

ADAPTIVE REUSE is the process of modifying older buildings, including historic structures, for new business uses.



HINT: The International Existing Building Code (IEBC) may provide relief from standard building code requirements, often saving time and money, while ensuring the safety of all construction.

The City of Phoenix is committed to streamlining and deregulating processes and codes for adaptive reuse projects.

The Office of Customer Advocacy (OCA) is part of the City of Phoenix Development Services Department—responsible for reviewing plans, inspecting construction, and enforcing codes and ordinances to ensure the safety of construction and compatibility with the neighborhood.



City of Phoenix

Development Services Department

200 W. Washington

Phoenix, Arizona 85003

602-534-7344 (voice) 602-534-5500 (TTY)

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Development Services Department **OFFICE of CUSTOMER ADVOCACY**



Personalized assistance for small businesses through the development process.

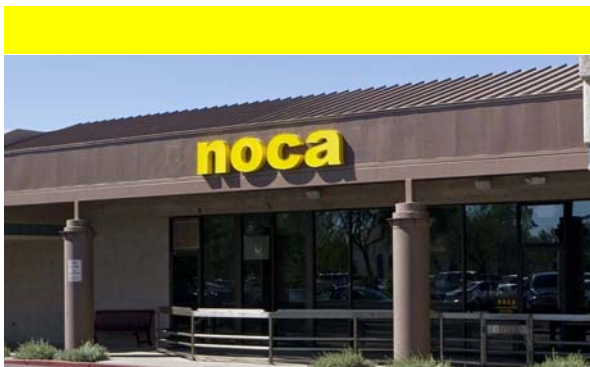


City of Phoenix

PURPOSE: The Office of Customer Advocacy (OCA) was created, by action of the Mayor and City Council, to provide development assistance to small business customers new to the land development and building permit process—especially those considering the adaptive reuse of an existing building for a new business use.

KEY SERVICES:

- Pre-project research
- Communicating procedures
- Developing timelines
- Identifying potential development issues
- Feasibility discussions



OCA staff will meet with you to discuss the full scope of your construction project and explain the requirements involved in obtaining building permits and certificates of occupancy.

***HINT:** It's always best to contact the OCA before signing a lease or purchase contract.*

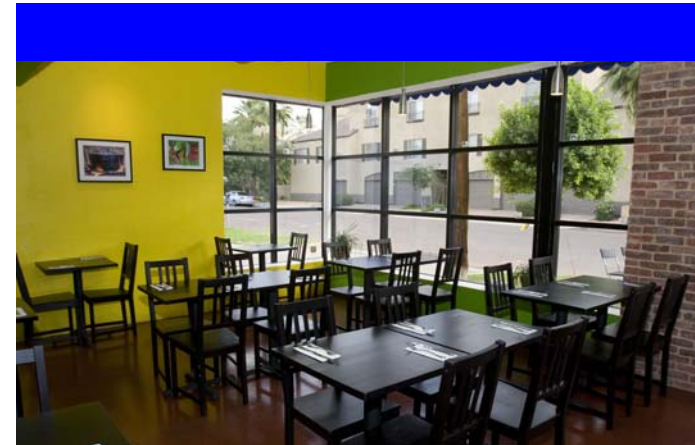


FOCUS: The OCA specializes in assisting customers undertaking the following types of development projects:

- Remodeling existing commercial buildings
- Renovating historic buildings
- Converting residential structures to business use
- Revitalizing neighborhood retail centers

GOAL: To provide businesses with tools and information to avoid surprises along the development journey — often saving time and money.

NAVIGATING THE SYSTEM: OCA staff will link you to the appropriate technical expert for your project's specific code or ordinance issues.



OCA Office Hours:

Weekdays, 8 a.m. to 5 p.m.

Phoenix City Hall, 200 W. Washington St.,
1st floor

602-534-7344

It's always best to make an appointment — however, drop-ins are welcome.