



INFORMATION BULLETIN

Master Home Plan Approval Program

The Master Home Plan Approval Program is intended to help expedite the permitting and plan review process for developers, contractors and/or homebuilders who construct significant numbers of single-family residential homes within a subdivision in the City of Savannah. The program will utilize pre-approved building plans specific to particular house designs/models that will be retained on file with Development Services as a "Master Home Plan." When a home is to be built, the applicant will submit for a building permit with a copy of the pre-approved plan contained in the Master Home Plan. City plan review staff will then review the submittal for completeness, compare the Master Home Plan and building permit plan for discrepancies, conduct the necessary correspondence and then approve the building permit. Starting January 1st, 2019, the following new fees shall apply.

Fees

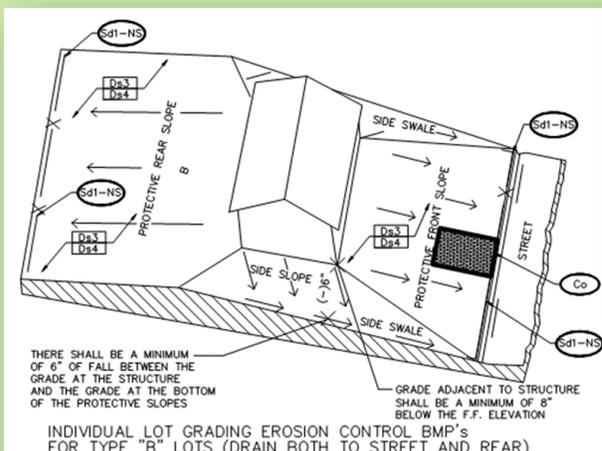
- A one-time plan review fee of **\$200** per Master Home Plan is required and due upon submittal.
- A reduced plan review fee of **\$50** is required with the submittal of the individual home plan thereafter. Standard building permit fees and technology fees apply per home plan as they are individually approved and issued.

Master Plan Check Box Added to Permit Application

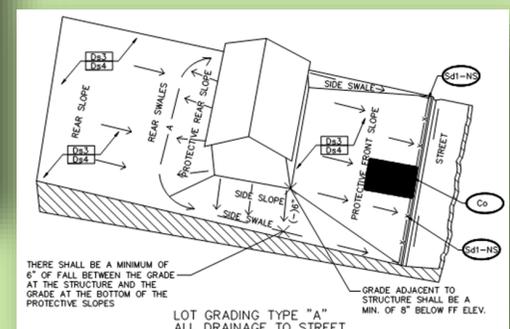
| Class of Work | |
|--|---|
| <input type="checkbox"/> New | <input type="checkbox"/> Addition |
| <input type="checkbox"/> Renovation/Repair | <input type="checkbox"/> Renovation/Repair (Exterior Only) |
| <input type="checkbox"/> Manufactured/Modular | |
| <input type="checkbox"/> Master Plan: Number _____ | <input type="checkbox"/> Other Building Related (Example: barn, shed, roofing, siding, porch/deck, windows) |
| <input type="checkbox"/> Other Non-Building Related (Example: swimming pool) | <i>NOTE: For demolition, sign, or fence, fill out separate application.</i> |

Erosion Control for Single-Family Subdivision Development

Typical Soil Erosion & Sediment Control BMPs for Individual Lots Within a Subdivision Development



| PLAN SYMBOL | PLAN LABEL | DESCRIPTION |
|-------------|------------|------------------------------------|
| | Ds1 | DUST CONTROL |
| | Co | CONSTRUCTION ENTRANCE |
| | Sd1-X | SEDIMENT BARRIER (SILT FENCE-TYPE) |
| | Ds1, Ds2 | TEMPORARY SEEDING |
| | Ds3, Ds4 | PERMANENT SEEDING/SODDING |
| | Di | DIVERSION CHANNEL |
| | Sd4 | TEMPORARY SEDIMENT BASIN |



Example of Current Violations



Example of Current Site with Proper Use of BMPs



Erosion Control Inspection Program

- Our Building Inspectors are now Level 1B certified to conduct E&SC inspections
- All projects must have E&SC measures in place and they must be maintained
- All projects must have a current Notice of Intent (NOI) form for the State General Permit and **the City may ask for a copy of the submitted NOI form**
- **Permanent stabilization will be required prior to issuance of a Certificate of Occupancy**

Why this is important...

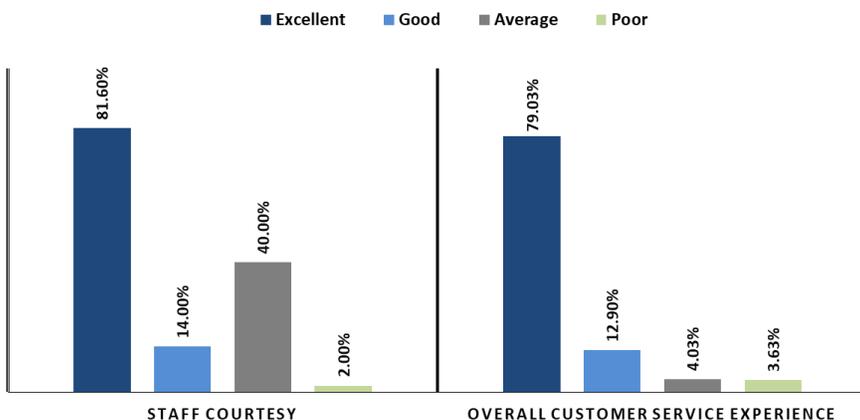
- To protect public health and safety
- To protect the environment
- To help control flooding by minimizing sedimentation in drainage systems and waterways
- To preserve the character of neighborhoods and protect the quality of life for our residents (who are your customers)
- **It's the law!**



Development Services Customer Service Kiosk

Since October 2014, customers visiting Development Services have the opportunity to complete a customer service survey using either the Customer Service iPad Kiosk located in the lobby, or online through a link provided via email after an interaction with the department. Survey questions are separated into five categories: **Staff Courtesy**, **Staff Responsiveness**, **Staff Understood My Needs**, **Staff Explained City Services**, and **Overall Customer Services Experience**. Responses are rated as either Excellent, Good, Average, Poor, or N/A. Since January 2018, a total of **250 surveys** have been completed.

JAN-AUG 2018 CUSTOMER SERVICE RESPONSES



| Survey Participants | Responses | |
|-------------------------|-----------|--------|
| | Count | % |
| Savannah Resident | 149 | 59.60% |
| Savannah Business Owner | 180 | 72.00% |
| Visitor | 12 | 4.80% |