City of Avondale

Licensing Time Frames Compliance Review Policy

PURPOSE

The Arizona Legislature, in 2011, codified Arizona Revised Statutes Section 9-831 et seq. that applies to all Arizona municipalities and counties. The purpose of this policy is to bring city and county development review and application processing procedures into compliance with applicable State law.

APPLICABILITY

A. This policy applies to the various City of Avondale application review procedures that produces outcomes that qualify as “licenses,” defined in A.R.S. § 9-831 (2) as “the whole or part of any municipal permit, certification, approval, registration, charter or similar permission required by law.”

B. As required by A.R.S. § 9-831 et seq. this Compliance Review Policy supersedes over any timeline as outlined in our Development Services and Engineering standard review times, and/or our Zoning Ordinance in the event of a conflict.

C. As required by A.R.S. § 9-833 et seq. inspections required for any regulated persons will be conducted only after proper identification, notifications, and documentation has been presented.

The procedures outlined below involve a variety of license application types. Some requirements are the same for all applications, and some application procedures have unique requirements. In addition, most procedures have detailed user guides prepared and provided by the Department. The procedures should be read carefully to ensure a complete application is prepared.

EXEMPTIONS – SHORT TERM EXEMPT LICENSES

The following licenses are exempt from this policy and statute:

A. A license that is issued within 7 days of application.

B. A license that expires within 21 days of issuance.

C. A license made exempt under the provisions of A.R.S. Section 9-835(N), which includes licenses necessary for the development of a residential lot, including swimming pools, hardscape and property walls, subdivisions or master planned community.

REVIEW

The City has consistently supported and practiced expeditious review of all applications,
and will continue to do so under the time frames set forth in this Policy. The Development Services and Engineering Department will continue to engage in process improvement to review various applications in the most expeditious way possible and will continue to work with customers to review their applications in a manner that provides the following:

- Flexibility when permitted and appropriate;
- Assures the public health and safety; and,
- Allows a customer complying with the City’s development regulations to achieve their permitting and development goals in a timely manner.

APPLICATION FORM CONTENTS

City of Avondale development review applications shall include the following information as required by A.R.S. § 9-836:

A. A list of all required steps in the application/approval process;
B. Applicable time frames;
C. Contact person (name and telephone number) who can answer questions or provide assistance throughout the application process;
D. Website address; and,
E. Notice for opportunity to clarify ordinances/regulations, or “authorized substantive policy statements” as defined by A.R.S. Section 9-831.

REVIEW TIME FRAME REQUIREMENTS

A. A.R.S. § 9-835 requires the City to have in place an overall time frame during which the City will either grant or deny license applications. A.R.S. § 9-835(C) provides for flexibility in structuring the license process for certain types of “licensing.” The time frame requirements for application review are listed in tables provided below.

NOTICE OF COMPLETENESS

The City shall review applications for administrative completeness. The City shall send notice to the applicant of the application’s status within the applicable administrative completeness review time frame. The notice shall cite a list of all deficiencies, if any, and inform the applicant that the City’s administrative completeness and overall time frames are suspended pending receipt of requested corrections or any missing information.

The Development Services and Engineering Department will accept all applications upon submittal and evaluate each application for administrative completeness. An application shall contain a planning, engineering, or building application form, the relevant checklist, any information specifically required by the zoning ordinance, building code, general engineering requirements manual, or such additional information specified by the Project Manager as may
be required by city code, rule, or compliance review policy, and applicable fee. An application must be made by the property owner or authorized agent.

An applicant will be notified in writing and/or electronically if the application is incomplete and will be provided with a list of the specific deficiencies. Upon resubmission of the required materials the Project Manager/Planner will notify the applicant whether the application is complete or remains incomplete.

When an application is determined to be complete, and the notice of administrative completeness has been issued, the substantive review time frame begins and the application will be scheduled for review by the Development Review Team or scheduled for a public hearing as required by the applicable code provision or ordinance.

