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# Department of **BUILDING, ORDINANCE COMPLIANCE, AND FACILITIES**



# Rochester Hills Building Department Plan

## OUR COMMITMENT

YOUR LIFE MATTERS TO US



## OUR MISSION

Our mission is to partner with our customers to ensure safety in all buildings; to assist our residents and business owners in maintaining and enjoying safe buildings and properties; to provide a well maintained, clean, and comfortable environment for our residents, visitors and employees; to ensure Rochester Hills continues to be the preeminent place to live, work and raise a family.

## OUR VISION

To be the best Building Department in the eyes of our customers and our peers.

## OUR GUIDE

- Be a helpful partner.
- Apply codes and ordinances in a practical, professional, consistent and fair manner.
- Keep our customers informed.
- Look at challenges from a different perspective.
- Focus on what is important and what really matters.
- Provide clear and concise communication.
- Keep projects moving forward and strive to meet our customer's schedule.
- Develop a friendly and cooperative relationship with our customers.
- Respond quickly to matters that are urgent to our customers.
- Coordinate and involve all parties in the process.
- Earn the respect of our customers and peers.
- Continually evaluate our procedures and processes to search for a better way.
- Implement new technologies that will improve our customer's experience.

## OUR FOUNDATION

- We believe:
- In always doing what is right.
  - Honesty is the best policy.
  - In treating others how they would like to be treated.
  - In going above and beyond to provide excellent to our customers and fellow employees in an effort to exceed their expectations.
  - In working together and helping each other get the job done.
  - In leaving open for new ideas.
  - In developing communication and a partnership to others.
  - In professional growth and networking as a integral to our continual improvement.
  - In holding ourselves to a higher standard.





# CONNECTING WITH OUR CUSTOMERS

## Building Safety Month





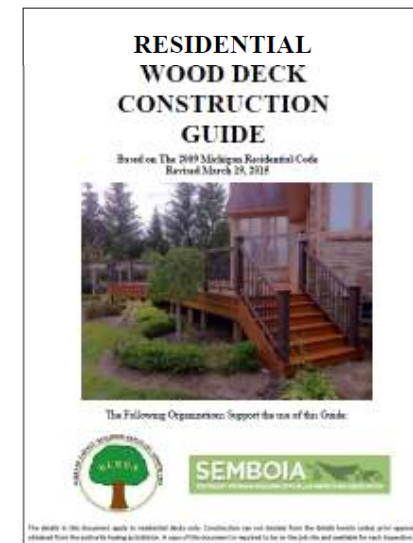
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## Connecting with Our Customers

- Deck contractors and suppliers
- New Deck Construction Guide – used by over 40 communities
- Online access to inspection results
- Realtors Round Table
- Tornado





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## Connecting with Our Peers

- Shared service agreements with Shelby Township and the City of Sterling Heights
- Kendall Nightlinger is President of Metropolitan Mechanical Inspectors Association (MMIA)
- Scott Cope is President of ICC Region V with members from Michigan, Ohio, Indiana and Kentucky
- International Accreditation Service re-evaluation
  - Passed with “No comments, concerns, or corrective action requests”
  - Best practice noted for Document Control Program



Wood Deck Construction  
Structural Issues



COCM May 1<sup>st</sup>, 2014





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## Connecting with Our Peers

- Building Departments across Michigan and the United States have contacted our department to get information on improving their operations

	Auburn Hills	Grand Haven	Madison Heights	Orion	Washington	
	Bloomfield Twp	Grand Haven Twp	Milford	Plymouth	Webberville	
	Bloomfield Hills	Groveland	Muskegon	Port Huron	White Lake Twp	
	Cascade Twp	Holley	New Baltimore	Richmond	Wyoming	
	Canton	Inkster	Northville	Royal Oak Twp	Zeeland	
	Clawson	Lathrup Village	Norton Shores	Shelby Township	Easton, MD	
	Clinton Township	Leonard	Novi	Southfield	North Hempstead, NY	
	Fenton	Lincoln Park	Oak Park	Sterling Heights	Oklahoma City, OK	
	Ferndale	Livonia	Oakland Twp	Troy		
	Garden City	Macomb Twp	Orchard Lake	Warren		
						
						
						

