



Code Connection

"Partnering with our Community to build and maintain a safer San Antonio"

Message from our Assistant Director

Welcome to the inaugural issue of our *Code Connection* newsletter!

This issue marks the beginning of a new communication channel that aims to keep our community updated and informed about what is happening within San Antonio's Code Enforcement, how we are changing to better serve our residents and how San Antonio residents can help. We hope you find this information useful in helping you and your neighborhood understand and meet the City's Code requirements.

The City of San Antonio Development Services Department (DSD) is comprised of three divisions. The Land Development and Plan Review Divisions are responsible for the regulation of land and building development. The Field Services Division includes the Code Enforcement and Building Inspections sections and is charged with the inspection and enforcement of property maintenance and quality of life related codes. *Code Connection* will highlight areas related to the Code Enforcement section and our activities.

This past year we implemented new performance measures for our staff, started an Administrative Hearing Of-

ficer Program to address property maintenance code violation cases faster, and created a prioritized tier approach to address your calls for services more efficiently and effectively. We will be covering these changes in detail in the upcoming issues of our newsletter.



Michael Shannon, PE, CBO
Assistant Director-Field Services
Code Enforcement & Building
Inspections

"Partnering with our Community to build and maintain a safer San Antonio" is our mission and one that I personally take very seriously. We hope that the recent changes to our Code Enforcement policies and procedures as well as our future ones will allow us to increase our effectiveness and provide better overall service to our community.

Please do not hesitate to call us for any compliance issues through the City's 311 Call Center. There is also a new "311" app that is free to download onto your iPhone or Android.

Thanks,
Mike

Contact Us

Cliff Morton Development & Business Services Center
1901 S. Alamo
San Antonio, Texas 78204

To report Code Compliance issues call 311 or download City's "311" Phone App

Hours: Monday – Friday
7:45 a.m. - 4:30 p.m.

Inside this issue:

New Year, New Look	2
New City Ordinance	3
Performance Measures	3
Top 5 Violations	4
Did You Know	4
Graffiti Corner	4

New Year, New Look

We are excited to announce the reorganization and enhancement of code enforcement resources across the city.

The budget adopted last year included nearly \$500,000 in added resources to fund the addition of two code supervisors and five code officers to our staff. As a result, we have reorganized our staff and their respective geographic districts, by increasing the number of Code Enforcement Teams. There are now 81 Code Enforcement Officers assigned to Ten Field Enforcement Units. Each Unit provides inspection and enforcement services across the City, responding to citizen complaints and by being proactive in addressing issues.

The areas the teams cover have become smaller, increasing Code’s level of responsiveness and ability to gain quicker compliance from those operating in violation of our minimum property maintenance code. Additionally, they are in better alignment with City Council Districts and Neighborhood Associations boundaries.

Our officers are also being held to higher performance objectives. We have created a targeted tier approach for service calls. Calls that are related to key health and safety issues (high weeds, trash, unsecured structures and visual obstructions) will be responded to within an average of 2 business days. Those dealing with building and maintenance code issues will have an average response time of 6 business days. You can find detailed information on each field unit at

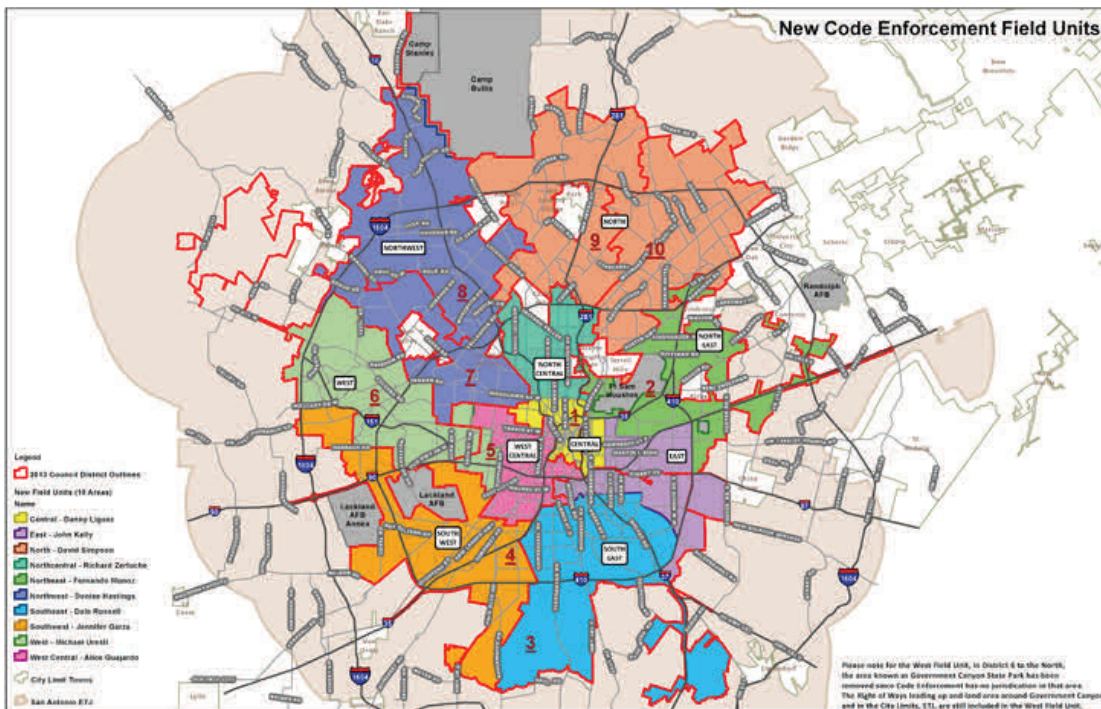
www.sanantonio.gov/dsd/fieldenforcement.aspx

