



District

Building Division

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Borough of Pottstown Code Department
Review
January 2013

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I. Introduction

Remington, Vernick & Beach Engineers (RV&B) was retained by the Borough of Pottstown to study the current policy and practices of the Borough's Code Department.

This report documents the findings of our study and presents our analysis and recommendations for making improvements moving forward. Our efforts focused identifying means to assist the Borough of Pottstown Code Department in complying with the Pennsylvania Uniform Construction Code (PA UCC) and to become self-sufficient.

The recommendations that we have developed are based on our staff's professional knowledge of best practices for code departments, along with benchmark comparisons of peer municipalities and consideration of Pennsylvania's Uniform Construction Code. In order to facilitate this review, information has been gathered through many different channels, including interviews with the Department staff, a thorough review of the PA UCC, and a review of the Department's policies, forms, practices, processes and fees.

This study was conducted by members of RV&B's staff with extensive knowledge of code practices in Pennsylvania. Our staff includes qualified and experienced professionals in the code profession. These staff members were used to conduct employee interviews, gather documents and prepare informed recommendations for making improvements to Pottstown's Code Department and helping them to attain compliance with the PA UCC. The RV&B staff members performing this study currently hold certifications in all major categories listed in the PA UCC.

Background

The Borough of Pottstown is located along the Schuylkill River in Northwest Montgomery County. The Borough itself was founded in 1752 and today contains a population of 22,377 (2010 Census) and includes an area of 5.2 square miles. Population levels have remained relatively steady over the past 30 years. Although Pottstown is a well-established municipality, its population, infrastructure and buildings are in a never ending cycle of change. Old buildings are torn down, new structures are built. New

businesses renovate existing buildings and proud home owners add decks. The Borough's Code Department is responsible for processing all permit and license applications, investigating reported code violations, property transfer inspections and rental inspections. To meet these needs, the Department is headed by a certified Building Code Official and employs one (1) Zoning Work Leader, three (3) Construction Code Officials (aka Code Enforcement Officers), one (1) Codes Administrative Assistant, as well as two (2) Property Maintenance Inspectors. The Department handles most code related tasks on its own, but is currently using a third party code consultant, RV&B, to perform commercial plan reviews and inspections. While each position will be explored more later on in the report, the general structure of the Department is exhibited by their organization chart:

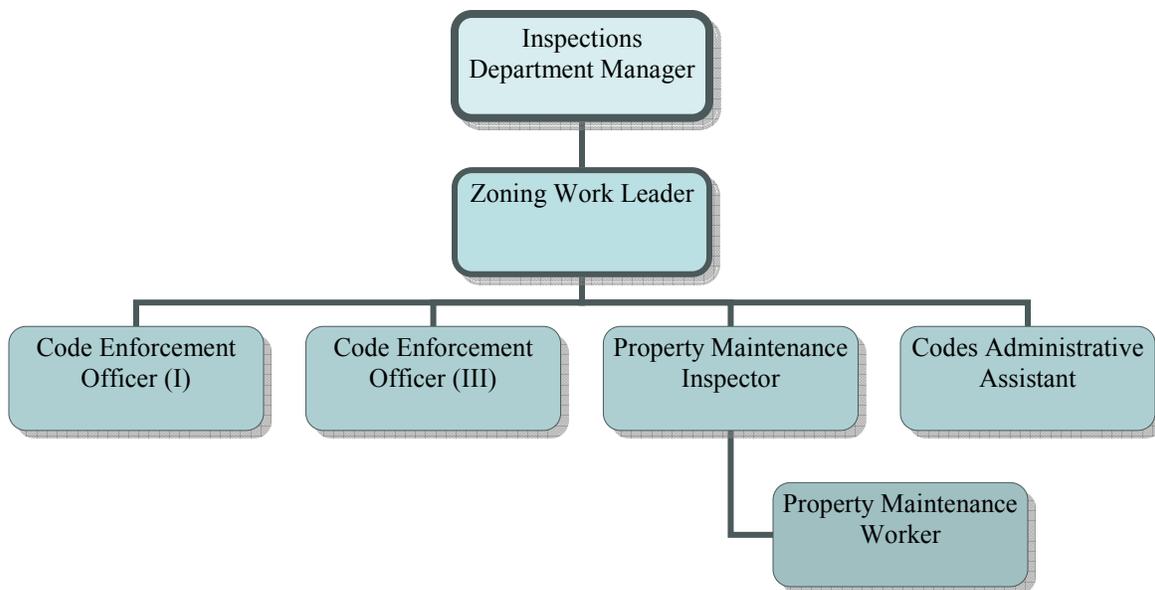


Figure 1: Borough of Pottstown Code Department Organizational Chart

Several of the issues that are discussed in this report were also documented in three (3) separate letters issued by the Pennsylvania Department of Labor and Industry (PA Dept. of L&I), all dated 10/2/2012 (Appendix A). In these letters, the PA Dept. of L&I described several issues relating to the enforcement and administration of the PA UCC within the Borough. These issues include:

1. Plan reviews were performed by Department staff without the correct certifications (PA UCC §401.3).
2. Certificates of Occupancy were issued by the Department without performing the necessary final inspections (PA UCC §403.45).
3. Certificates of Occupancy were issued by the Department without all required information shown (PA UCC §403.46).
4. Construction documents were stamped or notated incorrectly by the Department staff (PA UCC §403.43).
5. Permits were incorrectly issued for alternations to existing residential buildings. The PA UCC does not apply to minor framing changes (i.e. window and door replacement) and the Borough Code did not include any such requirement (PA UCC §403.1).

The Borough of Pottstown has determined that it is both necessary and beneficial to take aggressive steps towards improving their Code Department in order to ensure future compliance with the PA UCC and to better serve the public. In fact, prior to becoming aware of the deficiencies noted in the letters, the Borough had already begun to undertake changes in an attempt to immediately correct past deficiencies. The goal of this study is to provide the Borough with a report that can be the genesis of implementing meaningful improvements to its Code Department and attain compliance with PA UCC requirements.

RV&B has undertaken this study with the goal of providing recommendations, which will support and improve the Code Department. Although this is a comprehensive study that will look at many different aspects of the Department's operation, RV&B has focused specifically on providing recommendations to improve department operations in order to put the department on the path to successful compliance and self-sufficiency.

II. Project Approach

In order to provide a comprehensive study of Pottstown's Code Department, RV&B gathered information about the Department and its operations. These efforts included employee interviews, document gathering, and benchmarking data. By gathering information through different channels, we were able to gain a broader perspective of the Department's current operations and procedures. Also, in many cases, we were able to combine the information gathered from multiple sources to gain improved perspective on a particular issue. Once compilation of this information was finished, our professional staff was able to review the information and identify areas where improvements could be made. After this review, RV&B's staff developed recommendations for making improvements to the Department.

Each of the major information gathering modes used during this study have been briefly described below:

Interviews

RV&B began this project by conducting individual interviews with members of the Code Department. RV&B's own professional staff conducted the interviews over several days in November of 2012. As mentioned previously, our professional staff includes experienced code officials who have worked with many different municipal code departments in the area. Individual interviews were performed with all key personnel, including the Inspections Department Manager, Zoning Work Leader, Construction Code Officials, Property Maintenance Inspectors, and the Code Administrative Assistant. These interviews provided the opportunity for our staff to gather general information on daily operations, perceived problem areas, and to gain insight into potential needs.

Each interviewee was asked a series of identical questions, which enabled our staff to gain a wider perspective on a number of different topics affecting the department. Soliciting the same questions from each employee also allowed our staff to easily

compare and contrast responses from all employees and to identify common themes within the department.

The Department's staff was helpful throughout the interview process and provided valuable information regarding their operations. The interviews were structured to cover a wide range of topics pertaining to the Department, although the discussions often shed light onto additional topics. For instance, when asked if a permanent file was maintained for each property in the Borough, interviewees noted that property files are not currently maintained and, also, that there are issues with the addressing system that need to be resolved. The staff also provided detailed information on daily operations, such as which employees typically fill particular roles and responsibilities. After learning that some employees regularly take on duties that should be another employee's responsibility, our professional staff was able to come up with recommendations focused balancing the workload for the Department's employees.

In addition to discussing specific topics, interviewees were asked a number of open ended questions. These questions prompted employees to bring up challenges they faced and to discuss resources they thought would help them in performing their jobs. Several employees mentioned a need for improved communication tools and for more staffing. As for the challenges facing the Department, the employees again brought up the need for more staffing and also listed a need for communication, competency and consistency. These responses are only a summary of the many topics discussed and answers given, but they are reflective of the value we gained from their insights. Our professionals investigated many of the issues raised during these interviews, and in many cases, developed recommendations to either correct the issues or to take steps in the right direction.

Document Gathering

RV&B gathered a wide range of documents from Pottstown's Code Department. These documents formed the foundation for building a picture of the Department's policies and procedures. Many documents were available for download directly from the Borough's

website (www.pottstown.org/departments-inspections-permits.htm). RV&B received hard copies of the following documents:

1. Human Resource Policy Manual;
2. Code Enforcement Ordinances;
3. Subdivision, Land Development and Zoning Ordinance.

In general, the various permit application forms, checklists, and applications were obtained via download directly from the Borough's website. Each of these documents was reviewed by our code professionals for adequacy and evaluated to determine if improvements could be made. The review consisted of ensuring that all forms adhered to the Uniform Construction Code and the adopted ordinances, that checklists were accurate and clear, and that various departmental procedures were properly and fully documented.

In addition to reviewing these documents for accuracy, RV&B also spent time evaluating whether other document formats could streamline or otherwise simplify code documents (such as applications). While working with many code departments in neighboring municipalities, our professional staff has accumulated valuable knowledge by working with many different formats of permit applications and other forms.

Based on this study, RV&B was able to make recommendations, which will improve many of the Department's documents and will provide a benefit to the Borough as a whole.

Benchmarking

Benchmarking is the practice of comparing a particular organization's procedures and measurable statistics with those of peer organizations. Typically, benchmarking also includes an analysis of the differences between an organization and its peers. The analysis includes identifying the reasons for any deficiencies, in comparison to the peer organizations, and typically investigates possibilities for making improvements.

RV&B generated benchmarking information from several peer municipalities in the Southeast region of Pennsylvania in order to provide valuable information for use during this study and for future comparisons. Many of the peer municipalities exhibit similar characteristics to Pottstown with regard to population, location or character. Because of these similarities, their code departments face many of the same challenges as Pottstown's Code Department during their day-to-day operations.

Pottstown can use benchmarking information to evaluate the efficiency and overall effectiveness of their department. It should be noted that each municipality has unique characteristics and operates slightly different. Because of these differences, benchmarking alone should not be used as the impetus to make staffing or procedural changes. Benchmarking data should be considered in context. For example, some municipalities with significant property maintenance issues may need to budget more for their code department to account for this ongoing responsibility. Another municipality might not have this need and would not need to employ the same number of staff or budget the same amount. Despite these and other differences between code departments, these peer municipalities all adhere to the Pennsylvania Uniform Construction Code and serve as valid points of comparison for this study of Pottstown's Code Department.

III. Code Department Review and Findings

Our review of the Code Department was based on interviews with the staff, a review of all applicable documents, review of the organization of the department, and evaluating its overall efficiency. Based on our review, we have found several deficiencies in multiple areas that must be corrected in order for the department to function in an efficient manner while also providing the required level of customer service inherent with a code department. Our recommendations are based on the issues and deficiencies that we found in the following specific areas:

- Current Codes and Ordinances
- Procedures for Conducting the Various Inspections
- Internal Department Procedures and Policies
- Current Staffing Requirements
- Building Permit Fees
- Notices and Current Permit Forms
- Equipment and Technology

The next section of the report will go into greater depth into these areas. We will identify all areas where deficiencies were found and provide recommendations to correct each noted deficiency. A master summary of all recommendations has been provided in Section VI of this report.

The Code Department is responsible for processing all permit and license applications for the Borough. In addition, the Department also performs inspections of construction activities and any reported code violations. The Department's complete duties and powers are enumerated within Chapter 1, Part 2 of the Borough Code, entitled "Code Enforcement Ordinance of the Borough of Pottstown" and within Chapter 5 of the Borough Code, entitled "Code Enforcement." The Department operations depend on ordinances, procedures, notices and forms, staffing, equipment and fees to meet their daily responsibilities. After gathering information on these components of the Department, we were able to describe the existing state of the Department's operations.

Codes and Ordinances

The Borough of Pottstown has adopted Pennsylvania's statewide building code, the Pennsylvania Uniform Construction Code (PA UCC). The PA UCC includes uniform, modern construction standards developed and maintained by the International Code Council (ICC). By ordinance, the Borough has established provisions for future revisions as they are adopted by the ICC.

The following construction codes are currently in effect:

1. International Building Code (2009 & 2012)
2. International Energy Conservation Code (2009)
3. International Existing Building Code (2009)
4. International Fuel Gas Code (2009)
5. International Mechanical Code (2009)
6. International Performance Code for Buildings and Facilities (2009)
7. International Plumbing Code (2009)
8. International Residential Code (2009)
9. National Electrical Code (2008)
10. ICC/ANSI A117.1 (2003 & 2009)

The following maintenance codes are currently in effect:

1. International Fire Code (2009)
2. International Property Maintenance Code (2009)

Pottstown's Borough Code has been made available to the public through the Borough's website. On the website, the Borough Code has been scanned and divided into several files, which can be downloaded separately in a widely accessible PDF format.

Recommendation #1:

While providing ordinances online in PDF format does improve the accessibility of this information to the public, especially when compared

to maintaining only print versions, there are still great strides to be made. Commonly used code viewing technologies, such as the eCode360 web portal by General Code, allow instant web-based access to codes without downloading files. This type of software provides helpful search capabilities as well as instant access for mobile users, such as code department employees in the field. Currently, there are no available features for searching or navigating through the Borough's ordinances.

Procedures

This section provides the procedures related to each of the process mapped by RV&B. The steps in this section reflect baseline conditions, existing before any recommendations of this study were implemented.

Documenting a process, frequently known as process mapping, has many benefits for a department or any other organization. Process maps provide clear, step-by-step, process descriptions, which can be useful in reducing confusion, establishing clear precedents, and training an organization's staff. Process mapping enables an organization to distinguish how a task is supposed to be accomplished, including the identification of each step along the way and which person or office is responsible for performing each step. Once a process has been mapped, evaluation begins to identify bottlenecks, duplicative actions, unnecessary delays or gaps, etc. Process maps also allow a clear distinction of each staff member's roles and responsibilities within a process.

Pottstown's Code Department does not currently have formal written procedures for completing common departmental tasks. In order to review the Department's current operations, Remington, Vernick & Beach Engineers spent time documenting the current processes used for common tasks associated with the Department and creating process maps. The process maps for Pottstown's Code Department are largely based on information that was gathered through employee interviews and documentation gathering. Also, while the process maps documented in this report represent the current department standard, this standard may not always be adhered to. In fact, because many

of the department's processes are not mapped, it is not surprising to find inconsistencies in how the staff carries out various responsibilities.

Since the initiation of this study, there have been some changes in personnel within the department. In order to accurately document the existing procedures within the Department, these process maps have been developed to represent conditions prior to any changes in staffing levels.

Recommendation #2:

Maintain process maps for all significant procedures used by the Department. Update each process map periodically to reflect any changes in operations.

Permitting/Inspection Processes

Tasks such as issuing building permits, rental permits and investigating complaints constitute a significant portion of the duties administered by Pottstown's Code Department. RV&B has prepared step-by-step process maps for the current departmental practices involved with providing commercial building permits, residential building permits, processing property maintenance complaints and performing rental inspections. The purpose of implementation will be to increase efficiency, increase customer service and create consistency across the department.

Commercial Building Permit

- Step 1: Applicant submits a permit application, along with construction plans and associated paperwork.
- Step 2: Codes Administrative Assistant reviews the permit application, along with the appropriate plans, associated paperwork and permit fee, and verifies that all required information is provided. If the permit application is complete, then the Codes Administrative Assistant accepts the permit application. If the permit application is not complete, then the Codes Administrative Assistant cannot accept the permit applications, and gives

it back to the applicant along with an explanation of what material(s) are missing.

- Step 3: Codes Administrative Assistant enters permit information into the Department's permit software.
- Step 4: Codes Administrative Assistant forwards the permit application to Pottstown's Zoning Department.
- Step 5: The Zoning Department reviews the permit application to ensure that it conforms to the Borough's Zoning Ordinances.
- Step 6: The Zoning Department returns the permit application to the Code Department. Once the Code Department receives the permit application, the Department has thirty (30) business days to review the permit application and either grant or deny a permit per the Pennsylvania Uniform Construction Code (PA UCC).
- Step 7: For all commercial building permits, the Code Department forwards the permit application and plans to the certified plans examiner or third party to perform a review.
- Step 8: Once the certified plans examiner receives the permit application, they review the submission materials and determine if everything is complete. If the certified plans examiner determines that the submission materials are incomplete, then the certified plans examiner issues a letter to the applicant detailing the missing submission items.
- Step 9: Once the certified plans examiner has completed their review, they return the permit application and plans to the Borough for the issuance of the permit.
- Step 10: The Codes Administrative Assistant issues the permits. Once the permits are issued, the Codes Administrative Assistant contacts the applicant to inform them that the permit has been issued and is ready for pickup. The Codes Administrative Assistant also informs the applicant of any remaining permit fees due.
- Step 11: The applicant is responsible for making sure that the permit and the plans are at the project site, as required by the PA UCC.

- Step 12: Separate inspections must be conducted for each category of work. The applicant is responsible for scheduling all inspections per the form that is issued by the Code Department.
- Step 13: If a contractor fails an inspection, then the contractor must correct the outstanding issue(s), then schedule and pass a re-inspection prior to moving forward. The contractor is given two (2) opportunities to pass the inspection for a particular category of work. If the contractor requires additional re-inspections for that category of work, then they must pay a fee established by the Borough.
- Step 14: If the contractor has performed work outside the scope of the approved permit, then the contractor must make a re-submission detailing the revised scope of work.
- Step 15: The Code Department, or a qualified and certified 3rd party, will perform all inspections and will record each inspection in the Department's permit software.
- Step 16: Once all work is completed, the Code Department will perform a final Use & Occupancy Inspection (U&O Inspection). Once approved, all aspects of the permit should be closed out in the Department's permit software.
- Step 17: The Codes Administrative Assistant will prepare the Use & Occupancy paperwork, listing all required items on the Certificate of Occupancy, per the PA UCC, and making copies for the Borough.
- Step 18: The Building Code Official signs the Certificate of Occupancy.
- Step 19: The Codes Administrative Assistant then contacts the Applicant and informs them that the Certificate of Occupancy is ready. The Certificate of Occupancy is either picked up by the Applicant or mailed to the Applicant within 5 days of the final inspection.

Note: If the Borough hires a Construction Code Official on the staff level with certifications to perform commercial plan reviews and inspections, then this procedure should be revised to reflect that this work will be done within the Code Department.

