Code Services Department: Code Compliance Division
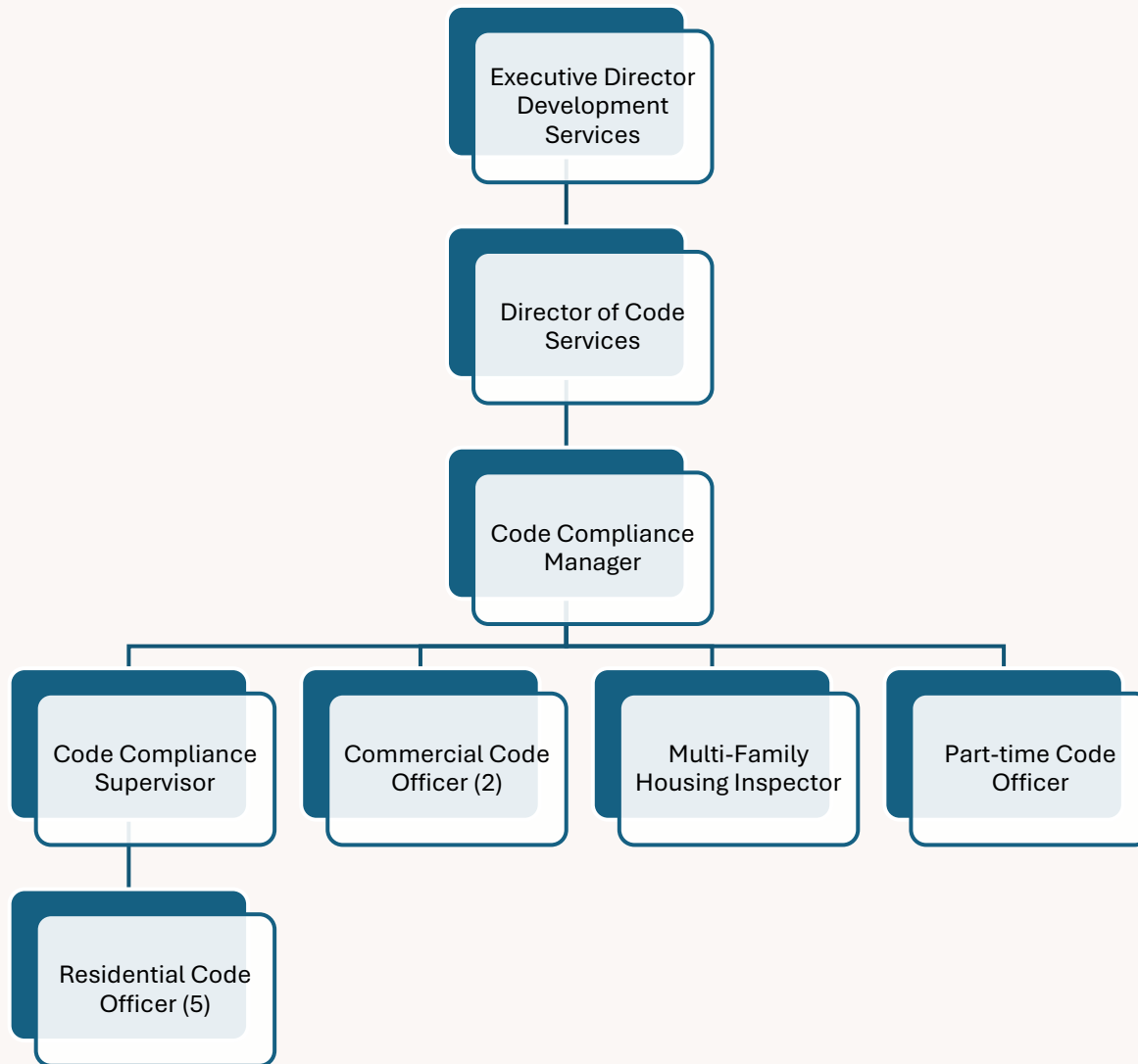
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Phillip Hubbard
Director of Code Services

Code Services Department: Code Compliance Division

Mission Statement

The Code Compliance Division of the City of McKinney is committed to safeguarding the health, safety, and aesthetic integrity of our community by working collaboratively with residential and commercial property owners and occupants to promote adherence to city ordinances and property maintenance codes; thereby ensuring McKinney remains a premier place to live, work and thrive.

