

Code Connection

Message from our Director

Opening more the partnership we have with the community is always at the forefront of all we do. This past October, we launched DSD Academy in an effort to show and talk about what we do here at Development Services Department (DSD). We've had one session every month and so far, we have covered zoning, a homeowner's guide to permitting, graffiti abatement and code enforcement basics. We've had great interest and will continue to expand the topics. You can also send in comments and ideas to DSDAcademy@sanantonio.gov

As we enter the time of year where homeowners begin to plan for projects, we thought it timely to do a short article on permitting. It has tips on what to be aware of before hiring a contractor, if you will need a permit, and what types of permits may be required.

Garage sales also begin trending in spring. Read the article to see what's new on where you can place garage sale signs and where you can purchase your permits. These changes became effective last July, when the updated Sign Code was approved by City Council.

Our Code Officers are charged with maintaining the health, safety and quality of life for all of San Antonio. Last month, Code Officer Edward Mon-

tano's vigilance and quick thinking saved toddler twins from what could have been a disastrous situation. Read on to see why he received the Making a Difference Award.

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

Inside this issue:

A Homeowner's Guide to Permitting	2
New! Oversized Vehicles Prohibited in Neighborhoods	2
Getting Ready for Your Garage Sale	3
Making a Difference	3
Did You Know...	4
Performance Measures	4
Graffiti Corner	4

Contact Us:

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

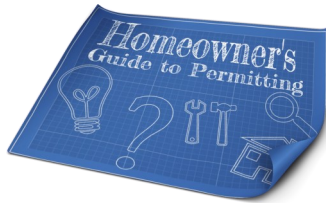
Hours: Monday - Friday
7:45 a.m. - 4:30 p.m.

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"**

A Homeowner’s Guide to Permitting - Staff

Spring is a peak time for home repairs. Homeowners of a single-family residence may act as their own general contractor and hire building subcontractors when undertaking home projects. Often some “Do it Yourself” homeowners want to be actively engaged in their home improvement projects in order to cut general contracting cost, monitor quality assurance, and stay on top of any unexpected construction related surprises.



To help avoid unexpected surprises, homeowners are encouraged to follow these tips:

- When getting started, verify whether your project requires permitting.
- There are some construction and improvement exceptions that may not require them. Check the [No Permit Required](#) page on our website for more information at

www.sanantonio.gov/DSD/Constructing/Residential/No-Permit

- If you need to hire a contractor, look for one registered with the City, using the online [licensed contractor search](#) tool at www.sanantonio.gov/DSD/Online/Contractor

• Home Improvement Contractors (Non-Structural) registered with the City can get certain permits on behalf of the homeowner.

Openly discuss with your contractor or subcontractor who will be responsible for securing the appropriate building permits. It’s a good practice to always ask for this clarification in a written contract.

- For your safety, you must use licensed trade contractors for new electrical, plumbing and/or HVAC project components.
- Be careful with contractors who offer to do work for you without secur-

ing building permits. Professional, registered contractors will always execute a contract and secure permits.

If you live in a Neighborhood Conservation (NCD) or Historic Districts, there may be additional requirements.

To keep the project moving forward, we also offer [online services](#) for contractors and homeowners. This allows you to check online things like a permit’s status or find a licensed contractor at www.sanantonio.gov/DSD/Online

DSD Academy presented a session on permit in January of this year. Because of the high attendance and demand, it will be scheduled again for April. Keep an eye out for our notice on Nextdoor and our Facebook page.

Please visit our website at www.sanantonio.gov/DSD for additional homeowner permitting questions, or call us at (210) 207-1111.

New! Oversized Vehicles Prohibited in Neighborhoods - Staff

Parking oversized vehicles in residential area is prohibited by City Code, yet violations are increasing. This month, City Council voted to approve increasing the violation amount from \$35.00 to \$500.00.

What qualifies as an oversized vehicle? Per our municipal code, an [oversized vehicle](#) is a vehicle, trailer, or boat (either by itself or together with other structures or vehicles attached) exceeds any one of the three following dimensions: 24 feet in length, 8 feet in width or 8 feet in height. This doesn’t

include accessories such as antennas, air conditioners, luggage racks, and mirrors.

Recreational vehicles can qualify as oversized, in which case it cannot be parked on the street of a residential neighborhood. If yours doesn’t meet the criteria for an oversized vehicle, then it can be parked on

the street as long as it’s not being stored there. You can park it on the street only for loading or unloading passengers, freight or merchandise. There is no exception for trip preparation and applies 24 hours a day.



and maintain a safer San Antonio”

Getting Ready for Your Garage Sale - Richard Zertuche

Did you know the City of San Antonio has a sign ordinance? Chapter 28 addresses all types of signs that can be erected within the City limits, including those that can be posted for garage sales. On May 4, 2017, City Council approved revisions to the ordinance that became effective July 3, 2017.

As our city grows and expands, reviewing and updating ordinances becomes a necessity in order to meet the changing landscape of our communities.

