

E-Newsletter July 2015

Introduction



It's Our Birthday!!

Today marks the first birthday of Develop Louisville. This issue is going to focus on the overall department, our 'piece of the cake' as the Office of Construction Review and some other updates happening around the office.



About Develop Louisville

Develop Louisville can best be described as an 'umbrella' department that contains several other offices. Develop Louisville is also under another umbrella, known as Louisville Forward. The Office of Economic Development is the other half of Louisville Forward; this office and Develop Louisville break down into the individual offices to create our section of Louisville Metro Government.

Develop Louisville is the real estate arm of Louisville Forward and as a whole, aspires to a vision of "A vibrant built environment that supports a high quality of life."

There are a total of 7 offices that create Develop Louisville:

- Vacant & Public Property Administration • Housing & Community Development • Sustainability
- Planning & Design Services • Advanced Planning • Brightside • Construction Review (that's us!)

More information about all of these can be found (you guessed it) on the website. The main homepage is www.Louisvilleky.Gov. This page will get you anywhere for Louisville Metro Government, if you are only interested in more information on these 'sister' departments you can start at www.louisvilleky.gov/government/develop-louisville.



About Construction Review

Today may be our "1st birthday" but we have been around for a while, under a few different names. Some of you still know us as 'IPL' or 'Codes & Regulations.' We still write and issue building permits for all of Louisville Metro, the only difference is our name now says what we do, Construction Review.



Department Announcements

Some may be aware, the Mayor's budget plan for the next year was just announced and your voices were heard! The department has been given the ability to expand our Plan Review Team! We are looking to add **6** additional team members at this time. If you know someone who may be interested please refer them to the Louisville Metro Job Postings website and look for the "PR/B/M Inspector Trainee" position. This position will work in an office setting. We are also able to add **2** inspectors to our Electrical Inspection Team, anyone interested should also apply with Louisville Metro HR and look for the job title "Electrical Inspector Trainee."

<http://louisvilleky.gov/government/human-resources/services/find-or-apply-job>

Don't forget to continually check the website for updates! We are currently in the process of updating permit applications, checklist references for each type and online permitting how to's. If you would like to give us feedback on these updates or anything else with our department you may do so on our website. We have a Customer Feedback Form on our Department Announcements page.



HVAC Code Update

If you are an HVAC contractor, don't forget the change in method to verify duct testing goes into effect today. If this applies to you or your company, you would have received a letter from the KY Department of Housing Buildings and Construction. Our office did not send any notice of this change.

"All residential duct systems located in unconditioned spaces must be pressure tested in accordance with section 403.2.2 of the 2009 International Energy Conservation Code... Visual inspection will no longer be an option. Installations that have not been visually inspected and passed by July 1 will require a duct pressure test. Even permits pulled prior to July 1 will require a duct pressure test if the inspection of the duct sealing has not been completed."

A copy of the full letter can be found on our website on the Permits and Licensing page.



Other Policy Updates

It was mentioned in the last newsletter that some polices and procedures are being updated. Some general cashiering and customer service policies are finished and are in place now. Any changes to current business practices will be in full effect by August 1st.

A memo with specific details is also included in this newsletter and can be found (where?) on the website.

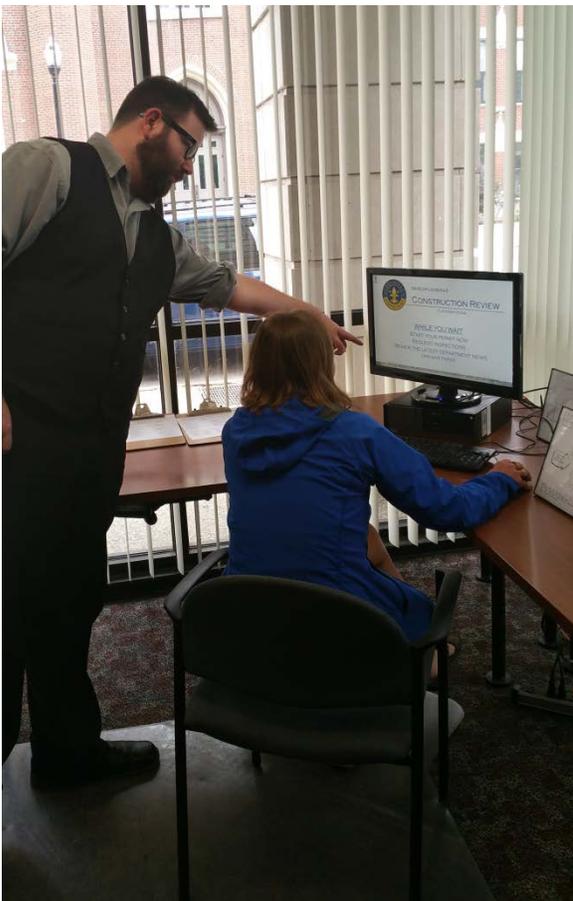


New Kiosk Available

We know that everyone's time is valuable (and the weather has been wonderful), so we understand the last place you want to be is in our lobby staring out at all the other things happening around us. To expedite this waiting process we have installed a customer service kiosk in our lobby. This is for you all to submit a preliminary application, request inspections, pay fees and learn how the online permitting portal works.

