



CITY OF SAN ANTONIO  
**DEVELOPMENT SERVICES DEPARTMENT**  
P.O. BOX 839966 | SAN ANTONIO TEXAS 78283-3966



TO: Development Services Customers

SUBJECT: **INFORMATION BULLETIN 228**  
Procedures for Home Builder and Home Improvement  
Contractor Registration to include FBI Background Check

DATE: March 8, 2018, *Revised October 7, 2019*

CREATED BY: Plan Review

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**Purpose:**

As a customer service initiative, the Development Services Department (DSD) created this revised bulletin to update Information Bulletin (IB) 228 to clarify the requirements for the Federal Bureau of Investigation (FBI) background checks and to eliminate the temporary registration transition period. The purpose of this IB is to identify the requirements that all Home Builder and Home Improvement Contractors registered with the City must provide a national background check from the FBI Investigation to DSD prior to the issuance or renewal of these registration types. This IB went into effect April 1, 2018.

**Scope:**

Chapter 10 of the Building Related Codes Section 110-115 (e)(2) grants authority to the Building Official to require contractors and individuals possessing Home Builder and Home Improvement registrations through the City of San Antonio to provide a criminal background check when submitting an application for an initial license or renewal registration. The intent of this provision is to ensure the protection and wellbeing of residents. The background check requirement provides customers with a level of trust that the contractors who are in our most personal spaces – our homes – have no record of crimes that could potentially put the safety of our customers and residents at risk.

The Development Services Department is instituting this enhanced customer protection initiative as a response to unscrupulous and fraudulent building and home improvement contractors who have abused the trust afforded to them to assist residents with their home building and home remodeling needs. Over the past few years, Development Services has documented an increasing number of incidents where individuals posing as reputable contractors were registered with the City of San Antonio, but they proceeded to commit crimes against residents. These bad actors – whether locally based or coming in from out of the area – have not lived up to the standards that protect our customers and our residents. These individuals represent a very small percentage of the registered contractors. The vast majority

of registered contractors are committed to providing their customers – our San Antonio residents – with the highest level of service and product delivery. The addition of national background checks to the Home Builder and Home Improvement registrations ensures that Development Services is doing its part to reduce undue risks to customers receiving services in their homes.

**To obtain a FBI background check, the applicant must follow the following requirements:**

1. Applicant obtains fingerprint card from the San Antonio Police Department (SAPD).
  - a. Can obtain a paper fingerprint card from SAPD ID Office for \$30 per card
  - b. ID Office is located at downtown SAPD Headquarters at 315 South Santa Rosa. Address and hours of operation are available at 210-207-7598 or <http://www.sanantonio.gov/SAPD/Police-Reports-Open-Records>.
2. Applicant completes FBI Fingerprint Application [Form](#) with SAPD fingerprint card and submits their request to the FBI electronically or via mail.
  - a. Electronically: Follow the online prompts [HERE](#). Fingerprint card shall be mailed to the location indicated by 3a.
  - b. Mail: Applicant completes FBI Background Application Request [Form](#), fingerprint card, and fee of \$18.00/ request to the location indicated by 3a.
3. FBI mailing address and payment options.
  - a. Mailing: FBI CJIS Division – Summary Request  
1000 Custer Hollow Road Clarksburg, WV 26306
  - b. Payment:
    - Electronically- May be paid online via credit card.
    - Mail - \$18 fee paid using money order, certified check, or credit card payment with a separate form. Cash, personal checks, or company checks are not permitted.
4. Sealed background check response from FBI is typically received within 2 weeks if submitted electronically and 3 to 4 weeks if submitted via mail
5. Sealed background check response to be delivered to the applicant. The applicant should hand deliver the ‘sealed’ FBI background check to the Cliff Morton Development and Business Services Center at 1901 S. Alamo Street. FBI Background Checks will be accepted at DSD for 30-days from date of issuance.
  - a. The hand-delivered envelope should be clearly labeled with the following information:
    - Name of applicant
    - Registration applicant is applying for
    - Registration number if applying for renewal registration
    - Applicant business address
    - Applicant contact phone number and email address

Detailed information on the FBI background check is available at the FBI [website](#). This process does not pose a significant change from the current registration process.

The Building Official may review and accept national background results from alternative methods than the process stated above. As opportunities to streamline the registration process

are made available, DSD will monitor whether changes can be implemented that continue to add a layer of protection for our customers and residents.

**FBI Background Check Review:**

When an applicant submits an initial or renewal contractor registration, DSD will process the application, including a review of the FBI report. The FBI background check results are subject to additional review by the DSD Manager if the report indicates a potentially disqualifying infraction. The DSD Manager or designee will immediately notify the applicant of the decision and next steps.

If denied, the applicant will be informed and they have five (5) additional business days from the time of submittal to provide any additional documentation that might assist city staff in making a final determination.

Applicants requesting information regarding the appeals process for a denial of a registration will be directed to [Information Bulletin 144](#) Building-Related and Fire Codes Appeals and Advisory Board.

**Summary:**

This Information Bulletin is for informational purposes only.

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