Org Chart:

- Executive Director Development Services
  - Director of Code Services
    - Code Compliance Manager
      - Code Compliance Supervisor
        - Residential Code Officer (5)
      - Commercial Code Officer (2)
      - Multi-Family Housing Inspector
      - Part-time Code Officer

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Code Compliance Services & Programs

Address Code Violations on Private Property

- **Garbage**
- **Vegetation**
- **Outside Storage**
- **Open/Vacant Structures**

Enforcement process and tools

- **Education**
- **Community Outreach**
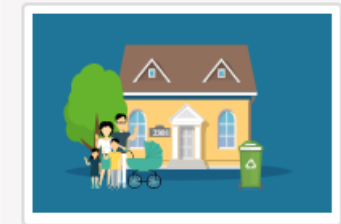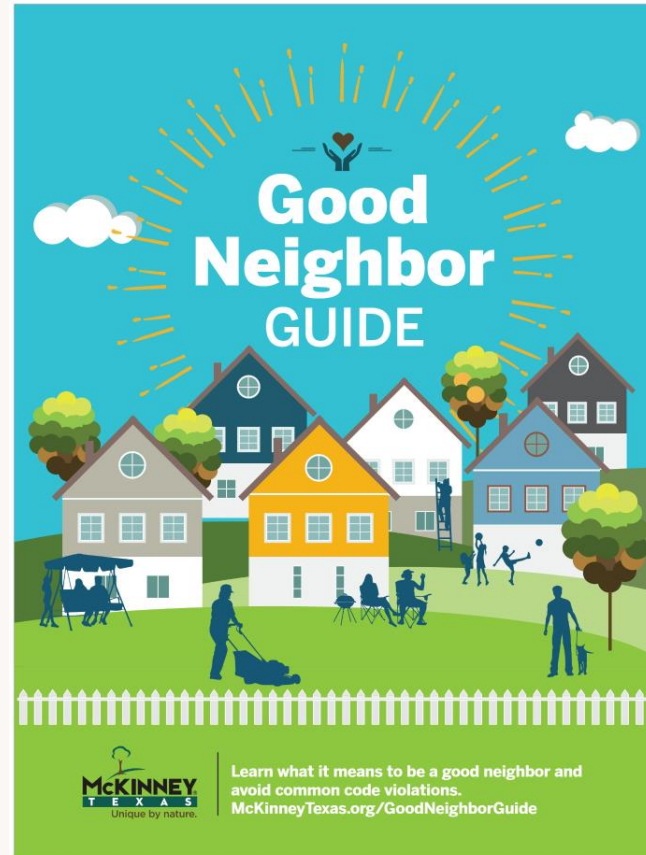- **Citation**
- **Abatement**

