



**Senior Living Facilities Community Meeting #6**  
**Doris Griffin Senior One Stop Center, 6157 NW Loop 410 (CD 7)**  
**August 21, 2019**

**Comments & Needed Follow-Up**

(Comments in bold are being investigated by DSD Code Enforcement)

Staff = 5

Attendees = 65

11:00 – 11:35

- Doris Griffin, member of City/County Joint Commission on Elderly Affairs & namesake of senior center where meeting was held, provided opening remarks and introductions.
- What is the process now for complaints? Are they taking 3 days to address?
- For issues involving mechanical systems like air conditioners, is there a way to expedite these complaints when called into Code Enforcement?
  - Presenter responded that while 10 day notice is required, Code has ability to ask property management what is being done to keep residents safe and healthy while repairs are being made.
- Is Code Enforcement talking to property managers & owners about this potential program?
  - Presenter responded that property owners and managers and representatives from the San Antonio Apartment Association are active participants in the Senior Living Facilities CCR Task Force.
- How does Code Enforcement figure out who to inspect?
  - Presenter responded that properties required to be registered would have proactive inspections. As currently drafted, the policy allows for different frequency levels depending on the prevalence and severity of found violations.
- There are frequent news stories about broken water lines or some issue that impacts an entire apartment complex. How is this resolved now?
  - Presenter responded that every habitable living unit must have electricity and water per the San Antonio Property Maintenance Code. If there is an issue that impacts either of those services, arrangements need to be made with the property owner/management to find alternative locations for the residents to live while the issue is being fixed.
- There is a desire to begin a Resident Council to meet on a regular basis and take issues to the property's management. There was a brief discussion on how to proceed.