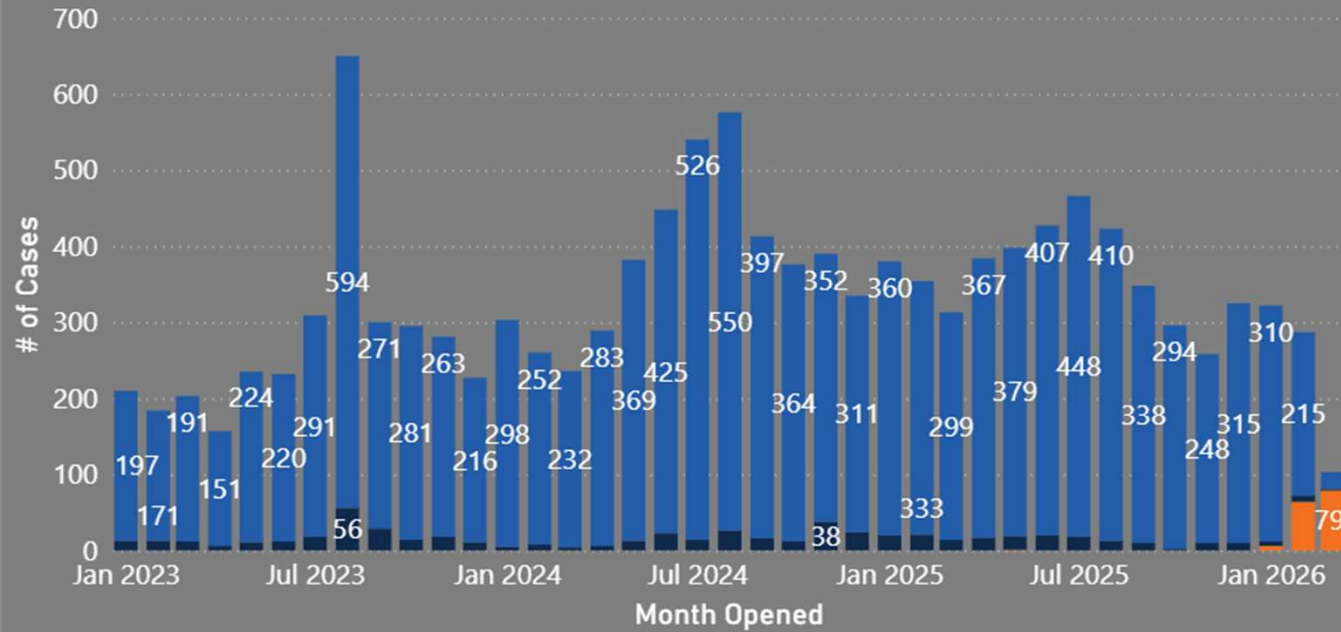
Apartment Compliance Case Volume

1/1/2023

3/10/2026

of Cases by Month Opened and Status

Status ● Active ● Cancelled ● Resolved



Status	Status Reason	# of Cases
Resolved	Service Completed	8350
Resolved	No Violation Found	905
Resolved	Service Completed - Further Actions	624
Resolved	All Work Complete	433
Resolved	Compliance Achieved	409
Resolved	Per Customer Request	269
Resolved	Insufficient Information to Investigate	260
Resolved	Complainant Not Lease Holder or Legal Occupant	251
Cancelled	Merged	250
Resolved	Duplicate	246
Resolved	Not City Responsibility	239
Cancelled	Invalid	225
Active	Routed	150
Cancelled	Per Customer Request	81
Resolved	Outside City Limits	74
Resolved	No Access	73
Resolved	Citation issued	38
Cancelled	Entered in Error	35
Resolved	Restoration Pending	3

