



Code Connection

Message from our Director

Connecting with residents of San Antonio is vital to everything we do here at the Development Services Department (DSD). We listen to your comments and ideas and, based on this, improve our programs to better serve your needs.

The new, robust Code Enforcement Sweeps Program is a result of this partnership. As of the beginning of FY 2018 (which began Oct. 1, 2017 for us), we are scheduling a couple of Code Sweeps every month throughout San Antonio: one focused in a residential neighborhood and the second in a commercial corridor. We hope this enhanced effort by our Neighborhood Enforcement Team brings about more compliance and citizen awareness of common code violations found.

DSD Academy is another way of keeping this communication channel open with residents. Happening every month, these educational sessions provide an overview of topics such as zoning, code enforcement, and permits. We will continue to develop new sessions based on feedback and the most frequent questions we receive.

On Jan. 29, San Antonio will have a new ordinance in effect focusing solely on the many Mobile Living Parks found across the city. In the past two years, we have unfortunately found health and safety issues severe enough to warrant the issuance of a vacate order in order to protect the residents. Our City Code

now requires that Code Enforcement Officers will now conduct proactive inspections to ensure these Mobile Living Parks are compliant with the San Antonio Property Maintenance Code, electrical and plumbing requirements, and monitor the park's density.

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."

Code Enforcement Sweeps Program: Bigger & Better- Dale Russell

San Antonio is a big place and Code Enforcement Officers do a great job of patrolling the different areas of town addressing code violations, but sometimes, we need a little extra. That's where the Neighborhood Enhancement Team's (NET) Code Sweep Program comes in.

NET is comprised of Code Officers dedicated to coordinating projects with special emphasis on highly traveled areas throughout the City's main district corridors, reinvestment areas and

- city neighborhoods.
- The Code Sweep
- program proactively reaches out to residents with

common code violations and ensures they're addressed quickly. With directed, door-to-door inspections to identify all code violations in specific pre-designated areas, our goals are to (1) create citizen awareness; (2) restore, build and foster a sense of pride in the neighborhoods, community and

city; and (3) help the neighborhoods get to a compliance rate that empowers its residents. This is a proactive program that focuses on identifying the following common violations:

- Yard maintenance
- Discarded items in yards
- Removal of inoperable, or junked, vehicles
- Front yard parking
- Fence maintenance



- Overgrown vacant lots
- Overgrown yards in vacant or abandoned homes
- Graffiti
- Alley clean-up

As part of the Code Sweeps, we sponsor two other programs to facilitate compliance. The NET team schedules a Dial-A-Trailer to a nearby park for residents to dispose of tree limbs, old furniture, appliances, tires and other bulky items for **free**. Also available, is the community tool shed. Tools can be borrowed with ad-

vance notice, proper identification and a completed release form, **free** of charge, for residents of San Antonio.

Before going to the area, NET will notify residents by leaving a card or door hanger in your home.

For all of 2018, NET has scheduled two Code Sweeps every month: one in a residential neighborhood and the second in a commercial corridor.

Sweeps in commercial corridors are a little different in that the team focuses more on Certificates of Occupancy and zoning issues, making sure the property's zoning supports its use.

While the NET team is in your area, they will also be coordinating with other City departments as other items are identified, such as stray dogs or pot-holes.

By addressing blight throughout these different areas of San Antonio, we'll be one step closer to being successful in enhancing and improving the quality of life for all residents.

Dale Russell is the Supervisor for the Neighborhood Enhancement Team (NET). He's been with the City for the past 10 years and graduated from the University of Texas—Pan American with a major in Criminal Justice.

It's New and It's free! DSD Academy's

We began DSD Academy in September of last year to enhance the partnership with our community. Comprised of a series of informative sessions for residents, DSD Academy is about what we do here at the Development Services Department (DSD). So far, we have

covered Zoning 101 - Basics, Zoning 102, Code Enforcement's top violations and a Homeowner's Guide to Permitting.

Held monthly here in our building at 1901 S. Alamo, our upcoming topics include:

- **Feb. 17** - Graffiti Program - How to volunteer, how to report it and services we provide.
- **Mar. 17** - Zoning 101 (Zoning Basics). This session will be in conjunction with Neighborhood Hous-

and maintain a safer San Antonio”

Health and Safety in Mobile Living Parks - Phil Laney

With an update to the municipal code approved by City Council on December 14, 2017, the Development Services Department (DSD) will now conduct proactive inspections for health and safety issues at the over 100 mobile living parks in San Antonio.

