



Code Connection

Message from our Director

This past year, without a doubt, marked a crossroad for our department. After 11 years as Director, Rod Sanchez was promoted to Assistant City Manager and I certainly want to thank him for his great leadership. As Director, we will continue to partner with our community to build and maintain a safer San Antonio.

Listening to residents is important to us. In FY 2017, the Code Enforcement Section increased its weekend enforcement throughout neighborhoods as requested by many in the community. We handled more inspections than ever before, reaching a total of 330,185 - that's a little more than 35,000 more than the previous year. With a response time of two business days, 150,383 inspections were for our Tier I, or health and safety cases, averaging a response rate of 1.4 days. We addressed 133,837 inspections for building maintenance and zoning (Tier 2), with average response rate of 1.6 days, by far surpassing the six business day response goal. Better yet, we achieved a compliance rate of 97% of Tier 1 and Tier 2 cases within 45 days. Our Code Officers have a proactive rate of 80%, meaning only 20% of the cases we addressed were generated by customer complaints.

We were finally able to bring Ascent Recycling, a cardboard recycler with multiple zoning and metal salvaging violations, into compliance. Located across a residential neighborhood, concerns

were brought to us because of the excessive trash and dust coming from this business. Code Enforcement revoked their Certificate of Occupancy in Aug. of 2016, and a year later, this property is now in compliance as a result the diligence of our Code Enforcement Officers in enacting the City's Code.

The Graffiti Abatement Team (GAP) was successful in eliminating graffiti from 52,836 locations, exceeding the 44,000 performance goal, and held 131 mini-wipeouts across San Antonio with the help of 1,809 volunteers.

Thank you, San Antonio, for partnering with us. It has been a busy and successful year. We look forward to seeing you at our newly launched DSD Academy, where you can hear about what we do. Our first session's topic was zoning. Stay tuned to upcoming sessions through Nextdoor, our Facebook, Twitter and LinkedIn.

With the Holiday Season upon us, we at Code Enforcement want to wish you and your family a happy and safe holiday season. If you have any compliance issues, call "311" or 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
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."

Garage Sales: The Change You Need to Know - Dieudonne Jaosidy

The last time the City of San Antonio updated its sign code was over three decades ago. This past year, the City revised the sign code in response to community needs and challenging enforcement and compliance. The new code was approved by the City Council on May 4, and became effective July 3, 2017. As a result, there are changes affecting *Garage Sale* signage that you should know.



garage sale permit, two sign permits (in the form of decals) will be issued. Place these decals on the signs (back), allowing placement on city's right-of-way. In addition, you can still display one sign on

your property without the need for decal or permit. You also have the option to buy additional permits (decals), should you want to place more signs on the city right-of-way to advertise the garage sale.

garage sale permit.

Another thing to keep in mind - signs posted on utility poles, street and traffic signs are illegal and considered a misdemeanor offense. These are punishable through Municipal Court.

You can purchase garage sale permits by coming to our building at 1901 S. Alamo St. or by going to an HEB store in your area.

If you have any questions, call us at **210-207-1111**, or to learn more about the Sign Code (Chapter 28), visit <http://www.sanantonio.gov/DSD/Resources/Codes>

Dieudonne Jaosidy is the Code Enforcement Supervisor for the North Central Sector and has worked for the City of San Antonio for 10 years.

What changed? Before, garage sale signs were limited to two and could only be placed on the homeowner's property, not on city right-of-way. With the new Sign Code, the homeowner can now place three temporary signs. This is how it works: when you get a

What happens if a sign is displayed without the decals or improperly posted? Any garage sale signs placed on the right-of-way without the proper permits or decals are still considered abandoned trash, or bandit sign, and may be removed and discarded without notice. It is unlawful to copy the decals that are issued with the

Safety Tips for the Holidays - Joseph Arrington, SAFD

Reminders from the San Antonio Fire Departments to keep you and yours safe during the winter and Holiday Season.

Thousands of Texas residents will try to fry turkeys for the first time this year. Here are some things to consider:

- **Do it outside**, on a flat, solid surface a safe distance away from flammable materials and your home. Don't do this inside, in a garage or on a deck.
- **Never** leave it unattended.
- **Thaw the turkey completely**. A partially-frozen turkey can create a fire or explosion.
- **Get a fire extinguisher** and keep it

nearby. Don't use water to put out grease fires.

- **Be safe**. Use thick pot holders and oven mitts to touch handles or lid of fryers. It's a good idea to wear goggles and long sleeves to protect against burns from splattering oil.



Colder temperature prompt many to use their space heaters and fireplaces. Here are some tips:

- Have a 3 ft. *safe zone* around open fires and space heaters.
- **Never** use your stove or oven to heat your home.
- Have all heating equipment and chimneys cleaned and inspected

every year by a qualified professional.

- Remember to turn portable heaters off when leaving the room or going to bed.
- Fireplace need a sturdy screen to prevent sparks from flying into the room. Only cool ashes should be placed in metal containers that are kept at a safe distance from your home.
- Test smoke alarms at least once a month.

Joseph Arrington is a Public Information Officer with the San Antonio Fire Department.