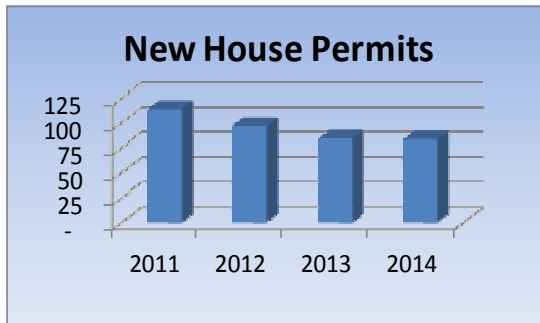


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## Permit Activity



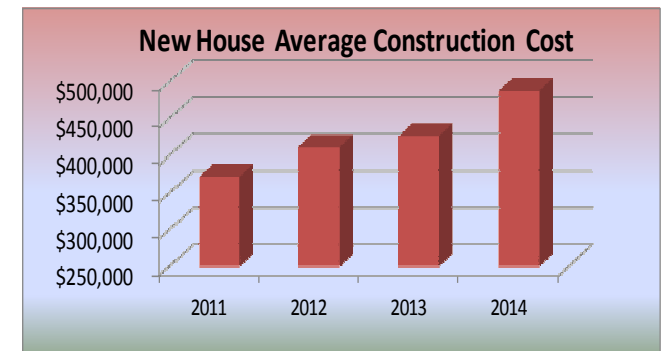
**New House Permits = 83**

- 2014 Permits Down -1 or -1% from 2013



**Grand Total Building Permits = 584**

- 2014 Permits +52 or +9.7% Above 2013



**New House -**

**Average Construction Cost = \$488,000**

- 2014 Average +\$62,000 or +14.5% Above 2013





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## Permit Activity



Total Construction Value = \$128,541,287

- 2014 Value +\$52,029,715 or +68% Above 2013



Total Permits Issued = 3,395

- 2014 Permit -9 or -0.02% Below 2013







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2015 Construction Activity





# BUILDING DIVISION

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2015 Construction Activity

**WE HAVE OUR RUNNING SHOES**



# A Sampling of 2015-2016 Commercial & Retail Building Projects



Eye Glass World (3135 S Rochester Rd)  
 DiBella's Old Fashioned Subs (3117 S Rochester Rd)  
 Panda Express (3105 S Rochester Rd)  
 Rochester Retail SW Corner Rochester & Auburn  
 Starbucks (3088 S Rochester Rd)



U-Haul (6895 N Rochester Rd)  
 Oakmont Assisted Living (3466 South Blvd)  
 Holiday Inn (3544 Marketplace Circle)



Wellbridge Nursing Homes (252 Meadowfield Dr)  
 Planet Fitness (345 S Livernois Rd)  
 Leader Dogs for the Blind (1039 S Rochester Rd)  
 McDonalds (101 W Auburn Rd)  
 Ray Connect (2350 Austin Ave)



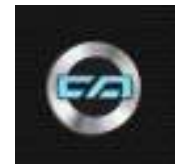
Audi of Rochester Hills (45441 Dequindre Rd)  
 Fox Volkswagen Toyota (755 S Rochester Rd)  
 Michigan Schools & Government Credit Union



Bolyard Lumber (3770 S Rochester Rd)  
 High Tech Mold (1744 Northfield Dr)  
 EDSI Addition (296 Bond St)



Einstein Bagel (2972 S Rochester Rd)  
 Walgreens (2050 S Rochester Rd)  
 Supercuts (3147 S Rochester Rd)  
 Rochester Tap Room (6870 S Rochester Rd)  
 Old Navy (2842 S Rochester Rd)  
 Tropical Smoothie Café (1288 Walton Rd)  
 St Irenaeus Catholic Church (771 Old Perch Rd)  
 Qdoba Mexican Grill (3014 S Rochester Rd)  
 Kerby's Coney Island (3224 Walton Blvd)  
 Eastern Massage (127 W Auburn Rd)  
 Coastal Automotive (2120 Austin Ave)  
 Emmy's Pampered Pooch (1416 W Auburn Rd)  
 Taste of Europe (119 W Auburn Rd)  
 Pines of Rochester Hills  
 Barrington Park Condos  
 Harvard Place Apartments  
 Somerset Pines  
 City Apartments  
 Andover Woods  
 Cumberland Point  
 Nottingham Woods





