



TO: Development Services Customers

SUBJECT: **INFORMATION BULLETIN 511**
Zoning/Board of Adjustment and Plan Amendment Case Withdrawal Refunds

DATE: February 2, 2009/*Revised /August 1, 2014*

CREATED BY: Land Development Division/Zoning Section

Purpose:

As a customer service initiative, the Development Services Department (DSD) created this **revised** bulletin to update Information Bulletin (IB) 511 on Zoning/Board of Adjustment and plan amendment case withdrawal refunds. This bulletin has been updated to incorporate the department's new format for Information Bulletins.

This IB establishes a refund policy for rezoning, Board of Adjustment or plan amendment case withdrawal requests. This IB will be regularly reviewed to ensure quality, accountability and accuracy with codes and other City policies.

Scope:

Fees charged for rezoning, variances, special exceptions, zoning appeals and master plan amendment cases cover the costs associated with case preparation and scheduling. This includes, but is not limited to the following activities coordinated by staff:

- Site visits
- Photographs
- Signs
- Property history research
- Analysis
- Meetings with community stakeholders and public officials, when applicable
- Legal review
- Newspaper publication
- Map drafting
- Notices mailed to stakeholders within 200 feet, registered neighborhood associations and planning teams
- Inquiry response and assistance
- Recommendation preparation
- Agenda coordination and posting
- Case presentation
- Ordinance preparation and execution
- Geographic Information System (GIS) updates
- Publication of approved ordinances

Refunds shall only be issued upon receipt of a written request by the applicant prior to the deadlines listed below. The majority of case preparation occurs prior to the first public hearing, and additional

case follow-up and resolution occurs after withdrawal of a case. To ensure adequate cost-recovery for services rendered, the following refund structure is hereby established:

- ⇒ If a withdrawal is requested prior to the completion of the UDC mandated two-day completeness review (working days), 100% of the total fees may be refunded, less a \$100.00 administrative fee.
- ⇒ If a withdrawal is requested after completeness review, but prior to transmission to the newspaper for publication (17 calendar days prior to public hearing), 75% of the total fees shall be refunded, less a \$100.00 administrative fee.
- ⇒ If a withdrawal is requested after the publication is delivered to the newspaper, but prior to mailing of notices to properties within 200 feet (12 calendar days prior to public hearing), 50% of the total fees shall be refunded, less a \$100.00 administrative fee.
- ⇒ If a withdrawal is requested after the above-referenced notices are mailed, no refund shall be provided.
- ⇒ Conditional Use, Specific Use Authorization, IDZ site plan and MPCD fees are included in the calculation of total zoning fees.
- ⇒ The following fees are nonrefundable once paid: ERZD fee to San Antonio Water Systems, postponement fee and the expedited case fee.*
- ⇒ A refund owed due to a staff error is not subject to the above policies.

Any fees related to Zoning, Board of Adjustment or Plan Amendments due to a Department other than Development Services or Planning & Community Development are not subject to this policy.

Summary:

This Information Bulletin is for informational purposes only.

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**The expedited case fee is calculated by doubling the normal base fee as determined by acreage (based fee*2). Additional fees such as Conditional Use, Specific Use Authorization, IDZ site plan and MPCD fees are not doubled in expedited cases. The expedited case fee is not eligible for an ICRIP fee waiver.*