

CITY OF ASHLAND



Policies / Interpretations / Procedures

BD-PP-0018

IMPLEMENTATION OF CODE CHANGES, INTERPRETATIONS AND POLICIES

Policy Summary:

Outlines the customer service policy for the Building/ Safety Division implementing new requirements through code changes, interpretations, policies, and similar processes.

Background:

Changes to existing code requirements can cause unnecessary delay and cost to our customers if not implemented appropriately. We have been successful in the past in coordinating the implementation of changes with our customers to minimize any adverse impacts. This policy documents the steps we have taken to assure this success.

Discussion:

When new code requirements are proposed, customers need to be made aware of the requirements prior to the implementation date and be provided with the opportunity to submit comments and/or questions regarding the proposed changes. The Building/ Safety Division needs to provide these opportunities. Outreach programs are provided through 'Doing Business with the City of Ashland' presentations.

In the case of statewide code changes, interpretations, or policies issued through the Building Codes Division, the Community Development Department will make every effort to provide our customers with the information well prior to the implementation date; however, the opportunity for input may be limited or nonexistent by the time we become aware of the change locally.

In the case of local interpretations or policies, we will make every reasonable effort to keep our customers informed of the upcoming changes.

Policy:

When new requirements affecting our customers are proposed for implementation through code changes, interpretations, policies, or similar processes, we will make every reasonable effort to:

- (a) inform affected customers of the requirements prior to the implementation date;
- (b) provide upon request a written copy of the requirements to any customer;

- (c) be prepared to clarify the details of the requirements for customers prior to implementation;
- (d) provide an opportunity for customers to submit comments and/or objections to locally proposed changes; and,
- (e) establish a reasonable implementation date that provides sufficient planning time for customers.