

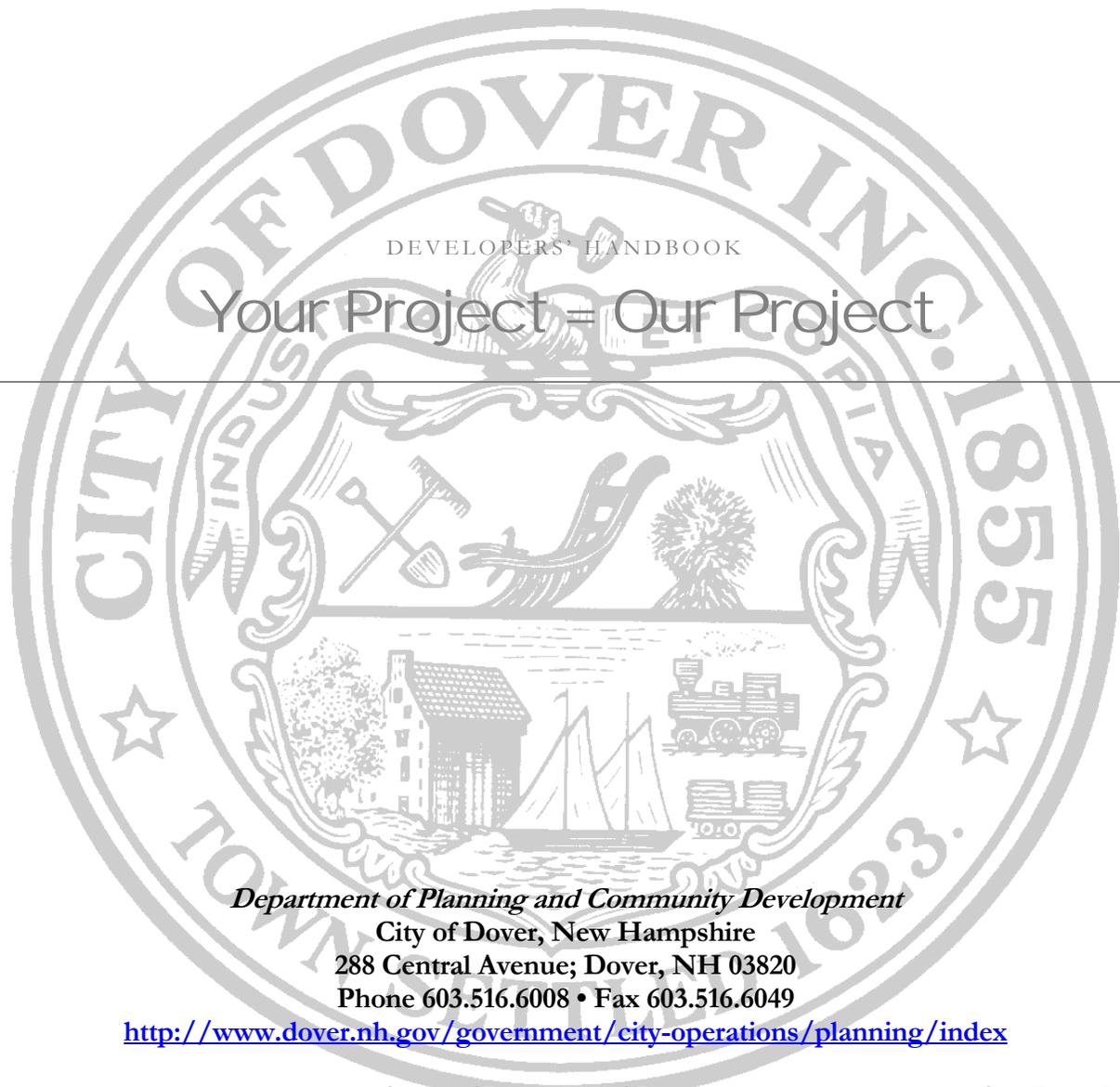


CITY OF DOVER, NEW HAMPSHIRE

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Developers' Handbook

Your Project = Our Project



DEVELOPERS' HANDBOOK

Your Project = Our Project

*Department of Planning and Community Development*

City of Dover, New Hampshire  
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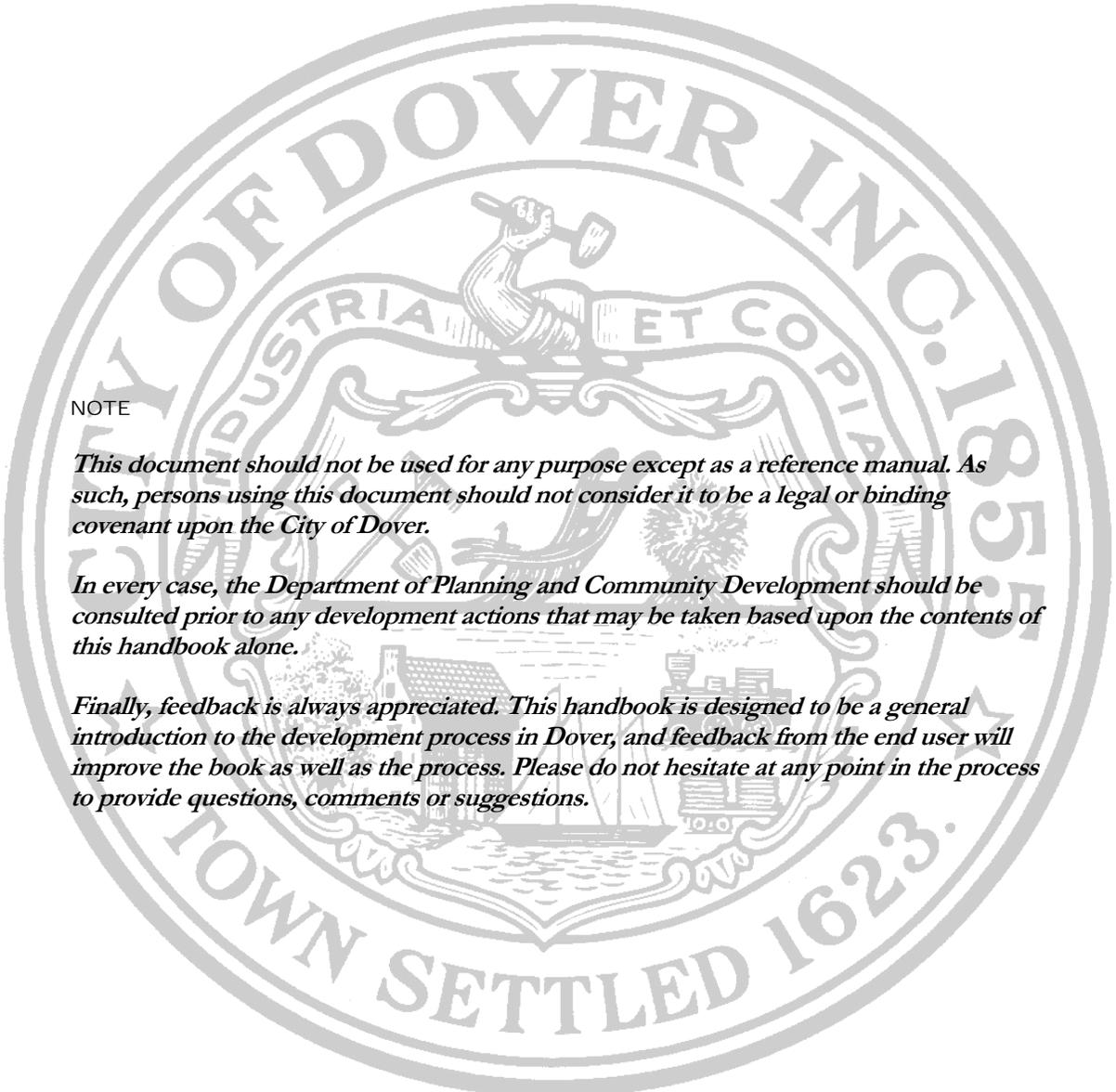
<http://www.dover.nh.gov/government/city-operations/planning/index>

Facebook at [www.facebook.com/pages/Dover-NH/City-of-Dover-NH-Planning/446789895351](https://www.facebook.com/pages/Dover-NH/City-of-Dover-NH-Planning/446789895351)

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NOTE

*This document should not be used for any purpose except as a reference manual. As such, persons using this document should not consider it to be a legal or binding covenant upon the City of Dover.*

*In every case, the Department of Planning and Community Development should be consulted prior to any development actions that may be taken based upon the contents of this handbook alone.*

*Finally, feedback is always appreciated. This handbook is designed to be a general introduction to the development process in Dover, and feedback from the end user will improve the book as well as the process. Please do not hesitate at any point in the process to provide questions, comments or suggestions.*

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## Goals and Objectives

*This section describes the intent of this handbook and introduces the resources available during development.*

Development in Dover is guided by principles rooted in its Master Plan. Specifically, the 2007 Land Use chapter provides guidance for context sensitive growth. This growth is sensible and well thought out. To assist property owners and developers with the development process, City staff has prepared this document. We have attempted to make this handbook easy to read and understand. It is designed to flow like a resource rather than a set of regulations. The guide outlines the process used in Dover, as well as the various boards, commissions and staff involved in the permit and review process for land development. By no means is this handbook a stand alone document. Property owners, developers and their agents are encouraged to discuss any portion of the process with city staff to ensure that we are all working from the same page.

## Introduction

In Dover, land development reaches back almost 400 years. As time has progressed, the development patterns and process has continually evolved. The early settlers at Hilton Point did not need a building permit to erect their houses, nor did they worry about setbacks or minimum lot sizes. In fact they would be bewildered by those concepts. Dover's Planning and Development staff and volunteers recognize that while terms change and processes are created, a degree in planning or engineering should not be required to develop your property.

It is with that understanding that the City of Dover has developed this *Handbook*. It will lay out the process and help property owners and developers find their way. It is written in simple and concise terms, and should be useful whether this is your first lot line adjustment, or you are an experienced developer.

## Staff

The City of Dover operates with professional staff who review projects and advise volunteer boards and commissions. This staff is located throughout the city, but is connected in a variety of ways, and uses many methods to communicate and interact with our citizen clients.

While staff may not all be located in one office, we work with developers as part of one team to shepherd a project from concept to certificate of occupancy.

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### DEPARTMENTS AND LOCATIONS

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- Planning and Community Development | City Hall
  - Economic Development | City Hall
  - Inspection Services | North End Fire Station (Sixth St)
  - Community Services | Mast Road PW Facility
-

#### Planning and Community Development

The Department of Planning and Community Development is located in the City Hall. The Department oversees planning, community development, zoning administration as well as parking and traffic review and permitting. The staff is available to assist in review and concept development, facilitate plan review and approval, as well as to inform residents and property owners on the project and to act as ombudsmen regarding development in Dover.

#### Economic Development

The Dover Business and Industrial Development Authority (DBIDA), located in City Hall, is a commercial property owner's resource for navigating through the development process. Staff will walk a project through the process, advocating needs and assisting the developer with understanding local and state codes.

#### Inspection Services

Located on Sixth Street in the Fire and Rescue Headquarters, the City of Dover's Inspection Services office consists of building, electrical, plumbing/mechanical, health and life safety inspectors. These inspectors will review plans during the concept phase, as part of the technical review process; be involved with the pre-construction meeting, issue permits, and advise applicants during the construction of a building. Staff also reviews existing structures to advise on reuse opportunities.

#### Community Services

Located on Mast Road, and adjacent to Dover's recycling center is the Bouchard Public Works Facility. The Community Services department is a multi-faceted operation dealing with engineering, highways, utilities and oversight of environmental program components. Engineering staff will work with a developer to understand existing infrastructure and ensure that a developer has a cohesive understanding of at infrastructure. Additionally, utilities staff is available to discuss upgrades and alterations which might be needed for renovation/redevelopment work.

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#### PLANNING

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288 Central Avenue; Dover NH 03820

M – Th (8 am – 6 pm) F (8:30 – 4)

P: (603) 516-6008

[www.dover.nh.gov/](http://www.dover.nh.gov/)

Director: Christopher G. Parker, AICP

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#### DBIDA

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288 Central Avenue; Dover NH 03820

M – Th (8 am – 6 pm) F (8:30 – 4)

P: (603) 516-6043

<http://www.locateindovernh.com/>

Director: Daniel Barufaldi

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#### INSPECTION SERVICES

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262 Sixth Street; Dover, NH 03820

M – F (8 am – 4 pm)

P: (603) 516-6038

[www.dover.nh.gov/](http://www.dover.nh.gov/)

Building Official: James Maxfield

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#### COMMUNITY SERVICES

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271 Mast Road; Dover NH 03820

M – F (8 am – 4 pm)

P: (603) 516-6450

[www.dover.nh.gov/](http://www.dover.nh.gov/)

Director: John Storer

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## Boards, Commissions and Committees

#### Conservation Commission:

This is a seven (7) member citizen commission with responsibility for locally advising the Planning Board on the City's Conservation and Wetland's districts. Any development project that involves filling, dredging, removing or altering any wetland area (including buffer areas) will require involvement with the Commission. The City Planner serves as staff support for this commission. Minutes and Agendas are drafted by the Commission and are available through the Planning Office. **The Conservation Commission meets on the second Monday of the month at 5:30 pm in regular session.**

#### Dover Business and Industrial Development Authority

This is an eleven (11) member 503(c)3 non-profit corporation that manages economic development for the City of Dover and is funded by the City. DBIDA works to retain, expand, and assist Dover businesses of all sizes, and works to identify and attract relocation candidate businesses and new businesses to Dover

locations. It also acts as the manager of the City's business park, Enterprise Park. **DBIDA meets on the first Thursday of the month at 4:00 pm in regular session.**

#### Dover Utilities Commission

The seven (7) member citizen Utilities Commission advises the Community Services Department on the development, maintenance, operation and expansion of the water supply and sanitary sewer system in the City of Dover. This advisory role includes policy, rate structure, public relations and matters of general public interest. Finally, the Commission reviews, sets investment fees for the utility systems, and considers abatement requests. **The Commission meets on the third Monday of the month at 6:00 pm at the Community Services building on Mast Road.**

#### Planning Board

This is a nine (9) member citizen appointed body which is charged with review and approval of site plans and subdivisions which occur in the City. The Assistant City Manager serves as the Board's representative on a day-to-day basis. Minutes and agendas are drafted in the Planning Office. **The Planning Board meets on the second and fourth Tuesday of the month in regular session at 7:00 pm.**

#### Technical Review Committee

This is a staff committee which works with an applicant, to review technical aspects of a plan before he/she appears before the Planning Board. The Assistant City Manager, Zoning Administrator, Fire Chief, Police Chief, Economic Development Director, Community Service Director and Planning Board Chair are all represented at the meetings. The City Planner is the liaison for the Committee. Minutes and agendas are drafted in the Planning Office. **The TRC meets every Thursday at 10:30 am.** Plans for review must be submitted three weeks prior to a meeting.

