



CITY OF SAN ANTONIO NEIGHBORHOOD & HOUSING SERVICES DEPARTMENT

NOTICE OF TENANTS' RIGHTS—*FREQUENTLY ASKED QUESTIONS*

Ordinance #2020-06-25-0453 requires that landlords deliver a Notice of Tenants' Rights in English and Spanish when delivering a Notice to Vacate for Non Payment of Rent.

Below are some frequently asked questions that will assist you through the process. If you have any questions or concerns, please contact housingpolicy@sanantonio.gov

- **WHEN DOES THIS ORDINANCE GO INTO EFFECT?**
 - July 25, 2020
- **WHAT IS THE PURPOSE OF THIS ORDINANCE?**
 - To ensure residents understand that a notice to vacate is not an eviction in and of itself;
 - To facilitate dialogue between tenants and landlords;
 - To connect landlords and tenants to resources for financial assistance
- **WHERE DO I FIND THE NOTICE OF TENANTS' RIGHTS FORM?**
 - The form is available online at <https://www.sanantonio.gov/NHSD/Programs/FairHousing>
 - Once on the site, scroll down to the tab labeled "Evictions & Notice of Rights"
- **AM I ABLE TO MODIFY/PERSONALIZE THE FORM?**
 - The form is required to be delivered to the tenant as is
- **HOW SHOULD I DOCUMENT COMPLIANCE?**
 - Sign and date the form to document delivery, make a copy;
 - Take a picture if the notice is posted to a tenant's door;
 - Email a copy of the notice if the tenant communicates via e-mail;
 - Keep a copy for your records
- **WHAT HAPPENS IF I DO NOT COMPLY WITH THE ORDINANCE?**
 - Failure to comply with the ordinance will result in a warning for the first violation;
 - Continued violations will result in face penalties per violation
- **WHAT ARE THE PENALTIES FOR VIOLATION? HOW ARE THEY ENFORCED?**
 - Penalties include fines up to \$500 per violation
 - Cases will be investigated by Code Enforcement and can be tried in Municipal Court
 - Complaints for non-compliance can be submitted for investigation to the City through Code Enforcement or Neighborhood and Housing Services

Update July 6, 2020