



## **TEXT**

### One Stop Development Shop

I am Rachel VanWart and I am a Technical Services Officer with Growth & Community Development Services for the City of Saint John.

I am part of the City's One Stop Development Shop team -- focused on customer service and facilitating building and development in Saint John.

The team uses an integrated approach to support development by ensuring permits and inspections, community planning, heritage and infrastructure development service areas can be conveniently accessed, all in one place.

Through the One Stop Shop, you can access all information, permits, and approvals required by the City of Saint John to move ahead with your development projects.

We are here to help you with everything from small residential projects, such as building a deck, to more complex undertakings, such as the construction of multi-unit homes or other commercial developments.

The City issues permits and approvals for the development, construction and use of all commercial, industrial, institutional or residential properties and buildings.

Infrastructure Development ensures municipal infrastructure and servicing requirements are in accordance with community and neighborhood plans, strategic direction and policies of the City of Saint John, Provincial regulations and sound engineering standards. This includes approving engineering drawings, municipal servicing plans, drainage systems and utility installations for new developments and service extensions

In 2018, 3,318 standard locates and 315 emergency locates were performed.

In addition, 125 water and sewer inspections and 54 Street Excavation and permits were completed in 2018.

The One-Stop Shop sets service level targets for permits and approvals, so that our customers know when they can expect to receive their permits and better plan their projects.

Typical turnaround times on permits include 5 business days for small residential projects;

10 business days for large residential and small commercial and industrial projects;  
and 20 business days for large multi-unit residential, commercial, and industrial projects.

In 2018, we issued a total of 754 building permits with a valuation of \$84M.

Our building inspectors visit sites based on predetermined schedules set out for each type of project. These inspections are to help ensure your projects are built safely, meeting all of the requirements set out in the National Building Code and other related regulations.

The City of Saint John is proud of its 225 years of rich heritage represented in our people and our architecture.

The One-Stop Shop processes permits for any changes or work done to the exterior of the 620 heritage properties located in our 11 Heritage Conservation areas. In 2018, 88 heritage permits were issued. We also awarded 34 grants and over \$101,000 in grant money.

Our by-law enforcement officers investigate complaints and inspect properties to make sure the standards in our by-laws are met.

Compliance with city by-laws is obtained through education, mediation and, when necessary, through formal enforcement actions.

One focus of the One-Stop Shop Team is on addressing the many vacant and derelict buildings around our city. The objective is to clean up parts of our city to attract new development as well as to keep our citizens safe.

As part of an accelerated program, the One-Stop Shop team is committed to resolving cases a year by working with the property owner to make the necessary repairs to meet building codes or to demolish the building to a specified standard.

In some cases, the City will demolish the building and recover related costs. In 2018, 83 cases were resolved.

The team is also focused on addressing unsightly premises. In 2018, 75 cases were resolved.

Thank you for taking time to find about the One-Stop Development Shop.

To find out more, click on the links below.