

## Application Description

A Zoning Verification application is an optional service that can be requested by the applicant to help them verify a property's current zoning, based on the zoning ordinance.

## New Workflow Process

**Application Intake:** Applications can be submitted on-line or in-person to [Zoning Administrative Staff](#). If the application is submitted via hardcopy, the [Zoning Administrative Staff](#) task will be assigned to the [Zoning Staff](#) that enters the application online. Zoning Staff scans/uploads the required documents to BuildSA and generates an invoice for customer (fee applies). Upon successful submission BuildSA will generate the following tasks:

### Completeness Review Task:

- The Completeness Review Task is automatically “Completed” if the application is submitted on-line.
- After customer pays fees, the assigned [Zoning Staff](#) will review the application and supporting documentation for completeness.
  - If incomplete, [Zoning Staff](#) will select at least 1 deficiency and update the Task Status to “Additional Information Required”
  - If complete, [Zoning Staff](#) will update the task status to “Completed” which will close this Task and initiate the Technical Review Task.
- **IMPORTANT:** If there is an outstanding balance on the application, [Zoning Staff](#) will not be able to update the task to “Completed.”

**Performance Goal - 1 Business Day**

### Technical Review Task:

- If the application is submitted online, [Zoning Supervisor](#) will receive this task via round robin and manually assign the task to [Zoning Staff](#). If the application was submitted via hard copy, this task is assigned to the same [Zoning Planner](#) that performed the Completeness Review or that entered the application into BuildSA.
- If information is required, assigned [Zoning Planner](#) will select at least 1 deficiency and update the Task Status to “Additional Information Required” which will send the customer a notification.
- [Zoning Staff](#) will perform this review and validate the following fields and update BuildSA as needed:
  - Interpretation of Use
  - Interpretation of Code
  - Allowed Use
  - List of Variances
  - List of Non-Conforming Use registered previously
  - Verified Zoning
- After completing the Technical Review, [Zoning Staff](#) will update the task status to “Completed” which will automatically close the Zoning Verification request as “Closed”. BuildSA will generate and send a “Final Review Complete” email to the applicant and attach the verification letter to the email.

**Performance Goal - 9 Business Days**

**Performance Goal - 3 Business Days (If expedited)**

### Fees

**The following base fees are calculated by BuildSA based on the type of Zoning Verification requested. The applicant must pay these applicable fees when the application is submitted:**

- Zoning Verification Letter Fee \$350.00
- Zoning Variance Verification Letter Fee \$150.00
- Zoning Non-Conforming Use Verification Letter Fee \$150.00
- Expedited Zoning Verification Letter Fee \$250.00
- Land Development Convenience Fee (if not submitted online) \$10.00
  
- Surcharge - Development Services Fee 3% of total fee
- Surcharge - Technological Improvement Fee 3% of total fee

### Additional Information

**ICRIP approved:** Applicant will not be able to complete the application submittal. BuildSA will display an error message and applicant will be required to call Development Services.

**Types of letters generated from this application or record:** Zoning Verification, Zoning Verification Letter for Variance, Zoning Letter for Non-Conforming, Zoning Verification Letter with Zone Conversion.

**Associated Parent/Child Records:** Applicants can submit an application for a *Withdrawal/Refund* and/or *Add/Remove Contact* at any time in the process.

This application is subject to the 3% DSD and 3% Technology Surcharges.

