



HELP ME HELP YOU

GETTING WHAT YOU NEED AT THE PERMIT COUNTER



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INTRODUCTIONS

Who am I?

Who are you?

Where do you work?

What is your job title?

How long have you been on the job?

- What is the hardest part of your job?**
- What is your favorite part of the job?**
- If you could take a class to help you with your job what would it be?**
- What certifications do you have?**
- What resources are available to you?**
- Who's your mentor?**

UNDERSTANDING THE JOB AT HAND



How is your office set up and how does it work?
What are your duties?



How is their office set up and how does it work?
What are their duties?



Who is the applicant?
Are they a regular?
Is there a language barrier?
Do they have construction knowledge?
Is the customer always right?

WHAT IS IT THAT YOU ARE LOOKING FOR?

Do you know....

- What codes you are on
- What amendments you have
- What documentation needs turned in for each different type of permit
- Where to get more information when you need it
- How to use the code books to help you
- How to get what you want
- How to say no

Do they know....

- What codes you are on
- What amendments you have
- What documentation you want from them
- Who is allowed to do the different types of work
- What the process is for permit, review and inspection
- Who to call with questions
- Where to go to get additional information
- What resources they have available to them
- What happens if they mess up

WHAT IS IT YOU ARE LOOKING FOR?

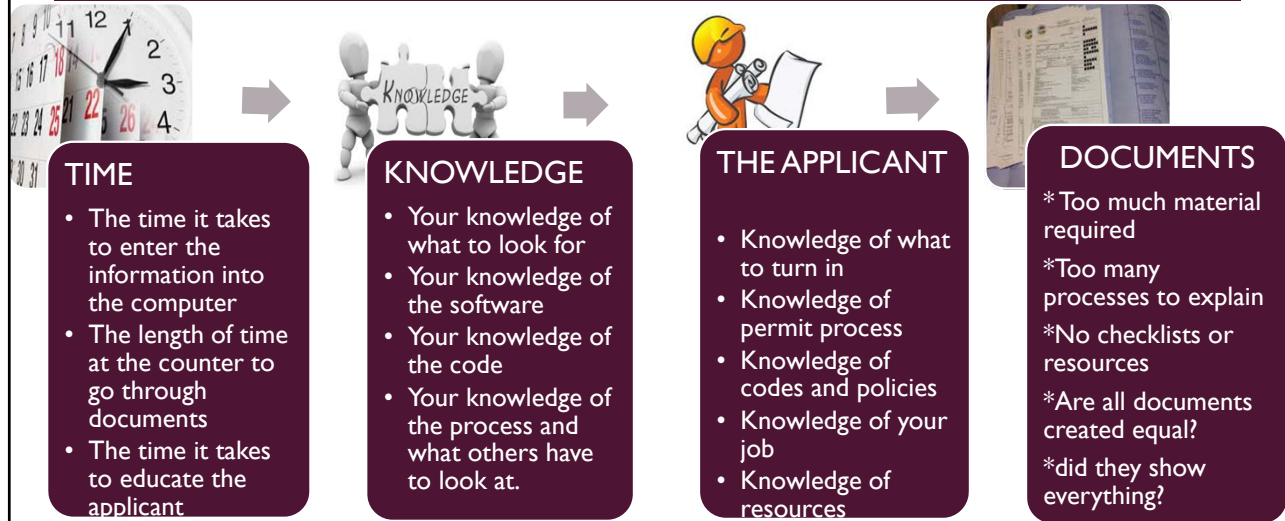
How to use the code books to help you

- 2015 International Building Code
- PREFACE
- EFFECTIVE USE OF THE INTERNATIONAL BUILDING CODE
- LEGISLATION
- CHAPTER 1 SCOPE AND ADMINISTRATION
- CHAPTER 2 OCCUPANCY
- CHAPTER 3 USE AND OCCUPANCY CLASSIFICATION
- CHAPTER 4 SPECIAL DETAILED REQUIREMENTS BASED ON USE AND OCCUPANCY
- CHAPTER 5 GENERAL BUILDING HEIGHTS AND AREAS
- CHAPTER 6 TYPES OF CONSTRUCTION
- CHAPTER 7 FIRE AND SMOKE PROTECTION FEATURES
- CHAPTER 8 INTERIOR FINISHES
- CHAPTER 9 FIRE PROTECTION SYSTEMS
- CHAPTER 10 MEANS OF EGRESS
- CHAPTER 11 ACCESSIBILITY
- CHAPTER 12 INTERIOR ENVIRONMENT
- CHAPTER 13 ENERGY EFFICIENCY
- CHAPTER 14 EXTERIOR WALLS
- CHAPTER 15 ROOF ASSEMBLIES AND ROOFTOP STRUCTURES
- CHAPTER 16 STRUCTURAL DESIGN
- CHAPTER 17 SPECIAL INSPECTIONS AND TESTS
- CHAPTER 18 SOILS AND FOUNDATIONS
- CHAPTER 19 CONCRETE
- CHAPTER 20 ALUMINIUM
- CHAPTER 21 MASONRY
- CHAPTER 22 STEEL
- CHAPTER 23 WOOD
- CHAPTER 24 GLASS AND GLAZING
- CHAPTER 25 GYPSUM BOARD, GYPSUM PANEL PRODUCTS AND PLASTER
- CHAPTER 26 PLASTIC
- CHAPTER 27 ELECTRICAL
- CHAPTER 28 MECHANICAL SYSTEMS
- CHAPTER 29 PLUMBING SYSTEMS
- CHAPTER 30 ELEVATORS AND CONVEYING SYSTEMS
- CHAPTER 31 SPECIAL CONSTRUCTION
- CHAPTER 32 ENCROACHMENTS INTO THE PUBLIC RIGHT-OF-WAY
- CHAPTER 33 SAFEGUARDS DURING CONSTRUCTION

What resources are available to you/them?