Residential Building Permit

- Step 1: Applicant submits a permit application, along with construction plans and associated paperwork.
- Step 2: Codes Administrative Assistant reviews the permit application, along with the appropriate plans, associated paperwork and permit fee, and verifies that all required information is provided. If the permit application is complete, then the Codes Administrative Assistant accepts the permit application. If the permit application is not complete, then the Codes Administrative Assistant cannot accept the permit applications, and gives it back to the applicant along with an explanation of what material(s) are missing.
- Step 3: Codes Administrative Assistant enters permit information into the Department's permit software.
- Step 4: Codes Administrative Assistant forwards the permit application to Pottstown's Zoning Department.
- Step 5: The Zoning Department reviews the permit application to ensure that it conforms to the Borough's Zoning Ordinances.
- Step 6: The Zoning Department returns the permit application to the Code Department. Once the Code Department receives the permit application, the Department has fifteen (15) business days to review the permit application and either grant or deny a permit per the Pennsylvania Uniform Construction Code (PA UCC). If the plans are signed and sealed by a design professional, then the review time is reduced to five (5) business days, per the PA UCC.
- Step 7: For all residential building permits, the Code Department's Building Inspector reviews the plans.
- Step 8: Once the review has been completed, the Codes Administrative Assistant issues the permits. Once the permits are issued, the Codes Administrative Assistant contacts the applicant to inform them that the permit has been

issued and is ready for pickup. The Codes Administrative Assistant also informs the applicant of any remaining permit fees due.

- Step 9: The applicant is responsible for making sure that the permit and the plans are at the project site, as required by the PA UCC.
- Step 10: Separate inspections must be conducted for each category of work. The applicant is responsible for scheduling all inspections per the form that is issued by the Code Department.
- Step 11: If a contractor fails an inspection, then the contractor must correct the outstanding issue(s), then schedule and pass a re-inspection prior to moving forward. The contractor is given two (2) opportunities to pass the inspection for a particular category of work. If the contractor requires additional re-inspections for that category of work, then they must pay a fee established by the Borough.
- Step 12: If the contractor has performed work outside the scope of the approved permit, then the contractor must make a re-submission detailing the revised scope.
- Step 13: The Code Department will perform all inspections and will record each inspection in the Department's permit software.
- Step 14: Once all work is completed, the Code Department will perform a final Use & Occupancy Inspection (U&O Inspection). Once approved, all aspects of the permit should be closed out in the Department's permit software.
- Step 15: The Codes Administrative Assistant will prepare the Use & Occupancy paperwork, listing all required items on the Certificate of Occupancy, per the PA UCC, and making copies for the Borough.
- Step 16: The Building Code Official signs the Certificate of Occupancy.
- Step 17: The Codes Administrative Assistant then contacts the Applicant and informs them that the Certificate of Occupancy is ready. The Certificate of Occupancy is either picked up by the Applicant or mailed to the Applicant within 5 days of the final inspection.

Property Maintenance Complaint

- Step 1: The Code Administrative Secretary receives a complaint via phone or in person and logs the complaint into the Department's permitting software. The Code Administrative Secretary will not accept anonymous complaints since then there is no one to report the outcome to.
- Step 2: The Code Administrative Secretary then forwards the complaint to the appropriate staff member (Rentals: Charles Weller; Exterior: Donna Czeiner or William Sharon).
- Step 3: The inspector will visit the property and review the complaint.
- Step 4: If the inspector is able to verify the complaint, then the inspector will notify the property owner via a door hanger or a letter. The notification will detail the issue and establish an appropriate time in which the issue must be addressed.
- Step 5: If the complaint is addressed appropriately, then the complaint should be closed via the permitting software. All correspondence will be entered into the permitting software.
- Step 6: If the property owner does not address the complaint sufficiently within the time allotted, then the Code Department will issue a citation to the property owner for non-compliance.
- Step 7: If the property owner does not address the complaint sufficiently, then the Borough's Property Maintenance Workers will be assigned to perform the work and a lien will be placed on the property for the associated costs.
- Step 8: Once the issue has been sufficiently addressed, either by the property owner or by the Borough's staff, the original complainant will be notified of the corrective actions which were taken.

Rental Inspection

- Step 1: The Owner or Agent submits an application for a rental license, along with all appropriate paperwork and fees.

- Step 2: The Code Administrative Secretary then enters the information into the Department's permitting software.
- Step 3: The Code Administrative Secretary then schedules the inspection.
- Step 4: An Inspector visits the property and conducts the rental inspection in accordance with the Borough's Residential Rental Units Checklist.
- Step 5: While at the property, the Inspector also verifies the occupancy listed on the application is accurate.
- Step 6: At the end of the rental inspection, the Owner or Agent must sign the Residential Rental Inspection Report, attesting to the findings. The Inspector will provide the Owner or Agent with a copy of the report.
- Step 7: The Inspector enters the inspection details into the Department's permitting software.
- Step 8: If there are any issues identified through the inspection, then the Owner or Agent must address these issues sufficiently and then contact the Borough for a re-inspection. If no issues are identified, then no re-inspection is necessary.
- Step 9: Once the inspection passes all requirements, then the Inspector will provide all paperwork to the Code Administrative Secretary.
- Step 10: The Code Administrative Secretary will process the rental license. The rental license is to be signed by both the Building Code Official and the Inspector.
- Step 11: The Code Administrative Secretary will mail the rental license to the Owner or Agent.

During the interviews, it was noted that there have been instances where permit applications have been accepted by the Code Department even when applications are only partially completed. As a rule, permit application must be complete in order to be accepted. Incomplete applications should be returned directly to the applicant for resubmission along with all required information and/or materials.

Also, it's important that the Code Department verify the licensure status of the design professional submitting plans for review. According to information given during interviews, it became apparent that this is not being done currently.

Recommendation #3:

Develop two separate comprehensive permit packages for residential and commercial building permits. This package should combine applications for each permit category and should provide easy to follow instructions for applicants to follow. Developing a comprehensive permit package will streamline the permit process, making it easier to navigate for applicants. To assist in this, RV&B has generated sample permit package, based on examples from other municipalities, which may be implemented or modified by the Borough (Appendixes B & C).

Recommendation #4:

Prepare an inspections checklist to be handed out to applicants when they receive their permits. This checklist should describe which inspections are necessary and when the need to be scheduled by the applicant (Appendix D).

Internal Department Procedures and Policies

In addition to procedures used to provide code review and inspection services to the public, the Code Department also has adopted procedures in order to handle internal Department operations. As with the procedures used to provide code review and inspection services, in most instances the procedures used for handling internal departmental responsibilities have not been formally documented. It should be noted that the Borough itself does have an Employee Handbook, but this reference does not provide any department specific policies.

Recommendation #5:

Create a policy handbook for the Code Department. This handbook should include all policies and procedures for handling permitting, inspections, and complaint investigations.

While conducting interviews, RV&B asked all employees to describe current procedures for resolving conflicts, handling complex situations, scheduling, record keeping and a few other topics. Below, several of these topics are discussed along with notable themes derived from employee interviews.

1. Conflict Resolution.

In the event of a conflict between staff members it's important to properly address the situation and to attempt to resolve the conflict. If staff members cannot resolve a dispute by talking through the issue themselves, then they should bring the matter to the attention of the Inspections Department Manager or their designee. The Inspections Department Manager should hear the issues surrounding the conflict or complaint, then offer perspective on the situation and identify any problems that need to be resolved. Providing a clear policy for addressing complaints will help to ensure that complaints are properly addressed and resolved.

Currently, the Department does not have a written policy on this matter. During interviews, employees provided several modes for handling conflict resolution including sitting down with the other person and trying to work through the issues and filing a grievance through the union (there are currently 2 employees who are union members).

2. Complex Situations.

Code departments are asked to deal with a wide range of issues, including unusual circumstances, and must do so professionally and in accordance with the PA

UCC. In the event that a complicated situation arises, where an employee has a question regarding what action to take, it's important to have a clear policy established so that the employee can quickly act to get the necessary support needed to resolve the situation.

Currently, the Department does not have a written policy regarding this matter. However, during interviews, employees gave answers including performing their own research, contacting the Inspections Department Manager or a senior Construction Code Official and consulting with other staff members. Although it is not written, most employees are under the impression that there is an open-door policy and that they can approach the Inspections Department Manager with questions. Several employees stated that if the Inspections Department Manager could not resolve a particular question, then often the question went unanswered.

In the Borough Code, it is established that the Inspections Department Manager, who is also required to hold a Building Code Official certification, is responsible for making all determinations.

In the event that a determination by the Inspections Department Manager is challenged or appealed (by a permit applicant), then the matter is decided by a three (3) member Construction Code Board of Appeals, appointed by the Borough Council. Although established by ordinance, it seems that this Board is not being utilized. Currently, when applicants wish to appeal a decision made by the Building Code Official (i.e. the Inspections Department Manager), they have been seeking out resolution from the Borough Manager. From our investigation, appeals are not being brought before the Codes Board of Appeals.

Recommendation #6:

When an applicant seeks to appeal a decision from the Building Code Official, the Borough should direct applicants to the Construction Code Board of Appeals. This Board has already been established by the Borough Code.

Recommendation #7:

The process for appealing a determination from the Building Code Officer should be explained to applicants. This information could be shared using the Borough's website or by including it within permit application packages.

Recommendation #8:

Within the policy handbook that has been recommended, the Department should establish its formal policies for handling internal disputes, addressing questions, scheduling, filing and properly documenting work.

3. Scheduling.

Whenever a permit application, complaint or inspection request comes to the Department, the first point-of-contact is the Codes Administrative Assistant. This staff member logs information into the code software and distributes the information to the appropriate Construction Code Official or Property Maintenance Inspector. Typically, a number of tasks or inspections will be assigned to a particular staff member at the beginning of each day. Currently there are no records kept pertaining to the actual time needed at each appointment.

4. Record Keeping.

Inspections and other actions are tracked using the Department's current code software. From interviews, it is apparent that one Construction Code Official enters all of the permits into the code software. Other Construction Code Officials and inspectors hand write their reports and have this Construction Code Official do the data entry for them.

There does not appear to be an effective file keeping system in place for each property in the Borough. Currently, records are tied to buildings, which are purged if a building is demolished. The Department does not have the means of

providing information regarding previous permits for a property, only current permits. In addition, the Fire Chief alerted our staff that some properties seem to be listed under multiple addresses.

Recommendation #9:

Each Construction Code Official should be responsible for entering their permit status into the code software. Doing this will enable each Construction Code Official to focus on their own tasks and will help assure the accuracy of information being entered.

On a related note, the Borough is already in the process of updating its code software in the near future. Upon roll out of the new program, all employees should receive training so that they are able to perform the program functions related to their jobs.

This recommendation should be applied to Property Maintenance Inspectors as well.

Recent Procedure Changes

In light of the deficiencies documented in the PA Dept. of L&I's letter, the Borough has already begun taking steps toward improving the Code Department. Recent changes to the Department include:

1. Plan Reviews. The Borough has formally enlisted an outside consulting firm to handle commercial plan reviews. The outside consulting firm uses professional staff that is certified by the PA Dept. of L&I for each discipline.
2. Final Inspections. The Borough has scheduled final inspections for a number of projects in need of electrical inspections.
3. Construction Code Officials. The Borough is taking steps to ensure that Construction Code Officials are only performing plan reviews and inspections for work pertaining to the certifications they hold. As a stop-gap measure, the Borough has retained a third-party code consultant, RV&B, to provide certified

code officials to handle work that is outside the Department staff's current certifications.

4. Residential Non-Structural Alternations. The Borough is currently reviewing the option of adopting a new ordinance, which would otherwise require the permitting and inspection under PA UCC Section 403.102.5i. Until such time, the Borough will review building permit applications for compliance within the PA UCC parameters.
5. New permitting software. Each staff member will enter their own permits to ensure accuracy. Computers with access to the software will be available in code department vehicles for mobile access and permit entry. Each computer will be linked to the internet and will be capable of accessing the Borough's GIS data and codes.

Current Staffing

The Code Department, with its offices based out of Pottstown's Borough Hall, employs nine (9) full-time staff members when all positions are filled. The Department is headed by the Inspections Department Manager and is structured as illustrated in the organizational chart shown below. Due to the technical nature of the work involved and requirements of the PA UCC, the Department's staff includes several certified Construction Code Officials and the Inspections Department Manager is certified as a Building Code Official.

In addition to the staff within the Department, there are other Borough employees who are involved with code work. Pottstown's Fire Chief contributes by serving as commercial mechanical inspector for mechanical permits. The Chief holds certifications for mechanical, fire and accessibility categories. None of the current Construction Code Officials in the Code Department have a mechanical certification. The Borough also has a part-time employee on staff serving as the Fire Marshal. The Fire Marshal reports directly to the Fire Chief, performs life & safety inspections, and is on-call for emergency situations.

In this portion of the study, we took a look at the Department's current staffing and evaluated whether or not the current staffing meets the needs of the Borough.

Inspections Department Manager

The Code Department is lead by the Inspections Department Manager. In addition to managing the department operations and its staff, the Manager is required to serve as the Borough's Building Code Official and is certified by the PA Dept. of L&I. This position serves as the Authority Having Jurisdiction (AHJ) for Pottstown and requires a strong command of the adopted Code, along with the ability to interpret the Code, as may be necessary. The Inspections Department Manager provides final determinations pertaining to the interpretation of the Code, performs supervisory functions for the Department, recommends ordinance changes, interviews and trains staff members and manages the Department's budget.

The current Inspections Department Manager has been in place for approximately 4 years. Due to the managerial and leadership responsibilities incumbent upon the position, the Manager will always be a pivotal part of any policy or staffing changes made to the Department. As the Borough considers the recommendations within this study, it will be necessary for the Inspections Department Manager to be heavily involved in the process of moving the Department forward. In light of our review of the Department, we have identified the following areas of potential growth for the Inspections Department Manager to highlight and promote within the Department.

1. Employee Training. Departmental staff can benefit from additional training. In conjunction with developing an official handbook of written policies and procedures, training can help to ensure that employees are knowledgeable regarding the Department's standards and are able to perform their regular duties in accordance with these standards.
2. Employee Oversight. One of the deficiencies noted by the PA Dept. of L&I was that, in some cases, Code Enforcement Officials were performing reviews and inspections in areas beyond their certifications. Increased oversight of staff

activities, along with knowledge of each employee's certifications, will help the Department to avoid these situations in the future. In addition to matters of certification, employee oversight will also help the Department to better manage staffing resources. Improved communications and code software should facilitate with improved oversight. Improved communications will ensure that the Manager can communicate with employees who are out of the office performing duties in the Borough. The new code software, discussed elsewhere in this report, is a resource that will enable improved reporting features for the Department.

3. **Manager Development.** The daily responsibilities of the Inspection Department Manager range from handling personnel issues, budgeting, and interpreting codes to setting Department policies and attending meetings. With all of these duties constantly vying for the Manager's time and energy, professional development is sometimes a distant concern. In many professions, continued professional development is now an expected, or even mandatory, part of the job. Regular (i.e. annual) training seminars, specifically those pertaining to Management or the Building Code Official position, can assist the Inspections Department Manager by keeping providing current information on new management strategies, state regulations and PA UCC provisions. Even if repetitive information is presented at these seminars, it will still provide a benefit by reinforcing previous training, and thereby improving the Manager's capacity to serve the Borough and to lead the Department.

Recommendation #10:

We recommend that the Inspections Department Manager conduct regular training to inform Department staff on policies and procedures. This training should coincide with our recommendation for the Department to generate a written handbook of policies and procedures. In addition to providing training whenever a policy is established or revised, training should also be provided to new employees and, periodically, to all employees as a refresher course.

Recommendation #11:

Provide additional resources to help the Inspections Department Manager to increase oversight of the Department's staff. This will help the Department to quickly identify and correct issues as they come up and will decrease the chance that issues will continue either unnoticed or unresolved.

Recommendation #12:

We recommend that the Borough continue to provide opportunities for the Inspections Department Manager to attend regular (i.e. annual) professional development seminars to further job knowledge pertaining to management strategies, as well as technical seminars pertaining to administering responsibilities as a Building Code Official. Applicable courses include the Building Code Official Certification Academy, which is held by the Pennsylvania Construction Codes Academy. There are courses tailored towards municipal management, which are offered periodically through the Pennsylvania Municipal League.

Zoning Work Leader

The Zoning Work Leader works directly beneath the Inspections Department Manager performing skilled zoning, land development and codes work. The Zoning Work Leader receives and processes applications and permits, evaluates applications referencing zoning, land development, subdivision and applicable codes, forwards applications to proper boards or other authorities, responds to inquiries, provides guidance regarding ordinances and departmental processes and procedures, and administers written exams for plumbing and electrical trades. The job description for this position also includes leading other employees and performing supervisory tasks.

The current Zoning Work Leader is currently a union employee. However, the specific rights and representation afforded to public employees under the Public Employee Relations Act, are not extended for management level employees. Because of the Zoning Work Leader's management and supervisory role in the Code Department, a person in this position should not be a member of the union. During a review of a recent order put forth by the Pennsylvania Labor Relations Board, Pottstown's Code Department included only one (1) Department Supervisor and two (2) administrative/clerical staff. This inventory suggests that the Zoning Work Leader has been classified as administrative/clerical staff, which does not accurately represent the management and supervisory responsibilities of this position.

Recommendation #13:

The current Zoning Work Leader is a union employee. However, current state statutes do not permit management or supervisory staff to be included in union representation. To eliminate this conflict and continue working in a supervisory position, we recommend that the Zoning Work Leader be removed from union membership.

Administrative Codes Assistant

The Administrative Codes Assistant handles general clerical tasks within the Department. The Administrative Codes Assistant's responsibilities include communications with the public and applicants, data entry, maintaining records, preparing reports and correspondence, accepting permit applications and fees, reviewing submissions for completeness, and receiving complaints from the public and applicants.

Our study found that incorrect or incomplete submissions are occasionally being accepted by the Department. This can lead to difficulties during the review process and establishes an improper precedent for applicants who make frequent submissions.

Recommendation #14:

The Administrative Codes Assistant, along with any other involved employees, needs to receive remedial training on what to look for when accepting permit applications and submissions.

Code Enforcement Officer I

The Borough's Code Enforcement Officers (I), termed Construction Code Officials by the PA UCC, are responsible for performing PA UCC reviews and inspections while using considerable independent judgment to enforce municipal codes and other regulations. Each Construction Code Official is required to obtain certification as a Commercial Building Inspector within one year of hire and must have thorough knowledge of the adopted codes and ordinances. Plan reviews, issuing building permits, performing inspections, preparing reports, and maintaining records are all part of the responsibilities of a Construction Code Official. Typically, there are three (3) positions for Construction Code Officials in the Department, although recently one has left the Department, leaving the position understaffed.

