



OFFICE OF POLICE OVERSIGHT

NOTICE OF COMPLAINT

April 8, 2022

ICMS #: 2022-0264

On April 8, 2022, the OPO received an email complaint.

The complainant alleges: I am writing you this letter in efforts to resolve this ongoing issue that we are experiencing, as community. Being in Property Management for over 9 years, and top in the housing industry/market, one of our top priorities is being able to provide our residents (from all over the world) with an amazing living experience and sometimes, we need the help of our City Representatives.

With Austin being the music capital of the world, we understand that many of the local venues have festivities and entertainment for all our Austenite's and visitors to be a part of or to attend.

The issue that we are experiencing is the repeated “drum player” that is frequently banging on his empty tubs, playing loud music and instruments right outside out residential area. This is both commercial and residential and should be held to the highest of standards and monitored by our City Representatives, such as the Austin Police Department and Council Members. Although, we are not looking to silence this individual’s talent, we are only wanting the quiet hours and residential area be respected.

The [REDACTED] is one of Austin’s successful Downtown luxury residential High-rise, established in [REDACTED] and currently holding Property of the Year honors. One of the best things we have to offer is the beautiful location and being able to walk right outside our doors to hop on one of Austin’s many transportation vehicles, is brilliant. We are far enough from the loud venues and close enough to venture off, at our leisure to enjoy, only to be able to come back home to a sound sleep.

Many of our residents work from home, as well and into the late hours, when most of us our sleeping and hearing this constant banging, clanking, drumming and bass throughout the evening and into the AM hours, [REDACTED], clank, clank, clank, bass, bass, bass, is pretty awful to say the least. In fact, it is the worst feeling and extremely frustrating. Local artists of Austin, even know that it is inconsiderate and extremely ignorant to cause this disruption.

Additionally, we have residents with "little ones", that are also trying to sleep or either recovering from illness, or everyday school requirements, etc. and the repeating of loud music and playing of different instruments is truly disruptive. As you can imagine, the constant banging of instruments



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and loud music, echoes throughout our community, which makes it impossible to sleep. It is deafening and repetitive and it needs to stop.

Again, we do not want to silence this individuals' talents, but only want and wish him to be relocated. Our Council Members and the Austin Police Department need to step up and hold those accountable that are not adhering to the local city ordinances. Otherwise, what's the point? The laws governing our city ordinances include, quiet hours that start at 10PM. Noise disruption of residential areas, sound decibels, all need to be monitored and maintained, especially in these shared residential and commercial areas. When these ordinances are not enforced and not followed, we expect the City Council and the Austin Police Department to do something about it.

In efforts to appeal to this individual decency, we, as a community have made multiple attempts to speak to this individual and have asked him to stop playing or play at a different location that is suitable for this type of activity but the reaction has not been well received. Instead, and out of retaliation, this individual continues to play louder and longer into the AM hours. We have also appealed to the Austin Police Department and more and more we are finding that the Austin Police are of no help. Which brings me to this letter to hold the City Council responsible. I am requesting an immediate plan of action. When we are held to the highest standards by our community, our City Council should be too.

Your prompt attention to this matter, is appreciated.

This notice of complaint is a request for Internal Affairs to initiate an investigation to determine if the employee conduct is within compliance of APD policy, Civil Service Rules, and Municipal Civil Service Rules.