For the last 20 years, the San Francisco Department of Building Inspection (DBI) has partnered with community organizations to ensure habitable conditions for all residents living in rental properties throughout the City.

Through the Code Enforcement Outreach Program (CEOP), DBI partners with five non-profit organizations that represent the interests of rental property owners and tenants in San Francisco—Housing Rights Committee of San Francisco, Causa Justa/Just Cause, the San Francisco Apartment Association, Chinatown Community Development Center, and the Tenderloin Housing Clinic.

CEOP is designed to provide support to tenants, owners and DBI, so that the City and the community can work together to bring housing into code compliance.

The Program expedites the code enforcement process by setting out respective rights and responsibilities for each party. The services provided through this program are available to all tenants and landlords.

It is the Department’s intent to assist individuals of limited or non-English speaking skills. The goal of this program is to achieve the abatement of violations prior to a Director’s Hearing, and referral to the City Attorney’s Office. This program has resulted in better, faster service to San Francisco residents, tenants and landlords while saving DBI resources to be used for other enforcement services and programs.

CEOP is managed and administered by DBI’s Housing Inspection Services (HIS), the division that implements and enforces the San Francisco Housing Code and related City codes.

The San Francisco Housing Code contains minimum maintenance requirements for existing residential buildings to safeguard life, limb, health, property and public welfare.

HOUSING INSPECTION SERVICES

DBI - Housing Inspection Services
1660 Mission Street, 6th Floor
San Francisco, CA 94103
Tel: (415) 558–6220
www.sfdbi.org/housing

HOURS OF OPERATION

DBI - Housing Inspection Services is available at the hours listed below from Monday to Friday, except legal holidays.

Housing Inspection Services Counter
7:30 AM - 5:00 PM

Office Duty Housing Inspector
8:00 AM - 10:00 AM
3:00 PM - 5:00 PM

District Inspector’s Office
8:00 AM - 9:00 AM
4:00 PM - 5:00 PM

District Inspectors’ Field Inspection
9:00 AM - 4:00 PM
(Inspectors out of the office conducting field inspections)
This Program helps San Francisco tenants get needed repairs to their rental units. Partnering non-profit tenants’ rights organizations will:

- Answer your questions about tenants’ rights regarding the Housing Code and habitability compliance.
- Help you notify your landlord in writing about needed repairs and facilitate completion of those repairs before housing inspection services are required.
- Act as a liaison between you and the Department of Building Inspection when you require housing inspection services to secure needed repairs.
- Conduct workshops to educate tenants about their role in ensuring housing code compliance in their rental units.

Tenant services are provided jointly by the Housing Rights Committee of San Francisco, St. Peter’s Housing Committee, Chinatown Community Development Center and Tenderloin Housing Clinic. For decades these organizations have provided tenants’ rights counseling and services for all San Francisco renters.

The SFAA is a non-profit trade organization that was established in 1917 to provide services to owners and managers of rental property, with educational classes, property management forms, monthly membership meetings, tenant screening and its monthly publication, the San Francisco Apartment Magazine.

This Program helps San Francisco property owners and managers understand code compliance issues and how these issues relate to the tenants in their buildings. The San Francisco Apartment Association (SFAA) will:

- Answer your telephone calls and questions about housing code and/or compliance issues.
- Provide a mentor program to counsel and help you to comply with repair requests in a timely manner.
- Mediate between you and your tenants on housing complaints.
- Conduct City-wide classes on the responsibility of providing safe housing to your tenants.

The SFAA is a non-profit trade organization that was established in 1917 to provide services to owners and managers of rental property, with educational classes, property management forms, monthly membership meetings, tenant screening and its monthly publication, the San Francisco Apartment Magazine.