One of the current problems facing the Department is that Construction Code Officials do not hold all of the certifications that are required to perform day to day operations. According to the PA UCC, Construction Code Officials must be certified in a category before they can perform reviews or inspections relating to that category of work. One of the findings of the PA Dept. of L&I was that reviews and inspections were being performed by non-certified staff members. In fact, none of the current Construction Code Officials currently hold the appropriate certifications for performing commercial plan reviews, conducting inspections or for reviewing plans for compliance with energy codes.

Because of the current situation, the Borough has temporarily retained RV&B, as a consultant, to perform all commercial plan reviews. RV&B's staff includes code professionals holding all of the required certifications from the PA Dept. of L&I. Once the Borough's Code Department staff are able to obtain the required certifications, the

Department will then be able to once again review commercial building plans and conduct all inspections themselves.

Another issue seems to be that some Construction Code Officials perform duties that do not require the certifications and qualifications of a Construction Code Official. Persons performing rental inspections are not required by the PA UCC to hold any certification from the PA Dept. of L&I. However, the Code Department is currently using one of its Construction Code Officials to handle rental inspections. By using overqualified personnel to handle these inspections, the Department may be taking resources away from where they are needed and underutilizing qualified staff.

Recommendation #15:

The Borough should hire additional Construction Code Officials. With the recent departure of one employee, the position is presently understaffed. In addition, the current Construction Code Officials do not have the required certifications necessary to enable commercial building plan reviews to be performed in-house. We recommend that the Borough employ a qualified individual who already possesses the required certifications to perform these tasks. After hiring one (1) Construction Code Official, the Borough should monitor the Department's work volume and determine if adding an additional staff member is warranted.

Recommendation #16:

We recommend that the Borough encourage current staff members to aggressively pursue additional certifications. While hiring one (1) fully certified Construction Code Official will enable the Department to perform commercial building plan reviews, the Borough and applicants will be better served if there is more than one person qualified to handle a particular job. As the Department's Construction Code Officials gain additional certifications, the Department will be better able to react to heavy work volumes and complex situations. Incentive programs are an

excellent way to encourage staff to further their knowledge base and their capabilities (i.e. certifications). Although incentive programs can take many forms, common manifestations include modest salary increases (or bonuses) for each additional certification and reimbursement for the cost of (pre-approved) review classes and examination fees upon successfully obtaining a new certification.

Recommendation #17:

Furthermore, we recommend that the Inspections Department Manager meet with each Construction Code Official and develop a written plan for obtaining needed certifications. This plan should be maintained and revised periodically (i.e. annually) to reflect the employee's progress.

Recommendation #18:

The Department should be prepared for situations where the workload will exceed the current staffing availability. Utilizing a part-time third party code consultant is one method to supplement the in-house staff for situations where the workload is greater than that which can be handled by the current staff.

Recommendation #19:

Lastly, Construction Code Officials should be tasked with work requiring PA UCC certifications. It's always good for employees to be flexible and to be able to fill in where needed. However, whenever possible, work meeting the job description of the Construction Code Officials or a Property Maintenance Inspector should be assigned to those persons in those positions. By properly utilizing staff based on their expertise and qualifications, the Department's staff should be able to better meet the challenges that they face on a day-to-day basis.

Code Enforcement Officer III

The Code Enforcement Officer (III) position is an entry level position and involves performing skilled inspection work. This position requires the individual to obtain certification as a Commercial Accessibility Inspector and Plans Examiner within one year of hire and then obtaining certifications as a Residential Building Inspector and a Commercial Building Inspector within 2 and 3 years, respectively. This position includes enforcement of the Borough Code and assisting senior Construction Code Officials with inspections.

This position was vacant and has recently been eliminated from the Department. According to information gathered, the employee who previously held this position was not able to successfully obtain the certifications required by the position's job description. Because of this, the employee was re-assigned to another position (i.e. Property Maintenance Inspector).

Recommendation #20:

We recommend that the Borough reinstate the Code Enforcement Officer (III) position and hire a qualified individual for the job. Filling this position will help to alleviate the work load on the Code Enforcement Officer (I) staff and will strengthen the depth and flexibility of the department.

Property Maintenance Inspector

The Property Maintenance Inspectors are responsible for evaluating properties for compliance with limited sections of the Borough's maintenance codes and the International Property Maintenance Code. Property Maintenance Inspectors do not need any state certifications, but they should be familiar with applicable codes. These inspectors perform visual inspections, document findings, make recommendations to the department staff regarding corrective actions, and communicate with residents,

businesses and Borough staff to address property maintenance issues. Currently, the Department has two (2) employees serving as Property Maintenance Inspectors.

Due to the current volume of work handled by Property Maintenance Inspectors, these staff members have been assisted by the Construction Code Officials. In addition, the Citizen Codes Inspector Program, although not currently in operation, was partially designed to assist in the duties of the Borough's Property Maintenance Inspectors. These indicators suggest that there has been a continued need for more staffing in this position.

Recommendation #21:

The Borough should evaluate the work load of its Property Maintenance Inspectors. If the work load consistently exceeds the capabilities of the current staffing levels, then the Borough should consider adding another Property Maintenance Inspector.

Property Maintenance Workers

The Property Maintenance Workers generally perform property maintenance work to clean up and maintain both private properties and Borough right-of-ways. These workers are part of a “weed and seed” type effort by the Borough to maintain Borough properties which have deteriorated. Workers perform tasks such as mowing, weeding, trash removal, snow removal, etc. Currently, the Department has two (2) employees serving as Property Maintenance Workers.

Citizen Codes Inspector Program

In 2011, the Borough initiated a Citizen Codes Inspector Program to supplement its code enforcements by using volunteers from the Borough. Interested citizens can find an application form on the website of the Code Department. A general description of the program's strategy includes using volunteers (Citizen Codes Inspectors) to perform quality of life inspections and to document any findings so that the Department can perform further investigation. According to the Department, two (2) citizens initially expressed interest when the program was first unveiled and an orientation meeting was

held. However, citizen interest declined and without volunteers the program has not been active.

Using volunteers benefits the Borough by saving valuable Department resources, fostering a spirit community and improving citizen's awareness of the code issues facing the Borough. The Citizen Codes Inspector Program is an innovative program which can assist the Borough in addressing code issues. However, along with these benefits come challenges which may prove problematic. Although volunteers must meet criteria to be accepted into the program, receive training from the Borough, and initially operate only in areas away from their own homes, it's quite possible that there may be confrontations or disputes between residents and the volunteers. In addition, the program requires time and resources from the Code Department in order to organize and operate the program. Any potential code violations identified by the volunteers would still need to be followed up on by a Borough employee before any notice of violation or other enforcement measure is taken.

Recommendation #22:

RV&B's staff understands that it's quite likely that the challenges listed above were considered and accepted during the program's formation. However, we believe that the resources necessary to select, train and operate the Citizen Codes Inspector Program are prohibitive. Without using the program, residents who identify potential code violations are still able to contact the Borough Hall and file a complaint with the Code Department. After consideration, it is our recommendation that the program be discontinued.

Budgeting and Fees

The PA UCC authorizes municipal code departments to establish fees for administration and enforcement and time periods for payment of fees.

From a budgetary perspective, Pottstown budgets significantly less for their Code Department than the mean expenditures of peer municipalities. As the data in Table 1 shows, Pottstown currently spends \$18,652 per 1,000 residents. This figure is significantly beneath the average spending for all of the peers, which is \$34,663. Among the peer municipalities, Plymouth Township spends the most, at \$45,568 per 1,000 residents and the Borough of Phoenixville spends the least, at \$26,440 per 1,000 residents.

Table 1: Comparative Data on Code Enforcement Expenditures

Comparisons	Pottstown	Norristown	Plymouth	Phoenixville	Lansdale
Code Enforcement Division Expenditures (2012)	\$417,824	\$1,157,719	\$753,016	\$434,681	\$535,500
Population (2010)	22,377	34,324	16,525	16,440	16,269
Code Enforcement Expenditures per 1,000 population	\$18,672	\$33,729	\$45,568	\$26,440	\$32,915

Pottstown’s comparatively low budget for their Department may be attributed to a combination of variables such as: lower work volume or staffing levels, or lower overhead costs such as utilities, equipment & technology. However, after reviewing the budgets of peer municipalities, one notable difference is that peer municipalities commonly enlist a consulting firm to augment their department’s capabilities. While this service bears an associated cost, this step ensures that the municipality is operating within the PA UCC to provide certified plan reviewers. In Pottstown’s current situation, the PA Dept. of L&I has noted that the Code Department performed commercial plan reviews without a properly certified staff. To remedy this situation as a stop-gap measure, the Borough retained RV&B to provide certified code officials to conduct commercial plan reviews. In the future, Pottstown may choose to maintain the services of certified code consultants, or may look to hire their own fully certified staff members to perform commercial plan reviews in-house. In either case, enlisting a consultant or hiring new staff members will require additional funding for the Code Department.

Recommendation #23:

Hire a new Construction Code Official on the staff level with the necessary certifications to perform commercial plan reviews and inspections. Incentivize current Construction Code Officials to obtain additional certifications by offering salary increases or bonuses and reimbursement for review courses and examination costs.

Our review found that the Code Department already takes steps to periodically review and update fees, as it becomes necessary. Recently, the Department revised fees regarding new construction for institutional uses, property transfer and Use and Occupancy (U&O) inspections, rental inspections and fire marshal inspections. However, the Department does face a challenge with regard to recouping review costs. Currently, applicants are required to submit a deposit along with their permit application and to pay the balance of the permit fee upon permit issuance. The problem arises when developers submit for permits, the Borough goes through the expense of performing a review and then the applicant rescinds the application without paying the rest of the fee. This issue can be more prevalent in times of economic uncertainty when applicants lose funding for a project. The Department has no recourse for recouping the cost of the review and winds up absorbing the cost themselves.

The Borough does require that applicants post a deposit, in the amount of \$100.00, to be held until the final inspection is completed and the permit is closed out. However, while this deposit does offer a motivation or a reminder to applicants that they must call for final inspections, it does not cover the costs of performing a plan review.

Recommendation #24:

To mitigate the effect of lost revenue, the Borough can increase the initial fee that is required for plan reviews or the Borough can require that all permit fees be paid in full when submitting the application.

Notices and Permit Forms

Property owners and applicants rely heavily on notices and forms to guide them through permitting processes. Improving the clarity of the information on the permit applications and streamlining forms for applicants can significantly improve the Department's customer service through the permitting process. In addition, it's good practice to periodically review forms and documentation for consistency with established standards. With these items in mind, Remington, Vernick & Beach Engineers performed a review of the current permit application forms and checklists used by the Department. Subsequent to this review, RV&B has provided recommendations for improvements to certain forms.

The following permit forms relating to construction activities were reviewed:

1. Electrical Permit Application;
2. Building/Zoning Permit Application;
3. Plumbing Permit Application;
4. Demolition Permit Application;
5. Fire Marshal Permit Application (i.e. Mechanical).

Recommendation #25:

Our review of the Department's permitting forms resulted in several recommendations for making improvements:

- Currently, each category of work has a separate permit application form that an applicant must complete. While this is suitable for applicants performing only small projects, applicants performing more comprehensive work are made to complete numerous permit applications. Combining these permit applications into one application package has been done in some peer municipalities and can streamline the permit process. Ideally, there should be a separate application package developed for commercial and residential applications.

- The current mechanical permit is entitled a “Fire Marshal Permit,” which may lead to some confusion for applicants and may result in applicants mistakenly omitting this application altogether. The Code Department’s website does warn applicants that the Fire Marshal must review certain improvements. We recommend that this permit be renamed “Mechanical Permit.”
- The permit packets should include verbiage explaining various steps in the application process.
- The permit packets should describe which materials are required with submission.
- The permit procedures should be made available to the public to assist in their understanding of the process (See process mapping under this “Permitting/Inspection Process” portion of report).

Subsequent to performing a review of these forms, RV&B has generated a streamlined permit package for both commercial and residential projects (Appendices B & C). We encourage the Borough’s Code Department to review our recommendations and to provide any comments which may further improve the effectiveness of the forms. This permit package is subject to PA UCC requirements.

In addition to application forms relating to construction activities, RV&B also reviewed these additional documents:

1. Residential Rental Inspection Report;
2. Residential Rental Units Checklist;
3. Certificate of Occupancy.

Residential Rental Inspection Forms and Checklist

During RV&B’s review of the current Residential Rental Inspection Form and Checklist, we identified a number of requirements which were listed, but that are not actually required according to the International Property Maintenance Code. These requirements include:

1. Requirement for a three (3) way switch at the top and bottom of stairs leading to habitable rooms;
2. Requirement that all interior gas lines must be marked every six (6) feet with four (4) inch wide yellow markings from point of entry to each appliance using gas;
3. Requirement for oil tank fill pipes to be two (2) inch black iron and vent pipes to be one and one half (1 ½) inch black iron (no copper or PVC allowed);
4. Requirement that emergency shut-off switch for oil heating units must be mounted in stairway and marked in red;
5. Requirement that emergency shut-off switch for gas heating units must be mounted in the immediate area of the heating unit and marked in red;
6. Requirement that sump pumps may not be connected to public sewer line and must be connected to a GFCI type receptacle or a single dedicated receptacle.

If the Borough of Pottstown would like to establish any requirements not in the PA UCC, then they should be adopted by ordinance. If not, then the Residential Rental Inspection Form and Checklist should be revised to omit non-PA UCC requirements.

Recommendation #26:

The Residential Rental Inspection Form and Checklist includes items/requirements which have not been adopted by Ordinance and which are not required per the PA UCC. These requirements should either be adopted to the Borough Code or removed from the form and checklist. Additionally, the both the Residential Rental Inspection Checklist and the Residential Rental Inspection Report form must be revised to ensure that they are consistent. RV&B has provided a sample of a revised Residential Rental Inspection Report form for the Borough's use (Appendix E).

Certificate of Occupancy

The current Certificate of Occupancy does not provide all information required by §403.46 & §403.65 of the PA UCC. One of the issues noted by the PA Dept. of L&I in

their letter was that the dates of final inspections were not being properly noted on Certificates of Occupancy. In some cases, this was reflective that a final inspection had not actually been performed by the Borough. In addition, the certificates should be revised to include a description of the work performed.

Recommendation #27:

In order to ensure compliance with the PA UCC moving forward, the Borough should not issue any Certificates of Occupancy without performing a final inspection and properly notating it on the certificate. To facilitate this, the Borough's Certificate of Occupancy form should be revised to prompt entry of the final inspection date and to include a description of the work performed. RV&B has provided a sample of a revised Certificate of Occupancy form for the Borough's use (Appendix F).

Approved Plans

When an applicant goes through permitting for a typical building project, they receive separate permits for each category of work involved. Along with each permit issued, applicants should receive one (1) set of approved plans, stamped by the Certified Plans Examiner. The plans should be stamped in red on each sheet of the plan set. This will prohibit applicants from making changes to the approved plans and simply retaining a stamped cover sheet. These plans are required to be kept on-site at all times during construction and whenever Construction Code Officials visit the site, they should be checking to make sure that the plans are present.

Equipment and Technology

The Code Department uses a variety of tools in order to perform their daily operations. From the moment a permit is logged into the current code software program, Permit-n-Force by Dallas Data Systems, Inc., to an inspector taking photos in the field using a digital camera, equipment and technology is integral to the way today's code departments

operate. In this section, we review the equipment and tools available to Department staff and provide recommendations for incorporating new tools as necessary.

Communications

The Code Department does provide staff members with a number of tools to perform their duties. The Department's staff is provided with vehicles, cameras, radios and computers. While this equipment addresses most of the major needs facing the department, the quality of communications provided by the radios, which were retired from the Police Department, was unsatisfactory and presented a number of negative impacts on department operations and customer service. The old radio equipment was impacted by radio "dead" zones within the Borough where communications are either impaired or non-existent. This manifested regular instances of employees being "off the grid," where they could not be reached by the Department. Also, when the radios were being used for communications by Department staff, the conversations were open to other listeners, which was inappropriate for instances when sensitive or private situations were being discussed.

In addition, the Borough's staff was not able to communicate quickly with applicants to answer questions or to coordinate meetings and inspections. If a permit applicant needed to contact a Construction Code Official, then they must call the Department's main phone number and leave a message with the Codes Administrative Assistant or the Department's voicemail. However, because of the problems experienced with the old radio system, Construction Code Officials typically only receive messages whenever they happen to stop into the office. This means that sometimes applicant's messages were not reaching Construction Code Officials until the end of the day or even the next morning. When asked what tool would help them perform their jobs better, nearly all of the employees interviewed during this mentioned the need for improved communications equipment.

In response to this need, the Borough has procured a new radio system. At the time of this study, the Borough was in the process of implementing the new radio system. The

new radio system utilizes improved technologies to provide reliable communications throughout the Borough. As a result, many of the issues stemming from the problematic old radio system have now been corrected. Department employees can stay in communication and can send and receive messages to better respond to applicant's needs.

Recommendation #28:

To improve the Department's communications, we recommend that the Borough continue with their implementation of the new radio system.

Website

The Borough's website is an important conduit to the public and to applicants. The Code Department has a webpage that currently provides information, forms and contact information. During this study, we have recommended making a number of changes to various permit applications and procedures. These changes will necessitate making updates to the Department's website. In addition to the changes initiated by this study, there may be other changes and updates needed in the future and it will be important for the Department to be able to quickly and easily update information on its own website. Currently, in order to make any changes to the Code Department's webpage, the Inspections Department Manager must make a request to the Borough Manager, who then passes on the request to a contracted webmaster. This process should be included within a handbook of the Department's policies and procedures.

Recommendation #29:

As mentioned previously, we recommend that the Department develop a handbook of all policies and procedures. This handbook should include information on how the Department's webpage is maintained and the proper procedures to follow for adding or revising the webpage's content.

Code Software

The Code Department currently uses Permit-n-Force code software to enter and track permits applications, inspections and even complaints. The Permit-n-Force software package is used by many municipalities across Pennsylvania and includes many of the functions necessary to meet the Department's needs.

The Borough has recently invested adding a Global Information System (GIS) based software package. This software package, supplied by Carrigan GEO Services, will enable the Code Department to maintain electronic records for each property in the Borough. Employees will need to be trained to enter data into the new system and to access information, when needed. One of the software's significant features is that it will be able to be accessed onsite. The mobile software will be installed on laptops in each staff member's vehicle and will include the capability of accessing data from the internet.

Record Keeping

As mentioned in an earlier discussion regarding the Department's record keeping procedures, the Borough does not maintain electronic or hard copies of records for Borough properties. The new GIS based software that is being implemented will provide a valuable new tool for maintaining records of past complaints, inspections and permits for each individual property. As this new software is brought online, the Borough should also work in conjunction with the U.S. Post Office and Montgomery County to rectify known property addressing issues. Currently, there are instances where a single property is referenced under two (2) separate addresses. An effort should be undertaken whereby these addresses are systematically checked and corrected, as necessary.

