

Building Department Management

SEMBOIA

February 21st, 2024

Class: Building Department Management

Program #: CP-24-00003

Category: 4 hours Rules & Acts

Instructor: Scott Cope #1808

BUILDING DEPARTMENT MANAGEMENT

What are we going to cover?

- Developing a game plan
 - Vision: What are we striving for
 - Mission: What we do and why we do it
 - Guiding Principles: How we do it
 - Foundation: Our core values
- Leadership
- Getting along with others
- Personnel
- Operations
- Workload
- Professional Development

BUILDING DEPARTMENT MANAGEMENT

What are we going to cover?

- Customer Expectations
- Track What & How You're Doing (Reports)
- Key Relationships
- Politics
- Budget
- Emergency Operations
- Promoting the Building Department
- Pulling it all together

Rochester Hills Building Department Plan

OUR COMMITMENT

YOUR LIFE MATTERS TO US



City of Rochester Hills Building Department

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 schedules.
- 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 assistance 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 being open to new ideas.
- In showing consideration and appreciation to others.
- Professional growth and networking are integral to our continued improvement.
- In holding ourselves to a higher standard.

Developing a Game Plan

City of Rochester Hills Building Department

OUR COMMITMENT

YOUR LIFE MATTERS TO US

Building Division



Life Safety

Ordinance Division



Quality of Life

Facilities Division



**Life- Clean &
Comfortable**

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City of Rochester Hills Building Department

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LEADERSHIP

Qualities of a Good Leader

➤ Integrity

- Respectful, approachable, fair, and trustworthy.
- Appreciate the efforts of others.
- Be honest and rely on your own moral compass and values to make decisions.
- You do what is right simply because it is right.
- Treat employees fairly and uphold the values of the department.
- Admit and apologize for any mistakes you make.

➤ Integrity

- You don't sway under pressure or place popularity over making the right choice.
- Make the same decision with an audience or working in private.
- You don't say one thing and do another.
- Highlight the work of others and downplay personal contributions.
- If a mistake is made, you take responsibility and do not blame others.

“The supreme quality for leadership is unquestionably integrity. Without it, no real success is possible, whether it is on a football field, in an army, or in an office.” — Dwight D. Eisenhower

➤ Humility

- Encourage others to succeed.
- Encourage team members to express ideas, contribute to projects, and build their strengths.
- Downplay your work and accomplishments.
- You do not believe you are better than others.
- Humble leaders think of others more than themselves.
- You give credit and recognize the accomplishments of others. You do not take credit for others' work.
- You put the needs of the team before your own, and you are a strong advocate for what your team members need.
- Humble leaders gain the trust of followers and help them develop and grow beyond what they thought was possible.

➤ **Credibility**

- The ability to be trusted.
- Gain credibility and team members' trust by doing what you say you will do.
- Holding yourself accountable for your words and actions.
- Put the needs of the team before your own.

➤ **Self-Awareness**

- Know your strengths and weaknesses and understand there is room for continual improvement.
- True leaders know there's always room for improvement and try to find new ways to succeed.

➤ **Communication**

- Listen to others and understand their needs.
- Clearly and effectively state what needs to be completed.
- Use appropriate technology to deliver a message in the most effective way.
- Clear, concise, and organized in your communication.
- Open-door policy

➤ **Be Fully Present**

When you are present, you demonstrate your value of team members. There is nothing more valuable that you can give team members than your time.



➤ **Optimistic**

- Stay positive in the face of adversity.
- Look on the bright side.
- Recognize a challenge but view it as an opportunity to grow and improve.
- Pass optimism on to the team.

➤ **Empathetic**

- You care about the needs and hopes of your team members.
- If an employee's performance dips, you seek to understand why and see how you can help.

➤ **Strategic mindset**

- You need to see the big picture.
- You need to know when to focus on strategy and entrust the small details to another member of the team.

➤ **Adaptability**

- Adaptability promotes an agile team culture
- It allows you to be able to swiftly respond to different dynamics, pivot when needed, and embrace new opportunities and challenges.
- Online permits for other departments

➤ **A desire to learn**

- Constant quest for knowledge and personal development.
- Always strive to be the best you can be.
- Pass that desire on to your team.

➤ **Decision-making**

- You need to know how to make decisions efficiently and effectively.
- You need to use the resources available to make the best decision possible.
- Having a Building Department Plan can make many decisions a lot easier.

LEADERSHIP

Things to Remember:

- As leaders we are only successful when those we are leading are successful
- If we work to remove obstacles and give clear direction, we can all be successful
- Your actions speak louder than your words
- Believe in your staff
- Reinforce the positive
- Address the negative

LEADERSHIP

Things to remember:

- Be a good listener
- Lead with a positive attitude
- Keep your staff informed
- Provide recognition for good work
- Know what is important
- Develop key relationships that will help you in your job
- You need to challenge people

LEADERSHIP

Things to remember:

- Understand the needs and desires of your staff
- Support your staff, fight for their needs and interests
- Trust staff with new responsibilities
- You must be confident, competent, and caring
- You earn credibility through your actions
- Use politics as needed to support staff and accomplish your goals
- Acknowledge the expertise of others

Building an Exceptional Department is not an Easy Task. It Takes Good Leadership and Good People to Make a Good Team.

Blending different personalities can sometimes be challenging.

Let look at some tips on how we can get along with everyone.



❖ **Ways to get along with Everyone**

1. Before you say anything to anyone ask yourself three things:
 - a. Is it true?
 - b. Is it kind?
 - c. Is it necessary?
2. Make promises sparingly and keep them faithfully.
3. Never miss the opportunity to compliment or to say something encouraging to someone.
4. Refuse to talk negatively about others: don't gossip and don't listen to gossip.

❖ **Ways to get along with Everyone**

5. Have a forgiving view of people. Believe that most people are doing the best they can.
6. Keep an open mind: discuss, but don't argue. (It is possible to disagree without being disagreeable).
7. Forget about counting to 10. Count to 1,000 before doing or saying anything that could make matters worse.
8. Let your virtues (High moral standards) speak for themselves.

❖ Ways to get along with Everyone

9. If someone criticizes you, ask yourself if there is any truth to what they are saying: if so, make changes. If not, ignore it and live so that no one will believe the negative remark.
10. Cultivate your sense of humor: laughter is the shortest distance between two people.
11. Do not seek so much to be consoled, as to console: do not seek so much to be understood, as to understand: do not seek so much to be loved, as to love.

Are you a good team member? Is there anything you can do to improve?

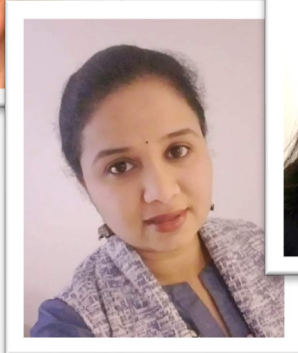
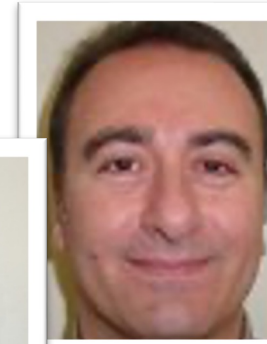
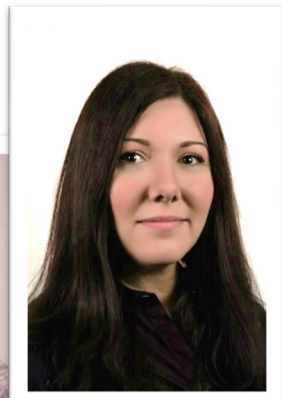
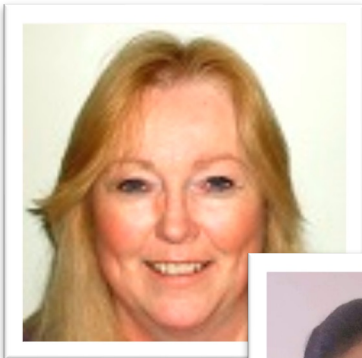
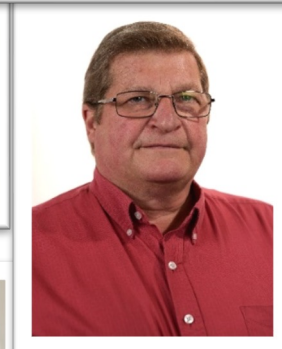
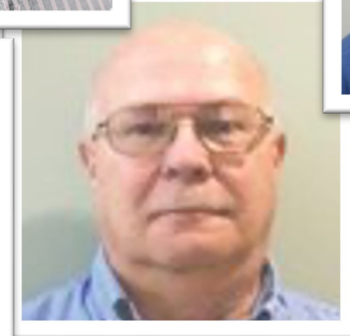
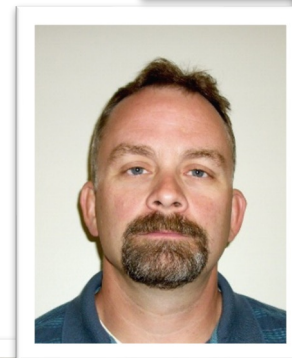
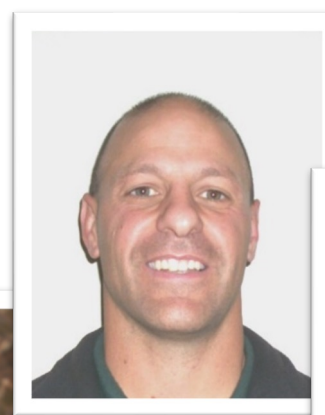
PERSONNEL

Do they know what you expect of them?