Let us know how we are doing. You can find our customer survey at

www.sanantonio.gov/dsd/

We are always looking for innovative ideas that will improve our effectiveness and efficiency to keep our community healthy and clean.

“Our reorganization enables us to increase the level of responsiveness to the community.”



New Ordinance Comes Into Effect

This past September, the San Antonio City Council passed the *Absentee Property Owner Registration Ordinance* (2013-09-19-0651) that became effective Jan. 1, 2014.

Any property owner of a single family home or duplex within City limits but that resides outside of Bexar County, or using a P.O. Box as an address, is considered an Absentee Property Owner.

Review of recent Code Enforcement statistics in San Antonio indicate that absentee property owners are approximately 30% more likely to have a code violation, and approximately 70% more likely to have a lien placed on their property for not correcting the violation. Many times, these absentee property owners are hard to locate, which delays the compliance process and affect the effectiveness of our services to the rest of the com-

“Absentee
Property Owners
are 30% more
likely to have a
code violation.”

munity.

The properties belonging to these property owners tend to have a long history of repeat offenses.

This ordinance is focused on chronic violators, requiring them to register with the City only if their property is found in violations of minimum property maintenance requirements twice within a 12-month period.

The registration will include the completion of an application, an annual fee of \$50.00 per property (for a minimum of 2 years), and the designation of a local property manager or agent.

For more information visit our Code Enforcement website at:

www.sanantonio.gov/ces

Performance Measures—November/December 2013

We want you to know what we are doing! Our main goals are to be more proactive and to gain quicker compliance. These performance measures track our level and effectiveness of our service for Tier I and II issues. *Tier I* includes key health and safety issues, such as high weeds, trash, unsecure structures, visual obstructions. *Tier II* encompasses building maintenance and zoning.

	NOV./DEC.	FY 2014 TO DATE (Oct. 2013 to Sept. 2014)
Inspections initiated by Code Officers (Proactive)	6,153	9,819
Inspections initiated through complaints/calls (Reactive)	1,363	2,790
Proactivity Rate (Goal of 50%)	82%	78%
Response Time—Tier I (Goal of 2 business days)	1.4 days	1.4 days
Response Time—Tier II (Goal of 6 business days)	1.7 days	1.7 days
Compliance Rate (Goal of 90%)	94%	93%
Graffiti locations abated	2,115	4,905
Square footage of Graffiti Abated (Goal of 4 million)	368,965	614,279

Before and After



Cliff Morton Development &
Business Services Center
1901 S. Alamo
San Antonio, Texas 78204

To report Code Compliance
issues call:
311 or download City's
"311" Phone App

We're on the web!
www.sanantonio.gov/ces

Top 5 Violations—November/December 2013

VIOLATIONS	TOTAL
Trash, debris, overgrown grass	5,173
Bandit signs	2,156
Graffiti	2,136
Vacant lots (trash, debris, overgrown grass)	1,332
Junk vehicles	882

Did You Know

San Antonio's City Code requires that every owner or operator of any building who rents, leases or lets dwelling units is required to provide heating (not less than 60°F) from November 30 through March 31. (2011 Property Maintenance Code, Sec. 602.3). To see the City's Property Maintenance Code, log on to: sanantonio.gov/dsd/codes.asp. For all of San Antonio's Codes, go to [www.municode.com/library/TX/San Antonio](http://www.municode.com/library/TX/San_Antonio)

Graffiti Corner

In an effort to eliminate blight caused by graffiti, the Graffiti Abatement Program has enacted two new initiatives this fiscal year. Our team is now proactively removing graffiti on utility poles and towers. In fact, just in November and December, we have abated 1,383 wooden poles, 214 metal poles and 89 towers along major thoroughfares.

ments and billboards across the city to emphasize the program goal of "No Graffiti SA".

Please report graffiti to 311, or via the City's new 311 app.



We are also unveiling a new educational campaign on bus advertise-

