



**DEVELOPMENT
SERVICES**

WHAT IS **CODE ENFORCEMENT** & HOW WE HELP



**SAN ANTONIO
CODE CONNECTION**

CONNECTING COMMUNITY
TO CODE ENFORCEMENT

WHAT DO CODE OFFICERS DO?

Code Enforcement Officers work to keep San Antonio a safe, and healthy place to live. They make sure residents follow the rules or “codes” on how homes, yards, and buildings should be built and maintained.



WHY IT MATTERS



Following our Codes helps prevent things like:

- Dangerous buildings
- Trash piles that attract bugs or animals
- Fires caused by tall grass or junk
- Neighborhoods looking rundown

WHAT PROBLEMS DO THEY LOOK FOR?

Here are some common issues Code Officers check for:

Common Violations	Why it's a Violation
Tall grass and weeds (over 12 inches)	Can attract pests like rats or mosquitoes.
Inoperable vehicles	Can leak harmful fluids and lead to graffiti.
Trash in yards and storage buildup	Can attract animals and cause smells.
Broken windows or falling fences	Can be unsafe for people and pets.
Illegal signs or garage sales	Must follow City Codes for safety and fairness.



WHAT IF THERE'S A CODE VIOLATION?



311.sanantonio.gov



- 1** Resident reports a concern by calling 311 or online.
- 2** The officer checks the property and takes notes & photos.
- 3** A notice is given if a violation is seen.
- 4** Time is given (usually 7–30 days) to correct the problem.
- 5** A follow-up inspection happens to see if it's fixed.
- 6** If not fixed, a fine or repair may be issued by the City.

If the issue is fixed, no additional notices are sent to the owner.

HOW IT WORKS



When a concern is reported through "311," here's how we handle it:

- **Days 1-3:** A Code Officer visits the property to check if there is a violation.
- **If there's a violation:** We start a case and give the notice, giving the owner 10 days to fix the problem.
- **Days 10-20** (depending on the violation): The officer checks again. If the violation isn't fixed, they give a citation for a court visit. If the concern is fixed, the case is closed.
- **45 Days:** Our goal is to have 90% of violations to be fixed in 45 days.
- **Some cases:** Certain issues, like zoning problems or dangerous buildings, may take up to 6 months or longer to address.
- **Contesting:** Residents can contest San Antonio Property Maintenance Code (SAPMC) violations through the Building Standards Board (BSB).

ZONING & LICENSING ENFORCEMENT TEAM

The Zoning & Licensing Team is a group of highly trained Code Officers who make sure that City businesses and buildings follow the Code. They check things like property zoning and building permits. They also make sure certain places have the right licenses, like:

- Used Automotive Parts Recyclers
- Metal Recyclers
- Scrap Tire Facilities
- Donation Containers
- Mobile Living Parks
- Boarding Homes
- Short Term Rentals
- Refurbished Mattresses and Germicidal Permits



NEIGHBORHOOD ENHANCEMENT TEAM (NET)

This special team goes into busy areas of the city that need extra help. The NET Team partners with the community to:

- Clear properties with high grass and weeds
- Educate in-need residents of our Tool Shed program
- Conduct high-impact curb appeal inspections
- Teach neighbors how to report issues



HOW WE ARE DOING

Data from Fiscal Year 2025 Q1 Code Enforcement Performance Report.
City of San Antonio, Development Services Department (October 2020 - March 2025).



Quick Response Times

Code Officers are working fast! On average, inspectors arrive in **1.2 days** for serious code issues (like unsafe buildings or illegal dumping) and **1.4 days** for less urgent problems (like yard maintenance). Our goal is 2–3 days, and we are exceeding it!



Fast Fixes on Violations

If there's a problem, it gets fixed in **45 days or less**. Right now, **91%** of issues are taken care of in that time. That means safer, cleaner neighborhoods!



MORE FACTS TO KNOW

Data from Fiscal Year 2025 Q1 Code Enforcement Performance Report.
City of San Antonio, Development Services Department (October 2020 - March 2025).



Residents Report

Many violations are reported by neighbors. Residents have made around **54,000** code complaints in the last 5 years. Our Inspectors are ready to help solve these problems! If you see something, say something. Call 3-1-1.



Less Litter

Great news for clean streets! The litter index score is down, showing a drop of about **9%** over the last 5 years. This means less trash in our City.



Fewer Dangerous Properties

The number of vacant, unsafe buildings is decreasing. This year, there are **95 fewer** dangerous buildings in the City, compared to last year.



RESPONSIBILITIES FOR RESIDENTS

To stay in good standing, homeowners and renters should:

- Cut grass and weeds regularly
- Keep trash in bins with lids
- Don't store old furniture or junk outside
- Only put up signs if allowed
- Keep fences and walls safe and stable

If you're not sure about a regulation, visit the San Antonio Property Maintenance Code on our website.



PERMITS AND LICENSING



You might need a permit for things like:

- Home renovations and repairs
- Garage sales
- Running a boarding home

Visit our website or permit counter for details on what permits you will need for your project.

PROGRAMS THAT HELP OUR COMMUNITY



SENIOR ASSISTANCE PROGRAM



For people 65+ or with disabilities, the City helps:

- Cut overgrown grass
- Remove junk/trash
- Trim dangerous trees

Help is free, up to twice a year for those who qualify.

PROACTIVE APARTMENT INSPECTIONS



If an apartment complex has many issues, it gets regular inspections. The City works with owners to:

- Fix broken stairs, lights, and plumbing
- Keep outdoor areas clean
- Make sure it's safe to live in

COMMUNITY TOOL SHED



Need tools but don't have any?

You can borrow them for free!

- Rakes
- Lawn mowers
- Clippers
- Shovels

Visit our website for more.

Code Enforcement San Antonio Development Services

1901 S. Alamo St., San Antonio, TX 78204

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

Phone: (210) 207-6000

Website: sa.gov/DSD

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