- Job expectations
- Continued professional growth

Provide clear direction

- What they need to do (checklists)
- How you expect them to do it (foundation)



BUILDING INSPECTOR JOB EXPECTATIONS

- Be in by 8:00 a.m.
- Be available for calls and questions between 8-9 a.m.
- Complete all inspections scheduled each day. Notify supervisor when this is not possible.
- Lunch and breaks when you feel they are least disruptive to your day.
- If all work is completed before 4:30, please get with your supervisor to discuss other projects.
- Normal work hours are 8:00 a.m. to 4:30 p.m.

BUILDING INSPECTOR JOB EXPECTATIONS

- Establish and maintain a positive, courteous, effective working relationship with co-workers, with an emphasis on teamwork.
- Provide prompt, courteous, effective customer service to all city workers, department staff, and the public.
- Maintain a professional demeanor in the routine performance of the work, as well as under difficult situations.
- Follow our Building Department Plan
- Let us know what you think. You are a valuable part of this department with many experiences that can help all of us.
- Most importantly, have fun and make work enjoyable.

PERSONNEL

Accountability

- Personal communication meetings
- Performance Review
- For yourself and your staff



PERSONAL COMMUNICATION MEETINGS

Discuss:

- **Purpose of meeting**
- **Strengths and areas to improve**
- **What challenges do you have in your job?**
- **Job satisfaction**
 - Do you enjoy your job?
 - Is it meeting your expectations?
 - What do you wish you could change?
 - What is your favorite part of your job?
 - What do you enjoy about working here?
 - What do you find frustrating about working here?
 - What do you find rewarding about your job?

PERSONAL COMMUNICATION MEETINGS

Discuss :

- What you expect from us as your supervisors?
- How are we doing?
- How can we improve?
- Our Building Department Plan
- The part you play in our success
- Goals for the coming year

It's all about listening and doing all we can to help each person be the best that they can be.

PERSONNEL

Hiring

- Qualifications/Training
- Are they the right fit



Discipline

- Let them make the choice
- Keep records
- Give them a chance
- Three examples: St, DM, Jess

WORKLOAD

How do we get it all done?

- Focus on what is important and what really matters
- Tracking your progress

Identify your priorities

- Inspections
- Plan Review
- Complaints
- Old permits

Use your resources

- Part time staff
- Full time staff
- Contract employees
- Cross training
- Interlocal agreement with neighboring communities

WORKLOAD

Give your staff the tools they need

- Training
- Code books and standards
- References
- Tape measure, flashlight, camera, level, safety equipment, testers, and other equipment needed to perform their job
- Make sure everyone is pulling their own weight
 - No slackers allowed
- Know your limits and the limits of your staff
 - Use Professionals if needed
 - Special Inspections

OPERATIONS

Permit Process

Customer Service Staff

- Qualifications/Training (1st contact)
- Procedures
- Consistency



Type of Permits Available

- Regular Projects
- Expedited
- Residential (48 hours)
- Wood Decks, Basement Finish, Accessory Structures, Above Ground Pools
- Commercial (5 Days)
 - Phased: Foundation, Steel, Shell etc..

Service Goals

Quality Control

OPERATIONS

Plan Review Process

- Plan Review Staff
 - Qualifications/Training
- Procedures
- Checklists
 - Consistency
- Communication
 - How? Email, phone, Letter, Meetings
 - Pre Plan Review Meetings
 - Plan Review Meetings (Contractor, Architect, Owner)
- Service Goals
- Quality Control

OPERATIONS

Inspection Process

1ST

- Inspection Staff
- Qualifications/Training
- Procedures
- Checklists
- Consistency

2ND

Types of Inspections

- Footing, Sand, Rough, Insulation, Final
- Virtual Inspections
- Special Inspections
- Change of Occupancy
- Expired Permits

3RD

- Communication
 - How? Email, phone, Letter, Meetings
- Pre-Construction Review Meetings
- Field meeting
- Service Goals
- Quality Control

PROFESSIONAL DEVELOPMENT



- We all need it
- Get the dollars in the budget
- ICC Certifications
- Act 407 training
- Learn from each other
- Learn the code both residential and commercial
- Communication Skills are essential
 - Written and verbal
- Being professional is about attitude, character, and integrity

CUSTOMER EXPECTATIONS

- What are they? You need to know
- How well are you doing in their eyes?
 - Surveys, calls, field visits, AIA, HBA, SEAMi
- Consistency
- Partnership Mentality
 - Be a helpful resource in the construction process
 - View the process from your customers perspective
 - Quality product
 - Completed on time
 - Within budget

CUSTOMER EXPECTATIONS

- Keep the project moving
- Allow construction without permits
- Phased permits
- Expedited permits
- Permit Conditions
- Partial inspections/onsite meetings/resolve concerns quickly
- Be responsive
 - Return phone calls
 - Be there when they need you

How will your decisions make you feel?
Remember...

Stupid hurts.