### GIS Layers

### Required Documents

**The following documents are required and must be submitted with this application:**

- **Original Application** – Only required if applicant submitted hardcopy (uploaded by DSD Staff)

**The following documents are optional:**

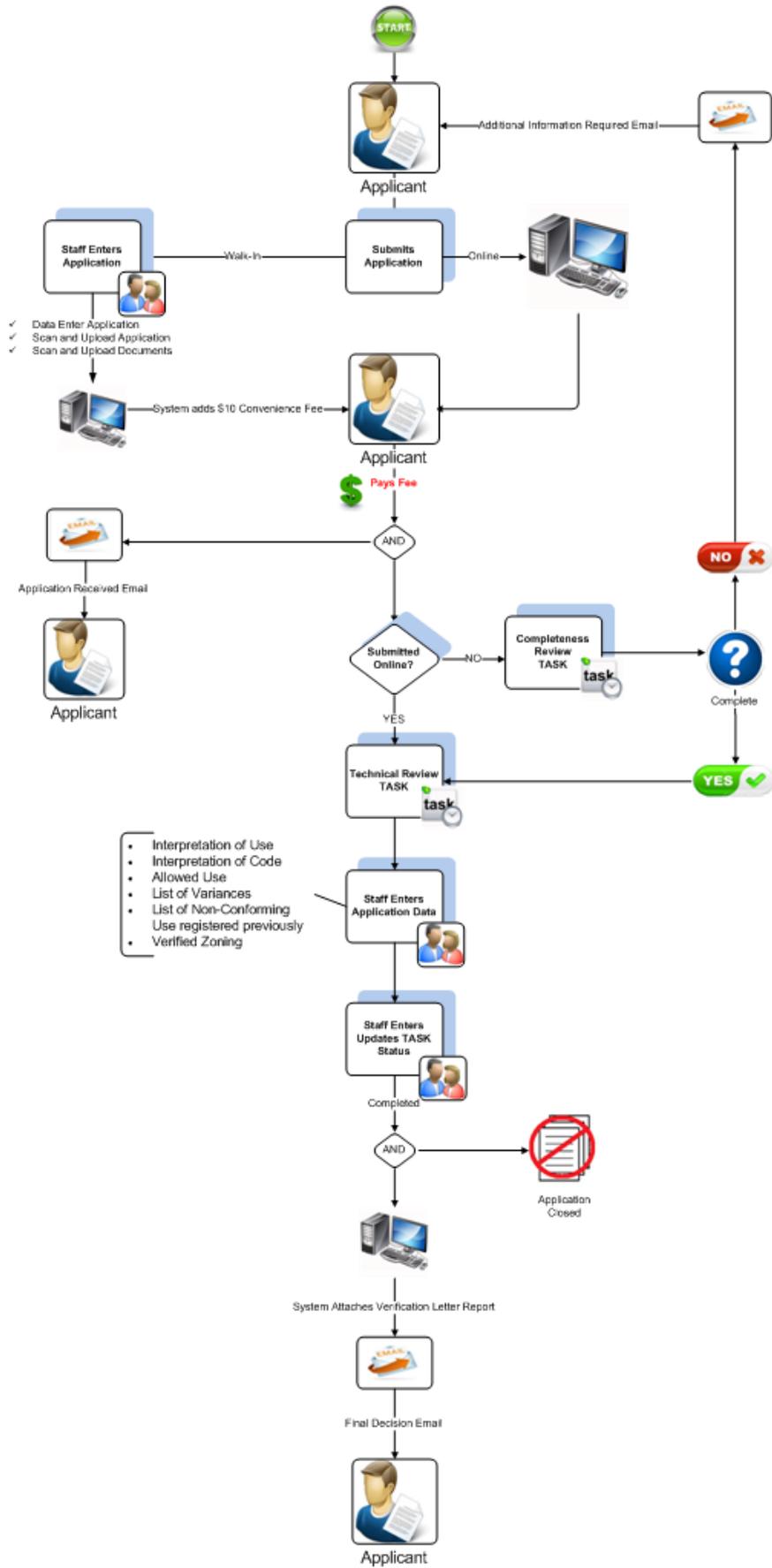
- Verification Letter
- Map/Field Notes and Survey
- Other

