

Code Connection

Message from our Assistant Director

As a department, Development Services (DSD) is always seeking innovative, effective ways to communicate with San Antonians.

We're excited to announce that DSD is now part of San Antonio's Nextdoor Community. Comprised of three divisions, DSD coordinates land and building development throughout our city. In partnership with other departments we help homeowners, business owners, and those in the commercial industry to plan and execute development projects – as simple as your kitchen renovation or as complex as a new building on an untouched piece of land. It also houses the Code Enforcement Section, charged with ensuring that codes and ordinances are followed by our citizens to maintain the quality of life we all enjoy as residents of San Antonio.

There's no denying that social media has become an important ingredient in communication. We have increased our presence in social media to have a direct line to interact, communicate, share and collaborate with you, our customers. As part of this effort, we have also started holding **Code Chat Live** through our DSD Facebook page. Held monthly, Code Officers and Inspectors get together to answer any questions you may have regarding our processes, city codes and ordinances, permits, or zoning. Look for us on Facebook, Twitter and LinkedIn for details.

With spring around the corner, time is

fast approaching for mowing our lawns. In this issue, we mention a program managed out of our Code Enforcement Section that helps those residents that do not have the tools to property maintain their yards. Best of all, it's free!

Spring also brings closer San Antonio's Fiesta Week. With the multiple festivities around town, it's important to remember to be conscientious of where we park our vehicles.

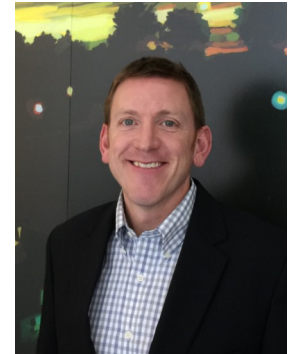
As always, if you have any compliance issues, there are a few ways you can let us know:

- Call 311
- Download the free "311" app onto your smart phone
- Visit our website at www.sanantonio.gov/ces and click on the "Report a Violation" icon on right

Please continue to send your comments, ideas and suggestions to us at:

CodeConnection@sanantonio.gov

Best Regards,



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

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Contact Us:

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

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

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

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

Buying Used or Recycled Mattresses - Alma Martinez-Jimenez

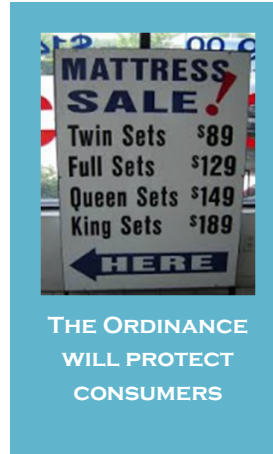
Prior to Sept. 1, 2015, the sale of used mattresses was governed by the State of Texas. It required anyone selling, distributing, importing bedding products or treating used mattresses with a germicide to register through the Texas Department of State Health Services (DSHS). Failure to register, properly treat, display untreated or unlabeled products resulted in Administrative penalties. Complaints and inspections were also regulated under DSHS. All this changed this past legislative session, when the State bedding laws were abolished.

In anticipation of this, District 2 Councilman Alan Warrick requested the City review and adopt a consumer protection ordinance that would help inform and protect San Antonians buying sec-

ondhand or refurbished mattresses. Such ordinance was passed in Dec. 2015.

Becoming effective Mar. 1, the ordinance applies to businesses that sell or germicidally treat used and refurbished mattresses. The City’s ordinance will require a bi-annual registration, labels letting buyers know it’s a used or refurbished mattress and that it’s been property treated, signage in storefronts reflecting they sell used or recycled mattresses, a form signed by the buyer acknowledging the purchase of a second-hand mattress, all treatments be done by a registered business and keeping

records of the sales.



Our Code Enforcement Zoning and Permit Officers have been tasked with responding to complaints related to the sale of used mattresses. Specifically, operating without a permit, lack of appropriate signage, improper labeling, proper separation between new and used mattresses, displaying only treated mattresses on sales floor and improper records.

Failure to comply will be considered a Class “C” misdemeanor and violators will be taken to municipal court, where fines can reach up to \$2,000 for each individual violation.