Total 12915

150

Active Cases

12,174

Resolved Cases

591

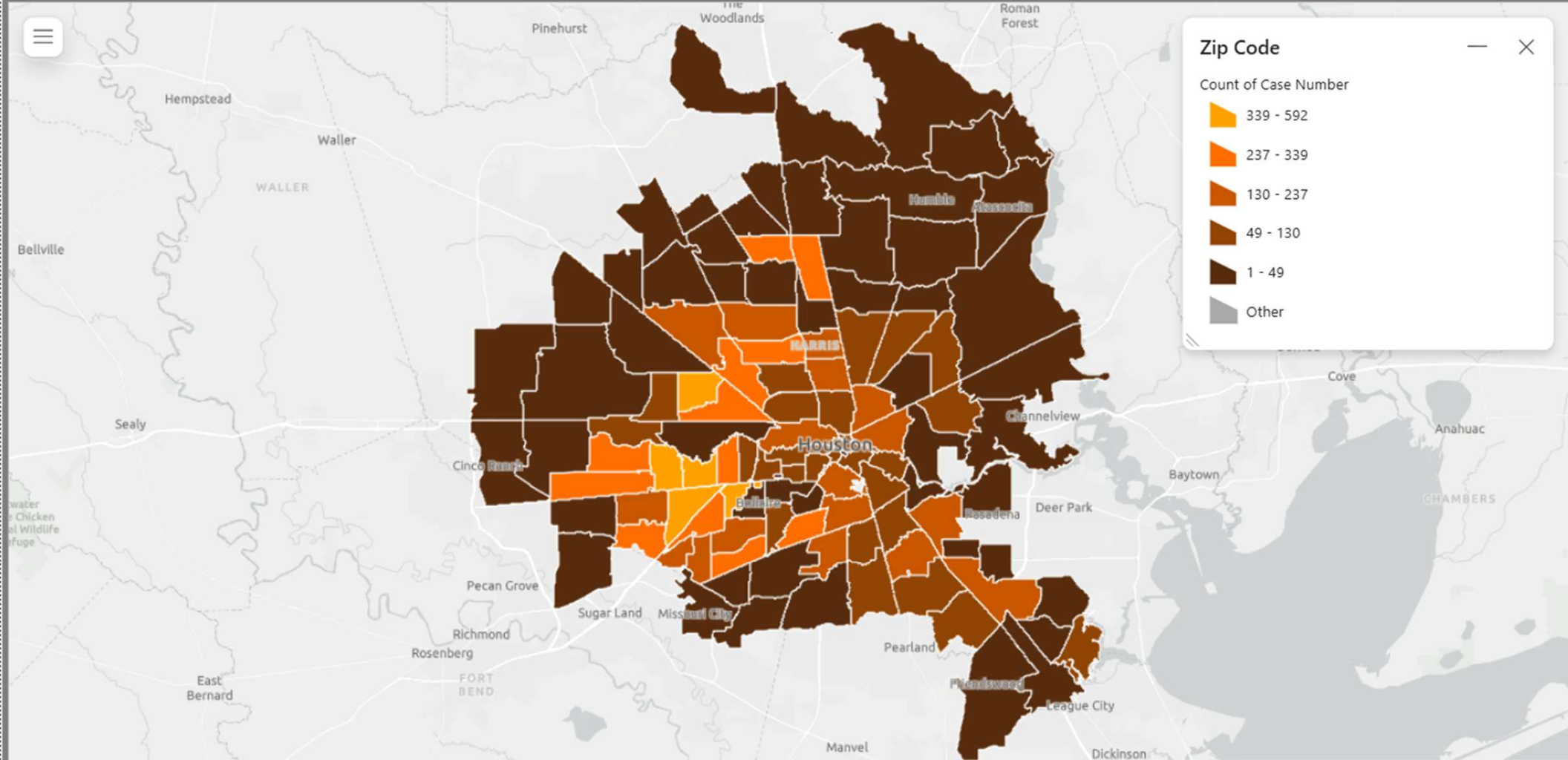
Cancelled Cases

Apartment Compliance Resolved Cases by Zip Code for Dates:

1/1/2023

3/10/2026

Cases by Zip Code



Overall



The Apartment Compliance Program plays a crucial role in promoting tenant rights and ensuring property managers, owners and residents work together to create safe and healthy living environments within MHRB. Through the efforts of dedicated employees, the program makes a positive impact on the well-being and quality of life of individuals and families in the communities it serves.



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