Finally, each employee should be trained on the new software package and should be responsible for entering complaint, permit and inspection information into the database. Having each Construction Code Official or Property Maintenance Inspector enter their own information into the system will help reduce the likelihood of information being entered incorrectly.

Recommendation #30:

The Borough should continue with implementation of the new GIS based software package. The Borough should work to eliminate instances where properties have two (2) addresses. Each employee should be trained to use the new software so that an up-to-date GIS system can be realized within a period of 6 to 12 months.

Printers

Along with the new GIS type software being that is being purchase, the Borough is also looking into the possibility of installing mobile printers into Code Department vehicles. Installing mobile printers will enable inspectors to give copies of inspection reports to property owners immediately, saving the inspector time and providing better customer service to the public.

Recommendation #31:

Each Construction Code Official and Property Maintenance Inspector should be equipped with a mobile printer in their vehicle. This will enable inspection reports and notices to be printed immediately and will improve the Department's customer service.

IV. Best Practices Methodology

In this portion of the report, we discuss innovative practices which can benefit the Code department. These techniques and ideas are derived from our experience working in many different municipalities, including peer municipalities.

Pre-Application Meetings

The Code Department can help reduce the number of incorrect and incomplete permit applications by holding office hours or hosting public Pre-Application Meetings for potential permit applicants. Currently, when applicants have questions, they are often only able to speak with the Codes Administrative Assistant over the phone and can't always get answers they need. Similarly, although the website lists hours for dropping off applications, applicants still have no assurance that somebody will be at the office to get them an answer they need. Listing specific office hours for a knowledgeable Construction Code Official could be a valuable aid in improving the Department's customer service. Taking the Department's commitment to public service another step further, Pre-Application Meetings can allow potential permit applicants a chance to come in, meet with members of the Department's staff, and learn about the various permit processes that are in place. Pre-Application Meetings can help clarify the public's misconceptions about permitting requirements and can provide information that will make the process easier for applicants. Depending on demand, these meetings could be held on a regularly scheduled basis. The Department could post meeting locations, dates and times on its website.

Recommendation #32:

We recommend that the Department establish official office hours when applicants can come in and meet with a Construction Code Official. Information regarding these office hours should be featured on the Department's website.

Recommendation #33:

We recommend that the Department develop and host public Pre-Application Meetings. Information regarding these meetings should be featured on the Department's website.

Scheduling

From our study, there were indications that the Code Department is understaffed. Still, even with these low staff levels, the Department did not have an effective means of tracking workloads and providing oversight of employee's daily activities. The Inspections Department Manager and other supervisory staff need to be aware of each employee's daily work loads. Using this information, the Inspections Department Manager can adjust the volume of work assigned to employees to ensure that workers are not overloaded or underutilized.

There is also no accountability of time for staff. The secretary schedules inspections for the day. Then, staff members leave on their assignments and don't come back until the end of the day. Although staff members are issued radios, this technology is prone to dead spots within the Borough. In addition to improving communication and client interaction, better communication technology would enable better employee accountability.

Recommendation #34:

RV&B recommends that the Department institutes a daily log or time sheet for each inspector. Inspectors will be required to document which permits or inspections they worked on and for how long. This type of information tracking can also lead to a better understanding of the time requirements and resources needed to accomplish departmental duties.

List of Required Inspections

The Department should develop a list of all inspections required during a project's construction. Whenever a permit is issued to the applicant, the permit should be accompanied by this list so that applicant has a clear understanding of their obligations.

This document should include information regarding what inspections are required, when the inspections should be scheduled, how much notice must be given and how to schedule an inspection. Ideally, this document would be a single page and would include information for each inspection category. When a permit is issued, the Department would mark which of the inspections were actually required. The list would be required to be on-site and signed off on after an inspection is successfully passed.

Recommendation #35:

We recommend that the Department generate a list of required inspections to be handed out along with each permit that is issued. The list will identify which specific inspections are required for the project and will inform the applicant of when the inspections must be performed. RV&B has provided a sample of an Inspections Required checklist for the Borough's use (Appendix D).

Department Performance Metrics

The Code Department maintains statistics on the volume of work it handles each year. Table 1 presents information regarding the Department's work load from recent years. Most notably, the data reflects that while demand for some code actions remains relatively stable, other actions have significant variation. Code departments are commonly faced with meeting the challenges of work volumes that can fluctuate from year-to-year, depending on the level of construction activity. Tracking work volumes over longer periods may reveal trends in activity. These trends can be useful in department planning and in determining if it's the right time to adjust staff levels or invest in new technologies.

Type of Action	2010	2011
Building	866	637
Demolition	14	5
Plumbing	205	140
Sidewlk/Curb	48	44
Signs	47	45
Property Transfer	302	349
Rental Inspections	734	1607
Zoning Hearings or Conditional Use	9	9
Fire Marshall Permits	189	224

Table 1: Code Department Actions

Recommendation #36:

The Department should continue to track its volume of work. Upon implementation of the new GIS code software, the Department should evaluate the availability of additional statistical tracking capabilities within the software. As mentioned above, monitoring trends in activity can aid the Department in planning for the future.

Temporary Certificates of Occupancy

The Code Department has the authority under the PA UCC to issue a Temporary Certificates of Occupancy (TCO) for a portion of a building before the completion of all work covered by the permit is completed, as long as that portion of the building may be occupied safely. A temporary certificate is valid for a time period to be established by the Building Code Official.

However, we recommend that the Department avoid issuing TCO's in nearly all circumstances. TCO's can create difficult circumstances when a building becomes occupied and outstanding construction items fall behind schedule. If a TCO is about to

expire, then the Department may feel some pressure to keep extending the TCO to accommodate building occupants. Once a TCO has expired, the Borough has to go through legal processes, including getting an administrative warrant, to remove the occupants from the building. Forcing permit applicants to address all issues, pass a final inspection and receive an actual Certificates of Occupancy eliminates the potential for these difficulties.

Recommendation #37:

Within the policy handbook that has been recommended, the Department should establish a clear set of criteria governing the issuance of a Temporary Certificate of Occupancy. Generating a formal policy for considering TCO's will improve the Department's consistency and will establish a clear standard for applicants.

V. Conclusions

The Borough of Pottstown initiated this study with the goal of making meaningful improvements to its Code Department operations and better serving the public. The Borough was faced with correcting certain deficiencies in the Department as well as addressing the concerns of the Pennsylvania Department of Labor and Industry. This study has identified a number of important recommendations for ensuring that the Department remains in compliance with the PA UCC.

This report provides recommendations to document and improve Departmental procedures, and to correct the way daily operations are carried out. Significant issues regarding current staff and staffing levels were discussed. At the same time, the study also investigates the potential for making small changes, like improving communications, providing additional training and accounting for employee's daily activities. Significant efforts were undertaken to review the Borough's current permit application forms and to provide examples of streamlined forms to improve the Department's service to applicants.

As they are implemented, the recommendations put forward in this study will help the Borough to reach its goals of improving its Code Department. RV&B spent a significant amount of time with the Borough's staff, learning about the current operations and listening to concerns and ideas born of their experience. We sincerely appreciated this opportunity to work with the Borough and are confident that the department will be able to make the needed changes and meet the future needs of the Borough.

VI. Recommendations

For ease of reference, a comprehensive listing of each recommendation within this study has been provided below:

Recommendation #1:

While providing ordinances online in PDF format does improve the accessibility of this information to the public, especially when compared to maintaining only print versions, there are still great strides to be made. Commonly used code viewing technologies, such as the eCode360 web portal by General Code, allow instant web-based access to codes without downloading files. This type of software provides helpful search capabilities as well as instant access for mobile users, such as code department employees in the field. Currently, there are no available features for searching or navigating through the Borough's ordinances.

Recommendation #2:

Maintain process maps for all significant procedures used by the Department. Update each process map periodically to reflect any changes in operations.

Recommendation #3:

Develop two separate comprehensive permit packages for residential and commercial building permits. This package should combine applications for each permit category and should provide easy to follow instructions for applicants to follow. Developing a comprehensive permit package will streamline the permit process, making it easier to navigate for applicants. To assist in this, RV&B has generated sample permit package, based on examples from other municipalities, which may be implemented or modified by the Borough (Appendixes B & C).

Recommendation #4:

Prepare an inspections checklist to be handed out to applicants when they receive their permits. This checklist should describe which inspections are necessary and when the need to be scheduled by the applicant (Appendix D).

Recommendation #5:

Create a policy handbook for the Code Department. This handbook should include all policies and procedures for handling permitting, inspections, and complaint investigations.

Recommendation #6:

When an applicant seeks to appeal a decision from the Building Code Official, the Borough should direct applicants to the Construction Code Board of Appeals. This Board has already been established by the Borough Code.

Recommendation #7:

The process for appealing a determination from the Building Code Officer should be explained to applicants. This information could be shared using the Borough's website or by including it within permit application packages.

Recommendation #8:

Within the policy handbook that has been recommended, the Department should establish its formal policies for handling internal disputes, addressing questions, scheduling, filing and properly documenting work.

Recommendation #9:

Each Construction Code Official should be responsible for entering their permit status into the code software. Doing this will enable each Construction Code Official to focus on their own tasks and will help assure the accuracy of information being entered.

On a related note, the Borough is already in the process of updating its code software in the near future. Upon roll out of the new program, all employees should receive training so that they are able to perform the program functions related to their jobs.

This recommendation should be applied to Property Maintenance Inspectors as well.

Recommendation #10:

We recommend that the Inspections Department Manager conduct regular training to inform Department staff on policies and procedures. This training should coincide with our recommendation for the Department to generate a written handbook of policies and procedures. In addition to providing training whenever a policy is established or revised, training should also be provided to new employees and, periodically, to all employees as a refresher course.

Recommendation #11:

Provide additional resources to help the Inspections Department Manager to increase oversight of the Department staff. This will help the Department to quickly identify and correct issues as they come up and will decrease the chance that issues will continue either unnoticed or unresolved.

Recommendation #12:

We recommend that the Borough continue to provide opportunities for the Inspections Department Manager to attend regular (i.e annual) professional development seminars to further job knowledge pertaining to management strategies, as well as technical seminars pertaining to administering responsibilities as a Building Code Official. Applicable courses include the Building Code Official Certification Academy, which is held by the Pennsylvania Construction Codes Academy. There are courses tailored towards municipal management, which are offered periodically through the Pennsylvania Municipal League.

Recommendation #13:

The current Zoning Work Leader is a union employee. However, current state statutes do not permit management or supervisory staff to be included in union representation. To

eliminate this conflict and continue working in a supervisory position, we recommend that the Zoning Work Leader be removed from union membership.

Recommendation #14:

The Administrative Codes Assistant, along with any other involved employees, needs to receive remedial training on what to look for when accepting permit applications and submissions.

Recommendation #15:

The Borough should hire additional Construction Code Officials. With the recent departure of one employee, the position is presently understaffed. In addition, the current Construction Code Officials do not have the required certifications necessary to enable commercial building plan reviews to be performed in-house. We recommend that the Borough employ a qualified individual who already possesses the required certifications to perform these tasks. After hiring one (1) Construction Code Official, the Borough should monitor the Department's work volume and determine if adding an additional staff member is warranted.

Recommendation #16:

We recommend that the Borough encourage current staff members to aggressively pursue additional certifications. While hiring one (1) fully certified Construction Code Official will enable the Department to perform commercial building plan reviews, the Borough and applicants will be better served if there is more than one person qualified to handle a particular job. As the Department's Construction Code Officials gain additional certifications, the Department will be better able to react to heavy work volumes and complex situations. Incentive programs are an excellent way to encourage staff to further their knowledge base and their capabilities (i.e. certifications). Although incentive programs can take many forms, common manifestations include modest salary increases (or bonuses) for each additional certification and reimbursement for the cost of (pre-approved) review classes and examination fees upon successfully obtaining a new certification.

Recommendation #17:

Furthermore, we recommend that the Inspections Department Manager meet with each Construction Code Official and develop a written plan for obtaining needed certifications. This plan should be maintained and revised periodically (i.e. annually) to reflect the employee's progress.

Recommendation #18:

The Department should be prepared for situations where the workload will exceed the current staffing availability. Utilizing a part-time third party code consultant is one method to supplement the in-house staff for situations where the workload is greater than that which can be handled by the current staff.

Recommendation #19:

Lastly, Construction Code Officials should be tasked with work requiring PA UCC certifications. It's always good for employees to be flexible and to be able to fill in where needed. However, whenever possible, work meeting the job description of the Construction Code Officials or a Property Maintenance Inspector should be assigned to those persons in those positions. By properly utilizing staff based on their expertise and qualifications, the Department's staff should be able to better meet the challenges that they face on a day-to-day basis.

Recommendation #20:

We recommend that the Borough bring back the Code Enforcement Office (III) position and hire a qualified individual for the job. Filling this position will help to alleviate the work load on the Code Enforcement Officer (I) staff and will strengthen the depth and flexibility of the department.

Recommendation #21:

The Borough should evaluate the work load of its Property Maintenance Inspectors. If the work load consistently exceeds the capabilities of the current staffing levels, then the Borough should consider adding another Property Maintenance Inspector.

Recommendation #22:

RV&B's staff understands that it's quite likely that the challenges listed above were considered and accepted during the program's formation. However, we believe that the resources necessary to select, train and operate the Citizen Codes Inspector Program are prohibitive. Without using the program, residents who identify potential code violations are still able to contact the Borough Hall and file a complaint with the Code Department. After consideration, it is our recommendation that the program be discontinued.

Recommendation #23:

Hire a new Construction Code Official on the staff level with the necessary certifications to perform commercial plan reviews and inspections. Incentivize current Construction Code Officials to obtain additional certifications by offering salary increases or bonuses and reimbursement for review courses and examination costs.

Recommendation #24:

To mitigate the effect of lost revenue, the Borough can increase the initial fee that is required for plan reviews or the Borough can require that all permit fees be paid in full when submitting the application.

Recommendation #25:

Our review of the Department's permitting forms resulted in several recommendations for making improvements:

- Currently, each category of work has a separate permit application form that an applicant must complete. While this is suitable for applicants performing only small projects, applicants performing more comprehensive work are made to complete

numerous permit applications. Combining these permit applications into one application package has been done in some peer municipalities and can streamline the permit process. Ideally, there should be a separate application package developed for commercial and residential applications.

- The current mechanical permit is entitled a “Fire Marshal Permit,” which may lead to some confusion for applicants and may result in applicants mistakenly omitting this application altogether. The Code Department’s website does warn applicants that the Fire Marshal must review certain improvements. We recommend that this permit be renamed “Mechanical Permit.”
- The permit packets should include verbiage explaining various steps in the application process.
- The permit packets should describe which materials are required with submission.
- The permit procedures should be made available to the public to assist in their understanding of the process (See process mapping under this “Permitting/Inspection Process” portion of report).

Recommendation #26:

The Residential Rental Inspection Form and Checklist includes items/requirements which have not been adopted by Ordinance and which are not required per the PA UCC. These requirements should either be adopted to the Borough Code or removed from the form and checklist. Additionally, the both the Residential Rental Inspection Checklist and the Residential Rental Inspection Report form must be revised to ensure that they are consistent. RV&B has provided a sample of a revised Residential Rental Inspection Report form for the Borough’s use (Appendix E).

Recommendation #27:

In order to ensure compliance with the PA UCC moving forward, the Borough should not issue any Certificates of Occupancy without performing a final inspection and properly notating it on the certificate. To facilitate this, the Borough’s Certificate of Occupancy form should be revised to prompt entry of the final inspection date and to include a description of the work performed. RV&B has provided a sample of a revised Certificate of Occupancy form for the Borough’s use (Appendix F).

Recommendation #28:

To improve the Department’s communications, we recommend that the Borough continue with their implementation of the new radio system.

Recommendation #29:

As mentioned previously, we recommend that the Department develop a handbook of all policies and procedures. This handbook should include information on how the Department’s webpage is maintained and the proper procedures to follow for adding or revising the webpage’s content.

Recommendation #30:

The Borough should continue with implementation of the new GIS based software package. The Borough should work to eliminate instances where properties have two (2)

addresses. Each employee should be trained to use the new software so that an up-to-date GIS system can be realized within a period of 6 to 12 months.

Recommendation #31:

Each Construction Code Official and Property Maintenance Inspector should be equipped with a mobile printer in their vehicle. This will enable inspection reports and notices to be printed immediately and will improve the Department's customer service.

Recommendation #32:

We recommend that the Department establish official office hours when applicants can come in and meet with a Construction Code Official. Information regarding these office hours should be featured on the Department's website.

Recommendation #33:

We recommend that the Department develop and host public Pre-Application Meetings. Information regarding these meetings should be featured on the Department's website.

Recommendation #34:

RV&B recommends that the Department institutes a daily log or time sheet for each inspector. Inspectors will be required to document which permits or inspections they worked on and for how long. This type of information tracking can also lead to a better understanding of the time requirements and resources needed to accomplish departmental duties.

Recommendation #35:

We recommend that the Department generate a list of required inspections to be handed out along with each permit that is issued. The list will identify which specific inspections are required for the project and will inform the applicant of when the inspections must be performed. RV&B has provided a sample of an Inspections Required checklist for the Borough's use (Appendix D).

Recommendation #36:

The Department should continue to track its volume of work. Upon implementation of the new GIS code software, the Department should evaluate the availability of additional statistical tracking capabilities within the software. As mentioned above, monitoring trends in activity can aid the Department in planning for the future.

Recommendation #37:

Within the policy handbook that has been recommended, the Department should establish a clear set of criteria governing the issuance of a Temporary Certificate of Occupancy. Generating a formal policy for considering TCO's will improve the Department's consistency and will establish a clear standard for applicants.

VII. Appendices

**Appendix A: Letters from PA Department of Labor &
Industry**



pennsylvania

DEPARTMENT OF LABOR & INDUSTRY

BUREAU OF OCCUPATIONAL & INDUSTRIAL SAFETY

Certification #004081
10/02/12 UCH

Ms. Maria Gerber
BCO Pottstown Borough
100 East High Street
Pottstown, PA 19464

Re: Complaint Investigation

Radio Shack
233 Shoemaker Road

Great Clips
233 Shoemaker Road

Pottstown Hospital Ste 100
(Hyperbaris Suite Ctr)
1600 High Street

Salvation Army
137 King Street

Residential Building
26 East Second Street

Residential Building
305 Diamond Street

Residential Building
55 West Fourth Street

Residential Building
413 Walnut Street

Dear Ms. Gerber:

Under authority of Section 105(a) of the Pennsylvania Construction Code Act (P.L. 491, 35 P.S. §7210.101 et. seq.) and in accordance with Section 403.104 of the Uniform Construction Code (UCC), the Department performed an investigation of a complaint received on July 29, 2011 concerning the enforcement and administration of the UCC regarding the above-referenced properties located in Pottstown Borough, Montgomery County.