#### Zoning Board of Adjustment:

This is a five (5) member citizen; appointed body, responsible for hearing all variance requests and special exception requests. The Zoning Administrator serves as the Board's staff liaison. Minutes and agendas are drafted in the Planning Office. **The Zoning Board of Adjustment meets on the third Thursday of the month at 7:00 pm in regular session.**

## Plan Review Process

*This section describes the plan review process in Dover and is divided into three sections.*

**D**over follows a process, outlined below, which is efficiently aimed at facilitating a transparent development process. Meetings are open to the public, and Planning Board meetings are conducted live on the City's local government access channel, television Channel 22. Staff works to keep abutters informed of development and encourages interaction between developers and their neighbors as much as possible during the process. At the same time, staff understands the needs for discreteness and will meet with property owners in a confidential manner throughout the process, recognizing that once a plan has been formally submitted, it is available to the public for review.

### Pre-Approval Phase

Applicants are expected to review the City's Land Use Regulations, including the applicable Site plan, Subdivision regulations and Zoning ordinance prior to preparing plans for Planning Board review. These regulations will guide the Planning Board and applicant through the approval process. Included in these regulations are information on permitted uses, dimensional restrictions, application procedures to be consistent with others and specific plan requirements. Copies are available from the Planning Department or City Clerk's office and online at <https://ecode360.com/DO0878>.

#### Concept Review

A project may start the development approval process with a meeting with the Planning staff. Staff is available during normal business hours, and can host virtual meetings, or meet in person. The City Planner will meet with a developer to review a potential concept as needed and is happy to outline the process with a developer. At this initial concept meeting, the developer will get feedback on basic concepts and elements on the plan. Additionally, this meeting will identify if a special exception, variance or conditional use permit is required.

Commercial projects may begin their process by meeting with the Economic Development Director or City Planner. There are special requirements and opportunities which might apply to non-residential projects and these can be discussed during the concept meeting.

For site plans and larger subdivision projects, a pre-application meeting with the Technical Review Committee is also available. This meeting provides an informal, no cost opportunity for anyone with a development idea to receive feedback. Staff will listen to ideas and offer feedback which might avoid a log jam further into the process. The Technical Review Committee meets Thursday mornings at 10:30 in City Hall. Planning staff must be aware of your desire to be on the agenda two (2) days prior to the meeting.

Technical review

Once a plan is ready to progress to the Planning Board, it may need a technical review by the City’s professional staff. This review is necessary for site plans and most major subdivisions. The Technical Review process is a flexible and informal process. An applicant schedules the TRC meeting with the City Planner. These meetings are held once a week on Thursday mornings at 10:30. An applicant should bring eight (8) sets of plans, and a completed application, and the review fee to the Planning Office to schedule the meeting, three weeks ahead of the desired meeting date.

At the meeting, staff will bring a list of issues or concerns on a plan and review the list with the applicant. This list eventually becomes the basis for the conditions of approval necessary before a plan can be signed by the Planning Board Chair as being complete. These meetings are open to the public, but there is no public hearing involved. Depending on the scope and amount of changes required by the TRC, a second meeting may be required. It is advisable for large project developments to meet in concept TRC before submitting.

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T R C M E M B E R S

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Planning Board Chair (Citizen)
Community Services Director
Fire Chief
Police Chief
Zoning Administrator
Economic Development Director
Assistant City Manager/Planning Director

## Approval Phase

Prior to appearance before the Planning Board or Conservation Commission, all plans must meet the City’s Zoning ordinance. This may require an appearance to the Zoning Board of Adjustment to start the process.

Zoning Board of Adjustment Review

The ZBA is a quasi-judicial board which hears and votes on all requests for variances and special exceptions from the Zoning Ordinance. Additionally, the ZBA acts as the appeal board for interpretation of the zoning code. This appeal may be to any officer or Board of the City, which has made a zoning interpretation. The Zoning Board of Adjustment meets on the third Thursday of each month at 7:00 PM in the City Council Chambers of City Hall. Meetings are open to the public but are not televised.

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Z B A M E M B E R S ( 5  
R E G U L A R )

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Zoning Board Chair
Zoning Board Vice Chair
3 regular members
3 alternates
<ul style="list-style-type: none"> <li>• 3 year terms, which are staggered</li> <li>• Council appoints citizen members</li> </ul>

Applications are due to the Planning office twenty one (21) days prior to the scheduled meeting of the Board. Applications are available in the Planning Office, or online at [www.dover.nh.gov](http://www.dover.nh.gov), and includes a worksheet with the individual questions that need to be answered in front of the Board. The Zoning Administrator processes these applications, and acts as a point of contact with the ZBA. **Applicants should be aware that they will be charged a fee for processing the application, for notifying the abutters by certified mail, and to advertise the public hearing in the newspaper.**

During the hearing, the applicant will address the criteria for variance or special exception outlined in the application. The Board will decide whether to accept jurisdiction on an application, and then open a public hearing. During the public hearing, the public is invited to speak and express their opinions in regard to the proposed project and ask questions. The Board will act on the information that has been presented. In order for a finding in favor of the applicant, three (3) or more members of the Board need to vote in favor. If there are less than five (5) members present, the applicant may choose not to be heard that night. In the case of an appeal, the applicant shall present why they feel an error has been made.

Once a decision has been rendered, the applicant or an abutter may apply for a rehearing within thirty (30) days of the date of the hearing. A rehearing may be granted as part of the appeal. There are additional reasons

that a rehearing may be warranted. If the Board approves the request, the rehearing will be scheduled at a subsequent meeting as a new case.

Within thirty (30) days after the decision of such a rehearing, the petitioner may appeal, by petition, to Superior Court.

After a petition has been granted by the ZBA, barring any requests for re-hearings or litigation from abutters, and upon waiting the thirty (30) day period, the next step is for the applicant to obtain the necessary building permits, and Planning Board approval, if necessary.

Conservation Commission Review

The Conservation Commission advises the Planning Board on all requests for environmental Conditional Use Permits. The Commission meets on the second Monday of each month at 5:30 PM in the City Council Chambers of City Hall. Meetings are open to the public but are not televised.

Applications are due to the Conservation Commission Chair seven (7) days prior to the scheduled meeting of the Board. Applications are available in the Planning Office, or online at [www.dover.nh.gov](http://www.dover.nh.gov). Applications may be concurrent with site or subdivision applications, or may be submitted separately.

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C O N S E R V A T I O N   C O M
M E M B E R S   ( 5   R E G U L A R )
Commission Chair
Commission Vice Chair
5 regular members
2 alternates
<ul style="list-style-type: none"> <li>• 3 year terms, which are staggered</li> <li>• Council appoints citizen members</li> </ul>

The Conservation Commission will review an application at its meeting and may or may not require a site walk. Additional meetings may be required for the Commission to fully understand and act on an application. The Commission acts as an advisory body and forwards recommendations for approval to the Planning Board for the ultimate decision. If Conservation Commission action is required, the Planning Board will not hear an application until the Conservation Commission it has completed its review.

Planning Board Review

The Planning Board meets on the second and fourth Tuesday of each month at 7:00 PM in the City Council Chambers of City Hall. Meetings are open to the public and televised. In addition to reviewing applications, Planning Board agendas include a Citizen’s Forum agenda item where the public may speak to planning issues in the community. The Planning Board cannot act on a project that does not meet zoning requirements, so if an application needs ZBA approval, this must occur prior to Planning Board submission. In addition, any application that needs to be reviewed by the Conservation Commission, such as a Conditional Use Permit for wetlands and conservation district work, must meet with the Commission prior to Planning Board action.

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P B   M E M B E R S   ( 9   R E G U L A R )
Planning Board Chair (Citizen)
Planning Board Vice Chair (Citizen)
City Council Representative
Administrative Official (City Engineer)
City Manager or designee (Citizen)
4 regular members
3 alternates
<ul style="list-style-type: none"> <li>• 3 year terms, which are staggered</li> <li>• Council appoints citizen members</li> </ul>

Applications must be submitted to the Planning Department at least twenty one (21) days prior to the meeting at which they are to be considered. If an application needs to be reviewed by the Technical Review Committee, this deadline may be increased by a month. Applications are available in the Planning Office, or online at [www.dover.nh.gov](http://www.dover.nh.gov). Five (5) hard copies and one PDF set of the plan must be submitted. **The applicants should be aware that they will be charged for processing the application, for notifying the abutters by certified mail, and to cover the cost of advertising the public hearing in the newspaper.**

Once the plan is formally submitted and all fees paid, the plan is placed on an appropriate Planning Board meeting agenda. The PDF submittal of the project is placed, along with the application and TRC notes online with the agenda for the public to review. Additionally, staff notifies abutters with a comprehensive notice alerting the abutter of the intent of the project as well as other pertinent information.

The Planning Board normally reviews projects in one meeting. The Board will accept jurisdiction on an application and hold a public hearing, and deliberate. The Board is not required to act in one meeting and may table an item to hold a site walk or gather more information. The State of New Hampshire requires that once a plan is accepted by the Board, it must be acted upon within sixty five (65) days. If the decision cannot be made within sixty five (65) days, an applicant will be apprised and asked for an extension.

At the meeting, staff will introduce the application and apprise the Board of major issues, then the applicants' presents their plan and answers questions from the Board. The public is invited to speak during public hearings which are held for each new case. Abutters are invited to express their opinions in regard to the proposed project and ask questions. The applicant may have a designated agent represent the plan, such as an attorney, civil engineer, surveyor or other professional. Staff works with the applicant and/or agent to present the plan in an articulate manner. A laptop computer is available in the Council Chambers and is used to display the plan on televisions inside the Chambers and over Channel 22.

This process continues until the final hearing at which the Planning Board makes a decision to approve or disapprove the proposed project. As the project nears the approval stage, staff will draft a recommendation to the Board and create a list of preliminary conditions for approval. In order to ensure a smooth process, staff will communicate these conditions to the applicant as early as possible.

#### Types of development

The Planning Board reviews the following types of development:

- Subdivision (see section 157 – 28 for application requirements)
  - Minor
  - Major
  - Open Space
- Lot Line Adjustments (see section 157 – 18 for application requirements)
- Site Plan (see section 153-13 for application requirements)
- Conditional Use Permit

The following pages will describe the above applications and the process for each one. There will be redundancy in the processes. Readers are encouraged to review the individual sections on the Planning Board and Zoning Board above.

#### Subdivision

A subdivision is the division of the lot, tract, or parcel of land into two (2) or more lots, plats, sites or other divisions of land for the purpose, whether immediate or future, of sale, rent, lease or building development. It includes re-subdivision and, when appropriate to the context, relates to the process of subdividing or to the land or territory subdivided. **A condominium conveyance, per RSA 356-B, shall not require Planning Board approval.**

There are two (2) types of subdivisions in Dover, major and minor subdivisions. A major subdivision is one (1) where a lot, tract or parcel of land is divided into four (4) or more separate parcels, or a subdivision which requires new streets, the extension of municipal facilities or the creation of any public improvements. In many cases, a major subdivision must follow the regulations of an Open Space Subdivision.

A minor subdivision is the division or re-division of a lot, tract or parcel of land into three (3) or fewer parcels within a four (4) year time period, provided that there shall be no extension of streets or other significant improvements required; or, any subdivision that, in the judgment of the Planning Board, will present no significant engineering and/or planning difficulties.

In Dover, a major subdivision may be developed as an open space subdivision. This format allows creativity and flexibility in layout and preserves open space by concentrating all of the units developed in a more clustered location on the original parcel. The subdivision may include lot lines or may be free of lot lines, in a condominium-like format. A roadway may be proposed as either public or private.

#### Lot Line Adjustment

A lot line adjustment alters the size of two (2) or more lots, but does not create a new buildable lot. This may be done as part of an accompanying subdivision or may be a standalone project.

#### Site Plan Review

A site plan is a professionally rendered drawing which delineates the proposed development of a site. This plan is required for non-residential development, creation of multi-family residential structures, and for extensions of parking lots and alteration of an acre or more of land.

Below are listings of projects types which require site plan approval, prior to the issuance of a building permit:

- New construction. Site Review and Planning Board approval will be required for development of land for:
  - Non-residential uses;
  - Multi-family dwellings of five (5) or more units; and
  - Construction of parking areas larger than 4,000 square feet.
  - Construction activities that result in a land disturbance of greater than or equal to one acre or less than one acre if part of a larger common plan of development that would disturb one acre or more.
  - Any construction activities that require a conditional use permit for work to be located in or within fifty (50) feet of a wetland or Conservation District.
  
- Expansions and/or additions. Technical Review Committee review will be required for the following expansion and/or additions to existing development:
  - Any increase of nonresidential development resulting in an expansion of gross floor area exceeding twenty-five hundred (2,500) square feet.
  - Any addition to a residential structure resulting in the creation of five (5) or more additional units.
  - Any accessory structures with floor areas exceeding fifteen hundred (1,500) square feet.
  - Any expansion of a parking area or paving of a gravel parking area larger than one thousand (1,000) square feet.
  - Any construction activities that result in a land disturbance of greater than or equal to one acre or less than one acre if part of a larger common plan of development that would disturb one acre or more.
  - Any construction activities that result in a land disturbance of greater than or equal to one thousand (1,000) square feet if the activity is located in or within fifty (50) feet of a wetland or Conservation District.

- Change of use of Existing Structures. Site review will be required for a change in conforming use with a new use allowed in the zoning district in which the tract or structure is located. For the purposes of this subsection, the definition of a new USE shall not include any USES which have previously existed on the site since the adoption of the Dover Zoning Ordinance (July, 1948). The following criteria constitutes a change in use:
  - Development which causes a residential structure to be converted resulting in an increase of five (5) or more units.
  - Proposals that would change the USE of an existing structure containing twenty-five thousand (25,000) square feet or more of gross floor space. The proposed square footage shall be measured around the inside perimeter of the space to be changed, including all floors of a multi-floor structure. In the event that an existing structure is being subdivided and the new USE in only a section of the new space is known, the entire original space must be considered in the calculation.