This allows staff to assist you one-on-one to work through any potential issues you may be having. The best part is, once an account is set up and functioning, it can be accessed from *anywhere*.

If the demand exists we may hold more online permitting classes in the Fall / Winter



Next to the kiosk in our lobby we have framed, hand drawn, examples of submittal documents that could be required.

If you do not have these when you come to the office, the desk is large enough to provide drawing space as well.



To make it even easier to submit applications online you have the option to upload any additional documentation, including other agency approvals when you apply. If you have a large set of plans/drawings that would need to be attached to your application those can be dropped off in the office, with the application number and we will take care of that for you.

Remember, the process always goes quicker if all required agency approvals are obtained before the building application is submitted to us.



Our Customer Service Survey is online now, let us know what you think of our recent changes as well as any suggestions you may have. It is always anonymous unless you wish to identify yourself in your comments.

Don't forget to continually check the website, it is updated regularly and some things may move around. If anything does move and becomes more difficult to find, make sure to let us know so we can fix it.

Our office will observe the 4th of July holiday on Friday the 3rd. We will be closed.

Have a Happy and Safe 4th Weekend!





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GREG FISCHER
MAYOR

OFFICE OF CONSTRUCTION REVIEW
LOUISVILLE, KENTUCKY

DAVID MARCHAL
DIRECTOR

MEMORANDUM

RE: Office of Construction Review – Procedural Updates

To All It May Concern:

In an effort to provide a higher quality of service this office has deemed it necessary to make adjustments to current operating procedures. Some of these items have already been implemented as a trial and it has been decided they will become permanent, please make any necessary adjustments accordingly as it pertains to you and / or your company.

Operating Hours

- Walk in customers for building permit types are no longer accepted on Mondays. These permit types include any permit that requires review by our staff. We will accept application documents on a drop off basis only. Permits not requiring review (Electrical, HVAC) will still be processed and issued.
- During business hours, Tuesday – Friday no customer will be assigned to see a plan reviewer later than 3:30pm.

Payments

- The cashier station closes promptly at 4:30 pm each day. No exceptions. Check payments can be held overnight for processing the next business day. Cash or Credit payments cannot be held overnight.
- We are no longer able to accept check payment with applications mailed in or dropped off, only if these applications require review by staff. Payment may be submitted in person, via mail, or online once the application has been reviewed and is considered complete. Permit applications that do not require review (Elec/HVAC) will still be accepted via mail with payments included.
- We cannot accept any check made payable to Louisville Metro Revenue Commission or other form of this agency. Some acceptable payees include: Develop Louisville, Construction Review, IPL, ABC, Permits & Licenses, Codes & Regulations, Planning & Design, Public Works and any other related agency that accepts payments through our cashier location.
- Any check returned to our office from the bank for NSF- Non Sufficient Funds will be reversed and assessed an additional \$50 returned check fee. These fees can be repaid by any means, except a check.
- Refunds will only be issued within 60 days of the original payment, unless a special circumstance exists, a permit obtained prior to a job being awarded does not constitute a special circumstance. If a refund is owed but the 60 days has passed, the fees paid may be applied to another permit within 1 year of the original payment date.



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DIRECTOR

Licensing

- All building contractors identified with a “Residential” license will be required to complete and submit all continuing education hours prior to obtaining a new license or renewing an existing license.
- A 30 day extension is available for contractors that have not completed the required continuing education hours at the time of renewal. Each company is only allowed 1 extension per year.
- If a company operates with a 30 day extension for 3 consecutive years, that company will be restricted from receiving a 30 day extension for the next 3 consecutive years.

Permit Details

- Electrical / Mechanical permits may be extended past the expiration date by request. This request must be made before the original expiration date. An extension up to 30 days will be granted at no charge, any extension request longer than 30 days will be assessed a \$35 fee. If a first 30 day extension is granted any following extension requests will be assessed the \$35 fee regardless of length. Any permit may only be extended up to 1 year after the original issue date. After this date a new permit must be obtained, unless approved by applicable supervisor or director.
- If a permit has expired, it may only be reinstated if it is within 1 year of the original issue date, otherwise a new permit must be obtained. A \$35 reinstatement fee would be applied. No refund or transfer will be granted for an expired permit.
- Once a permit has been issued the only information that may be altered is the scope of work, individual license (not the applicant) and the address. The address may only be altered by request of an inspector. No information may be altered after the final inspection is completed.
- A permit may be voided by request of the applicant. If any inspections have been completed no refund or transfer will be granted.

Our office appreciates your cooperation. If you have any further questions, concerns or comments please contact our office at 502-574-3321.

Thank You,

Office of Construction Review