DSD Inspectors Help Aransas Pass After Hurricane Harvey - Michael Constantino

Aransas Pass, Texas, near Corpus Christi, felt Hurricane Harvey's full fury this past Aug. 25 when the category four storm made landfall. Today, this coastal community is working hard to recover from the damage left behind. With many of its buildings damaged or destroyed, DSD Building Inspectors were sent to assist our fellow Texans in the cleanup effort.

Since Sept. 13, the inspections team has conducted more than 200 inspections and 20 plan reviews, supported the Aransas Pass Building Department by answering contractor questions daily and met with hundreds of citizens who want to get back into their homes. The team also generated close to 300 permits by helping the one

Port Aransas Code Enforcement Officer with patrolling the area, while

informing contractors and homeowners how to obtain the necessary permits. During this time, our inspectors have conducted several inspections for gas and electrical reconnects and worked closely with the local utility company. With our help, the Aransas Pass School District had children back in school, reoccupying their buildings, on Oct. 16.

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a positive mark in this city. The citizens and community members of Aransas Pass are very grateful to DSD and the City of San Antonio. Originally scheduled to return on Oct. 27, they extended their stay through November.

Earlier this month, the City Manager held a

recognition breakfast to thank the inspections team and other DSD staff, along with employees from other city departments, for going above and beyond to assist in the response to Hurricane Harvey.

Michael Constantino is a DSD Administrator responsible for Building Inspections. He has been with DSD for 18 years.

We speak weekly with the Aransas Pass Interim Building Official and she has expressed many times how grateful they are for our help. Our staff's overall efforts and level of professionalism our inspectors have shown week in and week out, have left



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Information of upcoming sessions will be coming through Nextdoor, Facebook, Twitter and LinkedIn.

Stay tuned!

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Launching DSD Academy - Staff

As part of our efforts to increase and improve our partnership with our community, we've started a DSD Academy to help residents understand the various aspects of development, including zoning, platting, permits, inspections, code enforcement and graffiti. DSD Academy will have a session every month, each on a different topic. So far, we've had three: Zoning 101, Zoning 102 and Code Enforcement Basics.

Coming up on Saturday, Jan. 20, is a session on *How and when to get permits for work in your home*. This session will from 9:00 to 11:00 a.m. in the Board Room inside the Cliff Morton Development & Business Services Center located at 1901 S. Alamo.

For more information on DSD Academy, check our website at:

www.sanantonio.gov/DSD/Resources/Training



**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...



It's that time of the year to check your heater. Make sure it can maintain the temperature of not less than 60°F in all habitable rooms, as required by code (SAPMC, Sec. 602.3).

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 - Sept./Oct. 2017

	SEPT.	FY 2017 TOTAL	OCT.	FY 2018 (FY = Oct. 2017 - Sept. 2018)
Cases initiated by Code Officers (Proactive)	8,609	93,746	7,879	7,879
Cases initiated through complaints/calls (Reactive)	2,036	19,625	2,126	2,126
Pro-activity Rate (Goal of 50%)	76%	79%	76%	76%
Response Time—Tier I (Goal of 2 business days)	1.3	1.3	1.3	1.3
Response Time—Tier II (Goal of 6 business days)	1.8	1.8	1.5	1.5
Compliance Rate (Goal of 90%)	96%	97%	97%	97%
Graffiti locations abated	4,739	52,836	4,731	4,731
Graffiti response rate (Goal of 3 business days)	1	1	1	1

What You're Saying

"I never saw him (Jose Garza), but woke up and it was painted over! Thanks sooo much for helping me." - Resident

"Your team did an outstanding job addressing the graffiti in our community basketball court." - Resident

"Employees Homer Callahan and Ramiro Morales helped us out with an emergency graffiti removal for a press conference on the River Walk, where there is no access to a water source. I would also like to commend Lisa Mackenzie for the quick response and the help provided. Kudos on the Great Team!" - Center City & Development Operations, City of San Antonio

Happy Holidays!

Graffiti Corner

Graffiti hurts San Antonio! Be an extra set of eyes and ears in our community. If you see it happening call 207- SAPD, or report existing graffiti by using the City's "311" free app.

The term "graffiti" comes from the Greek word *graphein*, meaning "to write." Today it ranges from simple, one-color monikers (like a nickname) repeated on many surfaces to complex compositions of several colors. There are different types of graffiti: (1) "tag" - the vandal's moniker applied quickly and repetitively; (2) "throw-up" - a more elaborate tag, usually done in two or more colors, often using balloon letters; (3) "Pieces" - short for "masterpieces," they're large, detailed, colorful drawings that can include cartoon-like characters, and take some time to complete; (4) "Generic" (or conventional graffiti), includes random markings, initials, declarations of love, social commentary, profanity, graduation events ("Class of 1997") and other non-threatening messages; (5) "Gang" graffiti - used to mark territory, list members, offer drugs/contraband for sale, or send warnings to rivals. It may include letters, symbols, or numbers known only by gangs and law enforcement; and (6) "Ideological" or hate graffiti - any racial, religious, or cultural slur.

