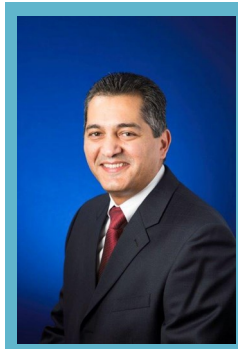


Code Connection

Message from our Interim Director

We are in that time of year where we begin planning projects for our homes. One, if not the most important thing to do before you begin is to check what kind of zoning your property has. Depending on what it is, you may or may not be able to do some of the things you have in mind. Not only that, it will help you plan for the permits you will need to get. Not having the proper permits and zoning can result in significant fines that can, in the end, be presented in Municipal Court as Class "C" misdemeanors. If you have questions on what you need, please call our staff at (210) 207-0111.



A decade ago, not many knew much about bedbugs. Today bedbug infestations have become more and more common. Extremely transportable, they can be found in beds, luggage, couches and wardrobes to name a few. Early this year, our Code Enforcement Officers partnered with multiple city departments to address one of the biggest infestations seen here in San Antonio. Treatment is still ongoing, and weekly inspections are still being conducted to ensure treatments are yielding results.

Finally, it is important to introduce Amin Tohmaz, P.E., as the newly appointed Interim Assistant Director for Field Services. I've known Amin for several years and in accepting this position, I'm confident he will continue to work closely

with the residents of San Antonio and looking for ways in which to optimize the service to our city. I have full confidence that Amin will be an asset, not only to DSD, but for the community as well.

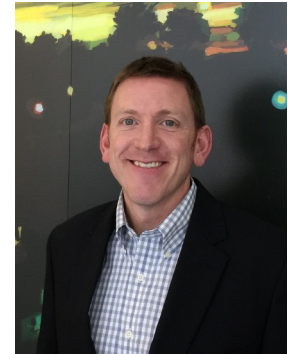
I look forward to continue and strengthen our partnership with the community in my new role of Interim Director. As always, if you have any compliance issues, there are a few ways you can let us know:

- Call 311
- Download the free "311" app onto your smart phone

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

CodeConnection@sanantonio.gov

Best Regards,



Michael Shannon, PE, CBO
Interim Director, Development Services Department

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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."

It’s All About the Zoning - Staff

The history of zoning in the United States goes back to more than 100 years. To 1885 to be exact. The first zoning ordinance is traced back to Modesto, California, where it was used to restrict laundries and wash houses to a specific sector of the city. In 1905, in the City of Los Angeles, the use of zoning was extended to establish distinctions between industrial and residential areas. Initially, seven industrial districts were created and everything else was considered residential.

But it wasn’t until 1916, after the Equitable Building was constructed in New York City, that the first comprehensive zoning ordinance defining all land use categories and creating zoning maps was adopted. This was the first time that set-back principles

(appearance and building height), as well as restricting skyscrapers to certain streets were included in an ordinance. Zoning laws across the country ended up affecting the look of skyscrapers for the next 40 years or so.

The zoning regulations we have in San Antonio today are designed to promote orderly development, and minimize adverse impacts to community development and quality of life created by incompatible land uses. It also protects the health and safety of our residents. Zoning classifications are generally grouped into three broad categories: Residential (both single- and multi-family), Office/Commercial and Industrial zones. Having the proper zoning ensures the appropriate use of

your property and helps avoid costly fines. For example, operating a prohibited business in a residential zoning district can lead to an increase in traffic, noise, odors and excessive lighting and signage. These issues can result in an undesirable change in the residential character of a neighborhood and, therefore, are closely regulated by City code.

Our building at 1901 S. Alamo houses the Zoning Section, under the Land Development Division here are the Development Services Department (DSD), the staff from this section helps residents, business owners and the development community navigate the current zoning ordinances. With 15 employees on hand, the group is charged with ensuring that San Antonio’s zoning ordinances are being followed by facilitating plan amendments, rezoning,

variance applications, non-conforming uses and helping customers with concerns they may have regarding the projects in their homes, businesses, or in new development altogether.