# BUILDING DIVISION

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## Service Goals



	<u>2013</u>	<u>2014</u>	Through June 2015
<b>Customer Satisfaction: Goal 100% (based on counter surveys)</b>	<b>91%</b>	<b>97%</b>	<b>96%</b>
<b>Plan Review Large Commercial Projects: Goal 90% within 15 days</b>	<b>82%</b>	<b>65%</b>	<b>85%</b>
<b>Plan Review New House: Goal 90% within 15 days</b>	<b>59%</b>	<b>52%</b>	<b>68%</b>
<b>Plan Review Small Projects: Goal 90% within 7-10 days</b>	<b>73%</b>	<b>64%</b>	<b>73%</b>
<b>Plan Review Revised Plans: Goal 90% within 10 days</b>	<b>95%</b>	<b>86%</b>	<b>90%</b>
<b>Inspections: Goal 90% Completed within 24 hrs</b>	<b>94%</b>	<b>97%</b>	<b>99%</b>





# ORDINANCE DIVISION

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## Connecting with Our Customers

- Held Spring and Fall homeowner association forums

## Connecting with Our Peers

- Attended Michigan Association of Code Enforcement Officials (MACEO) meeting





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## Service Goals

Service Goals	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>Through June 2015</u>
Proactive Patrol: Goal 85% of Complaints From Proactive Patrol	58%	48%	62%	74%
Complaint Investigation Goal: Investigation Within 24 Hours	91%	99%	99%	99%

- Thank you for approval of the Part-Time Ordinance Inspector in FY 2014



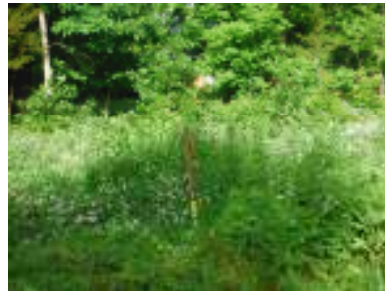


# WEED CONTROL

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## Connecting with Our Customers

- Proactive Patrol for Weed Violations



### NEW IMPORTANT NOTICE

#### Vacant Property Owners

The mowing season is approaching and we need your help to keep our city looking its best.

Beginning **May 1**, the Rochester Hills Weed Ordinance requires all weeds and grass that have grown to over 8 inches in height be cut. If your lot is found out of compliance, the City contractor will cut the lot and you will be billed for that service.

If you have retained the services of a contractor to regularly service your vacant lot, you may submit a **contact email** to the City. In the event that an Ordinance Inspector cites your lot as being in violation, you will be sent an email notifying you of the violation and will be given 72 hours to clear the violation. If your lot is not cut within 72 hours, the City contractor will be directed to cut your lot and you will receive a bill.

Please send your **lot number(s)** (15-##-###-###), and contact email to [whiteb@rochesterhills.org](mailto:whiteb@rochesterhills.org).

The Rochester Hills Building Department  
Ordinance Division  
248-656-4615





# FACILITIES DIVISION

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## Manage and Maintain







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## Connecting with Our Customers

- Gathered Feedback through 3 separate surveys

## Connecting with Our Peers

- Steve Springstube and Bob White are members of the International Facilities Management Association (IFMA)
- Coordinating with Oakland County Facilities Management on the maintenance of the Oakland County Sheriff's Office and the 52<sup>nd</sup> District Court House buildings





# FACILITIES DIVISION

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## Service Goals

Service Goals	Through June 2015
Customer Satisfaction 100%	85%
<u>Service Requests</u> - Verify Request within 24 Hours	99%





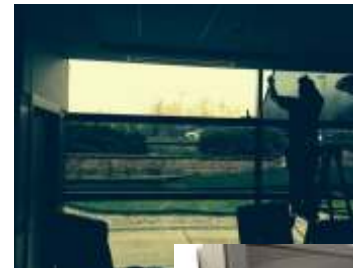
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## Facilities Activity

### Sampling of Building Maintenance Projects Completed

- Security Items from MML Survey
  - Window film
  - Fence around gas meter
  - Blinds in HR
- UPS Replacement
- Fire Department Renovation and Addition meetings
- Museum Calf Barn
- Carpet Replacement OCSO





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2016 Projects

- Energy Efficiency Analysis of Buildings
- Fire Stations 1-5 Construction Projects



# THANK YOU!