The following issues were found regarding the enforcement and administration of the Uniform Construction Code:

Finding No. 1: On January 14, 2011, you allowed Mr. Jeff Neiman to conduct a plan review for the Radio Shack located at 233 Shoemaker Road, Pottstown. With the exception of accessibility, Mr. Neiman does not hold the proper commercial certifications to conduct plan review.

Finding No. 2: On September 10, 2008, you allowed Mr. Richard R. Stuber, an employee of Pottstown Borough, to conduct a plan review for the Pottstown Hospital Suite (Hyperbaris Suite Center) located at 1600 High Street, Pottstown. Mr. Stuber does not hold any UCC plan review certifications and his residential building inspector certification expired on April 23, 2012.

Department of Labor & Industry | BOIS UCC Inspection Division | 651 Boas Street, Room 1624
Harrisburg, PA 17121
717.787.1291 | Fax 717.346.1233
www.dli.state.pa.us

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Equal Opportunity Employer/Program*

§401.3. Certification required.

(a) A person may not perform a plan review of construction documents, inspect construction or equipment, or administer and enforce the Uniform Construction Code without being currently certified or registered by the Department in the category applicable to the work that is to be performed.

Finding No. 3: On April 7, 2011, a certificate of occupancy was issued for the Radio Shack located at 233 Shoemaker Road, Pottstown. There are no records indicating that an energy or electrical inspection was conducted. There was no final inspection date on the occupancy permit.

Finding No. 4: On July 5, 2011, a certificate of occupancy for the Great Clips Fit-out located at 233 Shoemaker Road, Pottstown was issued. There are no records of a plan review being conducted. Also, there are no records that an energy or electrical inspection was conducted.

Finding No. 5: A certificate of occupancy was issued for the Pottstown Hospital Suite project and there are no records that indicate an energy or electrical inspection was conducted. There was no final inspection date on the occupancy permit.

§403.45. Inspections.

(e) A construction code official shall conduct a final inspection of the completed construction work and file a final inspection report, which indicates that all of the following areas met Uniform Construction Code requirements after a final inspection of the completed construction work:

- (1) General building under § 401.7(6) (relating to certification category specification for building inspector).
- (2) Electrical under § 401.7(7).
- (3) Plumbing under § 401.7(9).
- (4) Accessibility under § 401.7(11).
- (5) Fire protection under § 401.7(6).
- (6) Mechanical under § 401.7(8).
- (7) Energy conservation under § 401.7(10)

§403.46. Certificate of occupancy.

(b) A building code official shall issue a certificate of occupancy within 5 business days after receipt of a final inspection report that indicates compliance with the Uniform Construction Code. The certificate of occupancy shall contain the following information:

- (1) The permit number and address of the building, structure, or facility.
- (2) The permit holder's name and address.
- (3) A description of the portion of the building, structure, or facility covered by the occupancy permit.
- (4) The name of the building code official who issued the occupancy permit.

- (5) The applicable construction code edition applicable to the occupancy permit.
- (6) The use and occupancy classification under Chapter 3 (Use and Occupancy Classification) of the "International Building Code," when designated.
- (7) The type of construction defined in Chapter 6 (Types of Construction) of the "International Building Code," when designated.
- (8) Special stipulations and conditions relating to the permit and board of appeals' decisions and variances for accessibility requirements granted by the Secretary.
- (9) The date of the final inspection.**

§403.85. Release, retention, and sharing of commercial construction records.

(a) A building code official shall keep records of all applications received, permits issued, reviewed building plans and specifications, certificates issued, fees collected, reports of inspections, notices and orders issued for all commercial buildings and structures under the Uniform Construction Code. A building code official shall retain these records as long as the related building, structure, or equipment remains in existence.

Finding No. 6: A certificate of occupancy was issued for the Salvation Army located at 137 King Street, Pottstown. Only the first page of the multiple page plan approval has a stamp or notation indicating that the plans were reviewed and approved for UCC compliance. There was no record that an energy or electrical inspection was conducted. There was no final inspection date on the occupancy permit.

§403.43. Grant, denial and effect of permits.

(c) A building code official shall stamp or place a notation on each page of the set of reviewed construction documents that the documents were reviewed and approved for Uniform Construction Code compliance before the permit is issued. The building code official shall clearly mark any required nondesign changes on the construction documents. The building code official shall return a set of the construction documents with this notation and any required changes to the applicant. The permit holder shall keep a copy of the construction documents at the work site open to inspection by the construction code official or an authorized representative.

Finding No. 7: On June 10, 2010, you issued permits for alterations to an existing residential building located at 55 West Fourth Street, Pottstown which did not involve structural changes or changes to the means of egress.

Finding No. 8: On August 17, 2011, you issued permits for alterations to an existing residential building located at 413 Walnut Street, Pottstown which did not involve structural changes or changes to the means of egress.

During the course of our investigation we were unable to obtain a local ordinance requiring permits for this type of work.

§403.1. Scope.

(b) Exclusions and exemptions.

The Uniform Construction Code does not apply to:

- (8) Alterations to residential buildings which do not make structural changes or changes to means of egress, except as required by ordinances in effect under sections 303(b)(1) or 503 of the act (35 P. S. § § 7210.303(b)(1) and 7210.503). Under this subsection, a structural change does not include a minor framing change needed to replace existing windows or doors.
- (9) Repairs to residential buildings, except as required by ordinances in effect under sections 303(b)(1) and 503 of the act.

As the designated BCO for Pottstown Borough your responsibilities include the management of building code enforcement activities, issuing of occupancy permits, retention of records, and the supervision of building inspectors or plan examiners. This includes ensuring all individuals working under your supervision hold the proper certifications required to perform inspections or plan review in each discipline.

Please consider this letter to be a formal warning that will be placed in your certification file. In addition the Department may take any of the actions outlined in Section 403.104(c) of the UCC for violations of the Pennsylvania Construction Code Act or to obtain compliance. Should you have any questions regarding this report, please do not hesitate to contact my office at (717) 787-1291.

Sincerely,


Ron F. Englar, BCO
UCC Field Operations Manager

cc: File
Inspection Supervisor F. Force (132)
Complainant
S. Toroney, Council President Pottstown Borough
Certification File #004081



pennsylvania

DEPARTMENT OF LABOR & INDUSTRY

BUREAU OF OCCUPATIONAL & INDUSTRIAL SAFETY

Certification #004087
10/02/12 UCH

Mr. Jeffrey T. Neiman
312 Penns Lane
Douglassville, PA 19518

Re: Complaint Investigation
Radio Shack
233 Shoemaker Road
Pottstown, PA

Dear Mr. Neiman:

Under authority of Section 105(a) of the Pennsylvania Construction Code Act (P.L. 491, 35 P.S. §7210.101 et. seq.) and in accordance with Section 403.104 of the Uniform Construction Code (UCC), the Department performed an investigation of a complaint received on July 29, 2011 concerning the enforcement and administration of the UCC regarding the above-referenced property located in Pottstown Borough, Montgomery County.

Our investigation revealed that on January 14, 2011 you conducted a plan review for the Radio Shack located at 233 Shoemaker Road, Pottstown. With the exception of the accessibility, you do not hold the proper commercial certifications to conduct plan review.

§401.3. Certification required.

(a) A person may not perform a plan review of construction documents, inspect construction or equipment, or administer and enforce the Uniform Construction Code without being currently certified or registered by the Department in the category applicable to the work that is to be performed.

Please consider this letter to be a warning that will be placed in your certification file. In addition the Department may take any of the actions outlined in Section 403.104(c) of the UCC for violations of the Pennsylvania Construction Code Act or to obtain compliance. Should you have any questions regarding this report, please do not hesitate to contact my office at (717) 787-1291.

Sincerely,

Ron F. Englar, BCO
UCC Field Operations Manager

cc: File
Inspection Supervisor F. Force (132)
Complainant
S. Toroney, Council President, Pottstown Borough
M. Gerber, BCO Pottstown

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pennsylvania

DEPARTMENT OF LABOR & INDUSTRY

BUREAU OF OCCUPATIONAL & INDUSTRIAL SAFETY

Certification #004664
10/02/12 UCH

Mr. Richard R. Stuber
16 Highview Lane
Mertztown, PA 19539

Re: Complaint Investigation
Pottstown Hospital Ste 100
Hyperbaris Suite Ctr
1600 High Street
Pottstown, PA

Dear Mr. Stuber:

Under authority of Section 105(a) of the Pennsylvania Construction Code Act (P.L. 491, 35 P.S. §7210.101 et. seq.) and in accordance with Section 403.104 of the Uniform Construction Code (UCC), the Department performed an investigation of a complaint received on July 29, 2011 concerning the enforcement and administration of the UCC regarding the above-referenced property located in Pottstown Borough, Montgomery County.

Our investigation revealed that on September 10, 2008 you conducted a plan review for the Pottstown Hospital Suite (Hyperbaris Suite Center) located at 1600 High Street, Pottstown. You do not hold the proper commercial certifications to conduct plan review and your residential building inspector certification expired on April 23, 2012.

§401.3. Certification required.

(a) A person may not perform a plan review of construction documents, inspect construction or equipment, or administer and enforce the Uniform Construction Code without being currently certified or registered by the Department in the category applicable to the work that is to be performed.

Please consider this letter to be a warning that will be placed in your certification file. In addition the Department may take any of the actions outlined in Section 403.104(c) of the UCC for violations of the Pennsylvania Construction Code Act or to obtain compliance. Should you have any questions regarding this report, please do not hesitate to contact my office at (717) 787-1291.

Sincerely,

Ron F. Englar, BCO
UCC Field Operations Manager

cc: File
Inspection Supervisor F. Force (132)
Complainant
S. Toroney, Council President, Pottstown Borough
M. Gerber, BCO Pottstown

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Appendix B: Residential Building Permit Procedures and Requirements



Borough of Pottstown
100 E. High Street
Pottstown, PA 19464-9525
Phone: 610-970-6520
www.pottstown.org/

RESIDENTIAL BUILDING PERMIT PROCEDURES & REQUIREMENTS

WHAT TYPE OF STRUCTURES REQUIRE A BUILDING/CONSTRUCTION PERMIT?

- Accessory buildings over 1000 sq. ft.
- New residential homes or dwellings
- All decks
- Above-ground pools over two (2) feet deep and all in-ground pools
- Hot Tub
- Interior and Exterior changes including a finished basement or attic to a home or other structure, which includes any type of an addition and electrical, plumbing or mechanical work
- Garages, Carports and Sunrooms
- Patio enclosures sun rooms or patio roofs
- Demolition of all types of structures
- Indoor Sprinkler system for a home
- Replacement windows if the windows are larger than the existing openings
- Removal or placement of underground storage tanks
- Any other temporary structure as required by the Borough

WHAT OTHER PERMITS ARE REQUIRED WHEN SECURING A BUILDING PERMIT?

The following permits must also be applied for and accompany all building permits:

- 1. Electrical permits** — required for all new electrical work associated with the project. Third party underwriter electrical inspection required with all permits. Examples of items requiring permits would be:
 - a. New service or panel box
 - b. New pool pumps
 - c. New electrical signs
 - d. New motors, heaters, attic fans
 - e. New spas
 - f. New ranges
 - g. New switches and or plug receptacles
 - h. Smoke detectors
- 2. Plumbing permits** — required for all new plumbing, water, sewer connections and placement of fixtures associated with the project. Examples of items requiring permits would be:
 - a. Dishwashing machine
 - b. Sump pump
 - c. Bathrooms and kitchen sinks
 - d. Water heater
 - e. Soft water tank
 - f. Floor drain and water closet



Borough of Pottstown
100 E. High Street
Pottstown, PA 19464-9525
Phone: 610-970-6520
www.pottstown.org/

3. **Mechanical Permits** — for all types of electrical HVAC systems including:
 - a. Gas, geothermal and solar heating and cooling systems
 - b. Wood stove
 - e. Radon system
 - d. Ventilation and Range Hood
 - e. Clothes Dryer venting
 - f. Gas Fireplace
 - g. Space heater- permanent
 - h. Solar system
4. Use and Occupancy Permit —required for all building permits.

WHAT HAPPENS IF I START CONSTRUCTION WITHOUT SECURING A BUILDING PERMIT FROM THE BOROUGH?

The first thing that will happen is that you will be issued a cease and desist (stop work) order. This will be placed on your property so that all your neighbors may see this bright red card. It is illegal to take down this sign until you secure a building permit. You will then be requested to file immediately for a building permit. At that time, you will be charged double what the normal building permit fee at the time of issuance of the permit as a penalty for not securing a building permit. If you still choose to ignore the stop work order, a summary citation will be issued where you will have to appear in front of the local district magistrate to face possible penalties of \$1000.00 per day per violation for each day that you are in violation. You are reminded that securing a building permit is now a state law and Borough ordinance and Borough of Pottstown takes this situation seriously. Lastly, when you sell your home, a Certificate of Compliance is required by the Borough. All structures built without a permit may be noted and again you will be forced to secure a building pennit and may have to pay additional penalties.

HOW MUCH ARE THESE BUILDING PERMIT FEES?

The applicant will be notified of the correct permit fees upon issuance of a building permit. The applicant may *refer* to the current Borough of Pottstown (Borough) Permit Fee schedule for the approximate amount of all permit fees. All building permits will be charged a use and occupancy permit and a PA State UCC permit fee. **The Borough will not issue permits until all permit fees are paid in full.**



Borough of Pottstown
100 E. High Street
Pottstown, PA 19464-9525
Phone: 610-970-6520
www.pottstown.org/

WHAT TYPE OF PLANS AND HOW MANY OF EACH PLAN DO I NEED FOR A COMPLETE SUBMISSION?

- I. All building permit applications **must** be accompanied by a site plan drawn **to** an acceptable scale (an acceptable scale **is 1" to 20' or bigger**) indicating the exact location and size of the proposed structure. The site plan must show setback lines to all property lines, any easements on the property, locations of existing water and sewer lines, wells, utility lines, right-of-ways and any other existing structures and their dimensions on the property as maybe required by the Borough.
2. Two (2) sets of construction documents must also accompany the site plan and building permit application. These construction documents shall be prepared by a registered design professional as required by the PAUCC and must follow and implement the requirements of the PA UCC and the 2009 ICC Building Code. Construction documents shall be dimensioned and drawn on suitable material and will be reviewed by the Building Codes Enforcement Officer for compliance. Construction documents shall be of sufficient clarity to indicate the location; nature and extent of the work proposed and show in detail that the construction shall conform to Borough ordinances. The construction documents shall also provide sufficient detail of the location, construction, size, and character of all portions of the means of egress in compliance of the 2009 ICC Building Code. Furthermore, the construction documents shall also provide details of the exterior wall envelope as required, including flashing, intersection with dissimilar materials, corners, end details, control joints, intersections at roof eaves, or parapets, means of drainage, water resistive membrane and details around openings for all interior structures. The construction documents must include manufacturer's installation instructions that provide supporting documentation the proposed penetration and opening details described in the construction documents maintain the weather resistance of the exterior wall envelope. This supporting documentation shall fully describe the exterior wall system, which was tested, as well as the testing procedure used where applicable.
3. **Copies of any outside agency approvals.**

WHEN MUST I REQUEST AN INSPECTION FROM THE BOROUGH?

An inspection must be requested at the appropriate times as shown in your building permit documents. The inspection must be scheduled with Borough of Pottstown by contacting the Borough at least forty-eight (48) hours prior to your request and will be handled on a first come, first served basis. It is strongly recommended that persons responsible for construction activities schedule inspections at least a few days in advance in order to minimize disruption of construction work. Please understand that during busy times of the building season, you may not be able to schedule the inspection at the time requested. The Borough will attempt to meet your schedule, but more advance notice by you will help us meet your goals. Please note that failure to secure your inspection use may result in significant delays or costs for you or your client to prove that all work has been completed to the 2009 ICC Building Code. The Code Enforcement Department will carry out such periodic inspections during the progress of work as necessary to insure the work conforms to the approved construction plans and all applicable codes and ordinances. The property owner and/or an authorized agent who is in charge of the construction work shall notify the Code Enforcement Department when each segment of work is completed and ready for inspection. Note: No work is permitted to proceed until the applicable inspection is conducted and approved by the Code Enforcement Department

WHAT OTHER DOCUMENTS ARE REQUIRED FOR A COMPLETE SUBMISSION?

If you employ the services of a contractor to perform construction, repairs, remodeling, rehabilitation, demolition and or excavation and acting as general contractors, electrical contractors, fire prevention contractors, specialty contractors, home improvement contractors, or subcontractors, roofing contractors, painting contractors, paperhanging contractors, tree surgeons or prime contractors and subcontractors, this contractor must provide proof of PA Workman's Compensation Insurance and liability insurance. **Contractors must be licensed and registered with Borough of Pottstown.** Please refer to the contractor license requirements for more information.



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WHAT OTHER REQUIREMENTS SHOULD I BE AWARE OF WHEN BUILDING THE STRUCTURE?

- All construction must comply with all provisions of the PAUCC and the 2009 ICC Building Codes, which also sets Minimum Building Energy Conservation Standards.
- Construction demolition waste cannot be burned - the owner/applicant must dispose of construction demolition waste in an approved landfill or in a dumpster capable of being tamed or closed to prevent blowing of waste material off-site. Any questions Call Dept. of Environmental Protection (PADEP), 610-861-2070.
- STOP — It is a state law to contact the PENNSYLVANIA ONE CALL SYSTEM. CALL BEFORE YOU DIG by dialing 811 or 1-800-242-1776 to have the utilities marked on the property.

WHAT CAN DELAY MY BUILDING PERMIT FROM BEING ISSUED?

- Application not filled out completely or properly with the correct information, especially with the wrong address. =, Building permit application not signed by the property owner.
- Not abiding by the aforementioned plan submission requirements.
- Outstanding ordinance/code violations or payments due to the Borough on the property.
- Any zoning approvals needed to build your structure.
- **The application will be reviewed by the Borough Code Enforcement Department for compliance with the zoning Ordinance or any other applicable Ordinances of Borough of Pottstown, as well as the requirements of the PA UCC and the ICC codes, within 15 business days for Residential applications.** If the proposed project does not comply in any way with the applicable Ordinances and/or codes the applicant will be notified by phone and/or mail regarding the specific items, which need to be addressed. The plan reviewer may amend, correct, and/or change minor items within the plans or specifications; it is the applicant's responsibility to build to these amended plans and specifications.

HOW LONG SHOULD IT TAKE TO RECEIVE MY BUILDING PERMIT?

The answer to this question depends on how well you prepared. If you have really done your homework and supplied the required information to the Borough, the normal time for issuance of a building permit is usually less than two (2) weeks. Please remember to take in consideration holidays and weather extremes when submitting your applications and plans. When the permit is approved the applicant will be notified and advised of the fees due. The permit can then be picked up at the Borough Administrative Offices located at 100 High Street, Pottstown. **WORK SHALL NOT BE STARTED UNTIL THE PERMIT HAS BEEN PICKED UP AND FEE IS PAID. A COPY OF BOROUGH APPROVED PLANS MUST BE KEPT ON THE JOB SITE AT ALL TIMES.**

WHEN CAN I GET A USE AND OCCUPANCY (U&O) PERMIT FROM THE BOROUGH?