Whether a plan is following the subdivision process or site plan review process, the Planning Board reserves the right to require additional information, such as a traffic impact study or drainage analysis. The costs associated with development and review of all studies is born by the applicant.

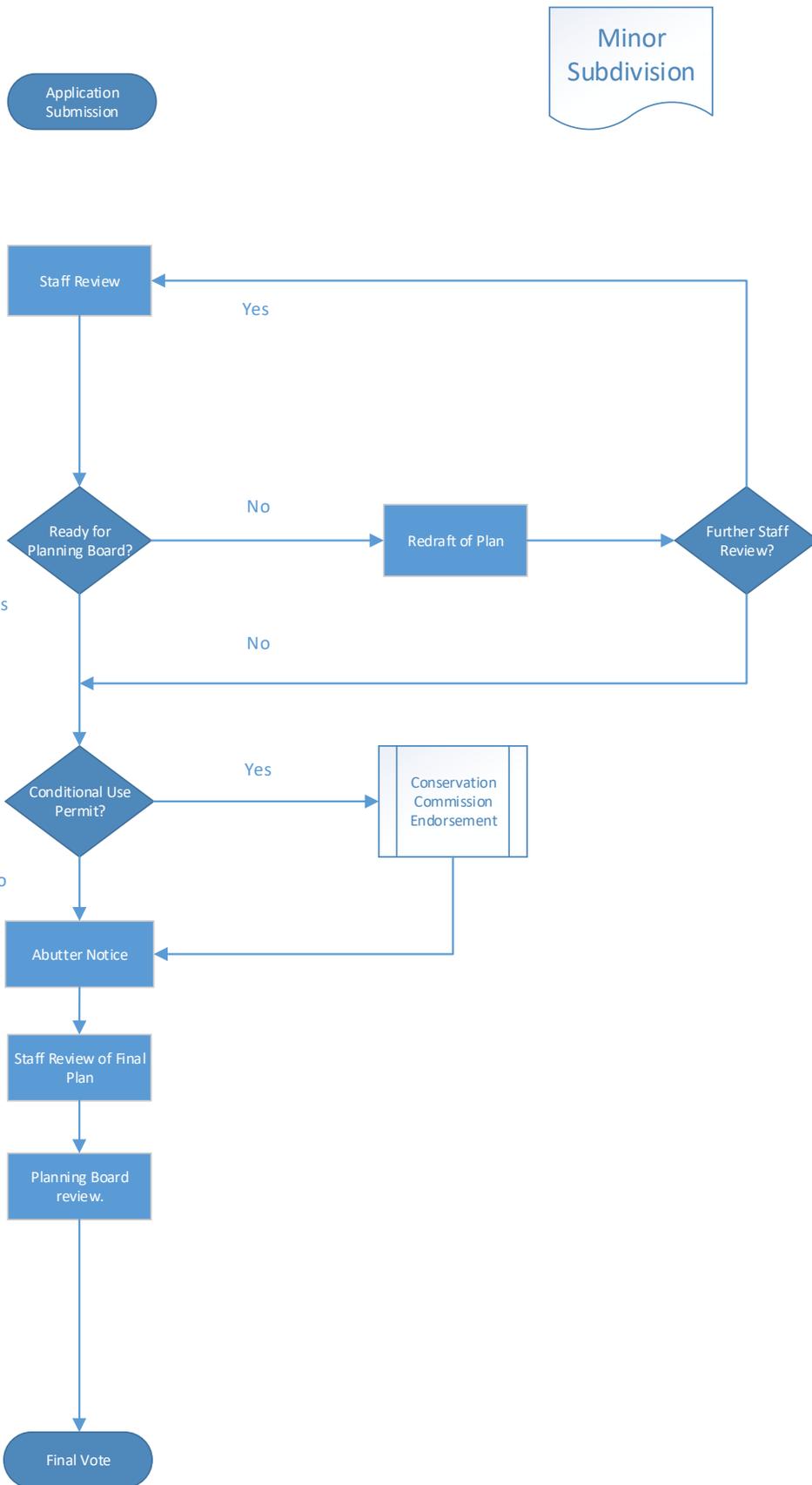
#### Conditional Use Permit

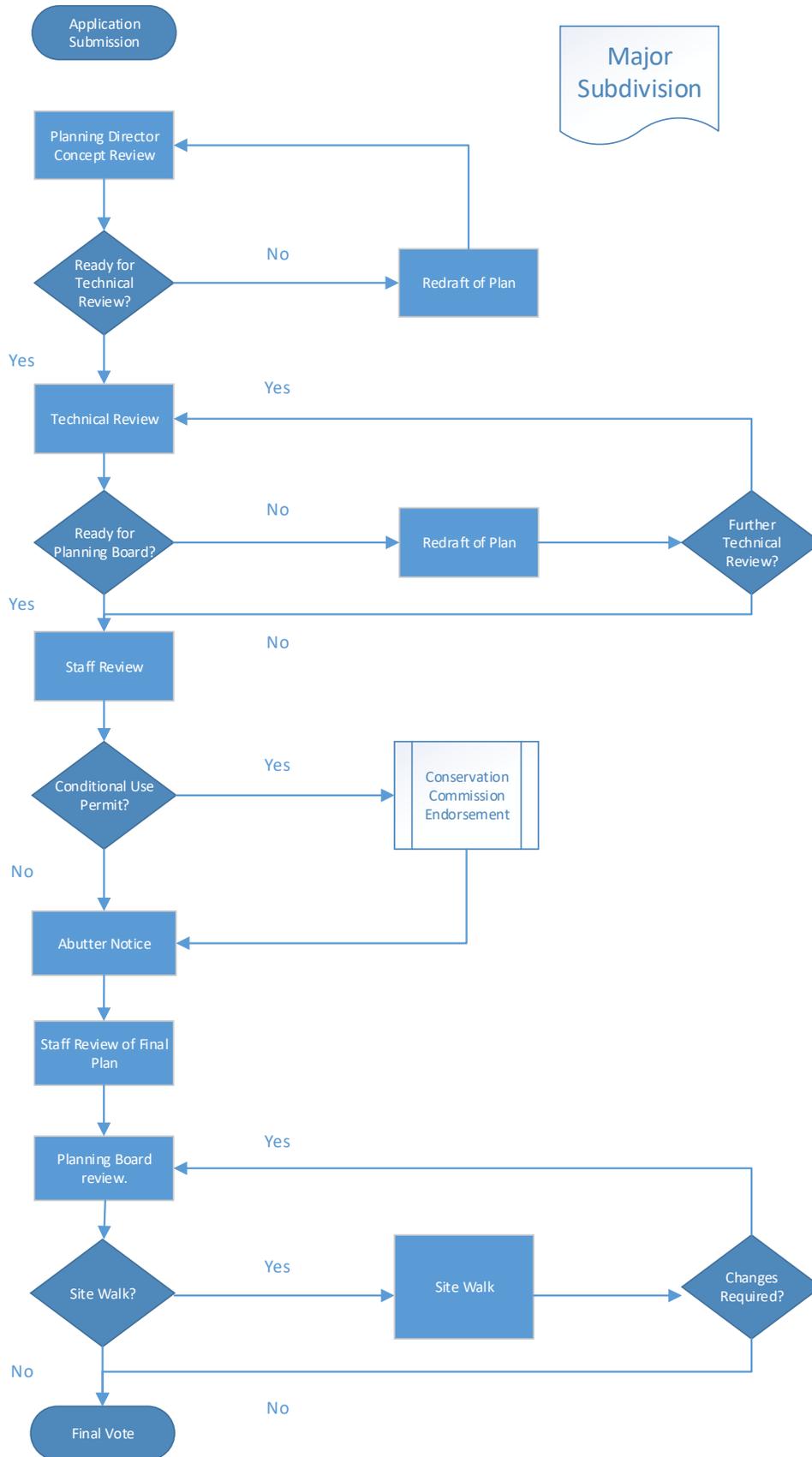
A conditional use permit is required for any alteration of wetlands, wetland buffers or work within the City’s conservation district. Additionally, a conditional use permit could be issued for a larger development plan, as called for in the Residential Mixed Use Overlay District, for shared parking, or relief in the Central Business District. Environmental Conditional Use Permits are acted on by the Planning Board after the Conservation Commission has reviewed the applications.

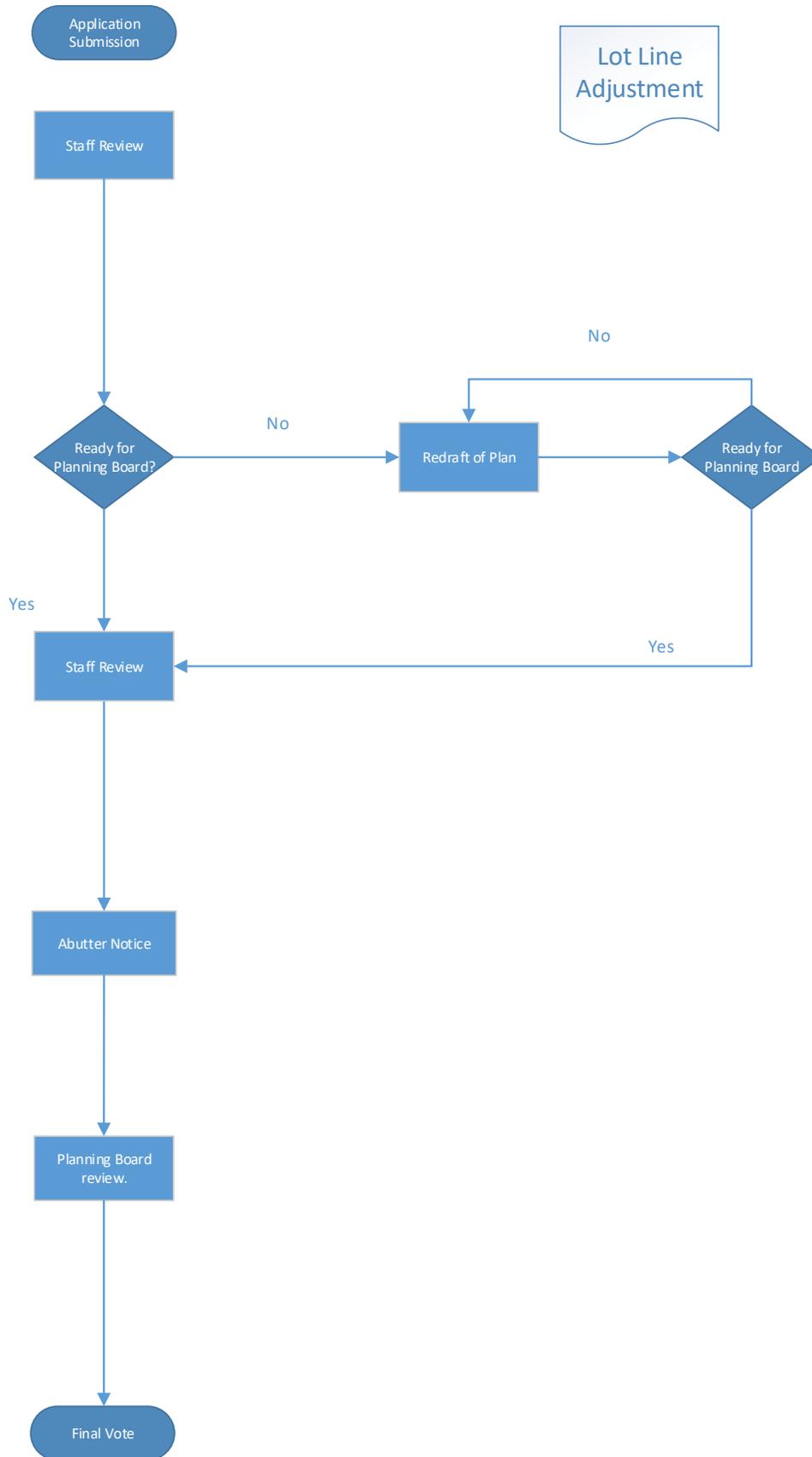
## Development Flow Charts

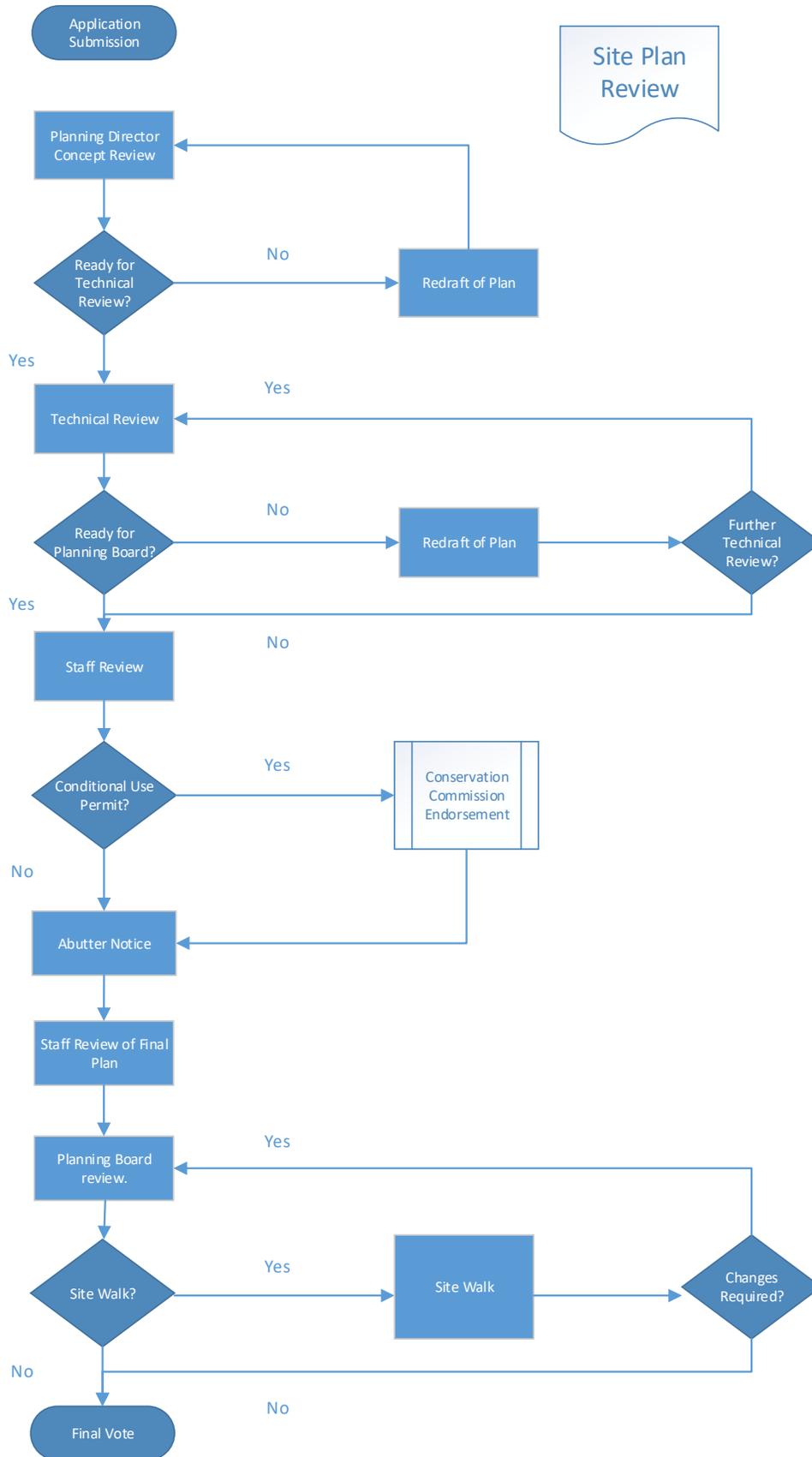
The following diagrams walk the applicant through the development review process.

