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**DATE:** May 14, 2013 (revised March 17, 2016)

**TO:** Development Services Department, Field Services Division, Code Enforcement Section, BSB Unit

**SUBJECT:** **Standard Operating Procedure XXX**  
**Building Standards Board Unit Procedures**

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### **XXX.01 INTRODUCTION**

This procedure establishes guidelines for the Building Standards Board Unit (BSB).

### **XXX.02 RESPONSIBILITIES**

- A. It is the responsibility of the Administrative Assistant II (Admin) to ensure that all legal deadlines have been met in accordance with City Code.
- B. Admins are responsible for ensuring that they have all case files ready to go the day of hearing with all required documentation.

### **605.03 AGENDA REVIEWED AND APPROVED**

- A. BSB Unit Supervisor will notify BSB Unit Staff of upcoming Agenda Items via e-mail
  - a. Verify Agenda Listing in Agenda Builder at <http://wpiis01/BSB/index.aspx>
- B. Request Code Enforcement Officer (CEO) / Code Enforcement Supervisor (CES) to update CEO Reports in Agenda Builder for the properties to be heard on the agenda
- C. Prepare label for folders
- D. For DP Properties:
  - a. CEO Report must be updated within 30 days of hearing
  - b. Request title search from Mission Title Company on new items for that agenda
  - c. Compile notification list and conduct additional research (Secretary of State, Probate) if needed for commercial and possible estate properties
  - d. Completed title search, notification list and file folder delivered to Sam Adams (Legal) for review (for commercial and estate properties)
  - e. Once reviewed by legal, they will attach a notification list to the file folder
  - f. Prepare Notice of Hearing (NOH) and postings for legal's signature
  - g. Send entire file folder with notices to legal
  - h. Once file folders are returned from legal, give to BSB Unit Supervisor for signature
  - i. Give DP Supervisor file folders to review CEO Reports (print from Agenda Builder)
- E. For SAPMC Properties:
  - a. CEO Report must be updated within 30 days of hearing
  - b. BSB Supervisor to conduct Bexar County Clerk Deed Search
  - c. BSB Supervisor will send notification list via e-mail to Admin for each property
  - d. Prepare NOH and postings and include SAPMC section violated and violation details
  - e. Give prepared NOH's to BSB Unit Supervisor for signature
- F. For Both Case Types:
  - a. Prepare labels for certified mailings
  - b. BSB entry in ECCO for each case with Date of Hearing (DOH)

### **605.04 NOTICE OF HEARING**

- A. Notice of Hearing (NOH) are to be mailed certified

- a. Ensure NOH has disability and Spanish translation service information located in the footer of the document
- B. NOH to be mailed at least 14 days before the hearing date
- C. Include FAQ Sheet (include CEO Report and sample scope of work for DP cases)
- D. NML entry in ECCO for each case
- E. Stamp each green receipt with the mailed date
- F. Copies must be made of each notice
- G. Copies must be made of each notice

#### **XXX.05 POSTINGS**

- A. Admin will notify CES that postings are ready and will give a deadline for posting on the property
- B. Admin will place original posting in CES inbox
- C. Postings are due 14 days before the hearing
- D. CES will send Admin via e-mail the photo of posting on a PowerPoint
- E. PowerPoint will include the property address, date of photo, case number and CEO name
- F. Admin will place PowerPoint in file

#### **XXX.06 NOTICE OF DISTRESSED LETTERS (DP only)**

- A. Prepare notice of distressed letters for each DP property on the agenda 15 days before the hearing
- B. Request BSB Supervisor signature
- C. Request each document to be notarized
- D. Each document to be recorded at Bexar County Courthouse 10 days before the hearing
- E. Cost of each document to be recorded is \$20.00
- F. Each document will be stamped, affixed with three labels and scanned
- G. Escrow Account with Bexar County is listed under Dangerous Premises Recordings
- H. Original document is returned and attached to the file folder

#### **XXX.07 DAILY COMMERCIAL RECORDER (DCR)**

- A. Request publication of the agenda items 13 days before the hearing
- B. Publication runs on Monday and Tuesday, 10 and 9 days before the hearing
- C. Attach copies of the publication to each folder
- D. Attach copies of the publication from the DCR to black binder with confirmation emails from DCR
- E. Publications saved in "K" drive at: [\\fsccommon\\misc30\\BSBPublication\\publication agenda](#)
- F. BSP entries in ECCO for each case with dates for the publication
- G. DOH entries in ECCO for each case with BSB DOH

