




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

September 5, 2018

**MEMORANDUM**

**TO:** Nassau County Board of County Commissioners

**FROM:** Keith Ellis – Interim Building Official 

**DATE:** Monthly Activity Report August, 2018

---

The Building Department issued 1017 permits in August, 149 more than issued in July. Permit revenues received for August were \$213,289 or 40% higher than July permit revenues of \$152,332. For comparison, there were 819 permits issued in August, 2017.

Permit revenues received thru:

August, 2018	\$2,223,706
August, 2017	\$2,115,444(for comparison only)

The Building Department continued to scan documents for digital archival of records during August. 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.

The unsafe Building abatement code ordinance draft that was presented to the Board of County Commissioners has been continued to a future meeting.

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

**Permitting Department:**

The Permitting Department processed and issued the following permits for the month of August.

- 80 New Single-family residence permits
  - a. 1 at less than \$200,000 valuation
  - b. 19 at \$200,000 to \$250,000 valuation
  - c. 60 above \$250,000 valuation
- 5 New Mobile Home Permit
- 5 Mobile Home Replacement Permits
- 3 Replacement single family residence permits
- 924 Accessory permits (Mechanical, Plumbing, additions, repairs, commercial Build-outs, swimming pools, etc)

The department average plan review for the issuance of new single-family residence and mobile home permits is approximately three weeks. Some repair/remodel and addition permits being issued in less than one week and two weeks on commercial projects provided there are no unforeseen problems with the application.

**Inspections Department:**

Building Inspectors completed 2921 inspections in August, 2018

Building Inspector I attended Plumbing Cross-Training – 14 hour continued education for licensing.

Building Inspector I obtained licensing approval from the Building Code Administrators and Inspectors Board.

Building Inspector I successfully completed the DBPR Commercial Electrical examination for Commercial Electrical Inspector certification.

NASSAU COUNTY BUILDING DEPARTMENT  
August, 2018

	6/29/2018 - 7/30/18 July 2018		7/31/2018 - 8/30/2018 August, 2018		Budget Year-To-Date	2017/2018
	# 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		5		33	
<b>NEW SINGLE FAMILY RESIDENCE</b>						
On Island	4		6		47	
Off Island	36		74		741	
<b>NEW MULTI FAMILY RESIDENCE</b>	0		0		4	
<b>TOTAL PERMITS ISSUED</b>						
Total Building Permits (New, Add, R/R, Roof, Sign, Siding)	271	\$106,051	319	\$163,359	3425	\$1,699,840
M/H & Modular Permits( \$ incl in Bld)	6		10		89	
Electrical Permits	177	\$17,553	206	\$18,465	2141	\$204,485
Mechanical Permits	213	\$11,712	240	\$12,934	2005	\$117,808
Plumbing Permits (Plumbing, Gas, Irrigation)	201	\$16,256	242	\$17,521	2224	\$186,658
Comm Site Work Permits	0	\$0	0	\$0	0	\$0
<b>Total Permits Issued</b>	<b>868</b>		<b>1017</b>		<b>9884</b>	
<b>Total Permit Fees Collected</b>		<b>\$151,572</b>		<b>\$212,279</b>		<b>\$2,208,791</b>
<b>CONTRACTOR LICENSES</b> (renewals & new)	<b>19</b>	<b>\$760</b>	<b>60</b>	<b>\$1,010</b>	<b>579</b>	<b>\$14,915</b>
<b>Total Fees Collected</b>		<b>\$152,332</b>		<b>\$213,289</b>		<b>\$2,223,706</b>
<b>INSPECTIONS PERFORMED</b>	<b>2737</b>		<b>2921</b>		<b>33863</b>	
<b>CERTIFICATE OF OCCUPANCY ISSUED</b>	<b>88</b>		<b>92</b>		<b>973</b>	
	21 working days 1 holiday		23 working days			



## Nassau County Code Enforcement Department

96161 Nassau Place Yulee, FL 32097

Phone: (904) 530-6200 Fax: (904) 491-2027 Toll Free: 1-800-264-2065

### MEMORANDUM

**TO:** Nassau County Board of County Commissioners  
**FROM:** Keith Ellis, Interim Building Official *KE*  
**RE:** Productivity of Code Enforcement — August 2018  
**DATE:** September 4, 2018

---

Code Enforcement Inspectors completed 89 initial inspections of possible code violations, of which all were initiated from complaints received. There were also 98 re-inspections completed with 45 cases where property owners corrected the violations resulting in cases being closed.

For comparison only:

July 2017		August 2018	
Complaints received:	94	Complaints received:	79
Initial inspections:	64	Initial inspections:	89
Complied:	51	Complied:	45
Presented to Code Board:	2	Presented to Code Board:	2
Lien Search Requests:	51	Lien Search Requests:	69



## 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:

---

---

---

---

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

Name Richard GUERTIN

Telephone (904) 874-1010

Thank you!



## 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:

*The permitting process by doors should be done via email!! It is a waste of time, paper, & money to require it to be done in the manner in which you currently do it. Thank You!*

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

Name Jim Hughes

Telephone 904 938 7125

Thank you!





## 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:

Jessica is Fantastic! I HAD AN ISSUE with my Permit  
She TOOK CARE OF IT. She is so KNOWLEDGEABLE, WONDERFUL  
CUSTOMER SERVICE SKILL. I GREATLY APPRECIATE ALL  
HER HELP!!

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

Name Frank Thompson

Telephone 727-967-6520

Thank you!



## 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:

---

---

---

---

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

Name Joyce Zarnes

Telephone 219-9253

Thank you!