Mobile Living Parks are home to many. However, the expectation of our residents living in a healthy and safe neighborhood has fallen short

in the recent past. Residents complained of experiencing significant code enforcement violations and health hazards. Upon inspection by our Code Officers, severe issues of sanitation, improper electrical or sewage hookups, and property maintenance neglect created an unsafe living situation for too many. Residents had to be relocated to safer living conditions.

The update to Chapter 18 of the Municipal Code – Mobile Living Parks seeks to prohibit such issues in the

future and keep these neighborhoods safe for residents.

Becoming effective January 29, the ordinance applies to those already registered with the City through the Metropolitan Health Department (Metro

Health). DSD and Metro Health will manage the enhanced inspection program with increased involvement from the Department of Human Services and the Office of the City Attorney. A streamlined application process will

be implemented and mandatory training will be provided for park owners and operators.

Each mobile living park will be proactively inspected on a monthly and/or quarterly basis by a team comprised of multiple departments. Inspections will focus on ensuring density of mobile homes has not increased over time; electrical, sew-

er, and water connections are inspected regularly; and parks are in compliance with the San Antonio Property Maintenance Code. Despite the enhanced service provided, no fee changes are included in the ordinance.

Failure to comply will result in the suspension or revocation of licenses. Criminal and civil penalties may also be assessed; Class “C” misdemeanor violations will be taken to Municipal Court, where fines can reach up to \$500 for each individual violation. Civil penalties for violations, which rise to the level of a common or public nuisance, may be liable to an injunctive lawsuit in state district court.

All living in San Antonio deserve a safe and healthy environment. This ordinance will get us closer to achieving that goal.



Phil Laney is a Sr. Special Projects Manager over the Code Enforcement Special Units. He has been with the City of San Antonio for 7 years.

Energetic Start - Staff

- ing Services’ Neighborhood Leadership Academy.
- **Apr. 21** - How and when to get permits for work in your home - A Homeowner's Guide to Permitting

- **May 19** - Code Enforcement: What happens when, and after, I receive or report a code violation?
- **Jun. 16** - Tree Preservation and Preventing Oak Wilt

There may be changes to this schedule, so check our website regularly, like us on Facebook or follow us on Twitter and Nextdoor.

You can find the presentations and additional information on this new initiative at: www.sanantonio.gov/dsd



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DEVELOPMENT SERVICES
DEPARTMENT**

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

Did You Know...

Be safe when keeping warm this winter!

- Keep anything that can burn at least three-feet away from any heating equipment (furnaces, fireplaces, wood stoves, or portable space heaters)
- **NEVER** use your stove or oven to heat your home!
- Have 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.
- Make sure the fireplace has a sturdy screen to stop sparks from flying into the room. Ashes should be cool before putting them in a metal container. Keep the container a safe distance away from your home.
- Test smoke alarms at least once a month.

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 - Nov./Dec. 2017

	NOV.	DEC.	TOTAL	FY 2018 (FY = Oct. 2017 - Sept. 2018)
Cases initiated by Code Officers (Proactive)	6,424	5,632	12,056	19,935
Cases initiated through complaints/calls (Reactive)	1,312	810	2,122	4,248
Pro-activity Rate (Goal of 50%)	78%	84%	81%	79%
Response Time—Tier I (Goal of 2 business days)	1.3	1.2	1.3	1.3
Response Time—Tier II (Goal of 6 business days)	2.0	1.5	1.7	1.6
Compliance Rate (Goal of 90%)	97%	96%	96%	96%
Graffiti locations abated	3,806	3,480	7,286	12,017
Graffiti response rate (Goal of 3 business days)	1	1	1	1

What You're Saying

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

"Evelia (Kelnhofer) was very helpful, professional and kind as she processed my request." - Resident

"Mimi Camargo always goes out of her way to help me and my company. Thank you so much Mrs. Mimi Camargo! We appreciate you so much." - G. Byars, Morningside Ministries

Graffiti Corner

San Antonio's Graffiti Ordinance is specific on what it considers as a graffiti instrument:

Graffiti implement is any aerosol paint container, any type of felt tip marker, paint stick, etching tool, or adhesive materials to include stickers or items capable of scarring or otherwise defacing glass, metal, concrete or wood.

You can report graffiti by:

- Calling "311"
- Downloading and using the free "311" mobile app
- Or calling (210) 207-BUFF (2833)

If you see graffiti in action, call (210) 207-SAPD (7273).

