# Development Review Policy and Expectations on
# Consistent Review Practices and Customer Communication

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**Consistent Review Practices**

1. Perform assigned plan reviews in accordance with the review priority tiers and the review process end dates in AMANDA, or as directed by your lead/supervisor. For special programs, such as Small Project Permits, perform review in accordance with the program SOPs.

2. Notify your lead/supervisor if an assigned review will be late, or as otherwise directed by your supervisor.

3. Perform a complete review of the plans and documents the first time unless the documents are so lacking that a preliminary checksheet needs to be issued. If issuing a preliminary checksheet, be specific about what is incomplete.

4. If your department has standardized checksheet formats or standardized review comments, use them, but delete "boilerplate" language that does not apply to the specific application. Be as specific as possible.

5. Avoid adding new comments or issues on subsequent reviews unless they are related to previous checksheet items, submitted corrections, subsequent submittals, or applicant design changes.

6. Avoid vague or generic review comments. Be specific. Cite the specific code section or authority (Write-it / Cite-it) and explain where, how and why it applies.

7. Contact the applicant and/or appropriate design professional by phone, email or Teams if a review issue can be clarified or possibly resolved before sending another checksheet.

8. Copy the property/project owner when sending checksheets via email, provided the property/project owner email is available in AMANDA.

9. Take appropriate time to deliver equitable outcomes to all customers, especially those who are new to the process, have communication challenges, need translation services or have challenging situations, such as those in the Empowered Communities Program, etc. Meet the customer at their level of understanding. Don't assume they know…ask them. Avoid jargon, explain requirements in plain language and provide information about the process and next steps. Inform your lead/supervisor if more time with a customer will impact your ability to meet deadlines on other work.

10. For complex projects (e.g. process managed projects) that will require substantial review time of more than approximately 3 days, schedule a "page-turn" videoconference meeting with the design professional and have them explain the overall design approach, discuss any unique features/issues and identify locations of critical information.

11. If sending a 3rd checksheet, request the applicant and/or appropriate design professionals to carefully review the checksheet comments and then schedule a teleconference or videoconference meeting before submitting corrections. Make this same request at any other time corrections are markedly unresponsive or it is evident there is significant misunderstanding about code requirements or what is needed to fully respond to outstanding checksheet comments. If the outstanding issues relate to one or more other review group's comments, invite the other reviewers to the meeting so any conflicts can be worked out holistically. The intent of this meeting is to address any questions or misunderstandings, work through conflicts and promote mutual understanding of corrections required and help ensure the next corrections will resolve the outstanding issues.
12. Avoid charging additional review fees, hourly or otherwise, for relatively short meetings and discussions with customers to answer questions or provide clarification about checksheet comments.
13. Although you are administering one set of regulations that apply to a permit, it is important to avoid approaching your work in silos. Be aware of where your requirements may conflict with other reviewers' requirements and be pro-active in communicating as early as possible with that reviewer and the applicant to help resolve conflicts quickly.
14. Use the phone and videoconferencing to communicate with the applicant to work through issues and questions early in the process, rather than solely relying on checksheets. You can always follow up with a quick email to summarize the conversation. These conversations can help save everyone time.

**Customer Communication**

1. Answer your desk/work cell phone live when you are able.
2. Reply to customer voicemails and emails the same day, if possible, and by the end of the following business day at the latest. If you do not have the information they requested, call or email them back anyway, and let them know you got their message, you are working on it, and let them know when you will get back to them with the information they need. Notify your lead/supervisor if you are not able to meet this expectation, or as otherwise directed by your supervisor. Schedule time on your outlook calendar daily for returning phone calls and emails, if necessary.
3. Use your email signature block in Outlook to communicate your work cell phone number, and work schedule.
4. When you will be unavailable for more than one business day, always leave an extended absence greeting on your voicemail and email with information about when you will return to work and the name and contact information of the person they should contact in your absence.
5. Keep your Outlook calendar up to date. Accept or decline meeting requests promptly so your calendar stays current and meeting organizers know whether you plan to attend.