Zoning staff also provides support for both the Zoning Commission and the Board of Adjustments (BOA). The Zoning Commission is responsible for conducting public hearing related to zoning change requests. This Commission then recommends the appropriate zoning district boundaries and changes to regulations to be enforced to the City Council. In San Antonio, it’s only City Council that has the purview to approve a change in zoning. In contrast, the BOA holds quasi-judicial public hearings to determine requests made by property owners for

special exceptions, variances and appeals of administrative interpretations or decisions.

Not having the proper zoning for your property can also result in costly fines. The Administrative Hearing Officer (AHO) started hearing cases for working without permit and zoning violations at the beginning of 2014. Fines can range from \$20 to \$300 for the first violation, \$250 to \$500 for the second violation and \$500 to \$1,000 for the third violation. These violations can also be presented in Municipal Court as a Class “C” misdemeanor.

To request a change in zoning for a property you own, an *Application for Change of Zoning* must be filled out and submitted to one of the planners in the Zoning Section for their review to ensure it’s complete and all additional required documents are included. You’re encouraged to speak with a Planner prior to completing and submitting a zoning change application. This can help you determine the zoning required for a proposed use, associated fees, possible timelines and other additional requirements that may arise during the application process.

If you have any questions, contact our office at (210) 207-1111 before starting your project.



Don't Let the Bedbugs Bite! - Arturo Arredondo

Bedbugs are a parasitic insect of the *cimicid* family that feeds exclusively on blood. *Cimex Lectularius*, is the best known as it prefers to feed on human blood. They are travelers, picked up unknowingly from infested hotels, motels, bed frames, mattresses, wardrobes, couches, and stuffed animal toys. Found near or inside beds, bedding and sleeping areas, in severe cases they'll completely infest an entire structure, going from room to room through small crevices, cracks in walls or floors, or hitch hike on luggage, birds, rodents and household pets.

Light to reddish brown, flat and oval-shaped, an adult can be 4 - 5mm in length and 1.5 - 3mm wide. Able to survive up to one month without feeding, bedbugs are very tolerant of dif-

ferent climates, but cannot survive in temperatures exceeding 113°F. They reproduce up to 6 eggs a day and anywhere from 200 - 250 eggs during a lifetime after blood feedings. The bites leave no traces unless multiple bugs feed at the same time, leaving reddish swollen spots on human skin, small blood stains on bed sheets and, during an infestation, an unpleasant almond-like smell.



Bedbugs are treated with a specific pesticide, vacuuming, and heat treatments. During a full infestation, it may take several treatments before they're contained and eliminated. (San Antonio Property Maintenance Code, Sec. 309.1). Both owners and tenants have a role in preventing bedbugs. Owners are responsible to provide extermina-

tion services and residents may be required to remove all infested articles to prevent future issues.

Recently Metro Health, with the assistance of Development Services and Human Services Departments, identified one of the worst infestations any City department had ever handled. It was so severe, bedbugs spilled over onto hallways and stairways.

Media outlets across the city covered this story. Today, treatments are still ongoing. Code Enforcement Officers and Metro Health continue to monitor weekly until the infestation can be eliminated.

Arturo Arredondo is the Supervisor for the Central Field Unit. He's passionate about his job and works to positively impact the communities he serves.

Our New Interim Assistant Director - Staff

DSD has undergone quite a few changes these past few months. In February of this year Amin Tohmaz, P.E., was appointed Interim Assistant Director of Field Services. In this capacity, he is responsible for assisting planning, directing, managing and overseeing the activities of the department's Building Inspections and Code Enforcement Sections, both dedicated to protect the health and safety of buildings, properties and neighborhoods within our community.

Mr. Tohmaz has been employed with the City since January 2013 and has over 20 years of experience in the Engineering and Management fields. Prior to becoming Interim Assistant Director, Mr. Tohmaz served as Sr.

Engineer and most recently as the Development Services Engineer for the Plan Review section. Before joining the City of San Antonio, he served as Director of Operations for Beckwith Electronic Engineering Company for 11 years.

Mr. Tohmaz received a Bachelor's Degree in Electrical Engineering from the University of Damascus and his Master's Degree in Electrical Engineering from the University of Texas at San Antonio. He is a registered Professional Engineer (PE) in Texas in both Fire Protection and Electrical Engineering and holds multiple International Code Council national certifications.



Become the voice for your neighborhood!