Collaboration internally & externally

- **Public Works, Police, HCD, Parks, Community Service Providers**

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Educational Resources

- **Good Neighbor Guide**

- **IPMC Property Maintenance Self-Inspection Checklist**

- **Resident Resource GIS Map**
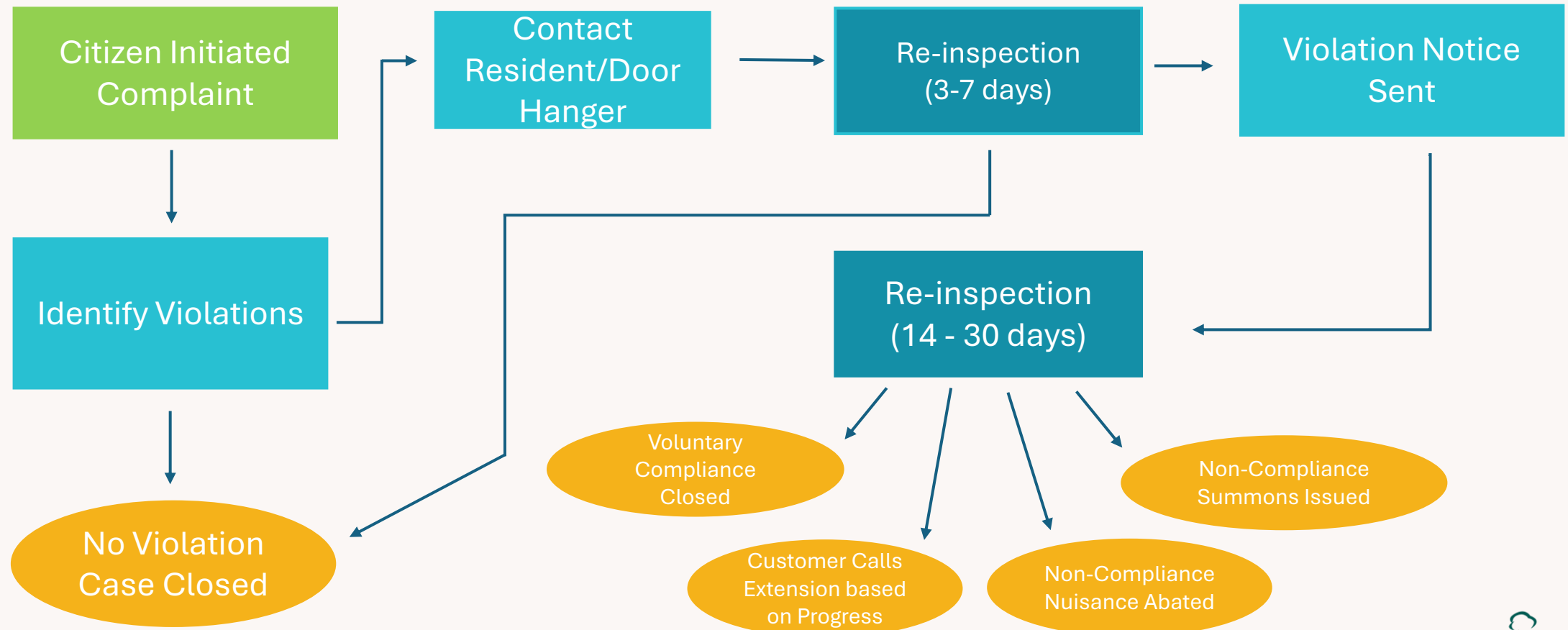
- **Electioneering Resource Guide**

RESIDENT RESOURCE

Good Neighbor GUIDE

Learn what it means to be a good neighbor and avoid common code violations.
McKinneyTexas.org/GoodNeighborGuide

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Property Maintenance Self-Inspection Checklist

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Compliance Case Flow Chart

Citizen Initiated Complaint → Contact Resident/Door Hanger → Re-inspection (3-7 days) → Violation Notice Sent

Citizen Initiated Complaint → Identify Violations

Identify Violations → No Violation Case Closed

Re-inspection (3-7 days) → No Violation Case Closed

Violation Notice Sent → Re-inspection (14 - 30 days)

