



TO: Development Services Customers

SUBJECT: **INFORMATION BULLETIN 236**  
**Contractor Connect Program**

DATE: May 13, 2019/*Revised November 12, 2019*

CREATED BY: Customer Advocate Team and Field Services

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**Purpose:**

As a customer service initiative, the Development Services Department (DSD) revised this Information Bulletin (*IB*) to provide updated information on the Contractor Connect Program to the citizens of San Antonio and Home Improvement/Home Builder registered contractors; provide a clear understanding of the review time frame; and provide guidelines in the event of a contractor's change to a lower category. DSD also seeks to assist in clarifying the Building Official's expectations to maintain the contractor's category and to partner with our registered contractor's by offering monthly training classes.

**Scope:**

**Contractor Connect Program**

The Contractor Connect Program was created as a means to assist the citizens of San Antonio to find a registered Home Improvement and/or Home Builder contractor. The Contractor Connect search tool will identify the type of work registered contractors are typically required to permit with our department (roofing, pools, additions, new homes, etc.). This tool is not designed to recommend contractors, but, rather, to provide homeowners with an additional means to find contractors based on the type of work contractors offer to perform.

There will be three separate categories as defined by the supporting information and table below:

**Category 1:** Registered Contractor- (Initial Category) The contractor needs to provide the minimum requirements for registration: application and registration fee, Code of Ethics acknowledgement form, general liability insurance, and approved FBI background check. All registered contractors will be initially inserted into this category on May 1, 2019.

**Category 2:** Registered Contractor Plus- If applying for this category, the contractor must meet additional requirements. The above items for Category 1 still apply; however, we have added the following additional requirements: all permitting fees are current, there are no verified building related contractor infractions/complaints, and they have attended at least two DSD training events per year.

**Category 3:** Premier Contractor- The items from Category 1 and 2 still apply; however, the following additional requirements must be met: minimum five year registration with DSD and one agent for the contractor must obtain a Residential ICC Certification or other certifications approved by the Building Official.

Please see below diagram indicating the above categories and requirements.

Development Services Department Contractor Registration Categories			
Contractor Requirements	Registered Contractor	Registered Contractor Plus	Premier
Application and Registration Fee	✓	✓	✓
Code of Ethics Acknowledgement Form	✓	✓	✓
General Insurance Requirements	✓	✓	✓
FBI Background Check	✓	✓	✓
Current Permitting Fees		✓	✓
No Building Related Contractor Infractions / Complaints		✓	✓
DSD University Building Related Training (attend a minimum of 2 DSD training events per year) or other training approved by the Building Official		✓	✓
Minimum Five Year Registration with DSD			✓
One Contractor Agent Maintains Any Residential International Code Council Certification (ICC) or other certifications approved by the Building Official			✓

Monthly training classes are scheduled for the 2<sup>nd</sup> and 4<sup>th</sup> Tuesday, 8:30 – 10:30 a.m. at 1901 S. Alamo, Training Room B on the following topics:

- Contractor Skills Basics
- Contractor Skills Inspections
- Contractor Skills Investigations

**Review Process**

The application shall be delivered to [dsd.license@sanantonio.gov](mailto:dsd.license@sanantonio.gov) or to the Customer Advocate Team at the DSD permit counter. As requested on the application, appropriate documents shall be submitted with the application (Example: Copy of ICC certification). If submitted via email to the DSD License mailbox, the review time will be done within 48 hours. If submitted in person at the Permit Counter, they will be reviewed at time of processing. If further review is needed, the application will be submitted to the DSD Permit Counter Manager.

**Change of Status**

A Home Builder or Home Improvement contractor may be removed from a Plus or Premier Category and listed only as a registered contractor if a verified and/or qualifying event occurs that would require a change of status. Contractors are responsible for maintaining their current category.

As a contractor, you are responsible for maintaining all fees for your permits, pulling all applicable permits, closing in a timely fashion, and to conduct your business with integrity.

DSD will investigate using all resources (Code Enforcement and/or Building Inspections, etc.) and will meet with the contractor to determine if the complaint can be verified. Once verified, the contractor may be removed from a Plus or Premier category until the issue is corrected or a resolution has been given to the Building Official's satisfaction.

The Building Official maintains the right to change the contractor's category at their discretion. Per section [10-115](#) of the Unified Development Code, the Building Official may also administratively cancel or suspend a registration after a hearing before the building official.

**Summary:**

This program has created a way to assist citizens with finding and hiring contractors who have met minimum City requirements and more. This new initiative will show in real time, the status of contractors and will hold contractors accountable for maintaining that status.

- Prepared by:** Jeremy Camarillo, Sr. Development Services Specialist Supervisor
- Reviewed by:** Sharon Trudeau, Development Services Manager
- Authorized by:** Terry Kannawin, Assistant Director  
Amin Tohmaz, Deputy Director, CBO, PE