Barton
■ **Malow**

Concrete • Interiors • Rigging



















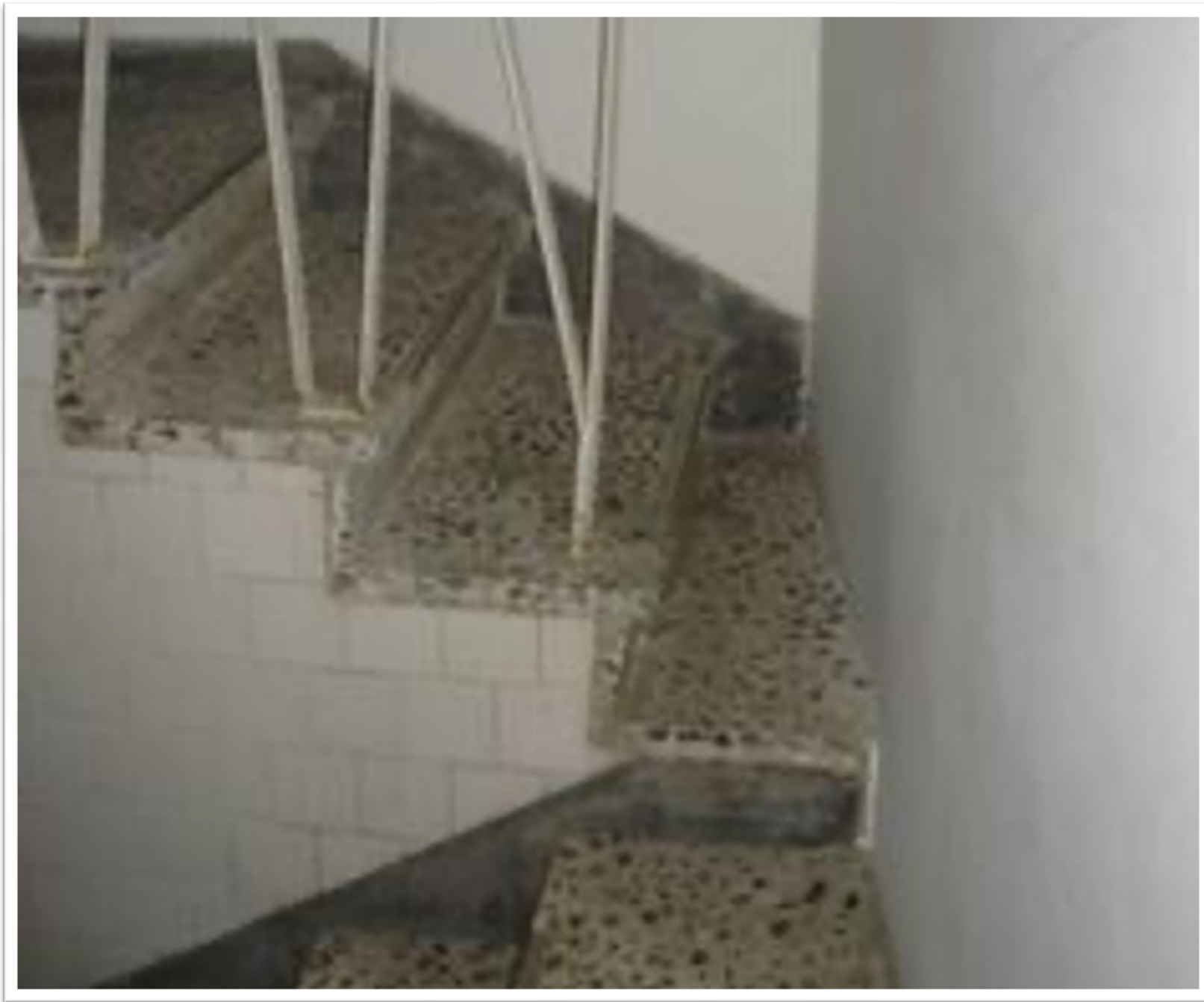
funnyzone.org



FAIL

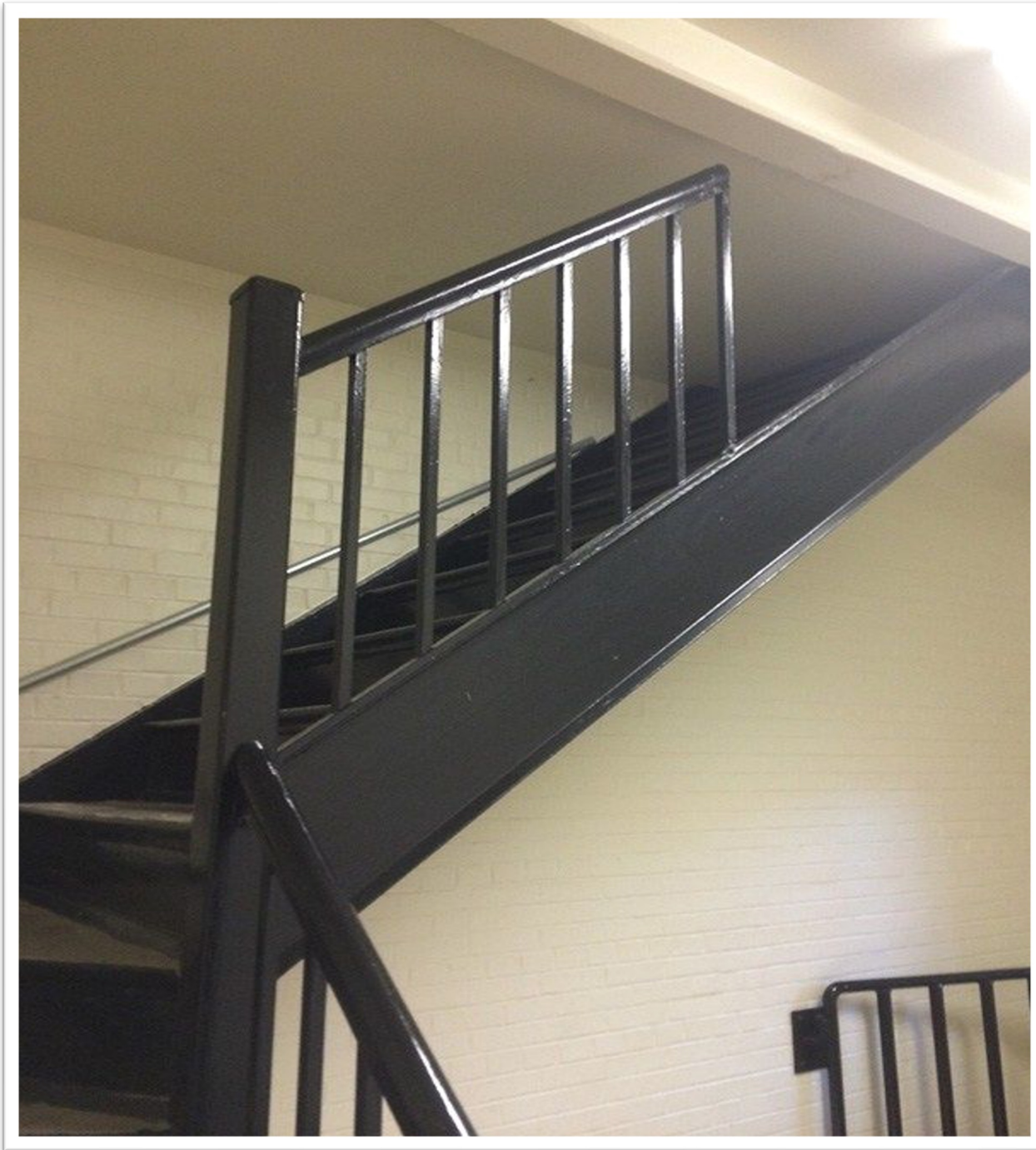








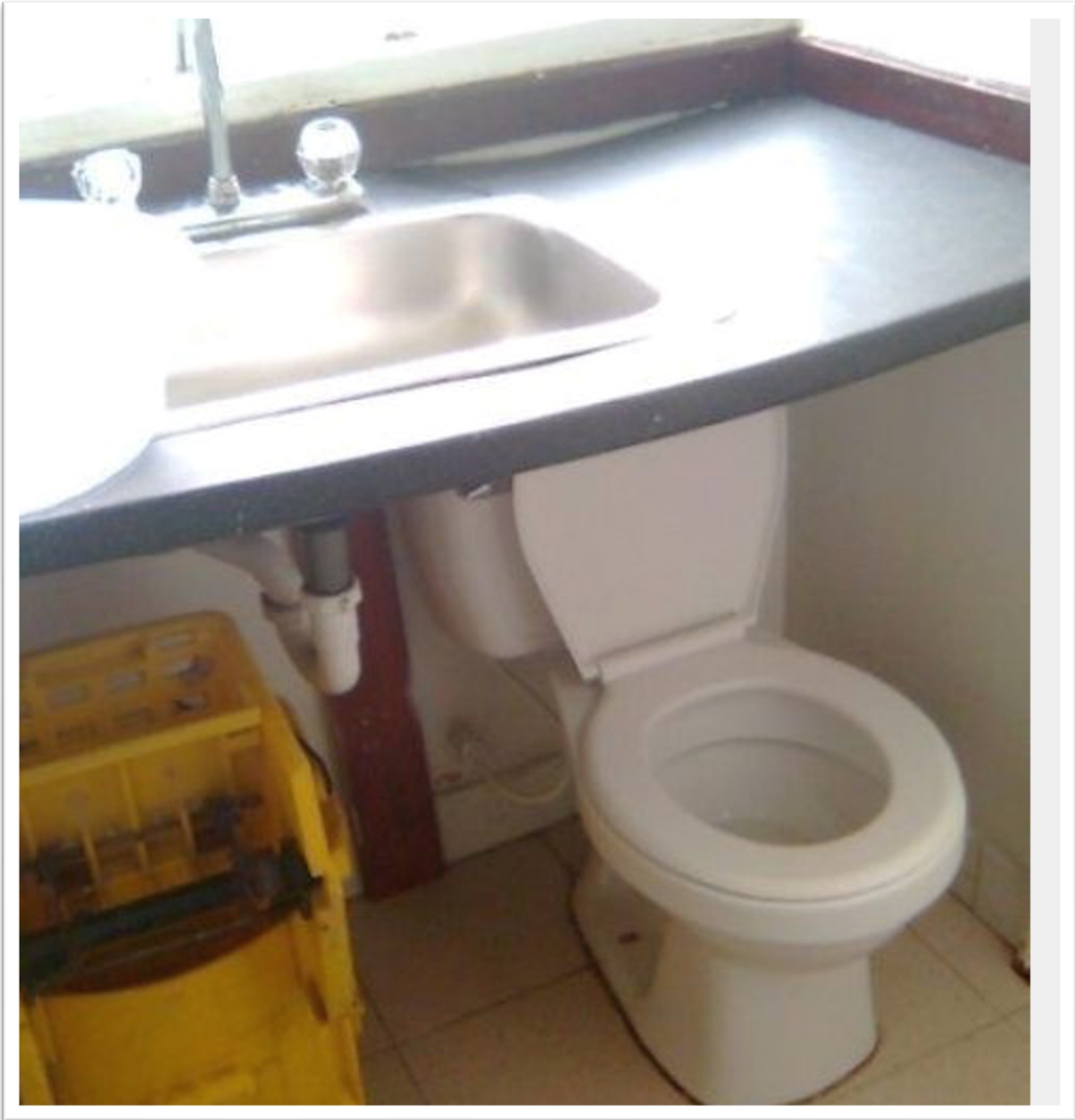
“Please be careful when you put revision clouds on your drawings, some of the contractors do not understand.”



**WORLD'S
CRAPPIEST
SHOWER**









Don't be afraid to take a chance and be different

- Last minute invitation to the OPC
- Design to your audience
- Checkout what our team came up with



Welcome to
Game Day!

City of Rochester Hills Building Department

OUR COMMITMENT

YOUR LIFE MATTERS TO US



Life Safety

Ordinance Division



Life- Clean & Comfortable

OUR VISION

To be the [REDACTED] Building

[REDACTED] in the [REDACTED]

[REDACTED] and our peers.



Q&A MATCHING GAME

Total # of Phone Calls:	<input type="text"/>	7,627
Total # of Counter Visits:	<input type="text"/>	1,023
Total # of Permits Issued:	<input type="text"/>	30,377
Total # of CofOs Issued:	<input type="text"/>	3,784
Total # of Inspections Performed:	<input type="text"/>	260
Total Construction Value:	<input type="text"/>	1,774
Total # of Code Compliance Requests Issued:	<input type="text"/>	104,140,209
Total # of Signs Confiscated:	<input type="text"/>	13,173









2:00



Time's Up!



