

Frequently Asked Questions about the Notice of Tenants' Rights

For Rental Housing Providers

- **WHEN DOES THIS ORDINANCE GO INTO EFFECT?**

July 25, 2020

This ordinance does not have an expiration date.

- **WHAT IS THE PURPOSE OF THIS ORDINANCE?**

- To ensure residents understand that a notice to vacate is not an order to leave the unit
- To facilitate dialogue between tenants and landlords to prevent moving forward with an eviction;
- 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"
- The form is available online at www.saaaonline.org under the "Resources" tab on the home page

- **AM I ABLE TO MODIFY/PERSONALIZE THE FORM?**

- The form is required to be delivered to the tenant as is, in English and in Spanish

- **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 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 the city's 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 the Neighborhood and Housing Services Department