A use and occupancy permit must be secured for any building permit that requires construction document review by the Borough. The purpose of this permit is to assure that all construction will meet all requirements of all zoning ordinances by a final inspection. Final inspection must be called for at least forty-eight (48) hours in advance.



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RESIDENTIAL BUILDING PERMIT APPLICATION INSTRUCTION FORM

PLEASE READ THESE DIRECTIONS BEFORE FILLING OUT THE BUILDING PERMIT APPLICATION:

- A BUILDING PERMIT IS REQUIRED FOR ALL NEW RESIDENTIAL STRUCTURES, ADDITIONS, INTERIOR AND EXTERIOR ALTERATIONS, ACCESSORY BUILDINGS AND SHEDS GREATER THAN 1000 SQ. FT., DECKS, POOLS, GARAGES, ROOF OR PATIO COVER ENCLOSURES OR ALTERATIONS, SPRINKLER SYSTEM, DEMOLITION OF ANY STRUCTURE OR REMOVAL OF AN UNDERGROUND STORAGE TANK — Please complete ALL sections the permit application. This permit application will not be accepted until all sections are completed properly. If the section is not applicable, please mark on the application --N/A.
- ALL APPLICATIONS MUST BE ACCOMPANIED WITH A SITE PLAN DRAWN TO SCALE indicating the placement and dimension of the proposed structure, setbacks to all property lines and the placement of all existing structures on the property. A storm water and erosion control plan depicting all existing and proposed grading contours will be required for all in ground pools and new residential homes or structures over 1000 sq. ft. The permit application will not be accepted by Borough of Pottstown until the required plans are provided at the time of application.
- When subcontractors are being used, please coordinate with them and submit all permit applications at the same time.
- In addition, for new construction the following permits (2 copies) are required to be enclosed with the application:
 - **Complete plans, drawn to scale indicating all relevant systems**
 - **Floor plan of all floors including the basement**
 - **Elevations of all four sides, if applicable**
 - **Size, grade and type of lumber used for building members**
 - **Design load for the roof, floor etc**
 - **Specifications or callouts on plan to denote all materials used in construction of the structure**
 - **Specifications for plumbing, electrical and HVAC systems**
 - **Location of all smoke detectors**
 - **Materials and fire ratings where required by Code**
 - **Stair and guard rail details**
 - **Bedroom escape window sizing**
- With the submission of any building permit, a contractor's license and or proof of PA Workman's Compensation must be on file with Borough of Pottstown.
- The property owner must sign the permit application before Borough of Pottstown officially accepts the permit application. Borough of Pottstown will only accept fax signatures of a property owner if a hard copy is supplied to the Borough within forty-eight (48) hours of the actual application.



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- **PLEASE NOTE:** The Borough Building Code Inspector will conduct inspections of the proposed structure. All inspections **must be scheduled with Borough of Pottstown by contacting the Codes Department at 610-970-6520 at least forty-eight (48) hours in advance of the requested inspection.** There may be additional conditions attached to the permit. Furthermore, upon issuance of the building permit, a copy of the required building code inspections will be attached to the permit. The applicant must call for a final inspection to receive a use and occupancy permit before using or occupying_ of the structure.
- Any changes to the placement of the structure on the approved site plan or within construction documents will void the application and issued building permit and will require a new building permit application.
- **It is highly recommended that the applicant and owner read the respective permit procedures and requirements for each type of permit before completing this application form.**



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RESIDENTIAL BUILDING PERMIT APPLICATION

I. PERMIT APPLICATION				
Street Address:	Apt. or Tenant Address:	City and State:	Zip	
Subdivision:	Lot Number	Parcel Number	Zoning District	Construction Est. Value \$

II. TYPE OF RESIDENTIAL BUILDING PERMIT (Please check one:)		
<input type="checkbox"/> Accessory Bldg (Over 1,000 sq. ft.)	<input type="checkbox"/> Additions or Enclosures	<input type="checkbox"/> Interior Alterations
<input type="checkbox"/> Garage	<input type="checkbox"/> Deck	<input type="checkbox"/> Exterior Alterations
<input type="checkbox"/> Above Ground Pool <input type="checkbox"/> Hot Tub	<input type="checkbox"/> In-Ground Pool	<input type="checkbox"/> Patio. Roof Cover Only
<input type="checkbox"/> Sprinkler System	<input type="checkbox"/> New Residential Dwelling	<input type="checkbox"/> Demolition of Structure
Demolition: Asbestos Removal <input type="checkbox"/> Yes <input type="checkbox"/> No (IF YES, YOU MUST NOTIFY DEP)		

III. DESCRIPTION OF PROPOSED CONSTRUCTION

Property Owner: _____
 Address: _____
 Work Phone: _____ Home/Cell Phone: _____ Email: _____

Tenant: _____
 Address: _____
 Work Phone: _____ Home/Cell Phone: _____ E-mail: _____

Contractor: _____
 Address: _____
 Work Phone: _____ Home/Cell Phone: _____ E-mail: _____

IV. STRUCTURAL-FRAME INFORMATION (Please check all that apply:)		
<input type="checkbox"/> Steel	<input type="checkbox"/> Concrete	<input type="checkbox"/> Masonry
<input type="checkbox"/> Wood	<input type="checkbox"/> Other:	

V. EXTERIOR-WALL INFORMATION (Please check all that apply:)		
<input type="checkbox"/> Steel	<input type="checkbox"/> Concrete	<input type="checkbox"/> Masonry
<input type="checkbox"/> Wood	<input type="checkbox"/> Vinyl	<input type="checkbox"/> Other:

PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.



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VI. STRUCTURAL AND LOT CHARACTERISTICS		
PROPERTY SETBACKS	PROPOSED ALTERATIONS	DIMENSIONAL REQUIREMENTS
Street Frontage (Feet):	Stories (Number):	Lot Area (Sq. Ft.):
Front Setback (Feet):	Other Rooms (Number):	Building/Structure Area (Sq. Ft.):
Rear Setback (Feet):	Kitchen (Number):	Living Area (Sq. Ft.):
Left Setback (Feet):	Bedrooms (Number):	Parking Area (Sq. Ft.):
Right Setback (Feet):	Bathrooms (Number): Full Partial	Total Impervious Coverage:
Height Above Grade (Feet):	Windows (Number):	Dimension of Structure (Length X Width)
	Fireplaces (Number):	
Est. Start Date: / /	Type oil:leafing:	Est. Finish Date: / /

VII. PROJECT DOCUMENTS (DRAWING & CALCULATIONS) submitted with application				
Type Drawings/Report	Submitted	Signed and Sealed	Date	Revision Date
Site Plan (2)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Structural Floor Drawings (2)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Mechanical Drawings (2)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Electrical Drawings (2)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No		

PLEASE NOTE: The property owner(s) must sign this application to verify the contractor or tenant has permission from the property owner(s) to do all construction work authorized by the issuance of this permit. A site plan with the appropriate construction documents must accompany this application.

By signing this application, authorization is granted to any municipal representative of Borough of Pottstown to access the above property as stated within this application at any time, without an administrative warrant, to inspect and verify that any proposed use and/or structural contained within this application and/or that exists on the above property complies with all Borough of Pottstown zoning and building code ordinances. The application together with the signed site plan and construction documents is made part of this application by the undersigned. Furthermore, it is clearly understood and agreed to by the applicant and property owner that the Borough office is not responsible for any property dimensions shown on the site plan and establishment of property lines is the sole responsibility of the property owner and applicant. The applicant and property owner also agree they are responsible for the replacement of any Borough road to Borough standards which is damaged during the building of the permitted structure and understands that the information provided on this application by the applicant(s) and property owner(s) is true and correct to the best of their knowledge or belief.

Date: _____ Signature of Applicant(s) _____
 Date: _____ Signature of Properly Owner(s) _____ **(Required)**

REQUIRED OUTSIDE AGENCY APPROVALS: FOR INTERNAL USE ONLY			
<input type="checkbox"/> Water Company	<input type="checkbox"/> LPT Sewer Authority	<input type="checkbox"/> Montgomery County Dept. of Health	
<input type="checkbox"/> Public Works Road Opening Permit	<input type="checkbox"/> PADEP	<input type="checkbox"/> Other –	
BOROUGH TRACKING --FOR INTERNAL USE ONLY			
Application No:		Permit No:	



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PENNSYLVANIA WORKERS COMPENSATION INSURANCE COVERAGE INFORMATION FORM

PLEASE READ DIRECTIONS CAREFULLY, Before filling out fish form,

DIRECTIONS: Please complete all sections. All blank spaces must be completed with the requested information and boxes must be checked as they pertain to your status with the Pennsylvania Workman's Compensation Insurance Law. If you are claiming an exemption, this form must be signed in front of a notary public. A building or zoning permit will not be issued by **Borough of Pottstown** until this form is completed properly. NOTE: If an exemption is claimed, this form will only be **maintained in the Borough of Pottstown records until December 31st of the year issued. It is the responsibility of the contractor to renew this form yearly. If the contractor wishes to provide a certificate of Workman's Compensation insurance, the contractor must notify their insurance company that Borough of Pottstown is to be named as the policy certificate holder on the certificate.**

ATTENTION: All Contractors must be Licensed in Borough of Pottstown.

Please provide your Borough Contractor License number. _____

The contractor for this building permit, in compliance with ACT 44 of 1993, hereby submits (please check one):

- Certificate of Insurance (please attach)
- Certificate of Self-Insurance (please attach)
- Affidavit of Exemption (must be signed in front of a notary public)

- Name of Contractor _____
- Title of Company _____
A Address _____
- City _____ State _____ Zip Code _____ Phone# _____
A Contractor or policyholder's federal or state employer identification (EIN) Number _____

If a Certificate of Insurance or Self-Insurance has been submitted, please complete the following:

- A Name of Insurer or Self-Insurer _____
- Address: _____
- City _____ State _____ Zip Code _____ Phone# _____
- A Policy No. _____ Coverage Period Ends _____



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IF AN EXEMPTION IS BEING CLAIMED, PLEASE COMPLETE THE REVERSE SIDE AND SIGN IN THE PRESENCE OF A NOTARY PUBLIC:

Basis for exemption is (please check one):

- The Contractor for this building permit is a sole proprietorship without employees
- The Contractor is a corporation, and the only employees working on the project have and are qualified as "Executive Employees" under Section 104 of the Workers' Compensation Act. Please explain: _____
- All of the contractor's employees on the project are exemption religious grounds under Section 304.2 of the Workers' Compensation Act. Please explain: _____
- Other. Please explain: _____

• Please be aware of the following requirements under the Pennsylvania Workers' Compensation Act:

- This policy provides coverage for the requirements of the Workers' Compensation Act, the Occupational Disease Act, and, where applicable, the federal Longshore and Harbor Workers' Compensation Act.
- The insurer has been notified that the municipality issuing the building permit is to be named a policy certificate holder.
Any subcontractors used on this project will be required to carry their own workers' compensation coverage.
- The contractor/policyholder will notify the municipality of any change in status, cancellation or expiration of workers' compensation coverage.
- Violation of the Workers' Compensation Act or the terms of this information form will subject the contractor to a stop-work order and other fines and penalties as provided by law.

My signature on behalf of or as the contractor as stated on this form constitutes my verification that the statements contained here are true, and that I am subject to the penalty of 18 Pa. C.S.A. 94904 relating to unsworn falsifications to Borough of Pottstown Municipal representatives or authorities.

Signature _____ **Date** _____
Name (Please Print) _____
Title _____
Name of Company _____

Subscribed and sworn to before me this _____ day of _____ seal

(Signature of Notary Public) My commission expires: _____



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PLOT PLAN IMPERVIOUS COVERAGE

PERMIT NO.:
DATE:

IDENTITY OF THPROPERTY

Street Address or Parcel No.

Lot Size	(sq. ft.)
Driveway	(sq. ft.)
Walkway	(sq. ft.)
Buildings	(sq. ft.)
Patio,	(sq. ft.)

Total Existing Impervious:
 Proposed Construction (sq. ft.)
 Total:

NOTE:

IMPERVIOUS SURFACE — Surfaces, which **do not** absorb water, including all buildings or paved or hard surfaces. In addition, other areas determined by the Borough Engineer to be impervious within the meaning of this definition shall also be classified as impervious. For purposes of this definition that areas of a swimming pool or pond located inside the coping shall **not be classified** as impervious.

- **IMPERVIOUS SURFACE RATIO** — The total area of all impervious surfaces within a lot divided by the gross lot area.
- The Borough Engineer has determined that brick/stone in sand structures (patios, walkways, etc.) are considered impervious.

FOR USE BY BOROUGH OF POTTSTOWN

IMPERVIOUS COVERAGE

Total Impervious Surface & Existing	Proposed	Sq.
	Allowed	Sq.



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ELECTRICAL PERMIT APPLICATION

PERMIT NO.:
DATE:

Owner: _____	Contractor's Registration No.: _____
Address: _____	Contractor's/Applicant Name: _____
_____	Address: _____
_____	_____
Owner Phone No.: _____	Contractor's Phone No.: _____
Owner Cell No.: _____	Contractor's Cell No.: _____

Location of Work: _____

Type of Building: Residential Commercial Industrial

Used As;

Type of Work: (check one) New Addition Alteration Repair Other

Total Cost of Electrical Work: _____

Fixture:	Quantity:
Panel Size	
Alarm System	
Motors	
Ranges	
Air Heaters	
Baseboards	
Dryer	
Water Heater	
Ceiling Fans	
Ceiling Outlets	
Switches	
Plug Receptacles	
Smoke Detector Circuits	
GFI Outlets	
Lighting Fixtures	
Attic Fans	
Illuminated Signs	
Exist/Emergency Lighting	
Pool Pumps	
Spa	
Other	
Electrical Permit Fees	
PA UCC Surcharge Fee	\$4.00
Total Fees	

An independent Electrical Underwriter must check all Electrical Work. Rough wire inspection before rough framing is inspected. Once the Underwriter has completed inspections, please call Borough of Pottstown at 610-970-6520 to schedule an inspection. Forty-eight (48) Hours Notice is required.

By signing this application the contractor/Applicant certifies that all information given is correct and the property owner has authorized work. All work is to comply with 2009 ICC Codes. All work must be started within 6 months and completed within 1 year. Application is hereby made for a permit to install or alter electrical service and or systems and or heating systems on the premises described above. The information, which above, together with the electrical plan and or heating plan and or alarm plan, is made part of this application. By the undersigned, it is understood and agreed by this application that any error, misstatement or misrepresentation of material fact as contained in this application without approval of Borough of Pottstown shall constitute sufficient ground for revocation of this permit and or prosecution or both.

 Contractor

 Date



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PLUMBING PERMIT APPLICATION

PERMIT NO.:

DATE:

Owner:	_____	Contractor's Registration No.:	_____
Address:	_____	Contractor's/Applicant Name:	_____
	_____	Address:	_____
	_____		_____
Owner Phone No.:	_____	Contractor's Phone No.:	_____
Owner Cell No.:	_____	Contractor's Cell No.:	_____

Location of Work: _____

Type of Building: Residential Commercial Industrial

Total Cost of Plumbing Work:

Type:	Quantity:	Fees:
Stack		
Sink		
Bath		
Water Closet		
Lavatory		
Tank and Heater		
Laundry Tray		
Water Distribution System		
Floor Drain		
Sewage Ejector		
Fountain (Drinking)		
Sump Pump		
Shower		
Urinal		
Fire Sprinkler System		
Dishwashing Machine		
Garbage Grinder		
Washing Machine		
Special Waste		
Rainwater Leader		
Humidifier		
Miscellaneous Fixture		
Total Fixtures		
Plumbing Permit Fees		
PA IJCC Surcharge Fee		\$4.00
Total Fees		

Please call Pottstown Borough to schedule an inspection. Forty-eight (48) Hours Notice is required.

By signing this application the contractor/Applicant certifies that all information given is correct and the property owner has authorized work. All work is to comply with 2000 ICC Codes. All work must be started within 6 months and completed within 1 year. Application hereby made for a permit to install or alter plumbing service and or systems on the premises described above. The information, which above together with the plumbing plan, is made part of this application. By the undersigned, it is understood and agreed by this application that any error or misrepresentation of material fact as contained in this application without approval of Borough of Pottstown shall constitute sufficient ground for revocation of this permit and or prosecution or both,

Contractor

Date



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CHANGE OF SUBCONTRACTOR APPLICATION

Due to the Pennsylvania Workers Compensation Insurance regulation, all change in subcontractors must provide proof of insurance and a current copy of their license to operate in Borough of Pottstown with this change of application.

Job Location:	Permit No:
----------------------	-------------------

General Contractor:		
Contractor Address:		
City, State, Zip:		
Phone:		Fax:
E-mail:		License No.:

To Replace #1					
Subcontractor No.					
Contractor					
City, State Zip:					
Phone:			Fax:		
E-mail:			License No.:		
<input type="checkbox"/> Electrical		<input type="checkbox"/> Mechanical		<input type="checkbox"/> Plumbing	

With Subcontractor #2					
Subcontractor No. 2:					
Contractor Address:					
City, State Zip:					
Phone:			Fax:		
E-mail:			License No.:		
<input type="checkbox"/> Electrical		<input type="checkbox"/> Mechanical		<input type="checkbox"/> Plumbing	

Signatures Required			
Property Owner:		Date:	
Individual Responsible for Property:		Date:	
General Contractor:		Date:	
No. 2 Subcontractor:		Date:	

Appendix C: Commercial, Institutional & Industrial Building Permit Procedures and Requirements



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COMMERCIAL, INSTITUTIONAL & INDUSTRIAL BUILDING PERMIT PROCEDURES & REQUIREMENTS

WHAT TYPE OF STRUCTURES REQUIRE A BUILDING CONSTRUCTION PERMIT?

- Accessory buildings over 1000 sq. ft.
- Interior and Exterior changes including a finished basement or attic to a home or other structure, which includes any type of an addition and electrical, plumbing or mechanical work
- Garages
- Patio enclosures, sun rooms or patio roofs
- Demolition of all types of structures
- Indoor Sprinkler system for a home
- Replacement windows if the windows are larger than the existing openings
- Commercial, Institutional or Industrial buildings or structures which includes any type of an addition, electrical, plumbing or mechanical work
- Interior and exterior alterations including tenant-fit-outs of all commercial, institutional and industrial structures Of buildings
- Removal or placement of underground storage tanks
- Any other temporary structure as required by the Borough

WHAT OTHER PERMITS ARE REQUIRED WHEN SECURING A BUILDING PERMIT?

