



Hanover Borough

Department of Planning & Engineering (DPE)

Code Enforcement Division

Permitting Policy

February 2022

Effective 2/01/2022

The following is the permitting policy for all permits issued through the Borough of Hanover Department of Planning and Engineering.

Exceptions to this policy may only be approved by the following persons listed below:

- P. Eric Mains, PE - Director Hanover Borough DPE
- Chris Miller, Codes & Permit Manager Hanover Borough DPE

Office Kiosk

A self-service kiosk is available in the Borough Office, to be used by the public. Use of this kiosk is by appointment only.

This system is designed to be a self-service system and you will need to bring all necessary information with you to complete your permit application.

Staff is available to assist you for technical questions but not to upload documents or complete your application for you. The only exceptions are assisting persons with special needs or disabilities.

Prior to using the kiosk, please be sure you understand fully what documents are needed to complete permit applications.

The self-service kiosk will be easily accessible to the public and located in the Permitting/Code Enforcement Office.

In addition to a self-service kiosk in the Department of Planning & Engineering, public computers are also available at the Guthrie Memorial Library. <https://www.yorklibraries.org/hanover-guthrie/>

Electronic Permit Applications

The following permits are submitted electronically through the iWorQ permitting system. Borough staff is NOT permitted to accept any paper submissions of permits other than Transient Retail. Staff is NOT permitted to complete permit applications for you. When submitting an electronic permit application, you are required to check the box indicating you have reviewed and agree to the fees, found on our fee schedule

<https://www.hanoverboroughpa.gov/DocumentCenter/View/970/2022-Miscellaneous-Fee-Schedule>

In addition, you will provide an electronic signature to your application.

Permit applications may require document uploads in order to expedite the review and approval process of your permit application. It is the applicant's responsibility to provide these uploads on a portable thumb/jump drive. If you do not have the ability to do this, we recommend utilizing services through STAPLES or another print shop to assist in this process. DPE staff is not permitted to do this for you.

Building Permit(s): Building Permits are required for any residential and/or commercial new construction; remodel/renovation that involves structural change, electrical and/or plumbing work. Also included;

- Any work that would suggest or require implementation of the Americans with Disabilities Act (ADA)
- Structural changes that include but are not limited to walls, floors, trusses, decking;
- Any changes to Ingress/egress/exit from the building

- Change in fire alarm/fire detection or extinguishing systems including smoke detectors, emergency lighting.
- Addition/expansion of dwellings and/or buildings.
- Accessory dwelling and/or structures 1,000sq ft or over
- Any accessory structure that includes electrical or plumbing installation.

Incomplete building permit applications will result in a delay of the review and approval of your permit application. DPE staff will follow up with one email/phone call to applicant requesting the necessary additional information and allow 48 hours for the information to be provided and/or communication to be made on a timeline of receipt of information.

If the applicant fails to provide the necessary requested information in the time allotted, the application will be returned “INCOMPLETE”, marked “CLOSED” and the applicant will be responsible for fees associated with the permit application and invoiced as such. The applicant will also be required to submit a new, COMPLETE application to proceed with the project. Violation of such will result in additional fees through the Code Enforcement Division of DPE.

Stormwater Management

Stormwater Permit Applications will be reviewed and approved/denied by the Director of Planning & Engineering in his capacity as Hanover Borough Engineer of Record.

Incomplete stormwater management application submissions will result in the applicant being notified by phone AND in writing what is needed and will have 5 business days to provide the information requested. If the application is to be denied this will be done in writing to the applicant. Extensions may only be granted by the Director of the Department of Planning & Engineering.

Zoning Permit(s): (Including Chicken Permits, Sign Permits and Change of Use Permits)

Zoning permits will be processed within five (5) business days of receipt of application.

Incomplete zoning applications will result in the following:

Applicant will be notified by a phone call AND a letter, sent via U.S. Mail, which will list any/all items needed to complete the permit review.

Requested information must be provided within 48 hours of notification to move the application forward.

If the applicant fails to provide the information within the 48-hour time frame the permit will be denied as required under the PA Municipal Planning Code (MPC).

If the permit is denied, a Notice of Violation will be issued if the infraction is found to be appropriate. The applicant will always be notified in writing of any permit denial.

In the event the permit applications would trigger an appeal hearing, a note will be made in the permit application system AND the applicant will be notified in writing. ANY permit that is denied for any reason will be issued a letter of explanation of the denial and provided with the appropriate appeals paperwork.

Payment and Issuance of Permit Documents

Applicants are notified of permit approval via email and/or phone call. When notified by email, the invoice is included in the correspondence. Payment and issuance of permit documentation is to be completed within ten (10) business days of applicant notification. Failure to do so will result in additional fees and potentially needing to resubmit all applications a second time.

Invoices and permit documentation are provided to payment specialists at the front counter of the Borough Office. They will handle the receipt of payment and distribution of permit documents. If you are unable to physically come to the office to pay for and/or pick up your permit documents, please contact the DPE/Code Enforcement Division to make other arrangements. The Borough does offer payments over the phone and can email and/or mail your documents to you through our electronic permitting system.

DPE staff will monitor the payment and issuance of permits no less than once per month. If approved permits have not been paid for and issued, the project is considered to be “UNPERMITTED” and will result in additional fees and potential citations if work is started. The waiving of such additional fees is only permitted by the Director of Planning & Engineering and/or the Building Codes and Permits Manager.

Permits WILL NOT be issued until payment has been made in full. DPE staff will begin the review process of permit applications within five (5) working days of receipt of a complete permit application. You will be notified when your permit has been approved with instructions for payment and pick up of permit documents.

Changes, Addendums and/or withdraw of a permit application

Any changes and/or withdraw of a permit application, including an addendum, MUST BE DONE IN WRITING, no exceptions.

The letter must contain the name and address of the person requesting the information and if available the permit number. This must also include detailed information as to what is being requested. Failure to provide this in writing will result in the materials not being processed and could lead to permit denial.

Project Extensions to Issued Permits

There are times when circumstances are beyond our control and projects will not be able to complete within the 12 months of permit issuance. In such cases, applicant is required to submit IN WRITING a request for an extension. This request will be reviewed and approved/denied by DPE staff and if granted, the extension will be for an additional 6 months. If projects are not completed in this timeframe, a meeting will be schedule with DPE staff to discuss next steps.