

CITY OF TALLAHASSEE: GROWTH MANAGEMENT 7-DAY MONEY BACK GUARANTEE FAQ's

Q. What kind of permits does this program apply to?

A. To single-family homes or townhomes, or duplexes on a single lot.

Q. What is the average turnaround time for a 1 or 2-family building permit now?

A. Right now, we have a 12-day review timeline with many building permits being turned around in less than 12 business days. The difference with this new program is that this is a 7-day money-back guarantee...the first of its kind in our community.

Q. Why now? Why not sooner?

A. We embarked on this mission over two years ago. We first set new performance standards and began streamlining our internal processes. We worked on ways to better coordinate our systems and improve customer service in many areas and across many departments. It is important that we didn't just improve the speed, but that we also didn't compromise *any* environmental, planning, or safety standards.

Q. How many of these types of permits do you anticipate issuing next year?

A. Last year, we issued around 300 such permits. We hope to exceed that number next year, as the economy seems to be on a slow but steady incline.

Q. What is the cost for a typical building permit fee? How much would you have to refund if you don't make the deadline?

A. A residential building permit fee costs around \$550 for a mid-size single family home to around \$1,400 for a 5,000 square foot duplex.

Q. Is this new policy permanent or temporary?

A. It will be in place for one year. Prior to its expiration, we will re-assess.

Q. Do you anticipate rolling out other such policies? – with money-back guarantees?

A. Yes. If a permit is not granted and the builder resubmits the application, we are offering a five (5) day money back guarantee on either approval or comments. Additionally, we are always looking at ways to improve our performance standards. The plan right now is to roll this out, see how it works, learn from the experience, and use that experience to continue improving service to our customers. That may or may not include similar policies – we just don't know at this time.