

Minutes of the EDC Subcommittee on Nuts and Bolts

Friday, February 23, 2018, 4:30 p.m.

North Hampton Public Library

237A Atlantic Avenue, North Hampton

In attendance were Committee members Kirsten Larsen Schultz, Kathleen Kilgore, and Nancy Monaghan.

Nancy Monaghan provided copies of the Building Inspector/Code Enforcement Officer's job description. She suggested we consider issues in two phases: (1) the task assigned by the Chair of the EDC which is to recommend customer service language in the job description and (2) Kathy Kilgore's email suggestion that we develop a Doing Business in North Hampton Guide.

The Committee agreed to deal first with the assigned task. Nancy reviewed a proposed paragraph to be included on the first page of the job description:

Kathy questioned whether the proper employee for assisting people should be the Planning and Zoning Administrator and not the BI/CEO. Discussion ensued regarding that suggestion. Nancy explained that many small business people do not require Planning or Zoning review/approvals, and that the point of entry should be the BI/CEO because all new businesses are required to get sign permits, which are issued by the BI/CEO. She explained that because they must first see the BI/CEO, it makes sense to continue that point of entry. She noted the BI/CEO is well aware of the Zoning Ordinance issues and in discussing needs with each business owner is well versed in determining when they should be handed off to the Planning and Zoning Administrator.

All agreed it should start with the BI/CEO. Nancy suggested adding one additional sentence to the proposed paragraph in the BI/CEO's job description, and that full paragraph now reads:

The BI/CEO shall assist all applicants by explaining the Town's applicable rules and regulations and shall help facilitate the process. This includes but is not limited to explaining to applicants all the options available to them and working with them to help achieve their goals. When Zoning or Planning Board approval is anticipated, the BI/CEO will direct applicants to the Planning and Zoning Administrator for further assistance.

The Committee agreed unanimously to recommend to the EDC that this paragraph be submitted to the Town for their consideration. Nancy noted that the EDC has no authority to change a Town employee's job description and that we can merely suggest its inclusion.

Discussion turned to Kathy's suggestion about a Doing Business in North Hampton Guide. She and Kirsten said such a guide would be an important gesture to new business owners, and it could be put on the Town website as well as the North Hampton Business Association's site for all to access.

Nancy explained that after the February EDC meeting she developed a one-page "guide" that could be used by all landlords to hand to all new tenants. It is a simple direction to the Building Inspector and the Planning & Zoning Administrator and would serve multiple purposes: It relieves the landlords of having to try to answer tenant questions about what permits they need. It gives the landlords a nice tool to direct their new tenants – easily – to the people who can answer all their questions. It helps make that first town contact "business friendly" rather than getting wrong information or no information. Nancy said she had given that "guide" to the Chairman of the EDC for consideration.

The Committee agreed to either use that "guide" or use it as a starting point for developing a more comprehensive guide. Kathy brought up the issue of compliance with 91a which bars email communication among committee members except for forwarding documents and arranging meeting schedules.

The meeting was adjourned at 5:25 p.m.

**Minutes prepared 2/24/18
by Nancy Monaghan**