



# City of San Antonio

## Agenda Memorandum

**File Number:**  
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**Agenda Item Number:** 4

**Agenda Date:** October 16, 2024

**In Control:** Governance Committee Meeting

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**DEPARTMENT:** Development Services Department

**DEPARTMENT HEAD:** Amin Tohmaz, Interim Director

**COUNCIL DISTRICTS IMPACTED:** Citywide

**SUBJECT:**

Council Consideration Request by Councilmember Jalen McKee-Rodriguez (District 2) and Councilmember Marina Alderete Gavito (District 7) on preventative measures to eliminate water disconnections for apartment residents in good standing.

**SUMMARY:**

Council Consideration Request by Councilmember Jalen McKee-Rodriguez (District 2) and Councilmember Marina Alderete Gavito (District 7) on preventative measures to eliminate water disconnections for apartment residents in good standing.

**BACKGROUND INFORMATION:**

On August 7, 2024, Councilmember Jalen McKee-Rodriguez and Councilmember Marina Alderete Gavito submitted a Council Consideration Request (CCR) directing staff to establish methods to prevent the disconnection of water service to apartments tenants in good standing when property owners and/or managers fail to pay San Antonio Water System (SAWS) payments. The

CCR highlights recent situations whereby tenants, otherwise in good standing, have had water service disconnected as a result of property managers failing to pay their SAWS bills. The CCR requests that City and SAWS staff explore updates to the Proactive Apartment Inspections Program, initially created in 2023, that would require:

- That apartment complexes that consistently pay SAWS bills late be enrolled in the program and pay the associated fees.
- Require apartment complex managers and owners notify each tenant when they enter into a payment plan with SAWS.
- Discuss feasibility of requiring delinquent complexes be managed by a reputable property management company.
- Develop a City of San Antonio-maintained website whereby names and addresses of apartment complexes that are delinquent be publicly available to view.
- Discuss feasibility of mandating that SAWS release customer data for delinquent apartments, update policies/procedures related to notice prior to disconnects.
- Review and recommend changes to SAWS policies and procedures for notification to property owners, payment arrangement, and/or fees that are implemented consistently and documented appropriately before a shutoff is scheduled.

**ISSUE:**

The CCR requests that the City and SAWS staff explore enhancements to city ordinances to protect tenants from water disconnections. In addition, the CCR specifically requests alterations to the Proactive Apartment Inspections Program to increase accountability and transparency for apartment complexes that fail to pay SAWS utility payments.

**FISCAL IMPACT:**

There is no fiscal impact.

**ALTERNATIVES:**

This item is for briefing purposes only.

**RECOMMENDATION:**

Staff recommends that this CCR be forwarded to the Municipal Utilities Committee.