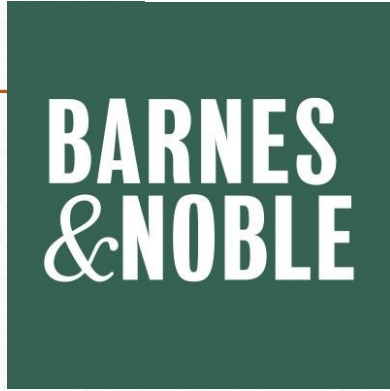
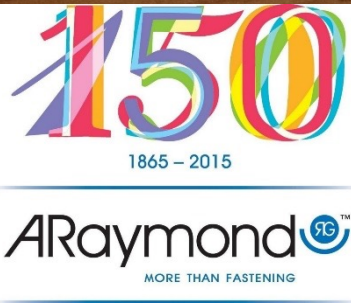
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Rochester Hills Building Projects of 2019

Driven to be the Best in the Eyes of our Customers and our Peers



HARVARD PLACE



JBK HOMES

The Enclaves



REPORTS

Track What and How You Are Doing

- ▶ Weekly Plan Review Status
- ▶ Monthly Report
- ▶ Quarterly Report

WEEKLY PLAN REVIEW STATUS REPORT
 AS OF **4-22-16 (WED)**
 DATE 10 WORKING DAYS **4-8-16**
 DATE 15 WORKING DAYS **4-1-16**

COMMERCIAL CONSTRUCTION
 Resubmittals: **4**
 Revisions: **6**
 Turn-Around-Time (TAT) **18** Days

	BUILD	ELECT	MECH	PLUMB	F.S.	P.A.
OLDEST DATE	3-22-16	4-25-16	3-29-16	3-29-16	4-11-16	4-19-16
PAST 10 WORKING DAYS	1	0	2	2	0	0
PAST 15 WORKING DAYS	3	0	2	2	0	0
TOTAL COUNT	7	1	5	5	3	2

NEW REVIEWS COMPLETED WITHIN 10 WORKING DAYS: **3** OVER 10 WORKING DAYS: **0**
PRELIMINARY PLAN REVIEW LETTERS WITHIN 10 WORKING DAYS: **0** OVER 10 WORKING DAYS: **0**
SMALL PROJECT REVIEWS COMPLETED WITHIN 10 WORKING DAYS: **2** OVER 10 WORKING DAYS: **0**
RESUBMITTED/REVISED REVIEWS COMPLETED WITHIN 10 WORKING DAYS: **11** OVER 10 WORKING DAYS: **0**

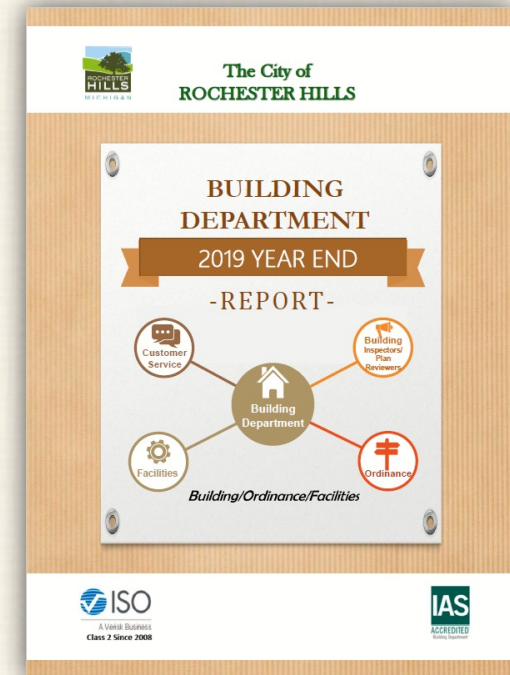
"ON-HOLD" PROJECTS NUMBER (SEE STATUS SHEET): **8** OLDEST DATE OF "ON-HOLD": **11/04/2010**

RESIDENTIAL CONSTRUCTION
 Resubmittals: **2**
 Revisions: **6**
 Turn-Around-Time (TAT) **7** Days

	BUILDING	GRADE	ORDNANCE
OLDEST DATE	4-13-16	4-13-16	4-13-16
PAST 10 WORKING DAYS	0	0	0
PAST 15 WORKING DAYS	0	0	0
TOTAL COUNT	11	6	6

NEW REVIEWS COMPLETED WITHIN 10 WORKING DAYS: **4** OVER 10 WORKING DAYS: **0**
SMALL PROJECT REVIEWS COMPLETED WITHIN 10 WORKING DAYS: **11** OVER 10 WORKING DAYS: **0**
RESUBMITTED/REVISED REVIEWS COMPLETED WITHIN 10 WORKING DAYS: **8** OVER 10 WORKING DAYS: **0**

"ON-HOLD" PROJECTS NUMBER (SEE STATUS SHEET): **6** OLDEST DATE OF "ON-HOLD": **06/14/2012**



Building Department Annual Report



The City of
ROCHESTER HILLS

BUILDING DEPARTMENT

2019 YEAR END

-REPORT-



Customer
Service



Building
Inspectors/
Plan
Reviewers



Building
Department



Facilities



Ordinance

Building/Ordinance/Facilities



➤ Design to your audience

Tony Tomasin

was appointed President and educational committee chairperson for the Reciprocal Electrical Counsel Inc (RECI) and board member of the Michigan Association of Electrical Inspectors. He was also appointed to the National Electric Code (NEC) Code Making Panel 13 NFPA 70 that reviews the next cycle of code changes.



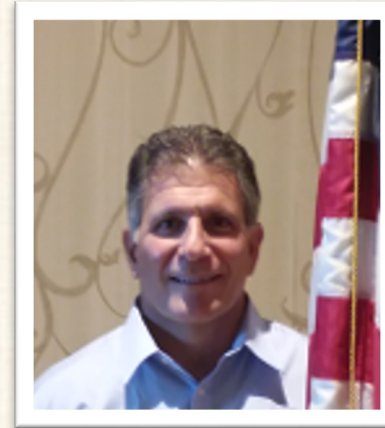
Tim Hollis

was appointed President of the Oakland County Building Officials Association.



Mark Artinian

was appointed Vice President of the Southeast Michigan Building Officials Association.



Gary Nauts

78

was appointed Chairman of the MMRMA
Facilities Management Risk Control Advisory
Council.