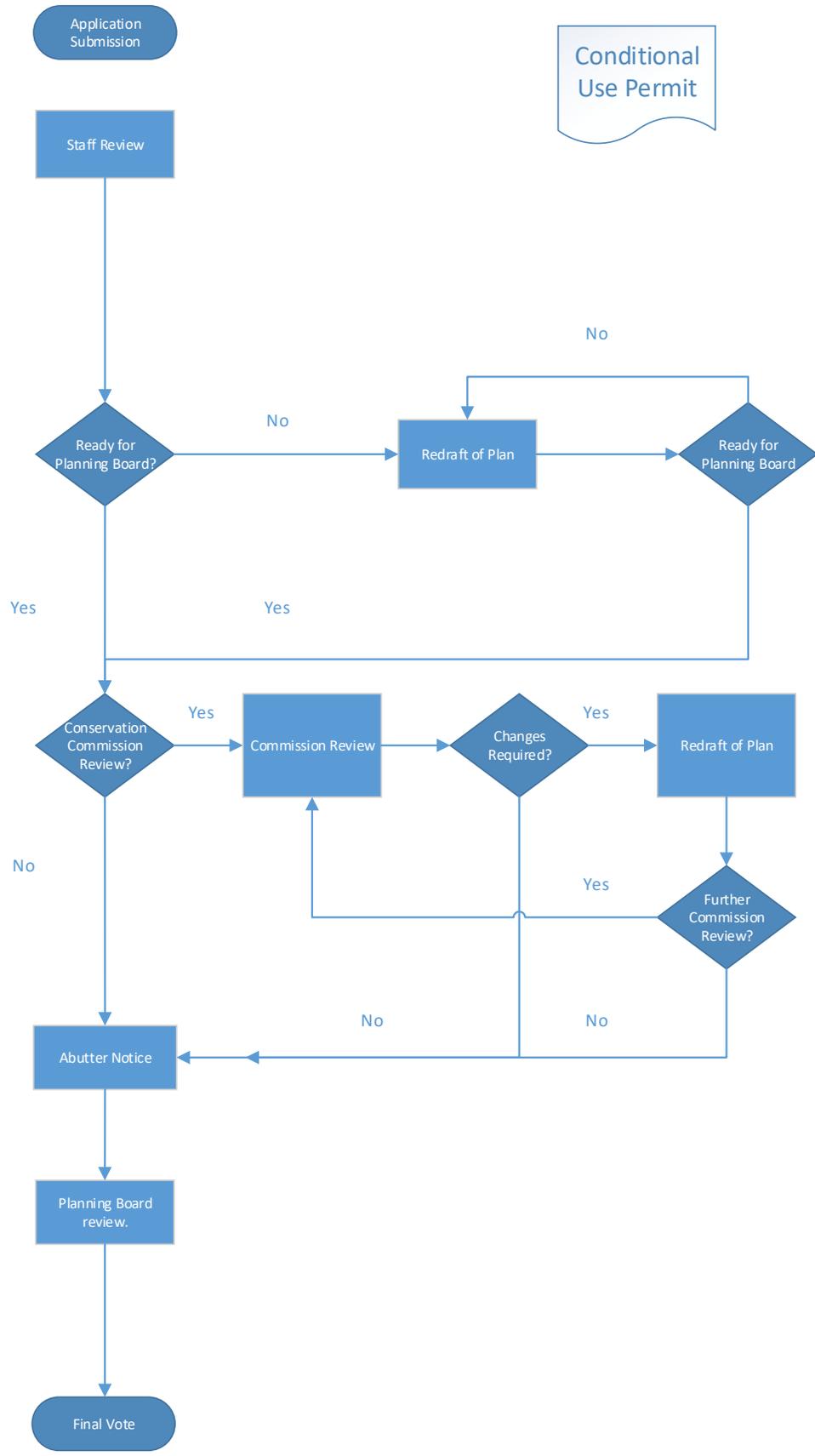
The step within a rectangle is a static step, while those steps within a diamond shape are ones which have more than one potential outcome. Lines connect the steps, but do not indicate a timeline. A project runs at its own pace, and staff will be open and upfront with an applicant at every step to ensure that the whole team understands where an application stands in the process.











## Post Approval Phase

### Planning Board Applications

Following action by the Planning Board, a Notice of Decision letter, which lists any conditions of approval or reasons for disapproval, is sent to each applicant. When Conditions of Approval are included, they are listed in one of four categories. If a plan is disapproved, applicants may resubmit the plan or appeal the decision to the Stafford County Superior Court, or Housing Standards Board. An abutter may appeal the approval to either venue as well.

C A T E G O R I E S   O F C O N D I T I O N S
Prior to signing of the plan
Prior to land disturbance
Prior to Building Permit
Prior to Certificate of Occupancy

When a plan is approved, an applicant has ninety (90) days to meet the conditions required prior to the signing of the plan. The Assistant City Manager may extend this deadline by an additional ninety (90) days. The final step for the applicant is to apply for, and receive, permits from the Building and Engineering Divisions.

### Permitting – Pre-construction

After a plan has been signed by the Planning Board chair, it moves into the development phase. This phase is administered through the Inspections Services Office and Community Services Department which will work with an applicant to understand timelines and milestones. These are initially laid out at a pre-construction meeting, which is held prior to the issuance of a building permit and/or any land clearing. The Engineering Office inspects all site work associated with a project and building activities are handled by the Inspection services office of the Fire Department.

P E R M I T S
Building Construction/Addition
Demolition
Mechanical/Plumbing
Electrical
Certificate of Occupancy
Health
Public Assembly
Burn
Driveway

One function of the pre-construction meeting will be the establishment of truck routes to be used by the applicant during the construction phase of a project. These routes will be set up based upon existing truck routes within the City of Dover, and may not be the shortest route. Factors such as road durability and local traffic patterns are reviewed to develop this truck route.

As part of the pre-construction process, an applicant will work with the City Engineer to develop a surety (cash or letter of credit) for all site improvements, and letter of credit for erosion and sediment control. Surety must be in place before a building permit will be issued, for lots within a subdivision, and before Certificate of Occupancy is issued for a site plan. The surety is returned when the project has been completed and the City Engineer is comfortable with the long term stability of the infrastructure. In addition, the applicant will work with the Community Services Department to develop an operations and maintenance plan for any planned roadways. This plan will include timelines for paving, snow plowing and garbage collection. A separate bond will be collected to cover costs for these services.

When an applicant is ready to submit a building permit, the permit is processed through the Inspection Services Office, and is accompanied by specific building plans, and fees. Additional permits are required for electrical, plumbing and mechanical work. Life safety inspections are also conducted from this office and may be coordinated as needed.

### Certificate of Occupancy

After the conditions of approval have been met and final inspections of a structure have been held, the Building Official will issue a Certificate of Occupancy. The Building Official works with the other staff, as needed, to review the sign off sheet required for the Certificate of Occupancy.

## Other Elements

### Follow up

The Certificate of Occupancy is issued for structures. Improvements to infrastructure must be approved by the Engineering office. The Engineering technician follows the site construction and works with the City Engineer to facilitate the development of a project's infrastructure. If a road is proposed to be turned over the City, the City Engineer will review and recommend acceptance to the City Council, which votes to accept the street as city maintained once a project is completed.

Some portions of a project's development do not require Planning Board approval. These include zoning verification, sign permits, or interpretation and driveway permits. In many cases staff has simple procedures in place for these applications.

### Sign Permits

A sign permit is required prior to the installation of any sign within the City of Dover. Sign permits are available in the Planning Office and are approved by the Zoning Administrator. Once a permit has been issued, replacement of existing signs and support structures, where the area, location or materials are not being altered, do not require a permit, as long as such replacement conform to the regulations.

Site plan applicants may receive concurrent approval of site plans and sign permits during the Planning Board approval process.

### Impact Fees

The City of Dover uses impact fees for new development, defined as the net increase of development to the community, for compensation to the City and the School District for the proportional share of capital facilities generated by the new development in the City of Dover. Any person who seeks a building permit for new development may be required to pay an impact fee in the manner set forth.

For projects appearing before the Planning Board, estimates of fees are brought to the TRC meeting, and fees themselves are assessed at the time of the Building Permit, and payable prior to the issuance of a Certificate of Occupancy. These fees are subject to review and change by the Planning Board, after a public hearing and notice.

Type of Development	Recreation	Police	Fire	Schools	Total Impact Fee Assessments
<b>RESIDENTIAL PER UNIT</b>					
Single Detached	\$1,326	\$325	\$615	\$6,629	\$8,895
Townhouse	\$1,138	\$309	\$548	\$2,125	\$4,120
Two to Three Family	\$1,154	\$357	\$583	\$4,346	\$6,440
Apartments 4+ Units	\$872	\$279	\$447	\$3,003	\$4,601
Manufactured Housing	\$1,227	\$402	\$635	\$4,338	\$6,602
Accessory Dwelling Unit	\$558	\$179	\$286	\$1,989	\$3,012

Apartment over Non-Residential	\$872	\$279	\$447	\$649	\$2,247
Age restricted 55+	\$349	\$152	\$1,163	Pro rata	\$1,664
Age Restricted 62+ or Congregate	\$183	\$181	\$1,609	\$0	\$1,973
<b>NON-RESIDENTIAL PER SQ. FT.</b>					
Retail, Including Restaurants, Clubs	no fee	\$0.71	\$0.87	no fee	\$1.58
Offices and Commercial Services		\$0.33	\$0.59		\$0.92
Industrial, Transportation, Whse, Comm.		\$0.04	\$0.04		\$0.08
Nursing Homes & Assisted Living		\$0.13	\$2.37		\$2.50
Other Institutional Uses		\$0.23	\$0.25		\$0.48
Average Fee (all other)		\$0.24	\$0.39		\$0.63

#### Investment Fees

The City of Dover has made a long term investment in its water and sanitary sewer systems. When projects are required to tie into that system they are expected to pay their fair share of that investment. An investment fee shall be charged for all applicants entering into and utilizing the Municipal Water and Sanitary Sewer System either directly or indirectly. Current fees are available through the Community Services Department. These fees are reviewed and revised annually by the Dover Utilities Commission. Payment of these fees is due at the time of connection to the system, which is before the issuance of a Certificate of Occupancy.

#### Driveway Permit

A driveway permit is required for any construction, reconstruction, alteration, surfacing or resurfacing of any driveway in a manner which affects the size, elevation or grade of such driveway. The Community Services Department must review and approve such construction or alteration and issue a written permit for such work. These permits are available from the Engineering Office and require a schematic of the work to be completed as well as a narrative.

Should the permit be denied, an appeal may be made to the Planning Board for the issuance of the permit.

#### Private Roads

The City of Dover does not require that roads be developed with the anticipation of becoming public right of ways. Any subdivision wishing to have a private roadway developed may do so, provided it meets criteria laid out in Chapter 157, Subdivision of Land. If a private roadway is created, deeds need to reflect this, as should the official subdivision plan. Finally, operation and maintenance plans for solid waste disposal and roadway concerns shall be submitted as part of the home owner's documentation. Private roads shall be developed and marketed with the knowledge that they will not be turned over to the City after completion. A "private" sign over the street name will be installed.

#### Class VI Roads

Class VI roads are not maintained, and the City has no liability for damages incurred in their use. Development of Class VI roads is governed by NH RSA 231, and may require improvements to the road, and approval by the City Council. During the development process staff will identify special requirements.

#### Work in a Public Right of Way

Any work that is to be performed within the City's Right of Way for an accepted City street **must** be coordinated with the Community Services Department. This includes driveways and public or private utility line installation.

#### State/Federal Permits

Other permits may be required if a project falls under the jurisdiction of state or federal agencies. The most common of these permits are environmental (including wetlands, EPA notice of intent, and Alteration of Terrain permits.) or transportation (including signal alignment or driveway permits on a State road). During the concept and approval process staff will work to identify those permits, and work with the applicant during the post-approval process to navigate the obtaining of those permits.

#### Customary Home Occupation Permits

An occupation carried on as a secondary use in a dwelling unit or accessory building by the occupant of such unit is allowed via a Customary Home Occupation permit. These permits are issued by the Zoning Administrator and are allowed in all Residential Districts. Applicants must comply with criteria laid out in Section 170-18. These criteria were developed with the idea of allowing flexibility of use, but also to protect abutters from uses which are objectionable or detrimental to the residential character of the neighborhood.

#### Accessory Dwelling Unit Permits

Accessory Dwelling Units are secondary dwelling units (a) attached and subordinate to a single family dwelling or (b) constructed above a detached garage that is accessory and subordinate to a single family dwelling. A permit is issued, annually, by the Zoning Administrator for these units after a review of criteria laid out in Section 170-24. Single family dwellings with Accessory Dwelling Units are not considered Duplex units, as the two units must remain under the ownership of a resident of the address.

#### Historic District

Dover does not have a Historic District for review of projects.