- www.iccsafe.org
- www.coloradochaptericc.org
- Google, U-Tube...
- www.energycodes.gov
- [Before You Build](#)
- [Building Inspection Coordination and Scheduling](#)
- [Construction Without a Building Permit](#)
- [Resolution 2008-19 \(License Building Contractors\)](#)
- [When Do I Need a Building Permit?](#)
- Copies of code books at the front counter
- Plan Review and Inspection Staff

WHAT'S THE PROBLEM?



WHAT'S THE SOLUTION?

HELP THEM – HELP YOU!

- ❖ Tell them what you need
- ❖ Tell them who can do the job
- ❖ Tell them what your process is and who all is involved
- ❖ Tell them where to find assistance and resources
- ❖ Tell them no in a way that they learn
- ❖ Craft the applicant that you want to see come back

WHAT'S THE SOLUTION?

Making the applicant's life easier makes your life easier

- ❖ Your attitude is their attitude
- ❖ Your knowledge is their knowledge
- ❖ Give them more than enough info in order to get just enough info
- ❖ Never think that you have nothing to learn from the other side of the counter!
- ❖ Put yourself in their steel-toed boots

WHAT'S THE SOLUTION?

What materials and information can you make available at the counter?

- ❖ Submittal guidelines
- ❖ Building Guides
- ❖ Contractor licensing information
- ❖ Codes and Standards information
- ❖ Fee structures
- ❖ Inspection information
- ❖ Contact information for different departments
- ❖ Any online procedures and links

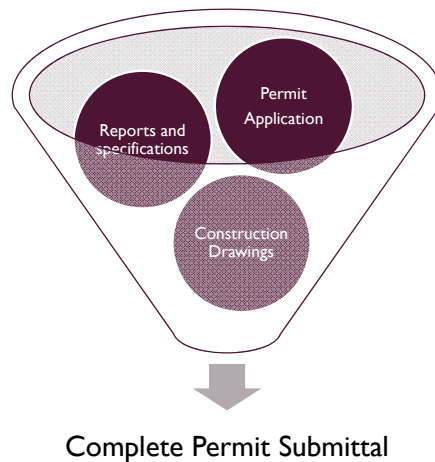
WHAT'S THE SOLUTION?

YOU ARE THE SOLUTION THAT YOU ARE LOOKING FOR!

But don't be afraid to get help from those who will benefit from it too.

- Plan Reviewers
- Planning Department
- Fire Department
- Local Chapter
- Contractors
- Manufacturer's
- Inspectors
- Designers

IS IT THERE?



IS IT THERE?

- What type of work is it?
 - New Home
 - Residential Addition
 - Residential Remodel
 - Furnace Replacement
 - Deck
 - Basement Finish
 - New commercial building
 - Commercial Tenant Finish
 - Addition to commercial building
 - Commercial remodel
 - ...?



IS IT THERE?

What documents do you need from them?

- Let's create our own list together
- Then, let's look at some lists that others have created.



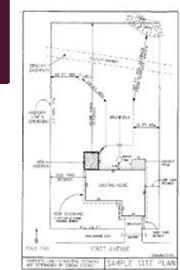
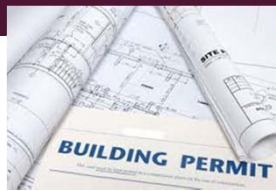
IS IT THERE?

- Is the permit application filled out correctly?
- Is the applicant licensed or do they need licensed contractors on the job?
- Did they provide adequate and legible contact information?
- Did they give an accurate description of the type of work to be done?
- Did they turn in a copy of the submittal requirements or checklist?
- Are the plans and documents submitted in the correct numbers of sets and formats that you require? (i.e. Electronic submittal or 2 sets of plans, or CD's...)



IS IT THERE?

- Do all of the documents align?
 - Is the site plan for the right job?
 - Is the soils report for the right site?
 - Are all documents designed to the same code?
 - Are all documents designed to the same square footage and design?



Soil Test Report	
Location	Notes
1	...
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Item	Description	Value
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HOW MUCH TIME IS THIS ALL GOING TO TAKE?

- From the time someone steps up to the counter to the time they walk away after submitting for permit, how long does that take?
- From the time someone submits for permit to the time they get their permit, how long does that take?
- How many people or departments do you have to route things to before issuing a permit?
- HOW CAN WE CUT DOWN ON ANY ONE OF THESE PROCESSES?

▪ **HELP THEM HELP YOU!**

FINAL THOUGHTS

- We don't know what anyone is going through when they come to the counter so treat each person like it's their first time in the office and like you really want to help them.
- They don't know what you are going through when they come to the counter, nor should they. Don't complain about your job or how much you have to do or that you don't get any help. That doesn't help you or help them, it just adds precious minutes to the process.
- Every encounter at the counter☺ is an opportunity for education for everyone. Be willing to teach and just as willing to learn.
- Everything you do to help the applicant will help yourself. Everything you do to help yourself will help the applicant.
- Don't be too skeptical, they aren't all trying to get away with something.
- Don't be too trusting, they don't all know what's best for them nor have other's best interests at heart.
- Educate yourself. Find ways to grow. Don't limit yourself. Don't limit the applicant.
- Never be afraid to ask for help, but do try to figure it out first. Try not to ask for the answer but ask for direction.

THANK YOU!!!

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