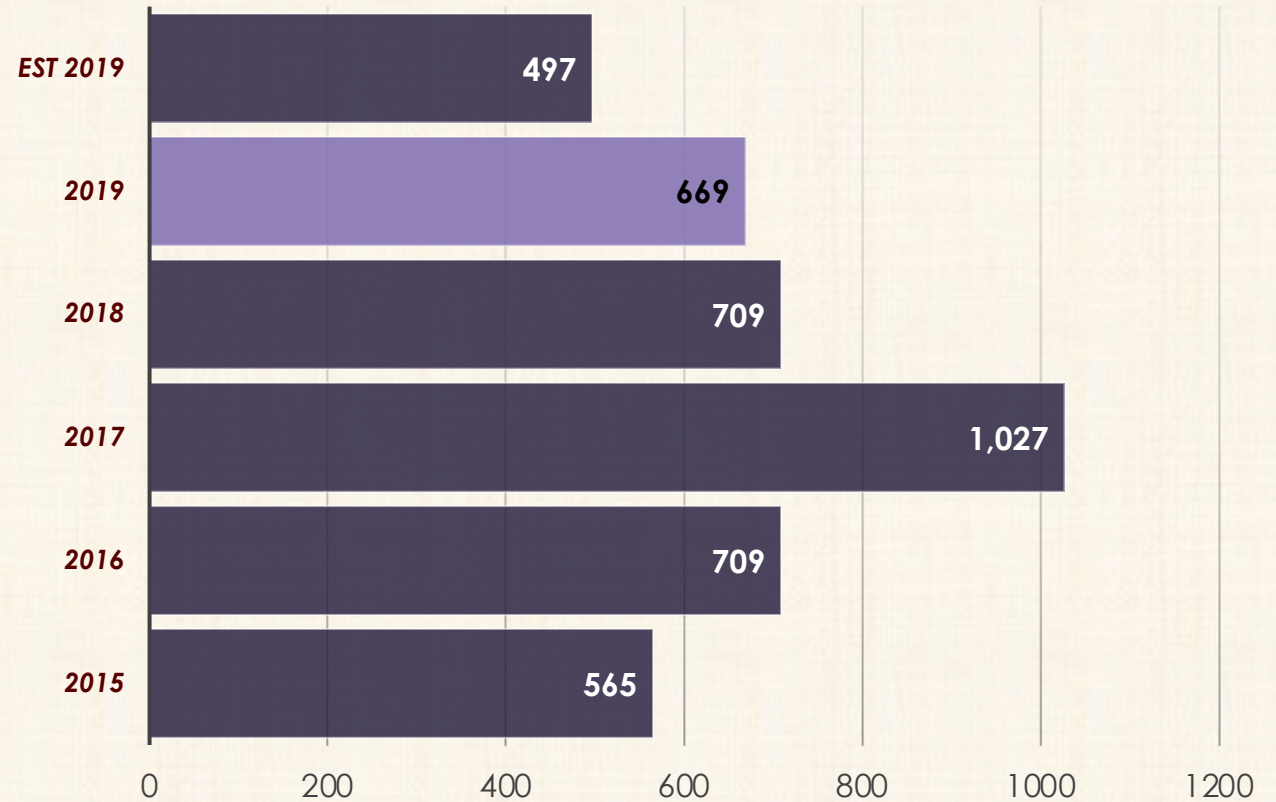


Grand Total Building Permits

669

Grand Total Building Permits

Decreased by 40 or 6% from Year End 2018

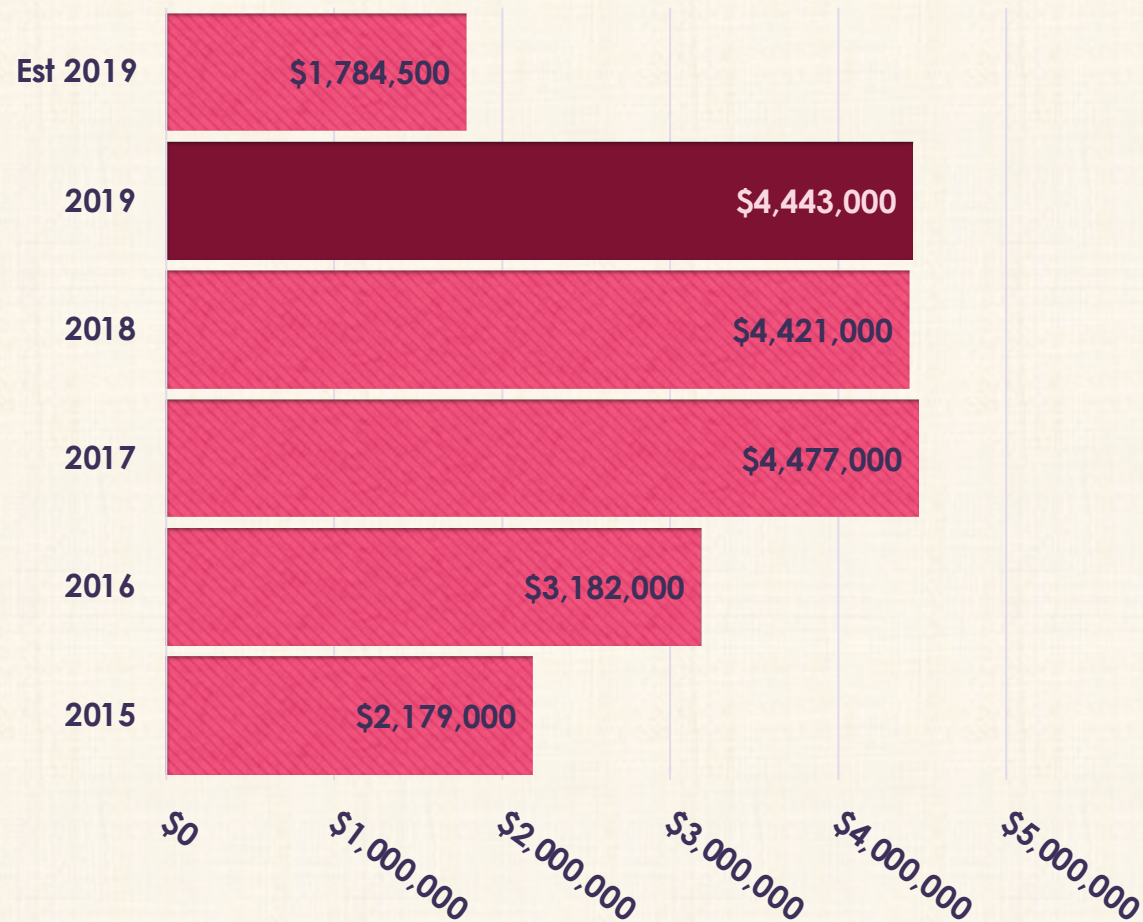


YEAR END REVENUE

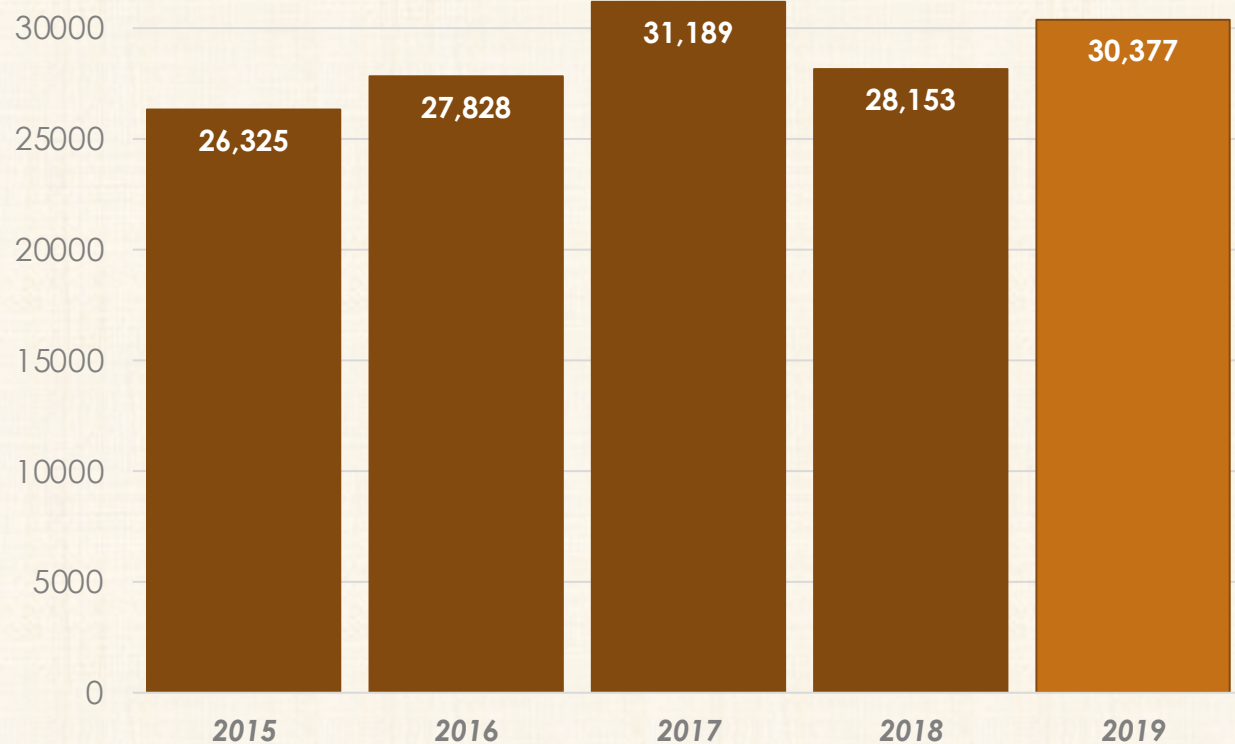
\$4,443,000
Revenues Year End

*Increased by 22,000 or
0.5% from 2018*

** Based on December month end report*



Phone Calls Processed

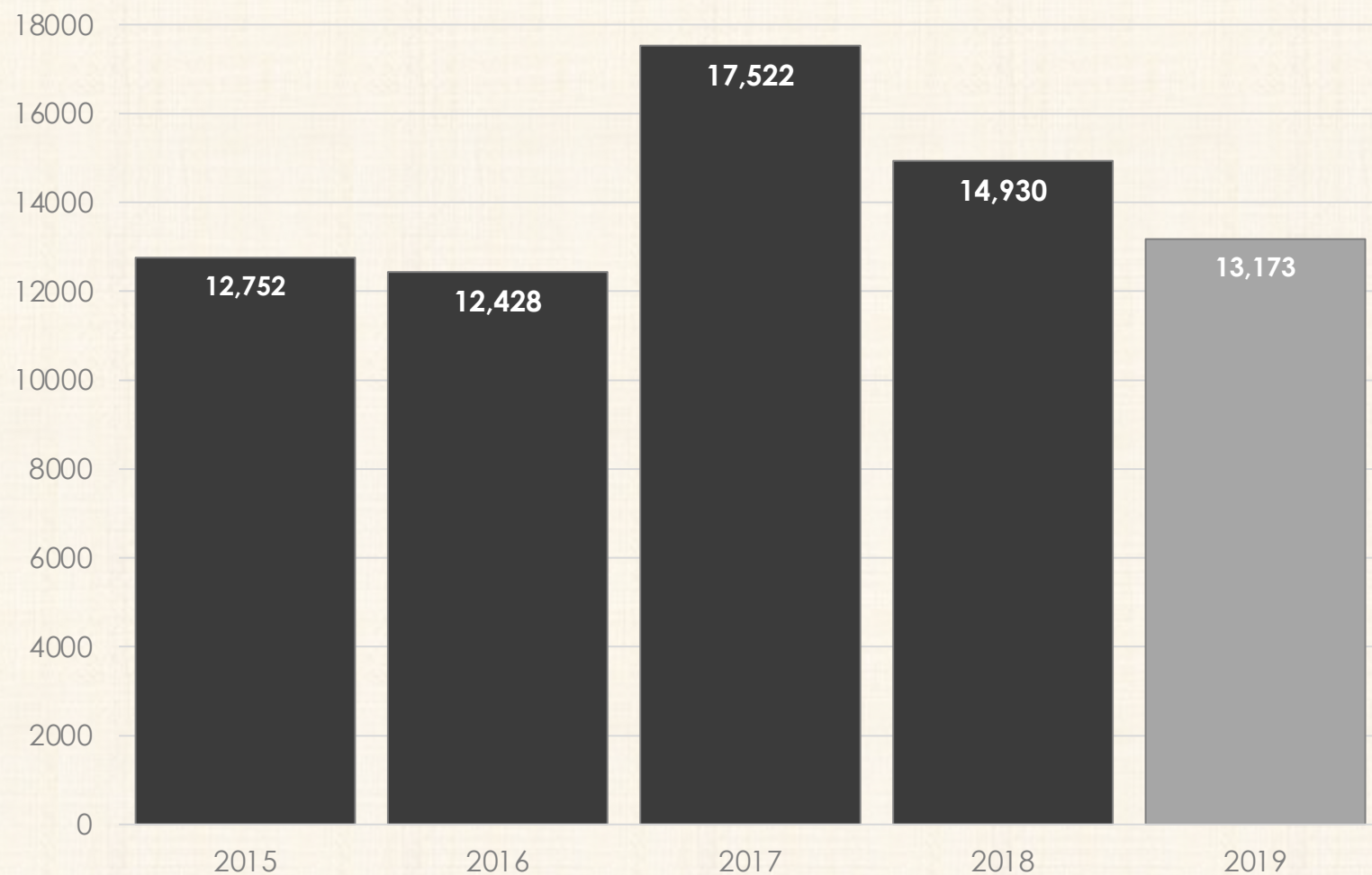


30,377

Phone Calls Processed

Increased by 2,224 or 8% from 2018

Inspections Performed









13,173

Inspections Performed

Decreased by 1,757 or 12 from 2018

Service Goals

Service Goals	<u>2018</u> Year End	<u>2019</u> Year End	<u>Status</u>
Customer Satisfaction: Goal 100% (based on counter surveys)	97%	98%	
Plan Review Large Commercial Projects: Goal 90% within 15 days [#]	60%	67%	
Plan Review New House: Goal 90% within 10 days [#]	76%	73%	
Plan Review Small Projects Goal: 90% within 7-10 days [#]	63%	67%	
Plan Review Revised Plans Goal 90% within 10 days	84%	91%	
Inspections: Goal 90% Completed within 24 hrs	99%	96%	











* Continue to review Plan Review Process for possible improvements
 # We are focusing resources to this area to improve timeframe

 = Good
 = Monitor
 = Need to Address

What is Coming for 2020

Building Projects

There are a number of commercial projects currently under construction that will be completed in 2020













-  Genisys Credit Union
-  City Walk Apartments
-  Cedar Valley Apartments
-  Premier Academy Day Care
-  Fairview Inn & Suites 108 Rooms³
-  Medilodge
-  First State Bank
-  KLM Bike & Fitness
-  RH House Restaurant
-  Islamic Association of Greater Detroit



What is Coming for 2020

Building Projects

There are a number of commercial and residential projects in the works for this coming year, they include the following:

-  South Blvd Office
-  Berkshire 13 Site Condo's
-  Redwood at Rochester Hills
-  Rochester College Townhouses
-  Rochester Hills Research Park
-  Cumberland Village 57 Detached Condos
-  Speedway
-  Legacy Apartments
-  Tienken Trail Lofts
-  Rochester Hills Trio
-  Hillside Rochester Hills
-  Lake Michigan Credit Union



What is Coming Up in 2020 Facilities

Projects:

- ✂ Running new electric lines for the generator and chiller
- ✂ Innovation Hills Storage Building
- ✂ Borden Park Office Building
- ✂ Van Hoosen Cemetery Barn concrete replacement
- ✂ Dairy Barn Roof Replacement
- ✂ Van Hoosen Equipment Barn
- ✂ Fire Station #1 concrete approved
- ✂ Clerks Vault reconfiguration
- ✂ Fire Station #1 office foundation replacement
- ✂ City Hall AAON unit HVAC
- ✂ Emmons Plaza restroom and storage
- ✂ Bloomer Park Office Basement REHAB



KEY RELATIONSHIPS

87

Your Staff

- ▶ You need them
- ▶ They need you



- They do the work
- Personal communication meetings
- Understand their values, expectations, needs, wants, desires and goals
- Help them attain them
- Let them know you care
- If they succeed, you succeed

KEY RELATIONSHIPS

Your Peers

- ▶ Inside your organization
- ▶ Other Department Heads/Inspectors/Plan Reviewers
- ▶ Outside your organization
 - ▶ OCBOA members
 - ▶ COCM members
 - ▶ Other local chapter members
 - ▶ ICC members



- ❖ Help you negotiate internal and external politics
- ❖ Keep you in the know so you are prepared
- ❖ Share your challenges and successes
- ❖ Help you with problems
- ❖ Provide support



KEY RELATIONSHIPS



Your Boss

- ▶ Do they know what you do?
- ▶ Do they support you?
- ▶ They can get you the things you need!
- ▶ Do they know what you do?
- ▶ Do they know the value of what your department does?

KEY RELATIONSHIPS

90



YOUR BOARD/COMMISSION/COUNCIL

- ▶ Do they know what you do?
- ▶ Do they support you?
- ▶ They can get you the things you need!
- ▶ Do they know what you do?
- ▶ Do they know the value of what your department does?

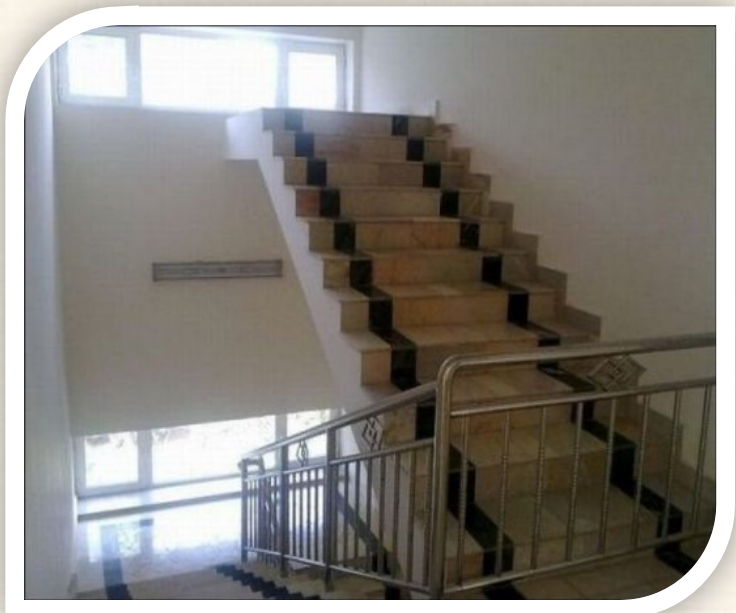
KEY RELATIONSHIPS

YOUR CUSTOMERS/RESIDENTS

- ▶ They are who you serve
- ▶ Without them they do not need us
- ❖ Anyone else who can help you do your job?



What Were They Thinking?



POLITICS

- No way !!!!!
- Maintain your integrity
- Know what you want and why
- Find out who can help you get what you need
- Figure out what you need to get what you want

POLITICS

Getting support of key leaders

- Building trust
- Up front and honest
- Flexible when you can
- Firm when needed
- Educate
- Quick to respond
- Develop key relationships
- Our job is to make them look good.