## Resources

### Contacts

#### PLANNING AND COMMUNITY DEVELOPMENT CONTACTS

<b>City Planner</b>	<b>Zoning Administrator</b>	<b>Assistant City Manager: Director of Planning and Strategic Initiatives</b>
Donna Benton	Amanda Nolan	Christopher G. Parker, AICP
603.516.6008	603.516.6008	603.516.6008
<a href="mailto:d.benton@dover.nh.gov">d.benton@dover.nh.gov</a>	<a href="mailto:a.nolan@dover.nh.gov">a.nolan@dover.nh.gov</a>	<a href="mailto:c.parker@dover.nh.gov">c.parker@dover.nh.gov</a>

#### ECONOMIC DEVELOPMENT AND INSPECTION SERVICES CONTACTS

<b>Economic Development Director</b>	<b>Building Official</b>
Daniel Barufaldi	James Maxfield
603.516.6043	603.516.6038
<a href="mailto:d.barufaldi@dover.nh.gov">d.barufaldi@dover.nh.gov</a>	<a href="mailto:j.maxfield@dover.nh.gov">j.maxfield@dover.nh.gov</a>

#### COMMUNITY SERVICES CONTACTS

<b>City Engineer</b>	<b>Engineering Technician</b>	<b>Deputy Community Services Director</b>
Dave White, PE	Alan Dews	Bill Boulanger
603.516.6450	603.516.6450	603.516.6450
<a href="mailto:d.white@dover.nh.gov">d.white@dover.nh.gov</a>	<a href="mailto:a.dews@dover.nh.gov">a.dews@dover.nh.gov</a>	<a href="mailto:b.boulanger@dover.nh.gov">b.boulanger@dover.nh.gov</a>

## Land Use Regulations

Site Review Chapter 153

Subdivision of Land Chapter 157

## City Code Chapters

Building Construction Chapter 57

Building Wrecking and Demolition Chapter 61

Electrical Standards Chapter 77

Food Service Establishments Chapter 85

Housing Standards Chapter 93

Manufactured Home Parks Chapter 101

Plumbing Chapter 113

Scenic Roads Chapter 117

Sewer and Water Systems Chapter 121

Streets and Sidewalks Chapter 125

Vehicles and Traffic Chapter 141

Zoning Chapter 170

The above code chapters are available at <https://ecode360.com/DO0878> and in the various City offices.

## Standard Operating Procedures

The following pages are step by step outlines of permits and processes that can occur during plan review or during development.

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## Accessory Dwelling Unit Certificate of Use

- APPLICANT submits application and application fee
  - Application
  - Floor Plan
  - Architectural Rendering
  - Restrictive Covenant (in draft form)
- ADMIN enters the application into Workbook, Treeno and creates a file
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- ZONING ADMINISTRATOR reviews the application
  - May have questions for BUILDING OFFICIAL; BUILDING OFFICIAL review is not required
- ZONING ADMINISTRATOR issues **conditional approval** of Certificate of Use
- ADMIN creates invoice for impact fee. If owner information is not updated in Revenue Sense, ADMIN sends owner information to FINANCE.
- ADMIN scans the materials, application and permit into Treeno and archives the file
- ADMIN sends PDF of conditionally approved Certificate to APPLICANT
- ADMIN or ZONING ADMINISTRATOR sends PDF file to 'PROPERTY INFORMATION UPDATES' Email List
- APPLICANT submits copy of recorded restrictive covenant and post-construction photos to ADMIN/ZONING ADMINISTRATOR
- ADMIN collects impact fees, updates workbook, process checks to CITY CLERK and signs the Certificate of Occupancy
- **Conditions of approval are satisfied** – BUILDING OFFICIAL/INSPECTIONS SECRETARY notified

## Accessory Dwelling Unit Certificate of Use - Renewal

- ZONING ADMINISTRATOR by November 25
- ADMIN mails out letters by December 1
- If renewal is sought:
  - APPLICANT submits application and fee by January 1
  - ADMIN enters the application into Workbook, Treeno and updates file
  - ADMIN posts payment in Revenue Sense to create a TR for deposit
  - ADMIN makes 2 copies of TR with payment attached and sends to CITY CLERK for deposit
  - CITY CLERK returns a copy to ADMIN to update file
  - ZONING ADMINISTRATOR reviews the application
  - ZONING ADMINISTRATOR issues renewal of Certificate of Use
  - ADMIN scans the materials, application, and permit into Treeno and archives the file
  - ADMIN sends PDF of approved Certificate to APPLICANT
- If no renewal is submitted by January 8
  - ZONING ADMINISTRATOR reaches out to applicant for update
  - Code enforcement process if renewal is required
  - Letter noting the use is no longer permitted and a new permit is needed in the future.

## Amendment to approved Plan

- APPLICANT submits application 21 days prior to PLANNING BOARD meeting
  - Application
  - Plan
  - Narrative Materials
  - Digitals
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- CITY PLANNER reviews the application
  - May have question
  - Resubmittal?
- ADMIN calculates abutter fee, invoices APPLICANT
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- CITY PLANNER confirms with ADMIN that all fees have been collected
- CITY PLANNER places the item on PLANNING BOARD Agenda
- ADMIN creates labels and certified mail for Abutter Notices
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
- CITY PLANNER generates Abutter notice
- ADMIN mails Abutter Notice 10 days ahead of meeting
- CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD
  - Contains recommendations for conditions of approval
- ADMIN creates packets and web materials
  - Include original minutes and notice of decision
- ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
  - Sends copy to applicant
  - Sends link to PLANNING BOARD MEMBERS
- APPLICANT pays abutter fee payment
  - No later than 1 day prior to meeting
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application
- PLANNING BOARD Votes on approval of issuance of waiver
- CITY PLANNER works with Minutes Taker to complete minutes in 5 business days
- ADMIN mails the Notice of Decision letter to applicant
- ADMIN posts draft and final minutes
- APPLICANT submits final plans within 90 days
  - If Extension is needed, follow that process
- ADMIN date stamps the plan and attaches Notice of Decision for review
- CITY PLANNER does final review of submission
- ADMIN stamps the final plan for signature and contacts PLANNING BOARD CHAIR
- PLANNING BOARD CHAIR signs and dates plan set

- ADMIN scans plan for Treeno and notifies applicant that the plan is ready to record
- Applicant records final plat at Registry of Deeds, if applicable
- ADMIN updates the materials into Treeno and archives the file
- ADMIN distributes the approved plan sets to the ENGINEERING, INSPECTION SERVICES & ASSESSOR's Office and notifies 'Property Information Updates' Email List

## Appeal of Administrative Decision

- APPLICANT submits application 21 days prior to ZONING BOARD OF ADJUSTMENT meeting
  - Application
  - Narrative Materials
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treneo and creates a file
- ZONING ADMINISTRATOR reviews the application
- ADMIN calculates abutter fee, invoices APPLICANT 14 days prior to meeting
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- ZONING ADMINISTRATOR confirms with ADMIN that all fees have been collected
- ZONING ADMINISTRATOR places the item on ZONING BOARD Agenda
- ADMIN creates labels and certified mail for Abutter Notices
- ASSISTANT CITY MANAGER approves agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 5 days ahead of meeting
- ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
- ZONING ADMINISTRATOR generates Abutter notice
- ADMIN mails Abutter Notice 10 days ahead of meeting
- ADMIN creates packets and web materials, uploads to website
- ZONING ADMINISTRATOR OR ASSISTANT CITY MANAGER drafts memo to ZONING BOARD OF ADJUSTMENT
- ADMIN conveys memo to ZONING BOARD OF ADJUSTMENT 7 days ahead of meeting
  - Sends copy to applicant
  - Updates packets and web materials, uploads to website
  - Send link to ZONING BOARD OF ADJUSTMENT
- APPLICANT submits abutter fee payment
  - No later than 1 day prior to meeting
- ZONING BOARD OF ADJUSTMENT Holds PUBLIC HEARING
- ZONING BOARD OF ADJUSTMENT Discusses application
- ZONING BOARD OF ADJUSTMENT Votes on approval of Appeal
- ZONING BOARD OF ADJUSTMENT issues findings of fact
- ZONING ADMINISTRATOR works with Minutes Taker to complete minutes in 5 business days
- ZONING ADMINISTRATOR issues Notice of Decision letter
- ADMIN mails Notice of Decision and findings of fact to APPLICANT
- ADMIN posts draft and final minutes
- ADMIN scans the materials, application and permit into Treneo and archives the file

## Community Development Block Grant

- Applications for annual funding are created by COMMUNITY DEVELOPMENT PLANNER
- COMMUNITY DEVELOPMENT PLANNER creates application public notice.
- ADMIN places application public notice in local paper, City Hall, Library and DHA
- Applications for annual funding are released
- COMMUNITY DEVELOPMENT PLANNER holds application workshops held for those interested in learning more about the CDBG program and the application process
- APPLICANT submits application by a specific deadline and includes Application documents & Financial Statements.
- COMMUNITY DEVELOPMENT PLANNER reviews the application for completeness and for compliance with applicable HUD qualifications
  - May have question of applicant
  - May need additional information from the applicant.
- If Application is deemed complete and eligible for HUD funding, COMMUNITY DEVELOPMENT PLANNER places public hearing on PLANNING BOARD Agenda
- Public Notice for Planning Board Public Hearing developed by COMMUNITY DEVELOPMENT PLANNER
- ADMIN places Public Notice for Planning Board Public Hearing in local paper, City Hall, Library and DHA 17 days before the Planning Board meeting
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN post agenda 13 days ahead of meeting
- COMMUNITY DEVELOPMENT PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD that contains recommendations for approval, approval with conditions or denial.
- ADMIN conveys memo to PLANNING BOARD and applicant 5 days ahead of meeting
- ADMIN creates packets and web material
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application and allocation
- PLANNING BOARD Votes to recommend approval, approval with conditions or denial of the application
- Public Notice for City Council Public Hearing developed by COMMUNITY DEVELOPMENT PLANNER
- COMMUNITY DEVELOPMENT PLANNER works with the Finance Department to develop a Resolution to be presented to the City Council
- City Council votes to hold a public hearing
- ADMIN places Public Notice for City Council Public Hearing in local paper, City Hall, Library and DHA 17 days before the City Council public hearing
- CITY COUNCIL holds public hearing on applications
- CITY COUNCIL Discusses and votes on funding
- COMMUNITY DEVELOPMENT PLANNER develops 30-Day Public Comment Notice
- ADMIN places 30-Day public comment Notice in local paper, City Hall, Library and DHA
- Thirty-two (32) days after the 30-Day Public Comment Notice first appeared in the local paper, COMMUNITY DEVELOPMENT PLANNER forwards Action Plan to HUD for 45-day review and approval period
- COMMUNITY DEVELOPMENT PLANNER creates two original sub recipient agreements and forwards to sub recipient to sign and return for City Manager's signature.
- City Manager signs both original sub recipient agreements

- One original sub recipient agreement returned to subrecipient.
- HUD approves Action Plan
- HUD sends two contracts to City of Dover for City Manager's Signature
- City Manager signs both originals with one returned to Feds.
- ADMIN creates folder for approved activity
- COMMUNITY DEVELOPMENT PLANNER completes Environmental Review
- ADMIN creates requisitions for sub recipients and COMMUNITY DEVELOPMENT PLANNER reviews allocations and account numbers
- COMMUNITY DEVELOPMENT PLANNER notifies sub recipient that funds authorized in the sub recipient agreement are now available.
- ADMIN prints Purchase Orders for sub recipients file and updates file
- Payment requests are sent to COMMUNITY DEVELOPMENT PLANNER for review.
- ADMIN processes approved payment requests through Revenue Sense and forwards to FINANCE AP for payment.

## Conditional Use – Environmental

- APPLICANT submits application
  - Application
  - Plan
  - Narrative Materials
  - Digitals
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- CITY PLANNER reviews the application
  - May have question
  - Resubmittal?
- If part of a Site or Subdivision Plan, goes to TECHNICAL REVIEW COMMITTEE first
  - TECHNICAL REVIEW COMMITTEE reviews the plan
  - Comments may change the plan/permit request
- ADMIN calculates abutter fee and invoices APPLICANT
- CITY PLANNER Places the item on CONSERVATION COMMISSION agenda that is at least three weeks from the PLANNING BOARD meeting
- CONSERVATION COMMISSION holds meeting
- CONSERVATION COMMISSION votes on endorsement
- CITY PLANNER places the item on PLANNING BOARD Agenda
- ADMIN creates labels and certified mail for Abutter Notice
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
- CITY PLANNER generates Abutter notice
- ADMIN mails Abutter Notice 10 days ahead of meeting
- CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD
  - Contains recommendations for conditions of approval
- ADMIN creates packets and web materials
  - Contains CONSERVATION COMMISSION minutes
- ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
  - Sends copy to applicant
  - Sends link to PLANNING BOARD MEMBERS
- APPLICANT submits abutter fee payment
  - No later than 1 day prior to meeting
- CITY PLANNER confirms with ADMIN that all fees have been collected
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application
- PLANNING BOARD Votes on approval of issuance of permit
- CITY PLANNER works with Minutes Taker to complete minutes in 5 business days
- ADMIN creates Notice of Decision letter

- CITY PLANNER issues Notice of Decision
- ADMIN posts draft and final minutes
- APPLICANT submits final plan within 90 days
  - If extension is needed, follow that process
- ADMIN date stamps the plan and attached Notice of Decision for review
- CITY PLANNER does final review of submission
- ADMIN creates CONDITIONAL USE PERMIT
- ASSISTANT CITY MANAGER signs CONDITIONAL USE PERMIT
- ADMIN mails CONDITIONAL USE PERMIT to applicant, updates the materials and permit into Treeno, archives the file and notifies 'Property Information Updates' Email List

## Conditional Use – Non-Environmental

- APPLICANT submits application
  - Application
  - Plan
  - Narrative Materials
  - Digitals
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- CITY PLANNER reviews the application
  - May have question
  - Resubmittal?
- If part of a Site or Subdivision Plan, goes to TECHNICAL REVIEW COMMITTEE first
  - TECHNICAL REVIEW COMMITTEE reviews the plan
  - Comments may change the plan/permit request
- ADMIN calculates and invoices the abutter fee
- CITY PLANNER places the item on PLANNING BOARD Agenda
- ADMIN creates labels and certified mail for Abutter Notices
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
- CITY PLANNER generates Abutter notice
- ADMIN mails Abutter Notice 10 days ahead of meeting
- CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD
  - Contains recommendations for conditions of approval
- ADMIN creates packets and web materials
- ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
  - Sends copy to applicant
  - Sends link to PLANNING BOARD MEMBERS
- APPLICANT pays abutter fee payment
  - No later than 1 day prior to meeting
- CITY PLANNER confirms with ADMIN that all fees have been collected
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application
- PLANNING BOARD Votes on approval of issuance of permit
- CITY PLANNER works with Minutes Taker to complete minutes in 5 business days
- ADMIN creates Notice of Decision letter
- CITY PLANNER issues Notice of Decision
- APPLICANT submits final plans within 90 days
  - If extension is needed, follow that process
- ADMIN date stamps the plan and attached Notice of Decision for review
- ADMIN posts draft and final minutes

- CITY PLANNER does final review of submission
- ADMIN creates CONDITIONAL USE PERMIT
- ASSISTANT CITY MANAGER signs CONDITIONAL USE PERMIT
- ADMIN mails CONDITIONAL USE PERMIT to applicant, updates the materials and permit into Treeno, archives the file and notifies 'Property Information Updates' Email List

## Customary Home Occupation Certificate of Use

- APPLICANT submits application
  - Application
  - Plan
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- ZONING ADMINISTRATOR reviews the application
  - May have question for BUILDING OFFICIAL, but BUILDING OFFICIAL review is not required
- ZONING ADMINISTRATOR Issues Certificate of Use
- ADMIN updates the materials, application and permit into Treeno and archives the file
- ADMIN or ZONING ADMINISTRATOR sends PDF file to 'PROPERTY INFORMATION UPDATES' Email List
- ADMIN sends PDF of approved Certificate to APPLICANT

## Customary Home Occupation Certificate of Use - Renewal

- ZONING ADMINISTRATOR by November 25
- ADMIN mails out letters by December 1
- If renewal is sought:
  - APPLICANT submits application and fee by January 1
  - ADMIN enters the application into Workbook and updates file
  - ADMIN posts payment in Revenue Sense to create a TR for deposit
  - ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
  - ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
  - CITY CLERK returns a copy to ADMIN to update file
  - ZONING ADMINISTRATOR reviews the application
  - ZONING ADMINISTRATOR issues renewal of Certificate of Use
  - ADMIN scans the materials, application, and permit into Treeno and archives the file
  - ADMIN sends PDF of approved Certificate to APPLICANT
- If no renewal is submitted by January 8
  - ZONING ADMINISTRATOR reaches out to applicant for update
    - Code enforcement process if renewal is required
    - Letter noting the use is no longer permitted and a new permit is needed in the future.

