

WELCOME



A Developer's guide to working in Norwich



Welcome to the City of Norwich!

As you go through your journey of your development, whether it's new construction or retrofitting a building, you are in good hands in Norwich. Norwich's Officials, including the Tax Department, utility company, and other arms of the city government want you to be successful in your revitalization of the greater Norwich area.

This guide is to help you navigate the different stakeholders who will be involved in your project and to provide you with a checklist of the steps you may need to complete depending on the type and size of your project. It will address your initial meeting, specialized incentive zones, communication, and correct business etiquette. "Etiquette" you say! Well, yes. There are many different meanings to key words depending on the code regulations involved. For example, a "change of use" kicks in with different departments in various ways. We will help you understand such that you don't accidentally trip yourself up during the permitting processes.

Below is a list of departments you may need to interact with and their functions:

	Stakeholder	Function
	Norwich Community Development Independent Non-Profit Bob Mills, 860.887.6964 Rmills@askNCDC.com	Stuart of Business Development throughout city departments, Admin of Economic Incentives
	Norwich Public Utilities City of Norwich Fawn Walker, 860.823.4153 fawnwalker@npumail.com	Utility Services: Electricity, Natural Gas, Water & Sewer. Rebates for Energy Efficiency Equipment
	Norwich Department of Planning and Neighborhood Services City of Norwich Deanna Rhodes, 860.823.3767 drhodes@cityofnorwich.org	Zoning and building permits, verify plan use, assist in understanding local state and regulations regarding the project
	Fire Marshal City of Norwich Tracy Montoya, 860.892.6080 tmontoya@cityofnorwich.org	Fire Code, Exit Strategy, Doors, Life Safety, Sprinklers, Alarm Systems
	Tax Assessor City of Norwich Donna Ralston, 860.823.3722 dralston@cityofnorwich.org	Tax Assessments, Assessment Deferrals, Enterprise Zone Benefits
	Department of Public Works City of Norwich Pat McLaughlin, 860.823.3798 rthompson@cityofnorwich.org	Assist with traffic studies, curb cuts, city engineering, and roadways
	Uncas Health Department Regional State Health Admin	Permits and Code Compliance for Restaurants, establishments

	Patrick McCormack, 860.823.1189 doh@uncashd.org	selling fresh foods, and food vendor permits
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Initial development meeting

When starting your development, your initial meeting will most likely be with the Norwich Community Development Corporation or NCDC. This meeting will be an introduction to how to develop in Norwich and what assets and incentives may be available to you. You will also have the opportunity to come with prepared questions and share your written plans.

The Enterprise Zone

The enterprise zone is a special tax and utility service incentivized area. If you are looking to develop, choosing to do so in this designated area can save you on fees and taxes. Incentives include real property assessment deferral for up to seven years, 50% savings on sewer and water connection fees as well as deposits, and matching grants for up to \$100,000 or 50% of code correction costs to a building. Attached is a map of this area.

A word on communication

One of the most important and overlooked issues when dealing with many stakeholders is communication. Clearly communicating what you intend to develop is imperative when many stakeholders are involved. Such communication includes giving your teams the contact information for all stakeholders involved and having a well detailed plan for your development. This plan can come in the form of a business plan and/or site plans of what you intend on developing. Over communication will not hurt you and can only help you. Don't assume that once you send information to one person in city government that it has been received by all. "CC" all departments that need to be involved in your development. Not communicating correctly can stall and possibly cause you losses on a project. Early and Often.

A business education guide

Your idea may or may not be clear to you in the beginning stages of your development. The City of Norwich and its partners are here for you and your success. But your success is your own. You will be exposed to many people throughout the community and it is imperative that you respect these people and their time. This includes showing up to appointments on time and notifying those when you are unable to attend for unforeseen circumstances.

For some, there may be a time when you are unable to financially complete a project. Do not panic; there are always options. The sooner you let an official know, such as the Norwich Community Development Corporation, the sooner they can help you develop a plan. The sooner you explain your hardship, even if it is only based on a projection for now, the sooner you will be able to get the necessary resources to relieve your stress.

The attached worksheets

Attached to this welcome letter is more information regarding each stakeholder you may interact with. On each sheet you will find the contact information for different departments and their foreperson. You will also see a brief overview of how each department can help you and a checklist of items that you may be subject to depending on the size and scope of your project. Take these stakeholder overview sheets and make copies to hand out to everyone involved on your team. The more communication, the better.

The City of Norwich and its community looks forward to working with you.