POLITICS

- **Know how the politics work**
 - Who knows who
- **Educate leaders**
 - Have workshop with Council/Boards
 - Building Department part of public safety
 - Need to promote Building Department
 - Open house

POLITICS

Communication

- Keep them informed good and bad
- Let them know your side first
- Be careful what you say
- Tell boss about any problem
- Weekly report to the boss
- Keep your boss in the loop
- Staff to keep you in the loop
- Be proactive: find it before they do
- Respond quickly to concerns

POLITICS

- Be aware of the challenges in our industry
 - Inconsistency
 - Construction delays
 - We are the easy one to blame
- Our community is safer because of our building department
- Look at bigger picture
 - How do we make an impact
 - Through the MML and the State of Michigan

BUDGETS

BUDGETS: Show Me the Money

- See politics 😊
- Projecting revenues and expenses
- Maintaining staff levels
 - Use your resources



BUDGETS

BUDGETS: Show Me the Money

- Training budget: How to get more?
- Are your fees up to date?
- Performance Measures
 - Number of Plan reviews, inspections, permits, phone calls, complaints, service goals
 - Track how you are doing with service goals
 - 2019-2021 Budget Presentation





2019 City Council Budget Presentation



Department of

Building, Ordinance Compliance, &



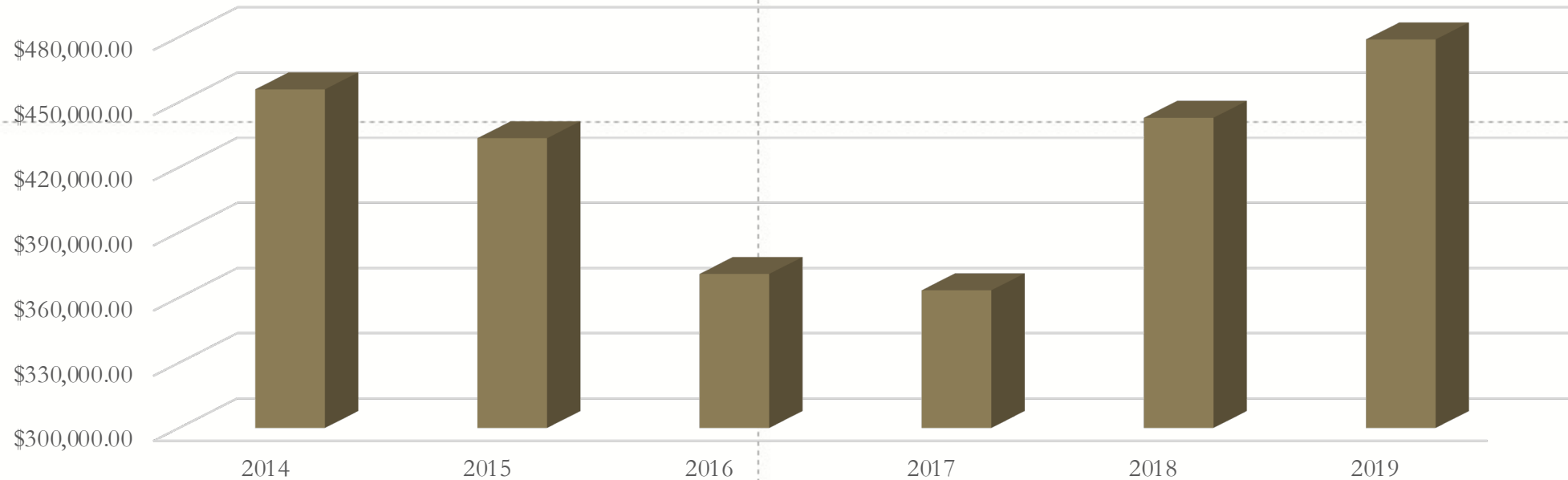
Driven to be the Best in the Eyes of our Customers and our Peers



To Partner with our Customers to Ensure Safety in All Buildings



New House Average Construction Cost- Six Month Comparison

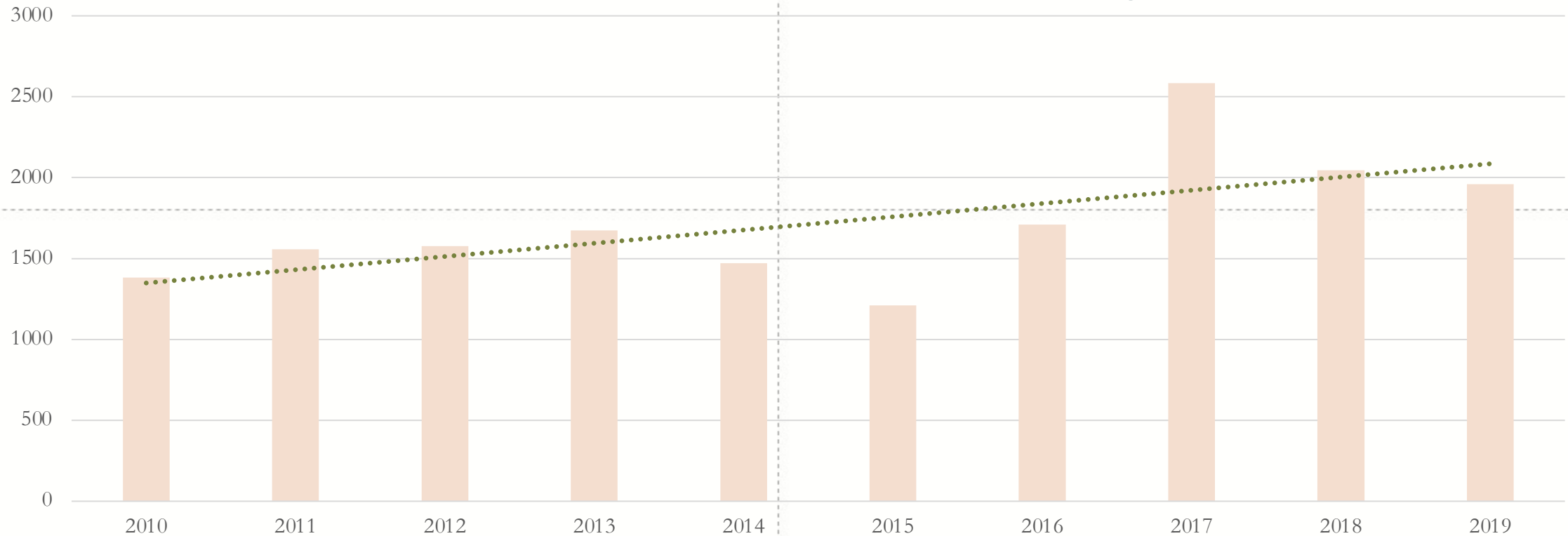


Average Construction Cost= \$480,000

Average Construction Cost increased by \$36,000 or 8% from 2018



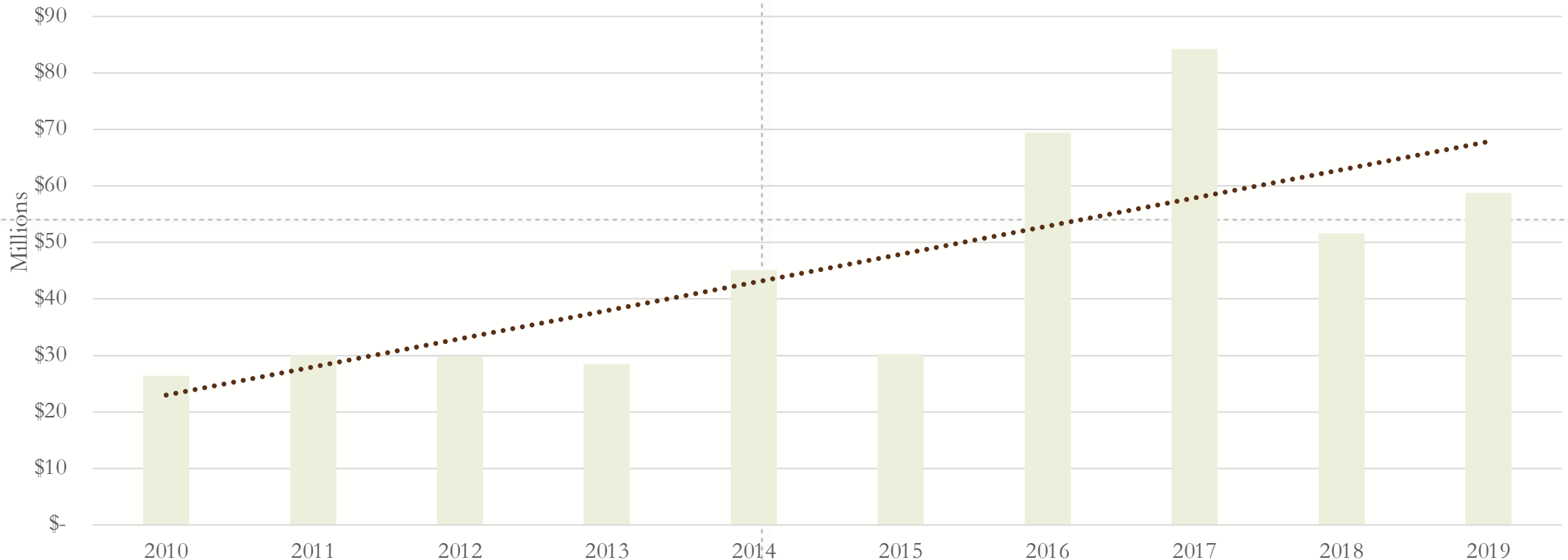
Total Permits Issued- Six Month Comparison



