



NOTICE OF TENANTS' RIGHTS—*FREQUENTLY ASKED QUESTIONS*

Ordinance #2020-06-25-0453 requires that landlords deliver a Notice of Tenants' Rights 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.sa.gov/Directory/Departments/NHSD/Housing-Support/Renter-Support/Resources>
 - Once on the site, click the "Notice of Tenants' Rights" link
- **AM I ABLE TO MODIFY/PERSONALIZE THE FORM?**
 - No. The form is required to be delivered to the tenant as is.
- **CAN I CONTINUE TO USE AN OLD VERSION OF THE FORM?**
 - Please use the form available at: <https://www.sa.gov/Directory/Departments/NHSD/Housing-Support/Renter-Support/Resources>
 - Failure to provide updated form may result in a warning for the 1st violation.
- **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 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

Updated May 19, 2023