**The following are spatial layers that are available with this type of application:**

- Airport Hazard Overlay District (AHOD)
- Corridor District
- Council District
- Edwards Aquifer
- Entertainment District
- FEMA
- FEMA 100 Buffer
- Future Land Use
- Historic District Historic Landmark
- Master Development Plan
- Military Airport Overlay Zones (MAOZ)
- Military Lighting Overlay District (MLOD)
- Military Notification Area
- Military Sound Attenuation Overlay (MSAO)
- Mission Protection Overlay District (MPOD)
- Neighborhood Association(s)
- Neighborhood Community Perimeter Plan
- Neighborhood Conservation District
- River Improvement Overlay (RIO)
- San Antonio City Limits
- San Antonio ETJ
- School District
- Tax Increment Reinvestment Zone (TIRZ)
- View Shed Protection District (VP)
- Watershed(s)
- Zoning

### What's Changing?

- Existing paper application(s) for Zoning Verification services will need to be updated.
  - [Zoning Verification Application](#)
- Currently track application ID's in Access Data Base and keep records in KDRIVE. This will no longer be required.
- Zoning Staff will be working in two systems. All existing applications will be completed in legacy system. Staff that uses Hansen will continue to use Hansen until the completion of FG2. New applications will be processed using BuildSA.
- No data conversion will take place for this record type.
- If customer submits hard copy application Zoning Administrative Staff will be required to scan and upload hard copies.
- ICRIP process for this application/record type is new.



### Email Notices

**Zoning Verification Communications**

Notice Type:	Trigger Event:	Sent To:	Subject Line:	Message Content
Additional Information Required	Sent when Staff update any Task to "Additional Information Required" with at least 1 difency reason and/or comment.	All contacts with e-mail addresses	<AGENCY NAME> has Requested Additional Information for <RECORD TYPE> - <RECORD ID>	<p>Greetings,</p> <p>&lt;AGENCY NAME&gt; has reviewed your application on &lt;WORKFLOW STATUS DATE&gt;. In order to continue processing your request, we will need the following item(s):</p> <p>&lt;TASKSPECIFICINFO&gt;</p> <p>For your convenience you may submit these items on-line &lt;ACAURL&gt;.</p> <p>Please contact the assigned reviewer from &lt;AGENCY NAME&gt;, &lt;REVIEWER NAME&gt;, &lt;REVIEWER EMAIL&gt;, with any questions or comments.</p> <p>Thank you for your business.</p> <p>Sincerely,</p> <p>Development Services Department</p> <p>Partnering with our community to build and maintain a safer San Antonio.</p>
Application Received	Sent when the Applicant has submitted their application and paid their base fees.	All contacts with e-mail addresses	Receipt Confirmation for <RECORD TYPE> - <RECORD ID>	<p>Greetings,</p> <p>This email confirms that the City of San Antonio has received your application for &lt;RECORD TYPE&gt; - &lt;RECORD ID&gt;.</p> <p>For your convenience, you may track the progress of your application on-line at &lt;ACAURL&gt;.</p> <p>Thank you for your business.</p> <p>Sincerely,</p> <p>Development Services Department</p> <p>Partnering with our community to build and maintain a safer San Antonio.</p> <p>Please take a moment and tell us how we are doing by taking our survey.</p>
Final Review Complete	Sent when the Staff updates the Technical Review Task status to "Completed"	All Contacts with E-mail address	<RECORD TYPE> - <RECORD ID> has been issued	<p>Greetings,</p> <p>&lt;RECORD TYPE&gt; - &lt;RECORD ID&gt;, &lt;RECORD NAME&gt; has been issued and the system has been updated. Please see the attached copy of your Verification letter.</p> <p>Please contact the assigned reviewer from &lt;AGENCY NAME&gt;, &lt;REVIEWER NAME&gt;, &lt;REVIEWER EMAIL&gt;, with any questions or comments.</p> <p>Thank you for your business.</p> <p>Sincerely,</p> <p>Development Services Department</p> <p>Partnering with our community to build and maintain a safer San Antonio.</p> <p>Please take a moment and tell us how we are doing by taking our survey.</p>