## Dover Economic Loan Program (DELP) Application

- Application for DELP loan received.
- COMMUNITY DEVELOPMENT PLANNER reviews the application for completeness and for compliance with applicable HUD qualifications
- If incomplete, COMMUNITY DEVELOPMENT PLANNER contacts applicant for additional information
- If not eligible for DELP funding, COMMUNITY DEVELOPMENT PLANNER applicant
- If complete, City undertakes underwriting process for the proposal.
- COMMUNITY DEVELOPMENT PLANNER completes environmental review process.
- When underwriting and environmental review process has been completed and application is ready for review by the DELP LOAN COMMITTEE, the COMMUNITY DEVELOPMENT PLANNER schedules the application for review by the DELP LOAN COMMITTEE.
- COMMUNITY DEVELOPMENT PLANNER prepares agenda and packet for DELP LOAN COMMITTEE
- ADMIN provides agenda and packet to DELP LOAN COMMITTEE and applicant for meeting
- ADMIN posts Agenda in City Hall at least 24 hours prior to DELP Loan Committee meeting
- DELP LOAN COMMITTEE votes to approve, approve with conditions or deny the application
- COMMUNITY DEVELOPMENT PLANNER prepares letter of decision and, as appropriate, conditions of approval
- LEGAL DEPARTMENT prepares closing documents
- COMMUNITY DEVELOPMENT PLANNER provides closing documents to the applicant for review
- COMMUNITY DEVELOPMENT PLANNER schedules date and time for closing.
- LEGAL DEPARTMENT conducts closing.
- LEGAL DEPARTMENT records applicable documents with the registry of deeds
- COMMUNITY DEVELOPMENT PLANNER works with Loan recipient to begin job creation/retention process.
- After closing documents have been recorded, ADMIN processes request to have loan check cut for loan recipient.
- COMMUNITY DEVELOPMENT PLANNER provides check to loan recipient.
- COMMUNITY DEVELOPMENT PLANNER enters activity into IDIS
- COMMUNITY DEVELOPMENT PLANNER updates IDIS when job creation/retention obligation has been met.
- COMMUNITY DEVELOPMENT PLANNER closes activity in IDIS
- ADMIN creates requisitions for recipient and COMMUNITY DEVELOPMENT PLANNER reviews allocations and account number
- ADMIN sends Purchase Order to COMMUNITY DEVELOPMENT PLANNER and prints for file
- COMMUNITY DEVELOPMENT PLANNER notifies recipient that funds are available.
- ADMIN creates monthly invoice, collects payment, sends Principal and Interest data to COMMUNITY DEVELOPMENT PLANNER and FINANCE
- ADMIN updates file and processes checks through REVENUE SENSE to create a Transaction Report (TR) for deposit
- COMMUNITY DEVELOPMENT PLANNER and ASSISTANT CITY MANAGER sign off on deposit
- ADMIN makes two copies of TR and brings it to the CITY CLERK to process
- CITY CLERK returns a copy to ADMIN for our records
- ADMIN gives copy of TR to COMMUNITY DEVELOPMENT PLANNER and updates file

## Equitable Waiver

- APPLICANT submits application 21 days prior to ZONING BOARD OF ADJUSTMENT meeting
  - Application
  - Plan
  - Narrative Materials
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- ZONING ADMINISTRATOR reviews the application
  - May have question
  - Resubmittal?
- ADMIN calculates abutter fee, invoices APPLICANT
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- ZONING ADMINISTRATOR confirms with ADMIN that all fees have been collected
- ZONING ADMINISTRATOR places the item on ZONING BOARD OF ADJUSTMENT Agenda
- ADMIN creates labels and certified mail for Abutter Notices
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 5 days ahead of meeting
- ADMIN post agenda in City Hall and newspaper 13 days ahead of meeting
- ZONING ADMINISTRATOR generates Abutter notice
- ADMIN mails Abutter Notice 10 days ahead of meeting
- ZONING ADMINISTRATOR OR ASSISTANT CITY MANAGER drafts memo to ZONING BOARD OF ADJUSTMENT
- ADMIN create packets and web materials
- ADMIN conveys memo to ZONING BOARD OF ADJUSTMENT 7 days ahead of meeting
  - Sends copy to applicant
  - Updates packets and web materials, uploads to website
  - Sends link to ZONING BOARD OF ADJUSTMENT MEMBERS
- APPLICANT pays abutter fee payment
  - No later than 1 day prior to meeting
- ZONING BOARD OF ADJUSTMENT Holds PUBLIC HEARING
- ZONING BOARD OF ADJUSTMENT Discusses application
- ZONING BOARD OF ADJUSTMENT Votes on approval of Equitable Waiver
- ZONING BOARD OF ADJUSTMENT issues findings of fact
- ZONNING ADMINISTRATOR works with Minutes Taker to complete minutes in 5 business days
- ZONING ADMINISTRATOR issues Notice of Decision letter
- ADMIN mails Notice of Decision and findings of fact to APPLICANT
- ADMIN posts draft and final minutes
- ADMIN scans the materials, application and permit into Treeno and archives the file

## Excavation Permit: New Permit

- APPLICANT submits application by April 1 every odd year
  - Application
  - Plan
  - Narrative Materials
  - Digitals
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- ZONING ADMINISTRATOR reviews the application by April 15
  - May have question
  - Resubmittal?
- ADMIN calculates abutter fee and invoices APPLICANT
- ZONING ADMINISTRATOR generates Abutter notice
- ADMIN creates labels and certified mail for Abutter Notice 20 days prior to the 1<sup>st</sup> meeting in May, so they are received by abutters 14 days prior
- CITY PLANNER places the item on PLANNING BOARD Agenda for 1<sup>st</sup> meeting in May
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
- ADMIN mails Abutter Notice 10 days ahead of meeting
- ZONING ADMINISTRATOR drafts memo to PLANNING BOARD
  - Contains recommendations for conditions of approval
- ADMIN creates packets and web materials
- ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
  - Sends copy to applicant
  - Sends link to PLANNING BOARD MEMBERS
- APPLICANT submits abutter fee payment
  - No later than 1 day prior to meeting
- CITY PLANNER confirms with ADMIN that all fees have been collected
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application
- PLANNING BOARD Votes on approval of issuance of permit
- CITY PLANNER works with Minutes Taker to complete minutes in 5 business days
- ADMIN creates Notice of Decision letter
- ZONING ADMINISTRATOR issues Notice of Decision
- ADMIN posts draft and final minutes and sends copy to APPLICANT
- APPLICANT submits final plan within 90 days
  - If extension is needed, follow that process
- ADMIN date stamps the plan and attached Notice of Decision for review
- ZONING ADMINISTRATOR does final review of submission

## Excavation Permit: Renewal of Permit

- APPLICANT submits application by April 1 every even year
  - Application
  - Plan
  - Narrative Materials
  - Digitals
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- ZONING ADMINISTRATOR reviews the application by April 15
  - May have question
  - Resubmittal?
- ZONING ADMINISTRATOR confirms with ADMIN that all fees have been collected
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- ZONING ADMINISTRATOR issues Notice of Decision

## Floodplain Development Review

- If submitted as part of Building Permit, see “Zoning Approval of Building Permit”
- If Pre Building Permit submission:
  - Property owner provides the ZONING ADMINISTRATOR with a proposed building location
- ZONING ADMINISTRATOR reviews FIRM Maps to review location of Flood Zone
  - May request additional information
- ZONING ADMINISTRATOR provides email or letter confirming if Floodplain development regulations apply.

## Impact Fee Waiver

- APPLICANT submits application 21 days prior to PLANNING BOARD meeting
  - Application
  - Narrative Materials
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- CITY PLANNER reviews the application
  - May have question
  - Resubmittal?
- ADMIN calculates abutter fee, invoices APPLICANT
- CITY PLANNER places the item on PLANNING BOARD Agenda
- ADMIN creates labels and certified mail for Abutter Notices
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN post agenda in City Hall and newspaper 13 days ahead of meeting
- CITY PLANNER generates Abutter notice
- ADMIN mails Abutter Notice 10 days ahead of meeting
- CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD
  - Contains recommendations for conditions of approval
- ADMIN create packets and web materials
  - Includes minutes from original approval and Notice of Decision if previous approval
- ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
  - Sends copy to applicant
  - Sends link to PLANNING BOARD MEMBERS
- APPLICANT pays abutter fee payment
  - No later than 1 day prior to meeting
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application
- PLANNING BOARD Votes on approval of waiver
- CITY PLANNER works with Minutes Taker to complete minutes in 5 business days
- ADMIN creates Notice of Decision letter
- ASSISTANT CITY MANAGER issues Notice of Decision
- ADMIN mails Notice of Decision to APPLICANT
- ADMIN posts draft and final minutes
- ADMIN updates the materials into Treeno and archives the file

## Lot Line Adjustment

- APPLICANT submits application 21 days prior to PLANNING BOARD meeting
  - Application
  - Plan
  - Narrative Materials
  - Digitals
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- CITY PLANNER reviews the application
  - May have question
  - Resubmittal?
- ADMIN calculates abutter fee, invoices APPLICANT
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- CITY PLANNER confirms with ADMIN that all fees have been collected
- CITY PLANNER places the item on PLANNING BOARD Agenda
- ADMIN creates labels and certified mail for Abutter Notices
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
- CITY PLANNER generates Abutter notice
- ADMIN mails Abutter Notice 10 days ahead of meeting
- CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD
  - Contains recommendations for conditions of approval
- ADMIN creates packets and web materials
- ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
  - Sends copy to applicant
  - Sends link to PLANNING BOARD MEMBERS
- APPLICANT pays abutter fee payment
  - No later than 1 day prior to meeting
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application
- PLANNING BOARD Votes on approval of plan
- CITY PLANNER works with Minutes Taker to complete minutes in 5 business days
- ADMIN creates Notice of Decision letter
- ASSISTANT CITY MANAGER issues Notice of Decision
- ADMIN mails letter to APPLICANT
- APPLICANT submits final plans, PDF and CAD file within 90 days
  - If Extension is needed, follow that process
- ADMIN or APPLICANT forwards PDF and CAD file to the ASSET MANAGEMENT ADMINISTRATOR
- ADMIN posts draft and final minutes
- ADMIN date stamps the plan and attaches Notice of Decision
- CITY PLANNER does final review of submission

- ADMIN stamps the plan set for signature
- PLANNING BOARD signs and dates plan set for signature
- ADMIN scans plan for Treeno and notifies applicant that the plan is ready to record
- APPLICANT records final plat at Registry of Deeds and contacts ADMIN with recording information
- ADMIN updates the materials into Treeno and archives the file
- ADMIN distributes the approved plan sets to the ENGINEERING, INSPECTION SERVICES & ASSESSOR's Office and notifies 'Property Information Updates' Email List

## Lot Restoration

- APPLICANT submits application
  - Application
  - Plan(s)
  - As-built survey, in paper and CAD
  - Deed Materials
  - Letter of authorization
- ADMIN enters the application into Workbook, Treeno and creates a file
- ZONING ADMINISTRATOR reviews the application and tracks deed history
  - May have question
- ZONING ADMINISTRATOR signs in approval
- CITY ASSESSOR reviews the application
  - May have question
- CITY ASSESSOR signs in approval
- ZONING ADMINISTRATOR OR ASSISTANT CITY MANAGER drafts memo to CITY COUNCIL
- CITY ATTORNEY places the item on CITY COUNCIL Agenda with memo as background
- CITY COUNCIL votes on lot restoration
- CITY CLERK issues Certificate of Restoration
- APPLICANT submits Certificate to Registry of Deeds
- APPLICANT submits recording number to ADMIN
- ADMIN scans the materials, application and Certificate into Treeno and archives the file
- ZONING ADMINISTRATOR notifies 'Property Information Updates' Email List
- CITY ASSESSOR assigns Parcel ID to restored lot(s)
- ASSET MANAGEMENT updates Parcels/Property Information GIS data using CAD submission