Re-inspection (14 - 30 days) →
- Voluntary Compliance Closed
- Customer Calls Extension based on Progress
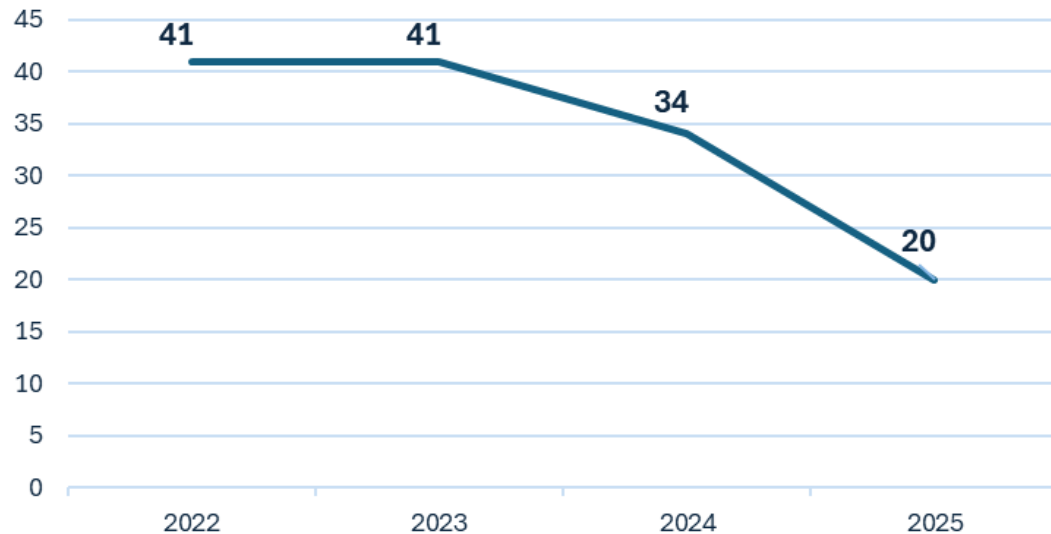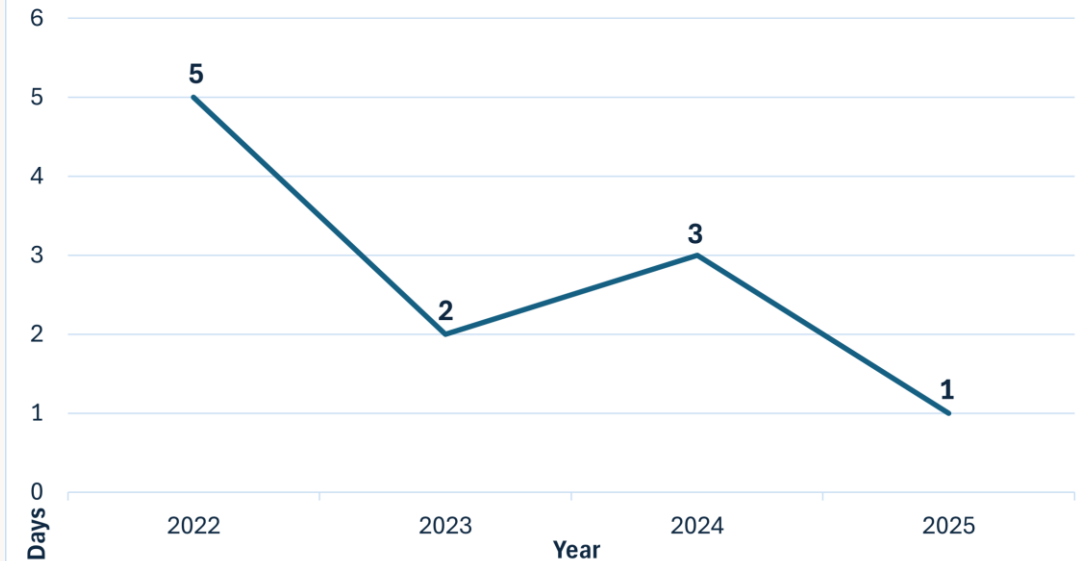- Non-Compliance Nuisance Abated
- Non-Compliance Summons Issued

Timelines & processes can be modified based on the complexity of the issue, circumstances of the owner and the amount of progress made.

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Code Compliance Division Strengths

Case Duration (Days)

