



**Nassau County Building Department**  
**96161 Nassau Place**  
**Yulee, Florida 32097**

December 10, 2019

**MEMORANDUM**

**TO:** Nassau County Board of County Commissioners  
**FROM:** Keith Ellis – Building Official *KE*  
**DATE:** Monthly Activity Report November, 2019

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The Building Department issued 634 permits in November, 296 less than issued in October. Permit revenues received for November were \$118,125 or 30% lower than October permit revenues of \$167,160. For comparison, there were 608 permits issued in November, 2018.

Permit revenues received thru:

November, 2019	\$287,688
November, 2018	\$332,531(for comparison only)

The Building Department continued to scan documents for digital archival of records during November. Scanning of current permits is now being completed upon issuance, and inspection tickets as completed, therefore eliminating the need to keep any additional paper copies. Digital archived records ensure that public records are created, maintained and disposed of in accordance with Florida Statutes. The digital archival of records also enables public records requests for permit and plans information to be completed in a more timely and efficient manner.

Inspectors continue to enter inspection results in the field daily which allows contractors to see their inspection results on-line the same day of completion. Daily inspection assignment schedules are also being posted to the Building Department web page so contractors can see approximately when an inspector may arrive at their site. The number of contractors using the on-line features continues to increase. They are scheduling inspections, viewing inspection results and entering trade permits on-line.

Fifteen new complaints were received in the Building Department for unsafe structures during November. Inspections were completed on 17 complaints resulting in 10 with no violation and complaints were closed. Property owners were issued demolition or repair/remodel permits on 4 unsafe structures which will be followed up on for completion inspections. New unsafe structure complaints will be followed up with owner notifications and further inspections.

The Deputy Building Official completed examination and received certification for Commercial Mechanical license.

**Permitting Department:**

The Permitting Department processed and issued the following permits for the month of November, 2019

- 37 New Single-family residence permits
- 2 Replacement Single family residence permits
  - a. 12 at less than \$250,000 construction valuation
  - b. 27 at \$250,000 to \$500,000 construction valuation
  - c. 0 above \$500,000 construction valuation
- 3 New Mobile Home Permit
- 2 Replacement Mobile Homes
- 590 Accessory permits (Mechanical, Plumbing, additions, repairs, commercial Build-outs, swimming pools, etc)

The department average turn-around time for the issuance of new single-family residence and mobile home permits is approximately two weeks (**versus 4-6 weeks**). Some repair/remodel and addition permits being issued in less than one week and three weeks on commercial projects provided there are no unforeseen problems with the application. We are now asking for only one set of construction plans (versus two sets with 50% paperwork reduction) to be submitted with applications from contractors. These are being processed and scanned as quickly as possible.

We continue to receive positive comments relating to customer service (see attached)

**Inspections Department:**

Building Inspectors completed 2,525 inspections in November. In addition, there were 92 inspections performed by outside services due to our limited number of Commercial Inspector Licenses and 256 inspections performed by Private Providers.

A Building Inspector I successfully completed examination and received certification as Building Plans Examiner.

We continue to work on increasing our Inspection staff and allowing present Inspectors to receive more training and testing for additional licenses.

NASSAU COUNTY BUILDING DEPARTMENT  
November, 2019

	10/1/2019 -10/30/2019 October, 2019		10/31/2019 -11/26/19 November, 2019		Budget Year-To-Date	2019/2020
	# Permits	Fees Collected	# Permits	Fees Collected	# Permits	Fees Collected
<b>PERMITS ISSUED</b>						
<b>NEW MOBILE &amp; MODULAR HOMES</b>						
On Island	0		0		0	
Off Island	1		3		4	
<b>NEW SINGLE FAMILY RESIDENCE</b>						
New On Island	6		3		9	
New Off Island	43		34		77	
Replacement Single Family Residence	3		2		5	
<b>NEW MULTI FAMILY RESIDENCE</b>	0		0		0	
<b>TOTAL PERMITS ISSUED</b>						
Total Building Permits (New, Add, R/R, Roof, Sign, Siding)	249	\$117,521	198	\$82,826	447	\$200,347
MH & modular permits( \$ incl in Bld)	11		5		16	
Electrical Permits	209	\$20,822	154	\$13,160	363	\$33,982
Mechanical Permits	205	\$11,762	110	\$6,039	315	\$17,801
Plumbing Permits (Plumbing, Gas, Irrigation)	256	\$17,918	167	\$15,585	423	\$33,503
<b>Total Permits Issued</b>	<b>930</b>		<b>634</b>		<b>1564</b>	
<b>Total Permit Fees Collected</b>		<b>\$168,023</b>		<b>\$117,610</b>		<b>\$285,633</b>
<b>CONTRACTOR LICENSES</b> (renewals & new)	<b>64</b>	<b>\$1,540</b>	<b>21</b>	<b>\$515</b>	<b>85</b>	<b>\$2,055</b>
<b>Total Fees Collected</b>		<b>\$169,563</b>		<b>\$118,125</b>		<b>\$287,688</b>
<b>INSPECTIONS PERFORMED</b>	<b>3473</b>		<b>2525</b>		<b>5998</b>	
<b>CERTIFICATE OF OCCUPANCY ISSUED</b>	<b>103</b>		<b>110</b>		<b>213</b>	
	23 working days		18 working days 1 Holiday			



## NASSAU COUNTY CUSTOMER SERVICE QUESTIONNAIRE

Please check the appropriate response

**Overall, I am very satisfied with the services received from County staff:**

☒ Strongly agree ( ) Somewhat agree ( ) Neither agree or Disagree

( ) Somewhat disagree ( ) Strongly disagree

**Staff was prompt in making sure my problem was resolved within a reasonable time.**

☒ Strongly agree ( ) Somewhat agree ( ) Neither agree or Disagree

( ) Somewhat Disagree ( ) Strongly Disagree

**In my opinion County staff was very professional while working with me:**

☒ Strongly agree ( ) Somewhat agree ( ) Neither Agree or Disagree

( ) Somewhat disagree ( ) Strongly disagree

**The information I received from County staff was very helpful for my project:**

☒ Strongly agree ( ) Somewhat agree ( ) Neither Agree or Disagree

( ) Somewhat disagree ( ) Strongly disagree

**The reason for my visit with County Staff was related to:** You may check more than one

( ) Planning ( ) Engineering ☒ Permitting ( ) Code Enforcement

Comments:

Very Nice Staff  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Optional information: ( ) I would like to be contacted ☒ I would not like to be contacted

Name Justin Cannady

Telephone 251-5336

Thank you!



Virgil

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Comments:

Virgil did an awesome job. Was  
very helpful.

Optional information: ( ) I would like to be contacted ( ) I would not like to be contacted

Name Barbara Blaback

Telephone (904) 845-2872

Thank you!



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Comments:

Always very Friendly, I go to many offices  
for permitting, this is by far the best. Everyone is  
Extremely nice & genuine.

Optional information: ( ) I would like to be contacted ☒ I would not like to be contacted

Name Cody Misenheimer

Telephone \_\_\_\_\_

Thank you!