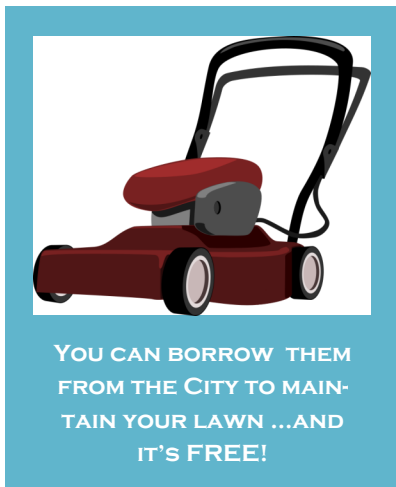
Don’t have a lawn mower? we can help! - Dale Russell

Development Services Department (DSD) is proud to offer the *Community Toolshed*.

The tools available for loan include lawnmowers, leaf blowers, rakes, shovels, tree pruners, weed eaters, and wheelbarrows.

If you are interested in getting more information about the program , please call us at 210.207.4084 or by going to our web site at <https://www.sanantonio.gov/ces/resources/toolshed.aspx>.

What is it? The Toolshed contains a collection of hand and gas powered tools that can be used at **NO COST** by residents, businesses, and community groups of San Antonio to clean and improve their properties. They can also be borrowed for community projects within the city limits.



Borrowing the tools is easy. You must fill out a short application, a release form and make a reservation. Tools are checked out on Friday mornings and returned on Monday mornings, within one week in order to ensure their availability for use by others. You will be responsible to pick up and drop off

The Community Tool Shed is centrally located in the downtown area.

Dale Russell is the Code Enforcement Supervisor for the Neighborhood Enhancement Team and has been with the City for the past 10 years. Dale graduated from the University of Texas – Pan American with a major in Criminal Justice.

the tools.

Parking During *Fiesta*? - Denise Hastings

The number of people parking at the Alamodome and St. Mary’s University for events during Fiesta is increasing every year. Often, the overflow results in motorists parking in adjacent neighborhoods or business areas. This can be disruptive to the residents and hinder the residential character of a neighborhood. The number of cars circulating the neighborhood increases as well as noise, trash and congestion.

Parking on illegal lots also augments safety hazards like thefts, break-ins and vandalism.

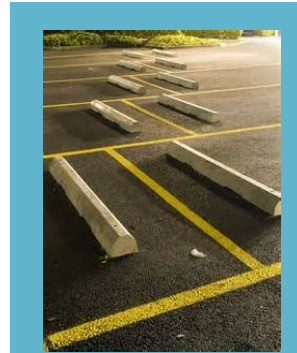
What is considered illegal parking?

When you park on a parcel of land that has not been approved by the City of San Antonio for commercial and/or non-commercial parking use.

What are some of the requirements that make a lot suitable for off-street parking?

Parking lots should:

- have proper drainage
- be maintained in good condition, free of weeds, trash and debris
- be properly surfaced with concrete, asphaltic concrete, or asphalt.
- have parking spots clearly striped, with wheel stops
- have a protective screen fencing
- have proper lighting
- have proper entrances and exits



A LEGAL PARKING LOT

- not have the sale, repair, dismantling, or servicing of any vehicle, equipment, materials, or supplies

Something to note is that lots in residential districts can only be used only passenger vehicles.

The best solution? Use VIA Transit Park and Ride locations set up for these events or carpool with friends.

Denise Hastings has been a Code Enforcement Supervisor for 12 years and has

worked in every Council District throughout the City.

The Neighborhood Code Enforcement Task Force



Two years ago, the Development Services Department (DSD) reached out

to City Council to help identify neighborhood leaders in their Council Districts that would like to participate in the Neighborhood Code Enforcement Task Force (NCTEF). Initially introduced during the budget process, it was quickly identified as a key element to improve Code Enforcement’s operational effectiveness and a tool to strengthen our partnership with community leaders across San Antonio.

Comprised of multiple representatives from each Council District, NCTEF meets every quarter with Code Enforcement Supervisors and other City staff to discuss and identify issues that matter the most to the neighborhoods. Working together, solutions and strategies to address those concerns are often identified.