Year	Days
2022	41
2023	41
2024	34
2025	20

Complaint Response Time

Year	Days
2022	5
2023	2
2024	3
2025	1

Homeless Encampment Enforcement

CODE CASES INVOLVING HOMELESS ENCAMPMENTS

- District 1 — 58%
- District 2 — 17%
- District 3 — 12%
- District 4 — 13%

City of McKinney Council Districts
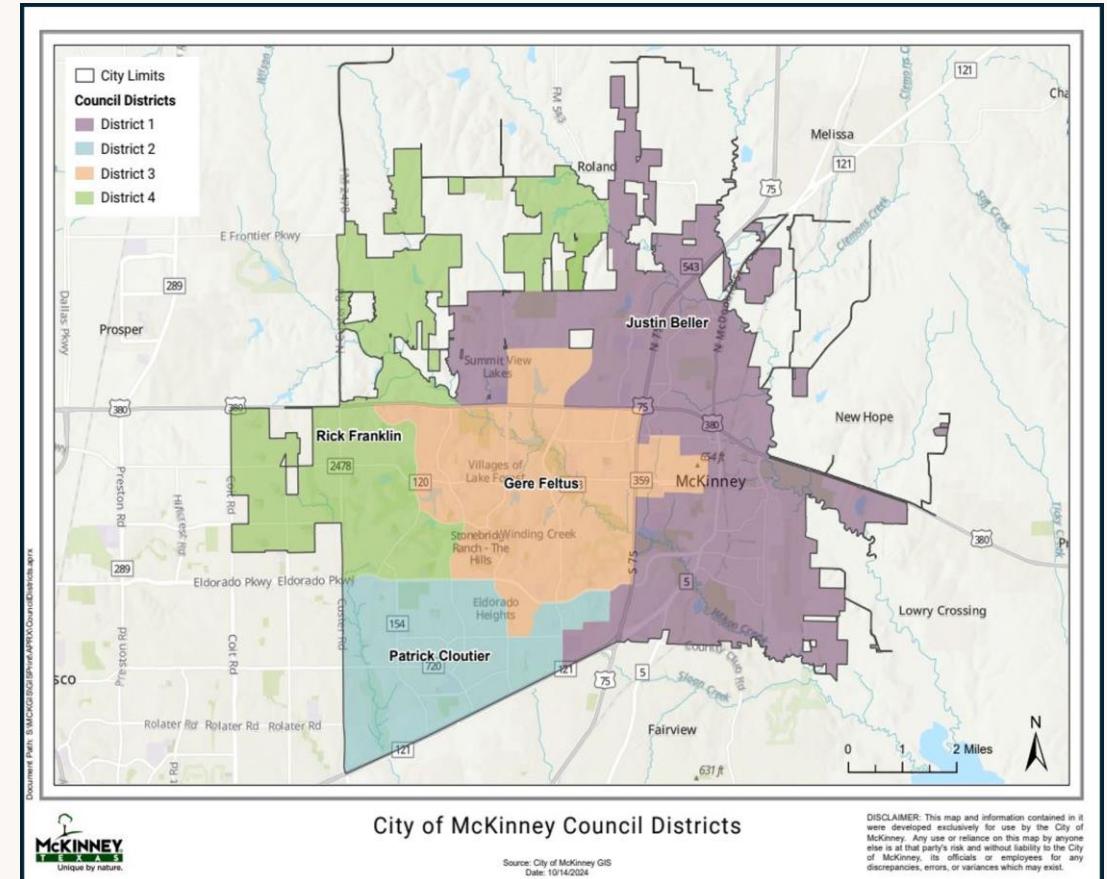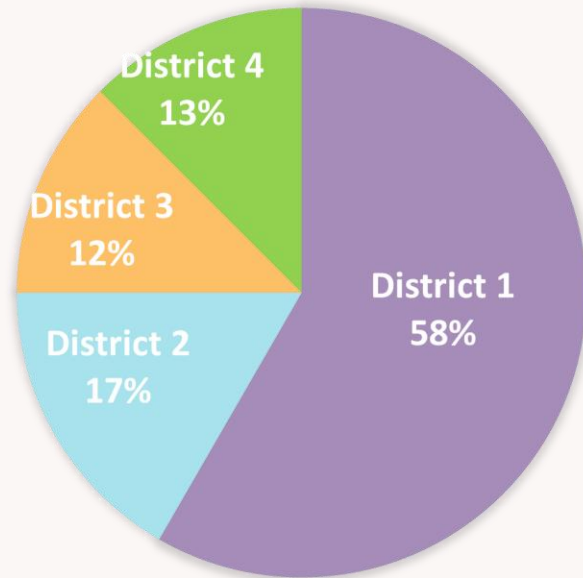
Next Steps in Code Compliance

Focus Areas
- **"We're the City"**
- Code Amendments/Changes
- Update Website for Usability
- **Educational Material in Spanish**
- Community Engagement
  - HOA's
  - Neighborhood Associations
  - Code Services Workshop (2026)
- Code Compliance Guide
- **Community Assistance**
  - **Volunteer Assistance Program (VAP)**
  - **Tool Lending Program**

Questions?

Contact Us:
Codeinfo@mckinneytexas.org

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401 E. Virginia St.
McKinney, TX 75069

Ph 972-547-7445
F 972-547-2606

THANK YOU

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