In reviewing Ch. 28, four items were considered. They were:

- **Technology.** Advancing quickly, it's important we keep up with it and research what's new, available and best suited for our community.
- **Current sign industry and demands.** Was our ordinance out of date? The updated sign code meets the needs of today's requirements and continues to maintain a good quality of life for our citizens.

- **Flexibility.** Our sign ordinance allows for flexibility to accommodate new growth, ideas and innovative concepts.
- **Clarity.** Clarifications made to Ch. 28 enables developers and planners to be on the same page with the City ordinance to make sure we are all moving in the same direction.

Spring is here and it's the perfect time for garage sales, so we thought it timely to remind you of changes made regarding their signage.

In the past, 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 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.

What happens if a sign is improperly posted or doesn't have decals? 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 garage sale permit.



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

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

Richard Zertuche, Code Supervisor for the Southeast Field Unit, has been with the City since 1993 and is a U.S. Army Veteran.

Making a Difference - Staff

DSD Director Michael Shannon recently recognized Code Enforcement Officer Edward Montano for going above and beyond the call of duty.

Code Officer Montano noticed a woman running and, when he looked down the



street, realized a toddler was walking towards an intersection. He immediately turned on the vehicle emergency lights and used the car to slow down traffic until the mother was able to reach the child at the curb. It was then she informed him that there

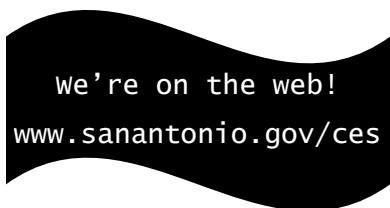
was another child somewhere. Driving up the street, he found the other one. Code Officer Montano pulled up to the child, exited his vehicle and stood next to the child until the mother arrived. His quick thinking that afternoon saved these twins from a potentially serious situation. For that, he was presented with the *Making a Difference* Award.



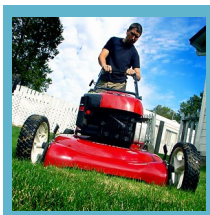
**CITY OF SAN ANTONIO
DEVELOPMENT SERVICES
DEPARTMENT**

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

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Did You Know...



We're proud to offer the *Community Toolshed*, with a collection of hand and gas powered tools for **FREE** use 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. Tools available for loan include lawnmowers, leaf blowers, rakes, shovels, tree pruners, weed eaters, and wheelbarrows.

Borrowing is easy! Fill out the short application, a release form and make a reservation. Tools are checked out Friday mornings and returned Monday mornings, within one week to ensure their availability for others. You'll be responsible to pick up and drop off the tools from our centrally located facility in downtown area. If you're interested in more information, please call (210) 207-4084 or visit our web site at <https://www.sanantonio.gov/ces/resources/toolshed.aspx>. 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 - Jan./Feb. 2018

	JAN.	FEB.	TOTAL	FY 2018 (FY = Oct. 2017 - Sept. 2018)
Cases initiated by Code Officers (Proactive)	7,073	7,530	14,603	34,538
Cases initiated through complaints/calls (Reactive)	1,178	1,159	2,337	6,585
Pro-activity Rate (Goal of 50%)	82%	83%	82%	81%
Response Time—Tier I (Goal of 2 business days)	1.7	1.2	1.4	1.3
Response Time—Tier II (Goal of 6 business days)	1.6	1.4	1.5	1.6
Compliance Rate (Goal of 90%)	95%	97%	96%	96%
Graffiti locations abated	4,420	4,539	8,959	20,976
Graffiti response rate (Goal of 3 business days)	1	1	1	1

What You're Saying

"I reported graffiti in the neighborhood and within 24 hours it was gone!! Excellent job!! I used the 311 App." - Resident

"Please extend our thanks to Annette Lopez and other DSD team members who did inspections with our Metro Health team." - M. Martinez, Metro Health

"Lori Campos (Graffiti Abatement Team) understood my request, scheduled the project for J. Zavala and the problem was quickly resolved. The area was covered with the color to match the existing area with no delays or problems. Could not have been done any better." - Resident

"The fence looks great. We get hit by graffiti on a regular basis and I am happy to have your team (Rupert Tovar) help us to cover it up." - Resident

"Both Lisa McKenzie (Graffiti Abatement Coordinator) and Steven Medrano (Graffiti Abatement Team) were so prompt, courteous, and efficient in helping schedule a graffiti wipeout event that I am pretty convinced you aren't actually a government office. :) They really were extremely helpful and a pleasure to deal with. This is a great volunteer program that I did not even know existed until a few days ago. Thanks for having such wonderful people in your organization." - Resident

Graffiti Corner

Here is the **No Graffiti SA** 2018 Fiesta medal!

Want to add it to your collection? It's easy. Just sign up as a volunteer in the fight against graffiti and one will be yours.

To check out opportunities to help us clean graffiti, go to sanantonio.galaxydigital.com

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).

