

# Shared Responsibilities

## *Customer Responsibilities*

### **Partner with staff to:**

- Define the project and project scope
- Ensure complete, thorough and compliant submittals
- Understand timelines
- Understand and correct deficiencies
- Develop based on complete and coordinated plans
- Address issues as they arise
- Resolve issues that may delay the issuance of the certificate of occupancy

## *Shared Responsibilities*

- Know codes and requisite requirements
- Mutual understanding of full, complete and compliant submittals
- Prompt, accurate and clear communication
- Share information

## *Staff Responsibilities*

### **Partner with customers to:**

- Communicate clear processes, expectations and timelines
- Provide easy and streamlined submittal process
- Communicate next steps following a complete submittal
- Clearly identify and communicate plan deficiencies
- Review thoroughly and promptly
- Issue building permit and certificate of occupancy