Total Permits Issued = 2,000
2019 Six Month Permits down 85 or 4% below 2018



Total Construction Value- Six Month Comparison

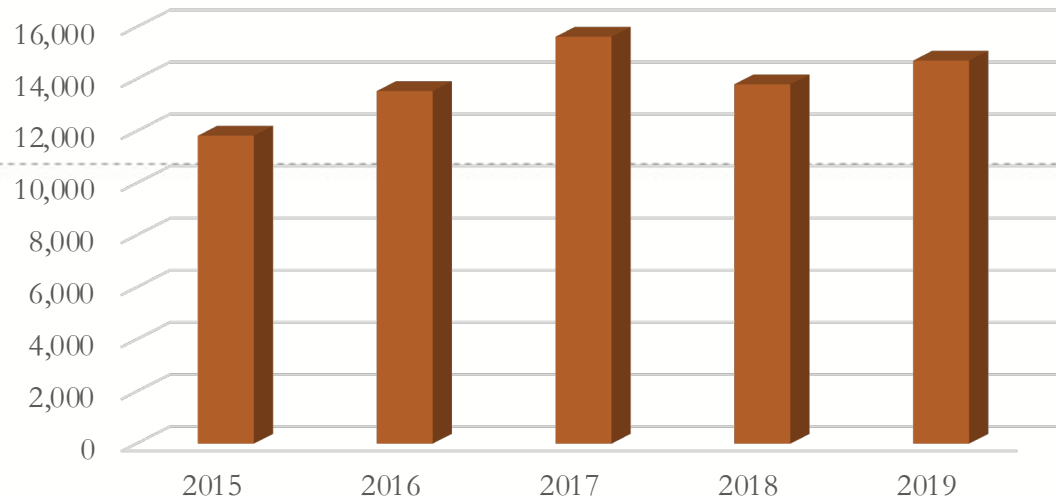


Total Construction Value= \$59,000,000
2019 Six Month Value increased \$6,700,000 or 11% from 2018



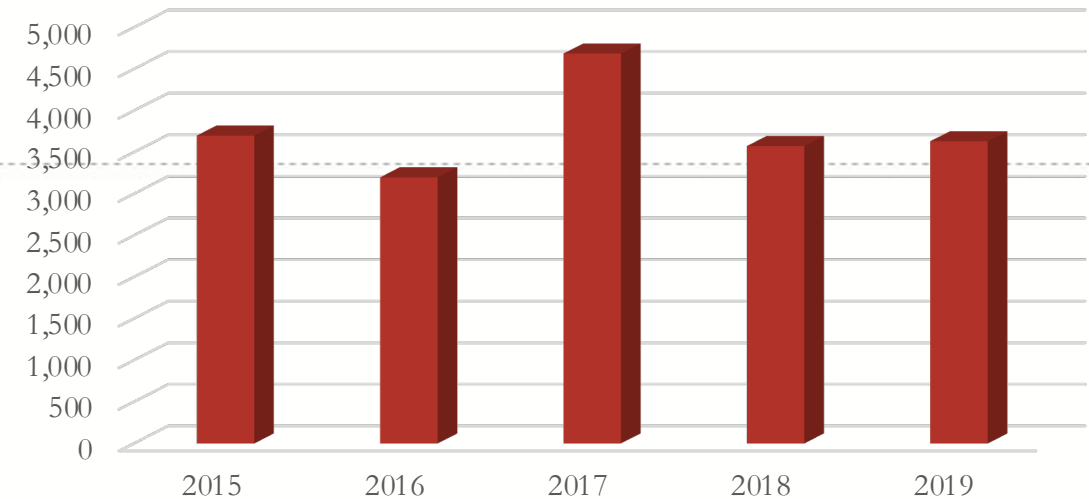
Workload Indicators- Six Month Comparison

Phone Calls



Total Phone Calls= 15,000
2019 Six Month Value up
915 or 7% from 2018

Counter Trips



Total Counter Trips= 3,700
2019 Six Month Value up 60 or
2% from 2018

Inspections
2000-2007: Average 10,700
2011-2018: Average 13,000
17% Increase in Inspections



[solidcore]



Legacy Rochester Hills Apartments



Ordinance Division

innovative *by* nature



A *beautiful* place to live, work, and raise a family!



Ordinance Division

innovative *by* nature

To Assist our Residents and Business Owners in Maintaining and Enjoying Safe Buildings and Properties





Facilities Division

innovative *by* nature

To Provide a Well Maintained, Clean and Comfortable Environment for our Residents, Visitors and Employees





ROCHESTER
HILLS
MICHIGAN
FACILITIES
DIVISION



Bharatiya



elby Char
Township

Utica

Facilities Division

innovative *by* nature

2020-2022 Projects



2020

- Security Enhancements
- Fire Station 1 Concrete Approach
- Clerk's Vault Reconfiguration
- Dairy Barn Roof Repair



2021

- Security Enhancements
- Fire Station Bay Heaters
- City Hall Chiller



2022

- Fire Station 1 Overhead Door Replacement
- City Hall Air Handler Units 1 & 2
- OCSO Boiler



Thank you for your support!



EMERGENCY OPERATIONS

Who is your Emergency Operations Manager?

- Let them know your part
- Damage Assessment
- Post Disaster Plan
- Recovery Process
- Developing a Plan
 - Oakland County Building Officials
 - Generic plan available
 - Make it your own

PROMOTING THE BUILDING DEPARTMENT

Why?

- Because Building Safety is an essential part of Public Safety
- We need our stakeholders (residents, business owners, our boss, and political leaders) to understand the value and importance of what we do.

L

PROMOTING THE BUILDING DEPARTMENT

Why?

- To improve our image
 - Police
 - Fire
 - Building

PROMOTING THE BUILDING DEPARTMENT

Why?

- To build our customers trust, respect, and confidence in us and the value of what we do
- Our survival and success depends on our stakeholders
 - We have a product to sell
 - Our customers need to find value in that product

PROMOTING THE BUILDING DEPARTMENT

Why?

- This is important to all of us with both large and small departments
- We are all in this together
- We need to be innocent until proven guilty
- Our success depends on each other

PROMOTING THE BUILDING DEPARTMENT

What can you do?

- Commit yourself to continued professional growth
 - ICC Certifications
 - Communication classes
- Start with the little things
 - Good communication
 - Be responsive
 - Focus on professionalism

PROMOTING THE BUILDING DEPARTMENT

What can you do?

- ▶ Develop a “Partnership Mentality”
- ▶ Educate your boss, board/council members, residents, and customers
- ▶ Building Safety Month
- ▶ Improve your website
- ▶ Improve your ISO rating
- ▶ Apply for IAS building department accreditation



 The City of Rochester Hills is celebrating **BUILDING SAFETY MONTH** May 2015

Come to one of the scheduled events and learn how you can save money on energy bills, prepare for a disaster, check your home for fire safety, and make sure your backyard is safe for your family to enjoy.

There will be Open House Displays with Personnel from the Rochester Hills Building Department and Fire Department available to you at the following locations:

- **City Hall** (Building Personnel and Displays Only) 2nd Floor Lobby
Monday thru Friday (throughout the month of May)
8:00 a.m. - 5:00 p.m.
- **Home Depot** – 225 W. Avon Road
Saturday, May 2, 2015
9:00 a.m. - 12:00 p.m.
- **Lowes** – 3227 S. Rochester Road
Saturday, May 9, 2015
10:00 a.m. - 1:00 p.m.
- **(OPC) Older Person's Commission** – 650 Letica Drive (Rochester)
Wednesday, May 13, 2015
10:00 a.m. - 2:00 p.m.
- **Kid's Day in the Park** – (Bloomer Park) 345 John R Road
Saturday, May 16, 2015
11:00 a.m. – 2:00 p.m.
- **DeYonker Window & Door** – 1875 W Auburn Road
Wednesday, May 27, 2015
2:00 p.m. – 4:30 p.m.



We invite you to come and help us celebrate **Building Safety Month** and our commitment to our residents in promoting the health, safety, welfare, and quality of life in our community! For more information contact the Building Department at 248-656-4615, or by email at building@rochesterhills.org.



Rochester Hills Building Department



First and Only Building Department in Michigan to Receive
IAS Building Department Accreditation

PULLING IT ALL TOGETHER

QUICK RECAP

Develop a Game Plan

- Vision, purpose, guide, foundation

Develop your LEADERSHIP skills

- We are only successful when those we lead are successful

Personnel

- Expectations, clear direction, accountability
- Everyone pulls their own weight

PULLING IT ALL TOGETHER

QUICK RECAP

Operations

- What can you do to improve?

Workload

- Use your resources

Customer Expectations

- What are they?
- Are you meeting them?

Key Relationships

- You need them to do your job

PULLING IT ALL TOGETHER

QUICK RECAP

Politics

- You need to know how to play the game

Budget

- Getting the dollars you need

Promoting the Building Department

- They need to know the value of what you do

Pulling It All Together

- HOLY MOLY.....DO I REALY NEED TO DO ALL THAT?
- YOU'RE NOT ALONE
 - Take it one step at a time
 - Use your resources
 - Peers/ Colleagues

YES, IT REALLY WORKS!

- An offer to help

BUILDING DEPARTMENT MANAGEMENT

What Are You Going To Do?

- As a Building Official
- As a Building Inspector
- As a Plan Reviewer

YOU CAN MAKE A DIFFERENCE !!!!!