#### **XXX.08 NEIGHBORHOOD ASSOCIATIONS**

- A. Request map of each property to show 1000 feet of the property
- B. Locate neighborhood associations
- C. Prepare notices to the neighborhood associations
- D. Notices to neighborhood associations to be mailed 9 days before the hearing
- E. Notices will be mailed by regular mail
- F. Attach a copy of the notice to the file folder
- G. Stamp with the mailed date

#### **XXX.09 FIRE REPORTS**

- A. If needed, request fire reports from Fire Prevention Office
- B. Include property address and date of fire (if available)
- C. Request should be made 8 days before the hearing
- D. Attach fire report to the DP file folder
- E. Fire Report should be included in BSB binder

#### **XXX. 10 NOTIFICATIONS**

- A. Notify City Council of agenda items for each district 7 days before the hearing via email
- B. Notify San Antonio Conservation Society of the agenda 7 days before the hearing by fax
- C. Notify Larry Gutierrez, OHP, of the agenda items 7 days before the hearing by email
- D. Email CEO and CES to upload pictures to the Z Drive database 6 days before the hearing with a deadline date of 2 days before the hearing

### **XXX.11 TRANSLATOR REQUEST**

- A. Translation services will be provided at the request of an owner and/or representative at least 48 hours prior to the BSB hearing in order to allow scheduling of the independent, third party translator
- B. If a request is made, staff is to reserve the third party translator either online or by phone: World Wide Languages & Communication at 210-805-8844 or afterhours at 210-777-7261. Company is located at 243 W Sunset Road, 78209 Reservations can be made online at [www.worldwidelanguages.net/intrequest.html](http://www.worldwidelanguages.net/intrequest.html)
- C. Once confirmation is received from the third party translator, update the Translator Request Log located in "K" drive at: <K:\BSB\Translator Requests>

### **XXX.12 FINAL AGENDA**

- A. Create agenda in Legistar
- B. Publish agenda to InSite in Granicus
- C. Make 4 copies of the agenda
- D. Post agenda at City Hall KIOSK 6 days before the hearing
- E. Obtain date/time stamp from City Clerk's Office, 1<sup>st</sup> floor on all 4 copies
- F. Obtain key from City Clerk's Office, 1<sup>st</sup> floor hallway
- G. City Clerk's Office keeps 1 copy
- H. Post agenda at City Hall KIOSKs (2 locations)
- I. Return to office with one copy
- J. Scan agenda to your email
- K. Attach date/time stamp agenda to the black binder
- L. Save agenda to the "K" drive at: <\\fscommon\misc30\BSBAgenda>

### **XXX.13 CEO REPORTS**

- A. Review CEO Reports in Agenda Builder at least 3 days before the hearing
- B. Update NOH Section and any other missing fields
- C. Print CEO Report from Agenda Builder to PDF to scan for electronic case file

### **XXX.14 ELECTRONIC CASE FILE**

- A. Prepare electronic case file
  - a. To include copy of agenda
  - b. Minutes from previous meeting
  - c. CEO Reports (if applicable Fire Report) and SAPMC Case Summary Forms
  - d. BCAD
  - e. Motion scripts

### **XXX. 15 Z DRIVE / ODBC DATABASE**

- A. Prepare the Z Drive / ODBC database 6 days before the hearing
- B. Z Drive link: <\\fscommon\code>
- C. Prepare cover slides for each property 6 days before the hearing
- D. Z Drive to contain one folder labeled with the date of the hearing
- E. In the folder labeled with the date of hearing, create folders labeled by case number
- F. Cut and paste all contents of the folder and move to the folder labeled DSDB Meeting
- G. CEO will place their photos into the DSDB Meeting Folder
- H. ODBC database to contain the following:
  - a. Property address
  - b. City Council District

- c. Sequence number
- d. Case number
- I. Ensure all photos are visible on the web page 1 day before the hearing
- J. After the hearing, cut and paste all the folders from DSDB Meeting folder back into the folder labeled with the date of hearing
- K. Cut and paste the labeled folder with the date of hearing from the Z Drive to the K Drive for record retention purposes
- L. K Drive link: <\\fcommon\\misc30\\BSBMeetings>

