



# REPORTING TRUCK YARDS

for code violations and  
permit deficiencies

The City of Houston's rule enforcement process begins with 3-1-1 complaints from local residents. By reporting violations, community members can help remedy environmental hazards and keep local businesses in compliance with the law.

**MAKE A COMPLAINT TO HOUSTON 3-1-1**

Dial 3-1-1 if local, 713-837-0311 if not local  
or email [311@houstontx.gov](mailto:311@houstontx.gov)

## POTENTIAL VIOLATIONS

- ✓ Unpaved parking surface  
HOUSTON CODE § 26-581
- ✓ No grading or drainage  
HOUSTON CODE § 26-581
- ✓ Insufficient street trees (need  
1 per 30 ft of street)  
HOUSTON CODE § 33-126
- ✓ Insufficient parking lot trees  
(need 1 per 10 spaces)  
HOUSTON CODE § 33-127
- ✓ Metal fence adjacent to single-  
family home  
HOUSTON CODE § 33-128
- ✓ RVs in use or connected to  
utilities  
HOUSTON CODE § 29-56
- ✓ No site plan filed with the City  
of Houston  
HOUSTON CODE § 26-473
- ✓ No stormwater permit  
HOUSTON CODE § 47-711
- ✓ No automotive repair facility  
permit
- ✓ No dumpster permit



## GENERAL TIPS

- Be specific
- Include all applicable violations
- Include citations to the city code

# EXAMPLE 3-1-1 COMPLAINT

Hello, my name is Annie Davis and I live at 111 River St. I'm calling to report multiple code violations and permit deficiencies at 113 River.

The property at 113 River is a commercial parking lot for 18-wheelers. **[Include all relevant code violations here.]** Houston Code section 26-581 requires that parking facilities are properly paved, graded, and drained. However, trucks on this property are parked on dirt, mud, & grass, not on all-weather surfacing. The truck yard has not been graded or drained, so stormwater collects in puddles on the property and washes my property during heavy rainfall.

Houston Code sections 33-126 & 33-127 require the property to have sufficient street and parking lot trees. The facility only has four trees on its property, but the Code requires more.

Houston Code section 33-128 requires that commercial properties adjacent to single-family homes have quality fences or evergreen screening.

The truck yard, which is adjacent to my single-family home, has a metal fence instead of a "wood, concrete, or masonry" fence required by the Code.

**[If you've checked with the Houston Permitting Center and/or the TCEQ to see what permits the truck yard has, include missing permits here.]** I've checked City records and the truck yard also lacks several necessary permits. 113 River does not have a site plan on file as required by Houston Code section 26-473. The owners repair trucks on the property, but the site does not have an Automotive Repair Facility permit. The truck yard has a dumpster on the property, but it does not have a dumpster permit. I've also confirmed that the truck yard does not have an industrial stormwater permit from the TCEQ as required by Houston Code section 47-711.

Please send a City Investigator to the site as soon as possible to correct these violations of the Houston Code. Thank you.

TO CHECK IF A TRUCK YARD HAS PERMITS OR SITE PLANS, CONTACT:

TO CHECK IF A TRUCK YARD HAS A STORMWATER PERMIT, REFERENCE:

Houston Permitting Center: Open Records  
HPC.openrecords@houstontx.gov • 832.394.8800

TCEQ Central Registry - search by truck yard address  
<https://www15.tceq.texas.gov/crpub/index.cfm?fuseaction=regent.RNSearch>