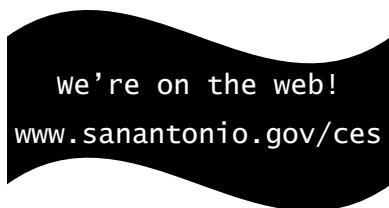
- We're looking for more volunteers to work with us in developing effective solutions and strategies to those issues that matter the most in your neighborhood.
- The Neighborhood Code Enforcement Task Force (NCETF) is comprised of multiple representatives from each Council District.
- Become part of the process of revising the San Antonio Property Maintenance Code. Meetings start this summer!
- Call your City Council Office to become a member!



**CITY OF SAN ANTONIO
DEVELOPMENT SERVICES
DEPARTMENT**

Cliff Morton Development & Business
Services Center
1901 S. Alamo

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



Did You Know...

Swimming pools are so much fun this time of year! For the safety of your family and pets, City Code requires a fence at least 48 in. tall, with a self-latch, around your swimming pool or hot tub.



Even the slightest amount of standing water can become a **mosquito breeding** ground. Some places to check:

- Buckets, barrels, uncovered boats, pet water bowls
- Clogged rain gutters, leaky garden hoses
- Fountains, bird baths, ponds, potted plant saucers
- Wagons, baby pools, neglected swimming pools
- Tires, open trash bins

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

Performance Measures - Mar./Apr. 2017

What You're Saying

"Thank you Lisa M. McKenzie (Graffiti Program Coordinator), I was very impressed by the prompt handling of these two concerns. The Report date: 02/27/2017 for couch in drainage ditch. Also for paint in drainage ditch. Both issues have been cared for. Thank you for expediting these issues. Keep up the great work!!! " - Resident

"I received a call from Ms. Hernandez about the property on the 300 block of Bertetti. It was abated this morning and a DART Team had been organized to address the many issues on that property. It all started with Code Officer Ruben Lara. Ms. Hernandez was very happy when she called. She said, "...I'm grateful for all the hard work that Code Officer Lara did to make me and my neighbors feel safe." She went on to explain that she was afraid and concerned for the health of her elderly mother and the young people in the area and having the property cleaned up made all the difference to her and her neighbors.

We are thankful for the due diligence and hard work of you and your team. Please extend our congratulations and gratitude to Code Officer Ruben Lara for a job done exceedingly well.

On behalf of Councilman Saldaña, his staff, and District 4 constituents we would like to say thank you to Code Officer Ruben Lara for his work helping to maintain strong and healthy neighborhoods.

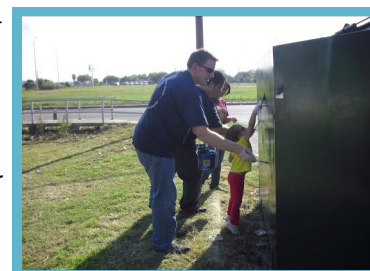
We hope this makes it into his permanent file. " - Council District 4

	MAR.	APR.	TOTAL	FY 2017 (FY = Oct. 2016 - Sept. 2017)
Cases initiated by Code Officers (Proactive)	10,159	7,773	17,392	53,578
Cases initiated through complaints/calls (Reactive)	1,976	1,760	3,736	9,936
Pro-activity Rate (Goal of 50%)	80%	78%	79%	81%
Response Time—Tier I (Goal of 2 business days)	1.2	1.2	1.2	1.3
Response Time—Tier II (Goal of 6 business days)	1.9	1.7	1.7	2.0
Compliance Rate (Goal of 90%)	99%	98%	98%	97%
Graffiti locations abated	4,930	3,616	8,546	29,158
Graffiti response rate (Goal of 3 days)	1	1	1	1

Graffiti Corner

What do dumpsters, parks and bus shelters have in common? Graffiti vandalism!

Become part of the solution by adopting one, or all, and keeping them graffiti-free. Blue, green and brown paint (and brushes) are available at no cost. Adopt A Dumpster by calling the Graffiti Abatement Program at (210) 207-BUFF (2833). You can also:



- Adopt A Park by calling (210) 207-8603
- Adopt A Bus Shelter by calling VIA Metropolitan Transit at (210) 362-2370