#### **XXX.16 PREPARATION (DAY BEFORE THE HEARING)**

- A. Ensure all binders are ready
- B. Ensure all photos are visible on the web page
- C. Obtain CD for recording
- D. Obtain digital recorder/ batteries
- E. Obtain all file folders
- F. Prepare Sign in Sheets/ copies of the agenda for citizens
- G. Ensure Board Members will be in attendance
- H. Place lunch order

#### **XXX. 17 DAY OF HEARING**

- A. Prepare Sign in table for citizens
- B. Cases will be heard in order of arrival
  - A. Cases where a translator has been requested or emergency personnel (SAPD or SAFD) are present to provide testimony will be heard first
- C. Prepare Coffee
- D. Upload Meeting Folder to desktops
- E. Place solicitation notice on doors of the Board Room
- F. Place name plates
- G. Place digital recorder on podium
- H. Record audio recording
- I. Prepare minutes on the flash drive
- J. Obtain USB with audio recording
- K. ECCO entries of outcome for property

#### **XXX.17 BSB ORDERS**

- A. Obtain signed and notarized orders from BSB Supervisor
- B. Make 4 copies for the following:
  - a. One copy for the file folder
  - b. One copy for the BSB binder
  - c. Two copies for City Clerk's Office for stamp/date request (City Clerk's keeps one copy and one copy returns back for the black binder)
- C. Make copies for mailing
- D. To be mailed certified
- E. Stamp each green receipt with the mailed date
- F. Attach green receipt to the BSB order in the file folder
- G. NML entries in ECCO for each case
- H. OTH entry in ECCO with appeal expiration date for each property
- I. Expiration date of appeal is 30 days after the date the BSB order is mailed
- J. Request publication of the orders within 10 days of hearing in DCR to run two consecutive days
- K. BSP entries in ECCO for each case with dates for the publication
- L. Attach copies of the publication to each folder
- M. Attach original publication from the DCR to black binder with confirmation emails from DCR
- N. Publications to be saved in K drive at the following: [\\fcommon\\misc30\\BSB\\_Publication\\publication orders](\\fcommon\\misc30\\BSB_Publication\\publication orders)
- O. Originals to be recorded at the Bexar County Courthouse (DP Only)
- P. Each document will be stamped, affixed with three labels, and scanned

- Q. Escrow Account with Bexar County is listed under Dangerous Premises Recordings
- R. Original document is returned and attached to file folder
- S. Enter BSB outcome in Agenda Builder
- T. Email a copy of the signed/ notarized orders BSB Orders to Savita Rai, Eric Burns, and Felix Ramirez
- U. Email a copy of the signed/notarized BSB Orders to Larry Gutierrez, OHP
- V. Save a copy of the signed/ notarized BSB Orders in the K drive at <\\fscommon\misc30\BSB Orders>
- W. Upload the BSB Order in PDF format to Agenda Builder
- X. Request Customer ID number for cases that will need to be invoiced
- Y. Create invoice based on Boards Order
- Z. Invoice to be mailed out with BSB Orders

### XXX.18 MINUTES

- A. Minutes should be completed at least 6 days before the next hearing
- B. Email BSB Supervisor the completed minutes
- C. Save minutes to the K drive at <\\fscommon\misc30\BSB Minutes>

### XXX. 19 AGENDA BUILDER

- A. Agenda Builder link can be located at: <http://wpiis01/BSB/index.aspx>
- B. Enter all Notice of Hearing information in agenda builder
- C. Once case is heard, the case status should be changed to pending
- D. Ensure that the Outcome Section is filled out completely and is accurate
- E. Ensure that a copy of the signed Board Order is attached as a PDF to Agenda Builder
- F. If a case comes into compliance, update Post BSB results information and close case by changing the case status to Closed

#### Helpful Suggestions:

- a. Deadline dates should be placed in your Outlook Calendar
- b. Prepare and print a quick reference sheet that contains the agenda date, property, case number, council district, and CES/ CEO assigned presenting the case for each agenda
- c. Prepare and print a quick reference calendar with the dates and deadlines
- d. \*Friendly Reminder\* Keep in mind that at any given time, you are working on three agendas

Approved this day \_\_\_\_\_ of \_\_\_\_\_ 20\_\_\_\_

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Michael Shannon, Assistant Director