



City of Helotes
Development Services
Department
P.O. Box 507
12951 Bandera Road
Helotes, TX 78023
Phone (210) 695.8877
Fax (210) 695.2123

FREQUENTLY ASKED QUESTIONS

1. Am I located in the City of Helotes?

Having a Helotes address or the 78023 zip code does not mean you are located in the City of Helotes. In order to be a Helotes resident, you must own property or reside in the corporate limits of the City. To see a map of the City's Corporate City Limit, please visit our website at <http://www.helotes-tx.gov/city-department/maps/> and look at the Corporate Limits & ETJ Map.

2. What does ETJ mean?

ETJ stands for Extraterritorial Jurisdiction. The City of Helotes ETJ has recently expanded. To see a map of the City's ETJ, please visit our website at <http://www.helotes-tx.gov/city-department/maps/> and look at the Corporate Limits & ETJ Map.

3. If I am in the ETJ, do I need a permit?

The City of Helotes only requires the following permits in the ETJ. Otherwise please contact Bexar County for permit questions.

Required in E.T.J.: Sign, Banner, Tree Preservation, Right-Of-Way, and Special Events Permits.

4. What does Development Services do?

The Development Services Department serves both commercial and residential subdivision development needs by overseeing platting, zoning, permitting, licensing, building inspections, and certificates of occupancy.

5. How do I apply for a permit / license?

- Apply and pay online using the City website at <http://www.helotes-tx.gov/resources/building-permits-licenses/>
- Apply and pay in person at City Hall, 12951 Bandera Rd, Helotes TX 78023. The Department is open Monday through Friday 8 am – 4:45 pm, but is closed on Wednesdays to the public.

6. I am a subcontractor. Do I need to register with the City?

The City of Helotes does not register contractors. However each permit application must be accompanied by copies of master licenses, driver's licenses, and insurance papers.

7. I am a subcontractor. Do I need a permit?

For new residential and commercial construction, subcontractors are typically covered by the general contractor's building permit. If the subcontractors are listed on the original building permit application, then they do not need to pull their own permit. It is required that their master licenses

and driver's licenses be on file with the City, however. This can be accomplished individually by the subcontractors or the general contractor may do this for them.

8. How do I schedule an inspection?

Call or email the Development Services Department with your request. A request must include the property address and/or permit number, the type of inspection requested, the date requested, a contact name, and a phone number. The latest a request can be made each day is 4 pm the business day before the requested inspection date.

9. When do inspections take place?

The Building Official conducts inspections Monday through Friday, 7 am – 12 noon. The Building Official does not schedule specific appointment times; however, you can request a courtesy call for thirty (30) minutes before the inspector's arrival.

10. What happens after an inspection?

The Building Official will leave a yellow carbon copy of the inspection report at the inspection site. Otherwise, requests for inspection results are treated as Public Information Requests, and such requests must be made through the City Secretary's Office using a Public Information Request Form. Please allow 10 business days for Public Information Requests.

<http://www.helotes-tx.gov/resources/forms/>

11. I want to put a shed / pergola in my backyard. What is required?

Please read the City of Helotes Code of Ordinances regarding Accessory, Associated Living Quarter, and Storage Buildings located on our website, <http://www.helotes-tx.gov/city-government/Code-of-Ordinances/>, under Chapter 18.

12. Am I over the Edwards Aquifer?

Please visit our website, <http://www.helotes-tx.gov/city-department/maps/>, and click on the Edwards Aquifer Map.

13. Am I in the floodplain?

Please visit our website, <http://www.helotes-tx.gov/city-department/maps/>, and click on the Floodplain Map.