## Plan Extension

- If administrative extension
- APPLICANT can request in writing a 90-day extension from the ASSISTANT CITY MANAGER OR CITY PLANNER why they are unable to meet the conditions of approval within 90 days.
  - CITY PLANNER reviews request
  - ADMIN drafts 90-day administrative extension letter
  - ASSISTANT CITY MANAGER issues extension
  - ADMIN mails letter to applicant and updates workbook, Treeno and archives the file
- If first PLANNING BOARD extension
  - APPLICANT submits application
  - ADMIN collects application and public notice fee
  - ADMIN posts payment in Revenue Sense to create a TR for deposit
  - ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
  - ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
  - CITY CLERK returns a copy to ADMIN to update file
  - CITY PLANNER confirms with ADMIN that all fees have been collected
  - CITY PLANNER places the item on PLANNING BOARD Agenda
  - ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
  - ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
  - ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
  - CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD
    - Contains recommendations for conditions of approval
  - ADMIN creates packets and web materials
    - Includes minutes from original approval and Notice of Decision if previous approval
  - ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
    - Sends copy to applicant
    - Sends link to PLANNING BOARD MEMBERS
  - PLANNING BOARD Holds PUBLIC HEARING
  - PLANNING BOARD Discusses application
  - PLANNING BOARD Votes on approval of extension request
  - PLANNING BOARD Votes on approval of plan
  - CITY PLANNER works with Minutes Taker to complete minutes in 5 business days
  - ADMIN creates Notice of Decision letter
  - ASSISTANT CITY MANAGER issues Notice of Decision
  - ADMIN posts draft and final minutes
  - ADMIN date stamps the plan and attaches Notice of Decision
  - ADMIN mails the Notice of Decision letter and updates the material into Treeno and archives the file
- If second or more PLANNING BOARD extension
  - CITY PLANNER places the item on PLANNING BOARD Agenda
  - ADMIN collects application fee
  - ADMIN calculates abutter fee, invoices APPLICANT
  - ADMIN posts payment in Revenue Sense to create a TR for deposit

- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- CITY PLANNER confirms with ADMIN that all fees have been collected
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
- CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD
  - Contains recommendations for conditions of approval
- ADMIN creates packets and web materials
  - Includes minutes from previous approvals
- ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
  - Sends copy to applicant
  - Sends link to PLANNING BOARD MEMBERS
- APPLICANT pays abutter fee payment
  - No later than 1 day prior to meeting
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application
- PLANNING BOARD Votes on approval of extension request
- CITY PLANNER works with Minutes Taker to complete minutes in 5 business days
- ADMIN creates Notice of Decision letter
- ASSISTANT CITY MANAGER issues Notice of Decision
- ADMIN posts draft and final minutes
- ADMIN date stamps the plan and attaches Notice of Decision
- ADMIN mails the Notice of Decision letter and updates the material into Treeno and archives the file

## Plan Waiver

- APPLICANT submits application 21 days prior to PLANNING BOARD meeting
  - Application
  - Plan
  - Narrative Materials
  - Digitals
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- CITY PLANNER reviews the application
  - May have question
  - Resubmittal?
- If part of a Site or Subdivision Plan, goes to TECHNICAL REVIEW COMMITTEE first
  - TECHNICAL REVIEW COMMITTEE reviews the plan
  - Comments may change the plan/permit request
- ADMIN calculates abutter fee, invoices APPLICANT
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- CITY PLANNER confirms with ADMIN that all fees have been collected
- CITY PLANNER places the item on PLANNING BOARD Agenda
- ADMIN creates labels and certified mail for Abutter Notices
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
- CITY PLANNER generates Abutter notice
- ADMIN mails Abutter Notice 10 days ahead of meeting
- CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD
  - Contains recommendations for conditions of approval
- ADMIN creates packets and web materials
- ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
  - Sends copy to applicant
  - Sends link to PLANNING BOARD MEMBERS
- APPLICANT pays abutter fee payment
  - No later than 1 day prior to meeting
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application
- PLANNING BOARD Votes on approval of issuance of waiver
- CITY PLANNER works with Minutes Taker to complete minutes in 5 business days
- ADMIN mails the Notice of Decision letter to applicant
- ADMIN posts draft and final minutes
- APPLICANT submits final plans within 90 days
  - If Extension is needed, follow that process
- ADMIN date stamps the plan and attaches Notice of Decision for review
- CITY PLANNER does final review of submission

- ADMIN stamps the final plan for signature and contacts PLANNING BOARD CHAIR
- PLANNING BOARD CHAIR signs and dates plan set
- ADMIN scans plan for Treeno and notifies applicant that the plan is ready to record
- Applicant records final plat at Registry of Deeds, if applicable
- ADMIN updates the materials into Treeno and archives the file
- ADMIN distributes the approved plan sets to the ENGINEERING, INSPECTION SERVICES & ASSESSOR's Office and notifies 'Property Information Updates' Email List

## Rezoning (Citizen Petition)

- APPLICANT submits application 21 days prior to PLANNING BOARD meeting
  - Application
  - Plan
  - Narrative Materials
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- ASSISTANT CITY MANAGER reviews the application
  - May have question
  - Resubmittal?
- ADMIN calculates abutter fee, invoices APPLICANT
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- CITY PLANNER places the item on PLANNING BOARD Agenda
- ADMIN creates labels and certified mail for Abutter Notices
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN post agenda in City Hall and newspaper 13 days ahead of meeting
- PLANNING BOARD holds initial discussion and determines if it wants to post the amendment
- ASSISTANT CITY MANAGER generates property owner letter
- ADMIN mails property owner letter 10 days ahead of meeting
- CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD
  - Contains recommendations for conditions of approval
- ADMIN creates packets and web materials
- ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
  - Sends copy to applicant
  - Sends link to PLANNING BOARD MEMBERS
- APPLICANT pays abutter fee payment
  - No later than 1 day prior to meeting
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application
- PLANNING BOARD Votes on approval of amendment refers to City Council
- ADMIN creates Notice of Decision letter
- ASSISTANT CITY MANAGER issues Notice of Decision
- City Council holds first reading forwards to PUBLIC HEARING
- ASSISTANT CITY MANAGER updates property owner letter
- ADMIN mails property owner letter 12 days ahead of meeting
- CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to CITY COUNCIL
- CITY ATTORNEY conveys memo to CITY COUNCIL 7 days ahead of meeting
- CITY COUNCIL Holds PUBLIC HEARING
- CITY COUNCIL Discusses application
- CITY COUNCIL Votes on approval of amendment
- CITY ATTORNEY provides materials to General Code, if approved.

- ADMIN updates the materials into Treeno and archives the file

## Sign Permit – Permanent

- APPLICANT submits application
  - Application
  - Color illustrations of sign(s) including dimensions
  - Description of sign materials
  - Mounting/installation specifications
- APPLICANT pays application fee
- ADMIN enters the application into Workbook and creates a file
- ZONING ADMINISTRATOR reviews the application
  - May have question
- ZONING ADMINISTRATOR Issues Permit
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- ADMIN scans the materials, application and permit into Treeno and archives the file
- ADMIN emails APPLICANT approved sign permit PDF
- ZONING ADMINISTRATOR emails FIRE CHIEF approved sign permit PDF

## Sign Permit – Temporary

- APPLICANT submits application
  - Application
  - Hold Harmless Certification Letter
  - Certificate of Insurance
- APPLICANT pays application fee
- ADMIN enters the application into Workbook and creates a file
- ZONING ADMINISTRATOR reviews the application
  - May have question
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- ZONING ADMINISTRATOR Issues Permit
- ADMIN scans the materials, application and permit into Treeno and archives the file
- Permit **expires** on a certain date

## Sign Permit – Community

- APPLICANT submits application
  - Application
  - Hold Harmless Certification Letter
  - Certificate of Insurance
- APPLICANT pays application fee
- ADMIN enters the application into Workbook and creates a file
- ZONING ADMINISTRATOR reviews the application
  - May have question
- ZONING ADMINISTRATOR Issues Permit
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- ADMIN scans the materials, application and permit into Treeno and archives the file
- ZONING ADMINISTRATOR notifies PARKING BUREAU
- Permit(s) **expire** on a certain date

## Site Review

- Concept review with ASSISTANT CITY MANAGER or CITY PLANNER
- Application is submitted 21 days prior to TECHNICAL REVIEW COMMITTEE meeting
  - Application
  - Plan
  - Narrative Materials
  - Digitals
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- ADMIN creates packets and web materials and sends link to the TECHNICAL REVIEW COMMITTEE
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- TECHNICAL REVIEW COMMITTEE Reviews the application
  - CITY PLANNER provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
  - ZONING ADMINISTRATOR provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
  - BUILDING OFFICIAL provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
  - CITY ENGINEER provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
  - ECONOMIC DEVELOPMENT provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
  - POLICE DEPARTMENT provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
    - Traffic always
    - Parking, if downtown
- Comments submitted 1 day before TECHNICAL REVIEW COMMITTEE to applicant
- TECHNICAL REVIEW COMMITTEE occurs
  - TECHNICAL REVIEW COMMITTEE determines if PLANNING BOARD review is needed
    - If no:
      - Applicant resubmits
      - CITY PLANNER does final review of submission
      - ADMIN stamps the plan set for signature
      - ASSISTANT CITY MANAGER signs and dates plan set for signature
      - ADMIN invoices for Impact Fees
      - Applicant records final plat at Registry of Deeds, if there are easements
      - ADMIN scans the materials, application and permit into Treeno and archives the file
    - TECHNICAL REVIEW COMMITTEE determines if second full TECHNICAL REVIEW COMMITTEE is needed
      - If full review, applicant submits plans 1 week ahead
        - TECHNICAL REVIEW COMMITTEE Reviews the application
          - CITY PLANNER provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
          - ZONING ADMINISTRATOR provides Comments 2 days before TECHNICAL REVIEW COMMITTEE

- BUILDING OFFICIAL provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
    - CITY ENGINEER provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
    - ECONOMIC DEVELOPMENT provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
    - POLICE DEPARTMENT provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
      - Traffic always
      - Parking, if downtown
  - Comments submitted 1 day before TECHNICAL REVIEW COMMITTEE to applicant
    - CITY PLANNER provides updated COMMENTS
  - Comments revised/updated and resubmitted to applicant
  - Final TECHNICAL REVIEW COMMITTEE review before PLANNING BOARD
    - Applicant provides advanced PDF copy of plans 1 week ahead
    - TECHNICAL REVIEW COMMITTEE meets with applicant
    - Applicant reviews progress.
- ADMIN calculates abutter fee, invoices APPLICANT
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- CITY PLANNER confirms with ADMIN that all fees have been collected
- CITY PLANNER places the item on PLANNING BOARD Agenda
- ADMIN creates labels and certified mail for Abutter Notices
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
- CITY PLANNER generates Abutter notice
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN mails Abutter Notice 10 days ahead of meeting
- CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD
  - Contains recommendations for conditions of approval
- ADMIN creates packets and web material
  - Includes TRC minutes and response letter from APPLICANT
- ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
  - Sends copy to applicant
  - Sends link to PLANNING BOARD
- APPLICANT pays abutter fee payment
  - No later than 1 day prior to meeting
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application
- PLANNING BOARD Votes on **conditional** approval of site plan
- CITY PLANNER works with Minutes Taker to complete minutes in 5 business days

- ADMIN creates Notice of Decision letter
- ASSISTANT CITY MANAGER issues Notice of Decision
- ADMIN creates invoice for Impact Fees and TDR fees, if applicable. If owner information is not updated in Revenue Sense, ADMIN sends owner information to FINANCE.
- ADMIN mails the Notice of Decision letter and invoice to APPLICANT
- ADMIN posts draft and final minutes
- APPLICANT submits final plan set, PDF and CAD within 90 days
  - If extension is need, follow extension process
- ADMIN or APPLICANT forwards PDF and CAD file to the ASSET MANAGEMENT ADMINISTRATOR
- ADMIN date stamps the plan and attaches Notice of Decision for review
- CITY PLANNER does final review of submission
- ADMIN stamps the final plan for signature and contacts PLANNING BOARD CHAIR
- PLANNING BOARD CHAIR signs and dates plan set
- Applicant records final plat at Registry of Deeds, if there are easements
- ADMIN scans plan for Treeno and notifies applicant that the plan is ready to record
- Applicant records final plat at Registry of Deeds
- ADMIN updates the materials into Treeno and archives the file
- ADMIN distributes the approved plan sets to the ENGINEERING, INSPECTION SERVICES & ASSESSOR's Office and notifies 'Property Information Updates' Email List
- Transition to Inspection Services/Engineering Site Construction process
  - APPLICANT has 5 years to complete project
- ADMIN collects impact fees, updates workbook, process checks to CITY CLERK for deposit and signs the Certificate of Occupancy

## Special Exception

- Application is submitted 21 days prior to ZONING BOARD OF ADJUSTMENT
  - Application
  - Plan
  - Narrative Materials
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- ZONING ADMINISTRATOR reviews the application
  - May have question
  - Resubmittal?
- ADMIN calculates abutter fee, invoices APPLICANT
- ADMIN enters the application into Workbook, Treeno and creates a file
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- ZONING ADMINISTRATOR places the item on ZONING BOARD OF ADJUSTMENT Agenda
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates labels and certified mail for Abutter Notices
- ADMIN post agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 5 days ahead of meeting
- ZONING ADMINISTRATOR generates Abutter notice
- ADMIN mails Abutter Notice 10 days ahead of meeting
- ZONING ADMINISTRATOR OR ASSISTANT CITY MANAGER drafts memo to ZONING BOARD OF ADJUSTMENT
  - Contains recommendations for conditions of approval
- ADMIN creates packets and web materials
- ADMIN conveys memo to ZONING BOARD OF ADJUSTMENT 7 days ahead of meeting
  - Sends copy to applicant
  - Updates packets and web materials, uploads to website
  - Sends link to ZONING BOARD OF ADJUSTMENT
- APPLICANT pays abutter fee payment
  - No later than 1 day prior to meeting
- ZONING BOARD OF ADJUSTMENT Holds PUBLIC HEARING
- ZONING BOARD OF ADJUSTMENT Discusses application
- ZONING BOARD OF ADJUSTMENT Votes on approval of issuance of permit
- ZONING BOARD OF ADJUSTMENT issues findings of fact
- ZONING ADMINISTRATOR works with Minutes Taker to complete minutes in 5 business days
- ZONING ADMINISTRATOR issues Notice of Decision letter, copies
  - ASSISTANT CITY MANAGER
  - BUILDING OFFICIAL/INSPECTIONS SECRETARY
  - CITY ASSESSOR
- ADMIN mails Notice of Decision and findings of fact to APPLICANT
- ADMIN posts draft and final minutes
- ADMIN scans the materials, application and permit into Treeno and archives the file
- Special Exception **expires** four years from date of approval

## Subdivision - Major

- Concept review with ASSISTANT CITY MANAGER or CITY PLANNER
- Application is submitted 21 days prior to TECHNICAL REVIEW COMMITTEE meeting
  - Application
  - Plan
  - Narrative Materials
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- ADMIN creates packets and web materials and sends link to the TECHNICAL REVIEW COMMITTEE
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- TECHNICAL REVIEW COMMITTEE Reviews the application
  - CITY PLANNER provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
  - ZONING ADMINISTRATOR provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
  - BUILDING OFFICIAL provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
  - CITY ENGINEER provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
  - ECONOMIC DEVELOPMENT provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
  - POLICE DEPARTMENT provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
- Comments submitted 1 day before TECHNICAL REVIEW COMMITTEE to applicant
- TECHNICAL REVIEW COMMITTEE occurs
  - TECHNICAL REVIEW COMMITTEE determines if second full TECHNICAL REVIEW COMMITTEE is needed
    - If full review, applicant submits plans 1 week ahead
      - TECHNICAL REVIEW COMMITTEE Reviews the application
        - CITY PLANNER provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
        - ZONING ADMINISTRATOR provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
        - BUILDING OFFICIAL provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
        - CITY ENGINEER provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
        - ECONOMIC DEVELOPMENT provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
        - POLICE DEPARTMENT provides Comments 2 days before TECHNICAL REVIEW COMMITTEE
      - Comments submitted 1 day before TECHNICAL REVIEW COMMITTEE to applicant
        - CITY PLANNER provides updated comments
  - Comments revised/updated and resubmitted to applicant
  - Final TECHNICAL REVIEW COMMITTEE review before PLANNING BOARD
    - Applicant provides advanced PDF copy of plans 1 week ahead
    - TECHNICAL REVIEW COMMITTEE meets with applicant
    - Applicant reviews progress.

