

DEPARTMENT OF
LAND USE



Update:
Continuity of
Operations During
COVID-19 Public
Health Emergency

Land Use Committee

April 7, 2020

Our Goal

Continue to process land development applications and building permits, conduct inspections, continue planning projects, legislation, task forces, and address property maintenance concerns in a timely fashion without sacrificing the health, safety, and well-being of our residents, customers, and team members.

This will affect some of our services.

In other words, all systems are go, but we may be a little slow!

Open For Business



Online: www.newcastlede.gov/186/Online-Services



Phone: Permits/Inspections/Planning/Engineering (302) 395-5400
Code Enforcement (302) 395-5555



Email: General questions - LandUse@newcastlede.gov
Code Enforcement - Propertymaintenance@newcastlede.gov



Postal mail: All forms and fees may be postal mailed to the Department of Land Use, 87 Reads Way, New Castle, DE 19720



Drop-Offs: Government Center vestibule area serves as an information kiosk and drop-off location for applications, fees, and other paperwork. This option may be eliminated as the health emergency evolves.

Division Updates

Code Enforcement:

Operations:

- Code Enforcement Officers work as normal from remote locations. Managers rotate days in.
- Customer Relations & Assistance (CRA) alternate days working remotely & few in office.
- CRA staff have laptops and can answer phone calls from the 395-5555 customer service telephone line.
- Rule to Show Cause hearings being attended remotely
- Interior inspections have paused except for life safety/sanitary issues

Vehicles:

- County vehicles are parked at County facilities nearest to the Code Officer's home to improve efficiency.

Other:

- Officers have N95 masks, disposable gloves, surgical masks, gowns, hand sanitizer
- A Coronavirus Information Sheet has been put together by CRA and the Complaints Specialists to assist Customer Relations. This sheet provides answers to standard questions regarding the virus and provides resource information.

Division Updates

Licensing:

Operations:

- All Building Inspectors working remotely. Managers and other staff alternate days working remotely vs. office
- Building Inspectors utilizing smartphone technology, such as Skype and Facetime, to complete inspections for occupied structures, and practice social distancing for unoccupied structures
- Customer Service Staff sanitizes and processes drop-off submissions the next business day
- Permit Staff has seen an increase in the number of electronic submissions

Vehicles:

- County vehicles are parked at County facilities nearest to the Building Inspector's home to improve efficiency.

Other:

- Inspectors have N95 Masks, disposable gloves, hand sanitizer

Division Updates

Planning:

Operations:

- All plan review work being accomplished remotely. Managers in office two days a week.

Public Hearings (held via Zoom Meetings until further notice):

- Planning Board Business Meeting - April 21
- Historic Review Board - April 21
- Resource Protection Area TAC – April 22
- Board of Adjustment - April 23

Legislative Update:

- HI Ordinance - Land Use - Introduced 1/14/20 - PLUS 2/26/20 - Planning Board Public Hearing 5/5/20
- Process Ordinance (text amendments) - Carter - Introduced 12/10/19 - PLUS 2/26/20 - Planning Board Public Hearing 5/5/20
- Historic Resources - Carter/Durham - Introduced 3/10/20 - PLUS 4/22/20
- Historic Comprehensive Code Update - Land Use - Legal Review

Division Updates

Jobs Now:

- Blue Diamond – 1,343,315 SF warehouse distribution center
- Edgemoor Port – 358,557 SF port with a capacity of 500,000 shipping containers annually
- 100 Piccard - 1,168,211 SF warehouse distribution center
- Scott Run Industrial Park - 1,835,360 SF change office park to distribution center
- Christiana Care Logistics Center - 125,000 SF warehouse distribution center
- First State Crossing - 273,630 SF office and 3-story parking garage
- DuPont Kalrez – 46,730 SF (Ph.1) and 56,180 SF (Ph. 2) light industrial

Comprehensive Planning:

Comprehensive Plan

- Early Engagement
- Youth Planning Board

Master Plans:

- Southern New Castle County
- Concord Pike – Virtual Public Meeting held 4/1/20
- Churchmans Crossing

Division Updates

Engineering:

Operations:

- All plan review work being accomplished remotely. Managers in office two days a week.
- All meetings are taking place utilizing video and phone conferencing technology.
- Site inspections are continuing as before, but with social distancing.
- Inspectors have been issued masks, disposable gloves, and hand sanitizer

Vehicles:

- County vehicles are parked at County facilities nearest to the Site Inspector's home to improve efficiency and reduce potential personal contact with other inspectors.