



**FREQUENTLY ASKED QUESTIONS (FAQ)  
ONE AND TWO FAMILY DWELLING CODE ENFORCEMENT FEES  
APARTMENT HOUSE AND HOTEL LICENSE FEES**

**1. Q: Why are these fees necessary?**

A: These fees are necessary to recover the costs of the current code enforcement services provided by the Housing Inspection Services Division to one and two family dwellings, apartment houses (3 or more dwelling units, and hotels (6 or more guest rooms). This code enforcement inspection program is comprised of: (1) education/outreach to neighborhoods, property owners, and building occupants regarding San Francisco Housing Code requirements for building maintenance, (2) record keeping, data entry & update regarding code requirements and complaints, (3) response to public complaints and agency referrals alleging Housing Code violations, (4) the performance of site inspections and reinspections to address Housing Code violations, and (5) the performance of additional code enforcement actions, i.e. permit history research, the scheduling of administrative hearings, etc. when necessary to abate San Francisco Housing Code Violations thereby preserving safe, functional, and sanitary housing in San Francisco neighborhoods.

**2. Q: How are these fees calculated?**

A: Ordinance No. 105-09, which became effective July 27, 2009 imposes a \$52.00 code enforcement fee on each rental one and two family dwelling. Ordinance No. 107-09, which became effective July 30, 2009, increased the continuing annual Apartment House and Hotel License fees. These fees are based upon the number of dwelling units and guest rooms in the Apartment House or Hotel. Please see Section 110A, Table 1A-P of the San Francisco Building Code for the complete fee schedule at the DBI website referenced below.

**3. Q: What do I do if I believe that my building is exempt, that one of these fees was imposed in error, or that I am entitled to a refund?**

A: You must obtain in person or from the DBI Website [www.sfgov.org/site/sfdhr](http://www.sfgov.org/site/sfdhr) the "Request Form For Record Correction, Exemption, and/or Refund" (complete this, and submit it per the instructions indicated in #4 below. Please use a separate request form for each fee imposed on individual properties. Allow 6 weeks for processing. On-site inspection may be necessary to verify information. Refunds can not be issued without written proof that the entire tax bill has been paid.

**4. Q: What should I include with my completed Request Form For Record Correction, Exemption, and/or Refund form?**

A: Please include (1) a copy of your tax bill, (2) written proof your tax bill has been paid in full, (3) proof as specified on the Request Form, and (4) the completed Request Form with and original signature submitted per # 5 below.

**5. Q: Where do I submit my completed Request Form For Record Correction, Exemption, and/or Refund, and who do I contact if I have questions?**

A: Submit your completed form with proof as required, in person, to the Department of Building Inspection at 1660 Mission Street, 6<sup>th</sup> Floor, Housing Counter or by mail addressed to:

Department of Building Inspection  
Attention: Housing Inspection Services, (Fee Review Request)  
1660 Mission Street, 6<sup>th</sup> Floor  
San Francisco, CA 94103

Please call (415) 558-6352 to listen to a recorded informational message on how to submit this request. For remaining questions contact the Housing Services Division at (415) 558-6288.

**6. Q: How long do I have to wait for a response to my request, and will these fees increase in the future?**

A: Once DBI receives a complete request form and required proof please allow 6 weeks for processing. Note that all department fees are reviewed through periodic fees studies to ensure they provide adequate cost recovery for the services rendered as described in # 1 above.