- ADMIN calculates abutter fee, invoices APPLICANT
- ADMIN enters the application into Workbook, Treeno and creates a file
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- CITY PLANNER confirms with ADMIN that all fees have been collected
- CITY PLANNER places the item on PLANNING BOARD Agenda
- ADMIN creates labels and certified mail for Abutter Notices
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
- CITY PLANNER generates Abutter notice
- ADMIN mails Abutter Notice 10 days ahead of meeting
- CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD
  - Contains recommendations for conditions of approval
- ADMIN creates packets and web materials
  - Includes TRC minutes and APPLICANT response letter
- ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
  - Sends copy to applicant
  - Sends link to PLANNING BOARD
- APPLICANT pays abutter fee payment
  - No later than 1 day prior to meeting
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application
- PLANNING BOARD Votes on **conditional** approval of site plan
- CITY PLANNER works with Minutes Taker to complete minutes in 5 business days
- ADMIN creates Notice of Decision letter
- ASSISTANT CITY MANAGER issues Notice of Decision
- ADMIN creates invoice for Impact Fees and TDR fees, if applicable. If owner information is not updated in Revenue Sense, ADMIN sends owner information to FINANCE.
- ADMIN mails the Notice of Decision letter and invoice to APPLICANT
- ADMIN mails the Notice of Decision letter to applicant
- ADMIN posts draft and final minutes
- APPLICANT submits final plan set, PDF and CAD within 90 days
  - If extension is need, follow extension process
- ADMIN or APPLICANT forwards PDF and CAD file to the ASSET MANAGEMENT ADMINISTRATOR
- ADMIN date stamps the plan and attaches Notice of Decision for review
- CITY PLANNER does final review of submission
- ADMIN stamps the final plan for signature and contacts PLANNING BOARD CHAIR
- PLANNING BOARD CHAIR signs and dates plan set
- Applicant records final plat at Registry of Deeds, if there are easements
- ADMIN scans plan for Treeno and notifies applicant that the plan is ready to record
- Applicant records final plat at Registry of Deeds
- ADMIN updates the materials into Treeno and archives the file

- ADMIN distributes the approved plan sets to the ENGINEERING, INSPECTION SERVICES & ASSESSOR's Office and notifies 'Property Information Updates' Email List
- Transition to Inspection Services/Engineering Site Construction process
  - APPLICANT has 5 years to complete project
- ADMIN collects impact fees, updates workbook, process checks to CITY CLERK for deposit and signs the Certificate of Occupancy

## Subdivision - Minor

- Application is submitted 21 days prior to PLANNING BOARD meeting
  - Application
  - Plan
  - Narrative Materials
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- CITY PLANNER reviews the application
  - May have question
  - Resubmittal?
- ADMIN calculates abutter fee, invoices APPLICANT
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY PLANNER confirms with ADMIN that all fees have been collected
- CITY PLANNER places the item on PLANNING BOARD Agenda
- ADMIN creates labels and certified mail for Abutter Notices
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
- CITY PLANNER generates Abutter notice
- ADMIN mails Abutter Notice 10 days ahead of meeting
- CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD
  - Contains recommendations for conditions of approval
- ADMIN creates packets and web materials
- ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
  - Sends copy to applicant
  - Sends link to PLANNING BOARD
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application
- PLANNING BOARD Votes on **conditional** approval of site plan
- CITY PLANNER works with Minutes Taker to complete minutes in 5 business days
- ADMIN creates Notice of Decision letter
- ASSISTANT CITY MANAGER issues Notice of Decision
- ADMIN creates invoice for Impact Fees and TDR fees, if applicable. If owner information is not updated in Revenue Sense, ADMIN sends owner information to FINANCE.
- ADMIN mails the Notice of Decision letter and invoice to APPLICANT
- ADMIN posts draft and final minutes
- APPLICANT submits final plan set, PDF and CAD within 90 days
  - If extension is need, follow extension process
- ADMIN or APPLICANT forwards PDF and CAD file to the ASSET MANAGEMENT ADMINISTRATOR
- ADMIN date stamps the plan and attaches Notice of Decision for review
- CITY PLANNER does final review of submission
- ADMIN stamps the final plan for signature and contacts PLANNING BOARD CHAIR

- PLANNING BOARD CHAIR signs and dates plan set
- Applicant records final plat at Registry of Deeds, if there are easements
- ADMIN scans plan for Treeno and notifies applicant that the plan is ready to record
- Applicant records final plat at Registry of Deeds
- ADMIN updates the materials into Treeno and archives the file
- ADMIN distributes the approved plan sets to the ENGINEERING, INSPECTION SERVICES & ASSESSOR's Office and notifies 'Property Information Updates' Email List
- Transition to Inspection Services/Engineering Site Construction process
  - APPLICANT has 5 years to complete project
- ADMIN collects impact fees, updates workbook, process checks to CITY CLERK for deposit and signs the Certificate of Occupancy

## Transfer of Development Rights

- Concept Review with CITY PLANNER or ASSISTANT CITY MANAGER
- Application is submitted 21 days prior to PLANNING BOARD meeting
  - Application
  - Plan
  - Narrative Materials
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- ASSISTANT CITY MANAGER determines if Concept approval is needed
- ASSISTANT CITY MANAGER creates TDR memo
- If Concept review
- CITY PLANNER places the item on PLANNING BOARD Agenda
- ADMIN creates labels and certified mail for Abutter Notices
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
- CITY PLANNER generates Abutter notice
- ADMIN mails Abutter Notice 10 days ahead of meeting
- CITY PLANNER OR ASSISTANT CITY MANAGER drafts memo to PLANNING BOARD
  - Contains recommendations for conditions of approval
- ADMIN creates packets and web materials
- ADMIN conveys memo to PLANNING BOARD 5 days ahead of meeting
  - Sends copy to applicant
  - Sends link to PLANNING BOARD
- APPLICANT pays abutter fee payment
  - No later than 1 day prior to meeting
- PLANNING BOARD Holds PUBLIC HEARING
- PLANNING BOARD Discusses application
- PLANNING BOARD Votes on approval of plan
- ADMIN creates Notice of Decision letter
- ASSISTANT CITY MANAGER issues Notice of Decision
- ADMIN creates invoice for TDR fees. If owner information is not updated in Revenue Sense, ADMIN sends owner information to FINANCE.
- ADMIN mails the Notice of Decision letter and invoice to APPLICANT
- ADMIN updates the materials into Treeno and archives the file
- Applicant follows Subdivision or Site Review process
- No Concept Review
- Applicant follows Subdivision or Site Review process
- ADMIN Invoices for TDR Fees
- ADMIN updates the materials into Treeno and archives the file
- ADMIN collects impact fees, updates workbook, process checks to CITY CLERK for deposit

## Variance

- Application is submitted 21 days prior to ZONING BOARD OF ADJUSTMENT
  - Application
  - Plan
  - Narrative Materials
- APPLICANT pays application fee
- ADMIN enters the application into Workbook, Treeno and creates a file
- ZONING ADMINISTRATOR reviews the application
  - May have question
  - Resubmittal?
- ADMIN calculates abutter fee, invoices APPLICANT
- ADMIN posts payment in Revenue Sense to create a TR for deposit
- ADMIN attaches payment to TR and submits to ASSISTANT CITY MANAGER to approve
- ADMIN makes two copies of TR with payment attached and sends to CITY CLERK for deposit
- CITY CLERK returns a copy to ADMIN to update file
- ZONING ADMINISTRATOR confirms with ADMIN that all fees have been collected
- ZONING ADMINISTRATOR places the item on ZONING BOARD OF ADJUSTMENT Agenda
- ADMIN creates labels and certified mail for Abutter Notices
- ASSISTANT CITY MANAGER approves Agenda 13 days ahead of meeting
- ADMIN creates property identification sign and contacts applicant to post on the property 10 days ahead of meeting
- ADMIN posts Agenda in City Hall and newspaper 13 days ahead of meeting
- ZONING ADMINISTRATOR generates Abutter notice
- ADMIN mails Abutter Notice 10 days ahead of meeting
- ZONING ADMINISTRATOR OR ASSISTANT CITY MANAGER drafts memo to ZONING BOARD OF ADJUSTMENT
  - Contains recommendations for conditions of approval
- ADMIN conveys memo to ZONING BOARD OF ADJUSTMENT 7 days ahead of meeting
  - Sends copy to applicant
  - Updates packets and web materials, uploads to website
  - Sends link to ZONING BOARD
- APPLICANT pays abutter fee payment
  - No later than 1 day prior to meeting
- ZONING BOARD OF ADJUSTMENT Holds PUBLIC HEARING
- ZONING BOARD OF ADJUSTMENT Discusses application
- ZONING BOARD OF ADJUSTMENT Votes on approval of issuance of permit
- ZONING BOARD OF ADJUSTMENT issues findings of fact
- ZONING ADMINISTRATOR works with Minutes Taker to complete minutes in 5 business days
- ZONING ADMINISTRATOR issues Notice of Decision letter, copies
  - ASSISTANT CITY MANAGER
  - BUILDING OFFICIAL/INSPECTIONS SECRETARY
  - CITY ASSESSOR
- ADMIN mails Notice of Decision and findings of fact to APPLICANT
- ADMIN posts draft and final minutes
- ADMIN scans the materials, application and permit into Treeno and archives the file
- Variance **expires** four years from date of approval

## Zoning Administration – Code Enforcement

- COMPLAINT submits application
  - Application
  - Background/Evidence
- ADMIN enters the application into Workbook and creates a file
- ADMIN scans the application with background/evidence and enters into Treeno
- ZONING ADMINISTRATOR reviews the complaint
  - May have question
- ZONING ADMINISTRATOR Visits the site
  - Documents any visible evidence
    - If property owner is available, may interact with the owner
- ZONING ADMINISTRATOR notifies property owner of complaint
  - If phone number is available, call
    - Follow up in writing with template letter
      - Seeking communication in 10 business days
  - No, phone number reach out in writing with template letter
    - Seeking communication in 10 business days
- ADMIN creates labels/envelopes for certified mail/first class mail
- ADMIN updates the file, Workbook and Treeno
- ADMIN receives signed certified mail receipt and attaches to letter for ZA
- ZONING ADMINISTRATOR follows up with COMPLAINT with status
- ZONING ADMINISTRATOR follows up with property owner to bring property into compliance
  - Through cooperation
  - Through public board process for relief
- ZONING ADMINISTRATOR follows up with COMPLAINT with status
- When compliance ZONING ADMINISTRATOR closes out complaint in file
  - ADMIN updates the file, Workbook and Treeno
- When not in compliance ZONING ADMINISTRATOR compiles legal file and case referred to City Attorney

## Zoning Administration – Property Certification

- APPLICANT submits application
  - Application
- ADMIN enters the application into Workbook and creates a file
- If Zoning Violation Certification
  - ZONING ADMINISTRATOR reviews the application
    - May have question
  - ZONING ADMINISTRATOR reviews the file folder
    - May visit site
  - ZONING ADMINISTRATOR notifies property owner of finding
    - Letter to applicant within 5 business days
- If Planning Board Approval Certification
  - CITY PLANNER reviews the application
    - May have question
  - CITY PLANNER reviews the file folder
    - May visit site
  - CITY PLANNER notifies property owner of finding
    - Letter to applicant within 5 business days
- ADMIN updates the file and Treeno

## Zoning Administration – Property Verification

- APPLICANT submits application
  - Application
- ADMIN enters the application into Workbook and creates a file
- If Zoning or Zoning Board Verification
  - ZONING ADMINISTRATOR reviews the application
    - May have question
  - ZONING ADMINISTRATOR notifies property owner of finding
    - Letter to applicant within 5 business days
- If Planning Board Verification
  - CITY PLANNER reviews the application
    - May have question
  - CITY PLANNER notifies property owner of finding
    - Letter to applicant within 5 business days
- ADMIN updates the file and Treeno

## Zoning Administration – Review of Building Permit

- INSPECTION SERVICES emails building permit application materials indicating location of the proposed structure
- ZONING ADMINISTRATOR reviews building permits for compliance
  - May request additional information
- ZONING ADMINISTRATOR provides email confirming Zoning Compliance
- If Non-compliance, ZONING ADMINISTRATOR provides email recommending path to compliance
  - Adjust building location
  - Public board process for relief is outlined

## Zoning Administration – Zoning Determination

- APPLICANT submits application
  - Application
  - Background/Evidence
- ADMIN enters the application into Workbook and creates a file
- ZONING ADMINISTRATOR reviews the application
  - May have question
- ZONING ADMINISTRATOR reviews the file folder
- ZONING ADMINISTRATOR reviews interpretation with CITY PLANNER or ASSISTANT CITY MANAGER
  - May visit site
- ZONING ADMINISTRATOR notifies property owner of finding
  - Letter to applicant within 10 business days
    - Letter includes path through public board process for relief
- ADMIN updates the file and Treno