

### **Development Approval Process**

In 2012, we began consultations with our stakeholders in the development approvals process. A number of suggestions were received and taken onboard as we sought to improve our service delivery. At the start of 2014, we implemented another phase of this process as we took steps to clear our development application backlog. As a result, decisions were taken on 970 outstanding applications. This information was placed in the public domain through several Municipal Notifications in February, March and April.

Since then, the KSAC has been implementing measures to prevent this from re-occurring. We have moved to the systematic application of an application checklist to ensure that only applications meeting the criteria for submission are accepted.

Where comments from external agencies are required, contact is made on a weekly basis to ascertain the status of the processing of these applications. We are also monitoring applications to ensure that they are processed within the 90-day timeline. So far we are operating at 80%. The idea is to consistently improve those numbers. We want to get to the 100%.

As part of our efforts, we renovated a section of office on the ground floor to create a customer friendly atmosphere where applicants feel comfortable doing business with us.

Let me use this opportunity to say to all applicants that if you have a plan that is with the KSAC for more than 90 days, do not hesitate to give me a call or the Town Clerk. If the responses that you are getting from our officers don't sound kosher, call us; if you are suspicious about any interaction with our officers call us. The KSAC is determined to complete the approval process within 90 days and to make this system a transparent one. Shortly we hope to have the AMANDA system fully functional; which again, will be another step towards transparency and accountability.