**TIME FRAME SUSPENSIONS**

Overall time frames are suspended for the following reasons:

A. From the date of issuance of the notice to the applicant of corrections in an application, whether on review for administrative completeness or substantive review, to the date that the City receives the missing information from the applicant.

B. Time for completion of certain events related to the application, such as; public hearings, state, or federal licenses.

C. After supplemental requests for corrections by the City to the applicant.

**TIME FRAME EXTENSION PROCESS**

A. During substantive reviews of license applications, the statute provides that the City shall request no more than one comprehensive request for corrections, except that the City may make supplemental requests if an applicant fails to resolve the issues identified in the request for corrections.

B. The City may deem an application withdrawn, if during the administrative completeness time frame, the applicant fails to supply documentation or information requested, or an explanation of why it cannot be provided within 15 days of the notice from the City. The City may also deem an application withdrawn after 30 days of the notice during the substantive review time frame for the same reasons.

C. Under A.R.S. § 9-835(I), by mutual electronic or written agreement, the City and applicant may extend the substantive review time frame and the overall time frame. The extensions shall not exceed 50% of the overall time frame. Should agreement not be reached then the City may deny pursuant to A.R.S. § 9-834 and 9-835(J).

**REFUNDS**

Pursuant to A.R.S. Section 9-835(K), if the City does not send notice to an applicant regarding approval or denial within the overall time frame or any mutually agreed extension thereof, the City shall refund the application fees within 30 days of the expiration of the overall time frame or any mutually agreed extension thereof and waive any additional fees for the application.
WORKING DAYS

Working days as stated in this document refer to City of Avondale working days excluding all observed holidays.
## (TABLE - 1) REVIEW TIME FRAME REQUIREMENTS

### COMPLIANCE REVIEW TIME FRAMES

<table>
<thead>
<tr>
<th>DEVELOPMENT TEAM APPROVAL PROCESS</th>
<th>TIME FRAMES*</th>
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</thead>
<tbody>
<tr>
<td><strong>APPLICATION TYPE</strong></td>
<td><strong>Administrative Completeness</strong></td>
</tr>
<tr>
<td>Business License</td>
<td>1&lt;sup&gt;st&lt;/sup&gt;: 8 days</td>
</tr>
<tr>
<td>Design Review Waiver</td>
<td>2&lt;sup&gt;nd&lt;/sup&gt;: 6 days</td>
</tr>
<tr>
<td>Site Plan/Design Review</td>
<td>14 City working days</td>
</tr>
<tr>
<td>Electrical Connections</td>
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<tr>
<td>Revision of Existing Permits</td>
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<tr>
<td>Home Occupations</td>
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<td>New Construction</td>
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<tr>
<td>Civil Engineering; Plans &amp; Reports</td>
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<tr>
<td>Non-conforming uses</td>
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<td>Seasonal Sales</td>
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<tr>
<td>Temporary and Permanent Sign permits</td>
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<tr>
<td>Tenant Improvements</td>
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<tr>
<td>Wireless Communication Uses (that do not require CUP)</td>
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<tr>
<td>Landscape Plans</td>
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</tbody>
</table>

*Time frames applicable unless otherwise exempt under A.R.S. Section 9-835(N).

## (TABLE – 2) REVIEW TIME FRAME REQUIREMENTS

### PUBLIC HEARINGS & CITY COUNCIL APPROVAL PROCESS

<table>
<thead>
<tr>
<th>APPLICATION TYPE</th>
<th>TIME FRAMES*</th>
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</thead>
<tbody>
<tr>
<td><strong>APPLICATION TYPE</strong></td>
<td><strong>Administrative Completeness</strong></td>
</tr>
<tr>
<td>Final Plat</td>
<td>1&lt;sup&gt;st&lt;/sup&gt;: 8 days</td>
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<tr>
<td>Minor Land Division</td>
<td>2&lt;sup&gt;nd&lt;/sup&gt;: 6 days</td>
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<tr>
<td>City Center Site Plan</td>
<td>14 City working days</td>
</tr>
</tbody>
</table>

**Time frames applicable unless otherwise exempt under A.R.S. Section 9-835(N).**