The following permits must also be applied for and accompany all building permits:

- 1. Electrical permits** — required for all new electrical work associated with the project. Third party underwriter electrical inspection required with all permits. Examples of items requiring permits would be:
 - a. New service or panel box
 - b. New pool pumps
 - c. New electrical signs
 - d. New motors, heaters, attic fans
 - e. New spas
 1. New ranges
 - g. New switches and or plug receptacles
 - h. Smoke detectors
- 2. Plumbing permits** — required for all new plumbing, water, sewer connections and placement of fixtures associated with the project. Examples of items requiring permits would be:
 - a. Dishwashing machine
 - b. Sump pump
 - c. Bathrooms and kitchen sinks
 - d. Water heater
 - e. Soft water tank
 - f. Floor drain and water closet

3. **Mechanical Permits** —for all types of electrical HVAC systems including:
 - a. Gas, geothermal and solar heating and cooling systems
 - b. Wood stove
 - c. Radon system
 - d. Ventilation and Range Hood
 - e. Clothes Dryer venting
 - f. Gas Fireplace
 - g. Space heater- permanent
 - h. Solar system
4. **Use and Occupancy Permit** — required for all building permits.
5. Outside Agency permits such as PADOT, DEP, etc.

WHAT HAPPENS IF I START CONSTRUCTION WITHOUT SECURING A BUILDING PERMIT FROM THE BOROUGH?

The first thing that will happen is that you will be issued a cease and desist (stop work) order. This will be placed on your property so that all may see this bright red card. It is illegal to take down this sign until you secure a building permit. You will then be requested to file immediately for a building permit. At that time, you will be charged **double** what the normal building permit fee at the time of issuance of the permit as a penalty for not securing a building permit. If you still choose to ignore the stop work order, a summary citation will be issued where you will have to appear in front of the local district magistrate to face possible penalties of \$1000.00 per day per violation for each day that you are in violation. You are reminded that securing a building permit is now a state law and Borough ordinance and Pottstown Borough takes this situation seriously.

HOW MUCH ARE THESE BUILDING PERMIT FEES?

The applicant will be notified of the correct permit fees upon issuance of a building permit. The applicant may refer to the current Pottstown Borough (Borough) Permit Fee schedule for the approximate amount of all permit fees. All building permits will be charged a use and occupancy permit and a PA State UCC permit fee. The Borough **will not** issue permits **until all permit fees are paid in full.**

WHAT TYPE OF PLANS AND HOW MANY OF EACH PLAN DO I NEED FOR A COMPLETE SUBMISSION?

1. **All building permit applications must be accompanied by a site plan drawn to an acceptable scale (an acceptable scale is 1" to 20' or bigger) indicating the exact location and size of the proposed structure.** The site plan must show setback lines to all property lines, any easements on the property, locations of existing water and sewer lines, wells, utility lines, right-of-ways and any other existing structures and their dimensions on the property as maybe required by the Borough.
2. **Two (2) sets of architecturally designed and stamped construction documents must also accompany the site plan and building permit application.** These construction documents shall be prepared by a registered design professional as required by the PA UCC and must follow and implement the requirements of the PA UCC and the 2009 ICC Building Code. Construction documents shall be dimensioned and drawn on suitable material and will be reviewed by the Building Codes Enforcement Officer for compliance. Construction documents shall be of sufficient clarity to indicate the location; nature and extent of the work proposed and show in detail that the construction shall conform to Borough ordinances. The construction documents shall also provide sufficient detail of the location, construction, size, and character of all portions of the means of egress in compliance of the 2009 International Building Code. Furthermore, the construction documents shall also provide details of the exterior wall envelope as required, including flashing, intersection with dissimilar materials, corners, end details, control joints, intersections at roof eaves, or parapets, means of drainage, water resistive membrane and details around openings for all interior structures. The construction documents must include manufacturer's installation instructions that provide supporting documentation, the proposed penetration and opening details described in the construction documents maintain the weather resistance of the exterior wall envelope. This supporting documentation shall fully describe the exterior wall system, which was tested, as well as the testing procedure used where applicable.
3. Copies of **any outside agency approval&**

WHEN MUST I REQUEST AN INSPECTION FROM THE BOROUGH?

An inspection must be requested at the appropriate times as shown in your building permit documents. The inspection must be scheduled with the Borough at least forty-eight (48) hours prior to your request and will be handled on a first come, first served basis. It is strongly recommended that persons responsible for construction activities schedule inspections at least a few days in advance in order to minimize disruption of construction work. Please understand that during busy times of the building season, you may not be able to schedule the inspection at the time requested. The Borough will attempt to meet your schedule, but more advance notice by you will help us meet your goals. Please note that failure to secure your inspection use may result in significant delays or costs for you or your client to prove that all work has been completed to the 2009 Building Code. The Code Enforcement Department will carry out such periodic inspections during the progress of work as necessary to insure the work conforms to the approved construction plans and all applicable codes and ordinances. The property owner and/or an authorized agent who is in charge of the construction work shall notify the Code Enforcement Department when each segment of work is completed and ready for inspection. Note: No work is permitted to proceed until the applicable inspection is conducted and approved by the Code Enforcement Department

WHAT OTHER DOCUMENTS ARE REQUIRED FOR A COMPLETE SUBMISSION?

If you employ the services of a contractor to perform construction, repairs, remodeling, rehabilitation, demolition and or excavation and acting as general contractors, electrical contractors, fire prevention contractors, specialty contractors, home improvement contractors, or subcontractors, roofing contractors, painting contractors, paperhanging contractors, tree surgeons or prime contractors and subcontractors, this contractor must provide proof of PA Worker's Compensation Insurance and liability insurance. **All Contractors must be licensed and registered with Pottstown Borough.** Please refer to the contractor license requirements for more information.

WHAT OTHER REQUIREMENTS SHOULD I BE AWARE OF WHEN BUILDING THE STRUCTURE?

- All construction must comply with all provisions of the PA UCC and the 2009 ICC Building Codes, which also sets Minimum Building Energy Conservation Standards.
- Construction demolition waste cannot be burned - the owner/applicant must dispose of construction demolition waste in an approved landfill or in a dumpster capable of being tarped or closed to prevent blowing of waste material off-site. Any questions Call Dept. of Environmental Protection (PADEP), 610-861-2070.
- **STOP — It is a state law** to contact the PENNSYLVANIA ONE CALL SYSTEM. CALL BEFORE YOU DIG by dialing 811 or 1-800-242-1776 to have the utilities marked on the property.

WHAT CAN DELAY MY BUILDING PERMIT FROM BEING ISSUED?

- Application not filled out completely or properly with the correct information, especially with the wrong address. Building permit application not signed by the property owner.
- Not abiding by the aforementioned plan submission requirements.
- Outstanding ordinance/code violations or payments due to the Borough on the property.
- Any zoning approvals needed to build your structure.
- **The application will be reviewed by the Borough Code Enforcement Department for compliance with the Zoning Ordinance or any other applicable Ordinances of Pottstown Borough, as well as the requirements of the PA UCC and the ICC codes, within 30 business days for Commercial applications.** If the proposed project does not comply in any way with the applicable Ordinances and/or codes the applicant will be notified by phone and/or mail regarding the specific items, which need to be addressed. The plan reviewer may amend, correct, and /or change minor items within the plans or specifications; it is the applicant's responsibility to build to these amended plans and specifications.

HOW LONG SHOULD IT TAKE TO RECEIVE MY BUILDING PERMIT?

The answer to this question depends on how well you prepared. If you have really done your homework and supplied the required information to the Borough, the normal time for issuance of a building permit is usually less than two (2) weeks. Please remember to take in consideration holidays and weather extremes when submitting your applications and plans. When the permit is approved the applicant will be notified and advised of the fees due. The permit can then be picked up at the Borough Administrative Offices located at 100 E. High Street, Pottstown. **WORK MAY NOT BE STARTED UNTIL THE PERMIT HAS BEEN PICKED UP AND FEE IS PAID. A COPY OF BOROUGH APPROVED PLANS MUST BE KEPT ON THE JOB SITE AT ALL TIMES.**

WHEN CAN I GET A USE AND OCCUPANCY (U&O) PERMIT FROM THE BOROUGH?

A use and occupancy permit must be secured for any building permit that requires construction document review by the Borough. The purpose of this permit is to assure that all construction will meet all requirements of all zoning ordinances by a final inspection. Final inspection must be called for at least forty-eight (48) hours in advance.



Borough of Pottstown
100 E. High Street
Pottstown, PA 19464-9525
Phone: 610-970-6520
www.pottstown.org

COMMERCIAL BUILDING PERMIT APPLICATION INSTRUCTION FORM

PLEASE READ THESE DIRECTIONS BEFORE FILLING OUT THE BUILDING PERMIT APPLICATION:

A BUILDING PERMIT IS REQUIRED FOR ALL NEW COMMERCIAL STRUCTURES, ADDITIONS, INTERIOR AND EXTERIOR ALTERATIONS, ACCESSORY BUILDING, SPRINKLER SYSTEM, DEMOLITION OF ANY STRUCTURE OR REMOVAL OF AN UNDERGROUND STORAGE TANK — Please complete ALL sections the permit application. This permit application will not be accepted until all sections are completed properly. If the section is not applicable, please mark on the application — N/A.

ALL APPLICATIONS MUST BE ACCOMPANIED WITH A SITE PLAN DRAWN TO SCALE indicating the placement and dimension of the proposed structure, setbacks to all property lines and the placement of all existing structures on the property. A storm water and erosion control plan depicting all existing and proposed grading contours will be required for all commercial structures The permit application will not be accepted by Pottstown Borough until the required plans are provided at the time of application.

ALL APPLICATIONS MUST BE ACCOMPANIED WITH TWO (2) SETS OF ARCHITECTURAL DESIGNED AND STAMP CONSTRUCTION DOCUMENTS OR STRUCTURAL FLOOR PLANS THAT COMPLY WITH THE PA UCC AND 2009 ICC BUILDING CODES AND ARE DRAWN TO SCALE WITH SUFFICIENT CLARITY AND DETAILED DIMENSIONS TO SHOW THE NATURE AND CHARACTER OF THE WORK TO BE PERFORMED. PLUMBING, ELECTRICAL AND OR HVAC PERMIT APPLICATIONS MUST ALSO ACCOMPANY THIS PERMIT APPLICATION (if applicable).

When subcontractors are being used, coordinate with them and submit all permit applications at the same time. In

addition, for new construction the following permits (2 copies) are required to be enclosed with the application:

1. CONNECTION TO WATER SUPPLY (from the water company) OR WELL PERMIT (from Montgomery County) and
2. SEWER CONNECTION (from the Sewer Authority) or ON LOT PERMIT (from Montgomery County Health Department)

These architectural plans must be signed and dated by a registered architect or structural engineer as required by the Borough. Construction documents for a commercial building permit should include the following information:

INFORMATION REQUIRED ON ARCHITECTURAL PLANS

- A. All design for new construction work shall be prepared by a registered architect and bear an imprint seal of the architect responsible for the design except for one and two family dwellings and their accessory structures.
- B. Front, side and rear elevations drawn to scale.
- C. Plan view of all floor areas including basement. Indicate overall dimension of proposed construction, identify all rooms, etc.
- D. The construction drawing shall also indicate:
 1. Use group
 2. Type of construction
 3. Pennsylvania UCC - International Code Council 2009 codes are being used
 4. Occupant load
 5. Loading schedule -indicate live loads for which structure is designed
 6. Size of footing and piers

7. Depth of footing below finished grade
8. Foundation wall construction
9. Anchor bolt size and spacing
10. Species and grade of lumber
11. Construction of all walls and partitions
12. Corner bracing detail
13. Type of exterior wall and roofing sheathing with cut sheets from manufacturers
14. Insulation must comply with ICC 2009 Energy Code
15. Size, spacing and direction of all roof rafters, beams, girders, floor joists and ceiling joist with design value
16. Any roof or floor truss will require engineered sealed drawings
17. Finished floor surface in the area of all toilets
18. Fire-stopping in the areas of vents, pipe ducts, chimneys and fireplaces, using ASTM E814 firecaulk and mineral wool where appropriate
19. All header sizes
20. All interior and exterior wall coverings
21. Type of roof covering (felt and type of shingles)
22. Roof slope
23. Chimney flashing detail
24. Indicate all window sizes, window manufacturer and cut sheet on the windows, indicating the clear opening for compliance with egress requirements. (bedrooms)
25. Indicate all building and room dimensions
26. Provide fireplace detail
27. Other details may be required depending on the nature of the construction
28. Elevations of all four sides, if applicable
29. Size, grade and type of lumber used for building members
30. Design load for the roof, floor etc
31. Specifications or callouts on plan to denote all materials used in construction of the structure
32. Specifications for plumbing, electrical, HVAC systems and Fire Protection Systems
33. Location of all smoke detectors, if applicable
34. Materials and fire ratings where required by Code
35. Stair and guard rail details
36. Energy Code Compliance Submission
37. Accessible Parking route, Building Elements and Facilities
- 38, 2009 ICC Fire Code, as required
39. Any other information as deemed necessary by the Building Code Official.

E. Section through the building and all plans MUST comply with ICC Building Code, 2009 editions.

INFORMATION REQUIRED ON PLUMBING PLANS

NEW CONSTRUCTION:

1. Isometric elevation and plan view drawings of the drainage and venting system, with the fixtures and pipe sizing labeled.
2. Isometric drawing of the water piping system.
3. For a one and two family dwelling: this may be drawn by the owner or a licensed plumber performing the work. All commercial work and multi-family dwellings shall be by a licensed engineer.
4. The drawings shall be accompanied by a listing of the type of material to be used.
5. Water source and waste disposal shall be specified public or private.

ALTERATIONS:

1. Isometric elevation and plan view drawings of the present installation AND THE PROPOSED WORK.
2. An isometric drawing for the water system and one for the drainage and venting, both of which shall show the proposed connection to the existing system.
3. In addition a plan view and elevation view of the DVVV system.
4. The application for a Borough plumbing permit is to be filled out reflecting all plumbing fixtures, devices, etc.
5. A plumbing contractor must be certified in order to work within the jurisdiction of Pottstown Borough, and Must be registered with the Borough (forms available at the Borough building)
6. All plumbing must comply with the International Plumbing Code, 2009 edition

INFORMATION REQUIRED ON HEATING, VENTILATION AND AIR CONDITIONING PLANS

- A. Elevations and plan view drawings are required for alterations, replacement and new construction of HVAC units and systems (boilers, forced air heaters, NC compressors, exhaust fans and heat pump systems).
- B. A copy of the manufacturer installation instruction
- C. Heat load/heat gain calculations
- D. The plumbing permit application is to be used for heating and NC. You are to indicate the **BTU** rating/tonnage on this form where Indicated
- E. All work to comply with the International Mechanical Code, 2009 edition

INFORMATION REQUIRED ON ELECTRICAL PLANS

- A. Location of all switches, lights, receptacles, fans, smoke detectors, service equipment, heating and a/c equipment, wiring method with number of circuits. This information is to be indicated on the floor plans with a symbol legend included.
- B. The electrical permit application form is to be filled out reflecting the actual count of all items mentioned above.
- C. Electrical contractors working within the jurisdiction of Pottstown Borough are required to register with the Borough (form is available at the Borough building).
- D. All electrical work is to comply with the National Electrical Code, 2008 edition.

PLAN REVIEW

The application will be reviewed by the Borough Code Enforcement Department for compliance with the Zoning Ordinance or any other applicable Ordinances of Pottstown Borough, as well as the requirements of the PA UCC and the ICC codes, within 30 business days for Commercial applications. If the proposed project does not comply in any way with the applicable Ordinances and/or codes the applicant will be notified by phone and/or mail regarding the specific items, which need to be addressed. The plan reviewer may amend, correct, and/or change minor items within the plans or specifications: it is the applicant's responsibility to build to these amended plans and specifications.

When the permit is approved the applicant will be notified and advised of the fees due. The permit can then be picked up at the Borough Administrative Offices located at 100 Parklane Drive, Eagleville. **WORK MAY NOT BE STARTED UNTIL THE PERMIT HAS BEEN PICKED UP AND FEE IS PAID. A COPY OF BOROUGH APPROVED PLANS MUST BE KEPT ON THE JOB SITE AT ALL TIMES.**



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COMMERCIAL, INSTUTUTIONAL & INDUSTRIAL BUILDING PERMIT APPLICATION

I. PERMIT APPLICATION				
Street Address:	Apt. or Tenant Address:	City and State:	Zip	
Subdivision:	Lot Number	Parcel Number	Zoning District	Construction Est. Value \$

II. TYPE OF RESIDENTIAL BUILDING PERMIT (Please check one:)			
<input type="checkbox"/> New Construction	<input type="checkbox"/> Additions	<input type="checkbox"/> Interior	<input type="checkbox"/> Exterior
<input type="checkbox"/> Other	Demolition: Asbestos Removal <input type="checkbox"/> Yes <input type="checkbox"/> No (IF YES, YOU MUST NOTIFY DEP)		

Property Owner: _____
 Address: _____
 Work Phone: _____ Home/Cell Phone: _____ E-mail: _____

Tenant: _____
 Address: _____
 Work Phone: _____ Home/Cell Phone: _____ E-mail: _____

Contractor: _____
 Address: _____
 Work Phone: _____ Home/Cell Phone: _____ E-mail: _____

III. DESCRIPTION OF PROPOSED CONSTRUCTION

W. PROPOSED USE CLASSIFICATION		
ASSEMBLY	INSTITUTIONAL	EDUCATIONAL
<input type="checkbox"/> Theatre	<input type="checkbox"/> Group Home	<input type="checkbox"/> Grade 1 - 12
<input type="checkbox"/> Night Club	<input type="checkbox"/> Hospital	<input type="checkbox"/> Day Care
<input type="checkbox"/> Restaurant	<input type="checkbox"/> Prison	
<input type="checkbox"/> Church		
<input type="checkbox"/> Other		
FACTORY	STORAGE	OTHER
<input type="checkbox"/> High Hazard	<input type="checkbox"/> Moderate Hazard	<input type="checkbox"/> Parking Garage
<input type="checkbox"/> Factory	<input type="checkbox"/> Low Hazard	<input type="checkbox"/> Business
		<input type="checkbox"/> Motor Fuel Service
		<input type="checkbox"/> Repair Garage
		<input type="checkbox"/> Public Utility
		<input type="checkbox"/> Mercantile

PLEASE SEE REVERSE SIDE FOR MORE INFORMATION.