Code Enforcement is charged with the responsibility of maintaining the health, safety and quality of life for all San Antonians. A big part of being successful in this endeavor is the partnerships we forget with our community.

If you would like to volunteer and become a voice for your neighborhood, call your City Council Office. We would love to have you!



Apply for the New Building Standards Board (BSB)

- We’re accepting applications for the following vacancies: 2 Architects (one with experience in adaptive reuse of historic buildings), 1 Engineer (with experience in adaptive reuse of historic buildings), 1 General Contractor (with experience in adaptive reuse of historic buildings), 2 Health Care Professionals
- The BSB is a citizen-based board comprised of 14 Council appointed members that can issue civil penalties for failure to comply with the San Antonio Property Maintenance Code (SAPMC).
- For an application, visit <https://webapps2.sanantonio.gov/BoardComm/Vacancies.aspx>
- For assistance with the application, please contact the City’s Boards & Commissions Coordinator at 207-7253.



**CITY OF SAN ANTONIO
DEVELOPMENT SERVICES
DEPARTMENT**

Cliff Morton Development & Business
Services Center
1901 S. Alamo

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

Did You Know...

A peddler's license is required by City Code if you want to sell on the City's right-of-way (City Code, Sec. 16-232). Licenses are non-transferable and valid for 1 year. Fees for the license vary:

- Foot Peddler - \$120.00
- Truck Peddler - \$180.00
- Canvasser - \$60.00

Examples include selling flowers (cemeteries, Mother's Day, Valentines Day) and for t-shirt vendors.

For more information on the requirements, visit the City's Finance Department website at sanantonio.gov/finance

To see San Antonio's Property Maintenance Code, visit sanantonio.gov/dsd/codes.

For all of San Antonio's Codes, go to: www.municode.com/library/TX/San_Antonio

What You're Saying

"Just a note to express my sincere appreciation for the excellent communication I received from Officer Jennifer Garza. She seems to love her work and carried out her duties both competently and enthusiastically. She provided me with detailed explanations and in doing so, was very professional. She supplied me with advice and informative information. Its employees like Officer Garza who are professional and competent that go above and beyond to serve the community and its citizens. Please pass my appreciation on to your staff. Continue the good work." - Resident

"I would like express my gratitude to Officer Alice Guajardo for her continuous communication. She repeatedly followed up with me either by a call and/or text. Thank you Officer Guajardo for your continued assistance and for redirecting my concern to Officer Jennifer Garza." - Resident

"Lisa McKenzie, Graffiti Team Supervisor, is a valuable asset to the City of San Antonio. Excellent assistance, customer service and knowledge of available programs. 5 Stars!" - Resident

"Resident reported a political sign had come undone and was a hazard with several nails sticking out. Resident stated Code Enforcement went out right away and fixed the problem. She was very pleased with the quick response." - Resident through "311"

Performance Measures - Jan./Feb. 2016

	JAN.	FEB.	TOTAL	FY 2016 (FY = Oct. 2015 - Sept. 2016)
Cases initiated by Code Officers (Proactive)	4,354	5,768	10,122	26,164
Cases initiated through complaints/calls (Reactive)	742	1,041	1,783	4,918
Pro-activity Rate (Goal of 50%)	85%	85%	85%	83%
Response Time—Tier I (Goal of 2 business days)	2.1	1.2	1.7	1.4
Response Time—Tier II (Goal of 6 business days)	2.6	1.6	2.1	1.9
Compliance Rate (Goal of 90%)	94%	94%	94%	95%
Graffiti locations abated	5,555	4,718	10,273	23,200
Square footage of Graffiti Abated (Goal of 3.6 million)	345,809	312,085	657,894	1,673,390

Graffiti Corner

FREE TREES!

Trees planted in front of chronically tagged walls and fences have proven to be an effective tool in deterring graffiti. In partnership with the Parks and Recreation Department, we are giving FREE drought-tolerant trees to those meeting the application requirements. Fill one out today at: sanantonio.gov/CES/Graffiti/GrowOverGraffiti