IV. STRUCTURAL-FRAME INFORMATION (Please check all that apply:)			
<input type="checkbox"/> Steel	<input type="checkbox"/> Concrete	<input type="checkbox"/> Masonry	
<input type="checkbox"/> Wood	<input type="checkbox"/> Other:		
V. EXTERIOR-WALL INFORMATION (Please check all that apply)*			
<input type="checkbox"/> Steel	<input type="checkbox"/> Concrete	<input type="checkbox"/> Masonry	
<input type="checkbox"/> Wood	<input type="checkbox"/> Vinyl	<input type="checkbox"/> Other	
VI. STRUCTURAL AND LOT CHARACTERISTICS			
PROPERTY SETBACKS		PROPOSED ALTERATIONS	DIMENSIONAL
Street Frontage (Feet):	Stories (Number):	Lot Area (Sq. Ft.):	
Front Setback (Feet):	Elevators/Escalator (Number):	Building Area (Sq. Ft.):	
Rear Setback (Feet):	Kitchen (Number):	Parking Area (Sq. Ft.):	
Left Setback (Feet):	Bathrooms (Number):	Garage Area (Sq. Ft.):	
Right Setback (Feet):	Windows (Number):	Office/Sates Area (Sq. Ft.):	
Height Above Grade (Feet):	Parking Spaces (Number):	Service Floor Area (Sq. Ft.):	
Total Impervious Coverage:	Handicap Parking Spaces (Number):	Manufacturing (Sq. Ft.):	
	Type of HVAC:	Driveways (Number):	
Est. Start Date: / /	Est. Finish Date: / /		
VII PROJECT DOCUMENTS (DRAWING & CALCULATIONS) submitted with application			
Type Drawings/Report	Required	Submission Date	Revision Date
Site Plan (2)	<input checked="" type="checkbox"/> Yes		
Architectural Drawings (2)	<input checked="" type="checkbox"/> Yes		
Structural Floor Drawings (2)	<input checked="" type="checkbox"/> Yes		
Mechanical Drawings (2)	<input checked="" type="checkbox"/> Yes		
Electrical Drawings (2)	<input checked="" type="checkbox"/> Yes		
Job Specifications (2)	<input checked="" type="checkbox"/> Yes		
As Determined to be required by Borough			
Soil Report	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Structural Connection Drawings	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Structural Calculations	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Special Inspection Data	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Sprinkler Drawings (2)	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Sprinkler Calculations (2)	<input type="checkbox"/> Yes <input type="checkbox"/> No		

PLEASE NOTE: The property owner(s) must sign this application to verify the contractor or tenant has permission from the property owner(s) to do all construction work authorized by the issuance of this permit. A site plan with the appropriate construction documents must accompany this application

By signing this application, authorization is granted to any municipal representative of Pottstown Borough to access the above property as stated within this application at any time, without an administrative warrant, to inspect and verify that any proposed use and/or structural contained within this application and/or that exists on the above property complies with all Pottstown Borough ordinances. The application together with the signed site plan and construction documents is made part of this application by the undersigned. Furthermore, it is clearly understood and agreed to by the applicant and property owner that the Borough office is not responsible for any property dimensions shown on the site plan and establishment of property lines is the sole responsibility of the property owner and applicant. The applicant and property owner also agree they are responsible for the replacement or repair of any Borough road to Borough standards which is damaged during the building of the permitted structure and understands that the information provided on this application by the applicant(s) and property owner(s) is true and correct to the best of their knowledge or belief.

Date: _____ Signature of Applicant(s) _____

Date: _____ Signature of Property Owner(s) _____ (Required)

REQUIRED OUTSIDE AGENCY APPROVALS: FOR INTERNAL USE ONLY		
<input type="checkbox"/> Water Company	<input type="checkbox"/> Sewer Authority	<input type="checkbox"/> Montgomery County Dept. of Health
<input type="checkbox"/> Public Works Road Opening Permit	<input type="checkbox"/> PADEP	<input type="checkbox"/> Other

BOROUGH TRACKING – FOR INTERNAL USE ONLY			
Application No:		Permit No:	

PENNSYLVANIA WORKERS COMPENSATION INSURANCE COVERAGE INFORMATION FORM

PLEASE READ DIRECTIONS CAREFULLY, Before filling out this form,

DIRECTIONS: Please complete all sections. All blank spaces must be completed with the requested information and boxes must be checked as they pertain to your status with the Pennsylvania Workman's Compensation Insurance Law. If you are claiming an exemption, this form must be signed in front of a notary public. A building or zoning permit will not be issued by Pottstown Borough until this form is completed properly. **NOTE: If an exemption is claimed, this form will only be maintained in the Pottstown Borough records until December 31st of the year issued. It is the responsibility of the contractor to renew this form yearly. If the contractor wishes to provide a certificate of Workman's Compensation Insurance, the contractor must notify their insurance company that Pottstown Borough is to be named as the policy certificate holder on the certificate.**

ATTENTION: All Contractors must be licensed in Pottstown Borough.

Please provide your Borough Contractor License number. _____

The contractor for this building permit, in compliance with ACT 44 of 1993, hereby submits (please check one):

- Certificate of Insurance (please attach)
- Certificate of Self-Insurance (please attach)
- Affidavit of Exemption (must be signed in front of a notary public)

- Name of Contractor _____
- Title of Company _____
- Address _____
- City State _____ Zip Code ___ Phone# _____
- Contractor or policyholder's federal or state employer identification (EIN) number

If a Certificate of Insurance or Self-Insurance has been submitted, please complete the following:

- Name of Insurer or Self-Insurer _____
- Address _____
- City _____ State _____ Zip Code _____ Phone# _____
- Policy No. _____ Coverage Period Ends _____

IF AN EXEMPTION IS BEING CLAIMED, PLEASE COMPLETE THE REVERSE SIDE AND SIGN IN THE PRESENCE OF A NOTARY PUBLIC:

Basis for exemption is (please check one):

- The Contractor for this building permit is a sole proprietorship without employees
- The Contractor is a corporation, and the only employees working on the project have and are qualified as "Executive Employees" under Section 104 of the Workers' Compensation Act. Please explain: _____
- All of the contractor's employees on the project are exemption religious grounds under Section 304.2 of the Workers' Compensation Act. Please explain: _____
- Other. Please explain: _____

Please be aware of the following requirements under the Pennsylvania Workers' Compensation Act:

This policy provides coverage for the requirements of the Workers' Compensation Act, the Occupational Disease Act, and, where applicable, the federal Longshore and Harbor Workers' Compensation Act.

The insurer has been notified that the municipality issuing the building permit is to be named a policy certificate holder.

Any subcontractors used on this project will be required to carry their own workers compensation coverage.

The contractor/policyholder will notify the municipality of any change in status, cancellation or expiration of workers' compensation coverage.

Violation of the Workers' Compensation Act or the terms of this information form will subject the contractor to a stop-work order and other fines and penalties as provided by law.

My signature on behalf of or as the contractor as stated on this form constitutes my verification that the statements contained here are true, and that I am subject to the penalty of 18 Pa. C.S.A. 94904 relating to unsworn falsifications to Pottstown Borough Municipal representatives or authorities.

Signature _____ Date _____
 Name (Please Print) _____
 Title _____
 Name of Company _____

Subscribed and sworn to before me this

_____ day of _____ seal

(Signature of Notary Public)

My Commission expires: _____



Borough of Pottstown
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 www.pottstown.org

PERMIT NO.:
DATE:

ELECTRICAL PERMIT APPLICATION

Owner: _____	Contractor's Registration No.: _____
Address: _____	Contractor's/Applicant Name": _____
_____	Address: _____
_____	_____
Owner Phone No.: _____	Contractor's Phone No.: _____
Owner Cell No.: _____	Contractor's Cell No.: _____
Type of Building Used As:	<input type="checkbox"/> Residential <input type="checkbox"/> Commercial <input type="checkbox"/> Industrial

Type of Work: (check one)
 New
 Addition
 Alteration
 Repair
 Other

Total Cost of Electrical Work: _____

Fixture:	Quantity:
Panel Size	
Alarm System	
Motors	
Ranges	
Air Heaters	
Baseboards	
Dryer	
Water Heater	
Ceiling Fans	
Ceiling Outlets	
Switches	
Plug Receptacles	
Smoke Detector Circuits	
GFI Outlets	
Lighting Fixtures	
Attic Fans	
Illuminated Signs	
Exit / Emergency Lighting	
Pool Pumps	
Spa	
Other	
Electrical Permit Fees	
PA UCC Surcharge Fee	\$4.00
Total Fees	

An independent Electrical Underwriter must inspect all Electrical Work/Rough Electrical wiring before the framing inspection. Once the Underwriter has completed inspections, please call Pottstown Borough at (610)-539-2642 to schedule an inspection. Forty-eight (48) Hours Notice is required.
 By signing this application the contractor/Applicant certifies that all information given is correct and the property owner has authorized work. All work is to comply with the PA UCC/NEC 2008 Codes. All work must be started within 6 months and completed within 1 year. Application is hereby made for a permit to install or alter electrical service and or systems and or heating systems on the premises described above. The information, which above, together with the electrical plan and or heating plan and or alarm plan, is made part of this application. By the undersigned, it is understood and agreed by this application that any error, misstatement or misrepresentation of material fact as contained in this application without approval of Pottstown Borough shall constitute sufficient ground for revocation of this permit and or prosecution or both.

Contractor

Date



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MECHANICAL PERMIT APPLICATION

PERMIT NO:
DATE:

Owner:	Contractor's Registration No.:
Address:	Contractor's/Applicant Name:
	Address:
Owner Phone No.:	Contractor's Phone No.:
Owner Cell No.:	Contractor's Cell No.:
Location of Work:	

Type of Building: Residential Commercial Industrial
 Used As:

Type of Work: (check one) New Addition Alteration Repair Other

Type of Fuel: Oil Gas LPG Electric

Total Cost of Mechanical Work:

Type of Equipment:	Quantity:	Type of Equipment:	
Air Condition Unit— H.P. Ea.		Conversion Burner	
HVAC Vent		Clothes Dryers	
HVAC Return		Ventilation Fan	
Window A/C Unit		Range Hood	
Split System A/C		Hazardous Exhaust System	
Radiant Heater		Conversion Burner	
Refrigeration Unit — H.P. Ea.		Air Handling C.F.M.	
Boilers —H.P. Ea.		Air Cleaner	
Forced Air System —B.T.U. M Ea.		A/C Compressor	
Gravity System — B.T.U. M Ea.		Incinerator	
Floor Furnace — B.T.U. M		Gas Piping	
Wall Heater —B.T.U. M		Range <input type="checkbox"/> Com. <input type="checkbox"/> Dom.	
Unit Heater — B.T.U. M		Coil Unit	
Heat Pump		Solid Fuel Appliance	
Electric Furnace		Solar Systems	
Space Heater		Wood Stove	
Gas Fireplace		Radon Exhaust System	
		Mechanical Permit Fees	
		PA UCC Surcharge Fee	\$4.00
		Total Fees	

Please call Pottstown Borough to schedule an inspection. Forty-eight (48) Hours Notice is required.
 By signing this application the contractor/Applicant certifies that all information given is correct and the property owner has authorized work. All work is to comply with 2009 ICC Codes. All work must be started within 6 months and completed within 1 year. Application is hereby made for a permit to install or alter any mechanical service and or systems and or heating systems on the premises described above. The information, which above, together with the mechanical plan and or heating plan, is made part of this application. By the undersigned, it is understood and agreed by this application that any error, misstatement or misrepresentation of material fact as contained in this application without approval of Pottstown Borough shall constitute sufficient ground for revocation of this permit and or prosecution or both.

 Contractor

 Date



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 www.pottstown.org

PLUMBING PERMIT APPLICATION

PERMIT NO.: _____

DATE: _____

Owner:	_____	Contractor's Registration No.:	_____
Address:	_____	Contractor's/Applicant Name:	_____
	_____	Address:	_____
	_____		_____
Owner Phone No.:	_____	Contractor's Phone No.:	_____
Owner Cell No.:	_____	Contractor's Cell No.:	_____

Location of Work: _____

Type of Building Used As: Residential Commercial Industrial

Type of Work: (check one) New Addition Alteration Repair Other

Total Cost of Plumbing Work: _____

Type:	Quantity:	Fees:
Stack		
Sink		
Bath		
Water Closet		
Lavatory		
Tank and Heater		
Laundry Tray		
Water Distribution System		
Floor Drain		
Sewage Ejector		
Fountain (Drinking)		
Sump Pump		
Shower		
Urinal		
Fire Sprinkler System		
Dishwashing Machine		
Garbage Grinder		
Washing Machine		
Special Waste		
Rainwater Leader		
Humidifier		
Miscellaneous Fixture		
Total Fixtures		
Plumbing Permit Fees		
PA UCC Surcharge Fee		\$4.00
Total Fees		

Please call Pottstown Borough at (610)-539-2642 to schedule an inspection. Forty-eight (48) Hours Notice is required. By signing this application the contractor/Applicant certifies that all information given is correct and the property owner has authorized work. All work is to comply with 2009 ICC Codes. All work must be started within 6 months and completed within 1 year. Application is hereby made for a permit to install or after plumbing service and or systems on the premises described above. The information, which above, together with the plumbing plan, is made part of this application. By the undersigned, it is understood and agreed by this application that any error, misstatement or misrepresentation of material fact as contained in this application without approval of Pottstown Borough shall constitute sufficient ground for revocation of this permit and or prosecution or both.

Contractor

Date

CHANGE OF SUBCONTRACTOR APPLICATION

Due to the Pennsylvania Workers Compensation Insurance regulation, all change in subcontractors must provide proof of insurance and a current copy of their license to operate in Pottstown Borough with this change of application.

Job Location:	Permit No:
---------------	------------

General Contractor:		
Contractor Address:		
City, State, Zip:		
Phone:		Fax: I
E-mail:		License No.: 1

To Replace #1

Subcontractor No. 1:		
Contractor Address:		
City, State Zip:		
Phone:		Fax:
E-mail:		License No.:
<input type="checkbox"/> Electrical <input type="checkbox"/> Mechanical <input type="checkbox"/> Plumbing		

With Subcontractor #2

Subcontractor No. 2:		
Contractor Address:		
City, State Zip:		
Phone:		Fax:
E-mail:		License No.:

Signatures Required			
Property Owner:		Date:	
Individual Responsible for Property:		Date:	
General Contractor:		Date:	
No. 2 Subcontractor:		Date:	

Appendix D: Inspections Required



INSPECTIONS REQUIRED

Property Address: _____ Project Description: _____
 Contact Name: _____
 Contact Phone #: _____
 Permit #: _____ Permit Date: _____

	Needed? (Y/N)	Inspection	Inspection Note	Date of Inspection	(P/F)	Comments
INITIAL		Footing	Before concrete is poured			
		Foundation Walls	Before concrete is poured			
		Foundation Backfill	Before foundation wall is backfilled			
		Slab	Before concrete is poured			
		Underground Electrical				
		Underground Plumbing				
		Underground Gas Piping				
		Underground Sprinkler Pipe Flushing				
ROUGH		Rough Framing	After all rough trade work is completed			
		Rough Electrical				
		Rough Mechanical				
		Rough Plumbing	Includes pressure test			
		Rough Accessibility				
		Sprinkler Hydrostatic Test				
		Insulation				
		Drywall Above Ceiling	Before tape and joint compound are applied			
FINAL		Final Building				
		Final Electrical				
		Final Mechanical				
		Final Plumbing				
		Final Accessibility				
		Sprinkler Flow Test				
		Final Energy				
		Fire Alarm				
		As additionally required by Code Officer				

Appendix E: Residential Rental Inspection Report



RESIDENTIAL RENTAL INSPECTION REPORT

Address: _____ Unit: _____ Total Number of Units: _____
 Owner: _____ Phone #: _____
 Agent: _____ Phone #: _____

#	Requirement	N / C / NA
1	Smoke detector located on each floor level (within 10' of sleeping area) including basements, accessible attics & all sleeping rooms.	
2	A 2 1/2 lb. dry powder fire extinguisher must be visibly mounted in the kitchen near point of egress at a height of 48" to 52" as measured from the floor to the top of the top of the handle. Fire extinguisher must be ABC type and must be UL approved.	
3	Electric service is _____ Amps and appears to be safe, adequate and both legibly and durably marked.	
4	Ground Fault Circuit Interupter (GFCI) type receptacle outlets must be used for the following locations: kitchens, bathrooms, powder rooms, laundry rooms within 6' of a water source, above permanent countertops, unfinished basements, exterior, garage walls.	
5	Every habitable space in a dwelling shall contain at least (2) separate and remote receptacle outlets. All junction boxes, switches and outlets must have covers.	
6	Gas range has shutoff located behind unit.	
7	Electric range has receptacle outlet behind unit.	
8	4" Street numbers are easily observable and readable from street.	
9	All potable water heating sources must have pressure/temperature relief valves & hard piping of 3/4" to within 6" of the floor.	
10	Dryer vents must be vented seperately to the exterior according to the manufacturer's installation instructions and using not more than 25' of approved metal piping.	
11	All incandescent bulbs located in closets and over shelves must be protected with permanent covers over the bulbs.	
12	Minimum plumbing facilities and fixtures must be provided and be in good working order with no leaking pipes or faucets.	
13	Must have adequate heating facilities.	
14	Handrails are required for stairs with (4) or more risers at any location (except for Bilco type stairs to basement) and at any landing over 30" high. Guards or solid enclosures are required on any open stairway.	
15	All exterior window caulking must be in good repair. Broken glass with sharp edges or holes is not permitted.	
16	All exterior wood must be free of flaking or peeling paint.	
17	Single cylinder deadbolts (thumb latch) on all egress doors.	
18	Interior and exterior of properties must be maintained in a clean, safe and sanitary condition.	
19	Scrape and paint the following areas:	

Remarks: _____

N - Not in Compliance C - Compliance NA - Not Applicable

Any items checked off with "N" indicates that appropriate measures must be taken in order to comply with the Pottstown Borough Codes.

Owner / Agent is responsible to schedule a timely re-inspection. **All violations must be corrected before occupancy or within thirty (30) days, whichever occurs first.**

Owner / Agent _____ Code Enforcement Officer _____ Date _____

Appendix F: Certificate of Occupancy



**Borough of Pottstown
CERTIFICATE OF OCCUPANCY**

**Phone: (610) 970-6520
Fax: (610) 970-6599**

Address:

1234 High Street

A visual inspection of the above property by a code enforcement officer revealed that this property meets or exceeds the minimum standards for occupancy as adopted by the ordinances of the Borough of Pottstown. This certificate does not certify, warrant, or guarantee the proper functioning or integrity of any equipment or structure.

This property was inspected pursuant to Ordinances #2011, 2038 and 2019.

A change in ownership or tenancy would require another inspection and the issuance of a current certificate of occupancy. A change in percentage of use, or area of use, of any structure, building or land may require a zoning permit. Contact the Code Enforcement Office for any such change.

Building Permit #: _____ Name of Owner: _____

Description of Structure: _____ Address of Owner: _____

Portion of Structure Covered by Certificate: _____ Use and Occupancy Classification: _____

Fire Marshal: _____ Is an Automatic Sprinkler System Provided: _____

Building Code Edition: _____ Type of Construction: _____

Building Code Official: _____ Final Inspection Date: _____

Special Stipulations and Conditions: _____

Signature of Building Code Official

Date