

# Standard Operating Procedures for Addressing

City of Chesapeake, Virginia



CHESAPEAKE PLANNING DEPARTMENT

# Standard Operating Procedures for Addressing

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## **I. Purpose of the Manual**

The purpose of this document is to provide details of the addressing process to ensure uniformity in street names, street numbers, addresses, and display standards. In addition, standardizations detailed in this document will help facilitate emergency service response, mail delivery and supplement the Chesapeake City Code regarding addressing and street names. It is the City of Chesapeake’s goal to ensure every structure, whether existing or approved for construction, shall have an address consistent with the City’s overall address reference system.

## **II. Role of the Address Coordinator**

The assignment of all street addresses shall be the responsibility of the Chesapeake Planning Department and Code Compliance Division of the Department of Development and Permits. All addressing functions are to be managed by the Address Coordinator, within the Planning Department. The Address Coordinator is responsible for assignment of street names, address ranges, address numbers, and the maintenance of those components, including ensuring that all addresses are represented in the Address Points Layer in GIS. The Address Coordinator is also responsible for providing addresses for the Real Estate database. Additional responsibilities include the distribution of all new subdivision addresses, street names, and address changes or corrections to all affected entities.

The address coordinator shall maintain the following information:

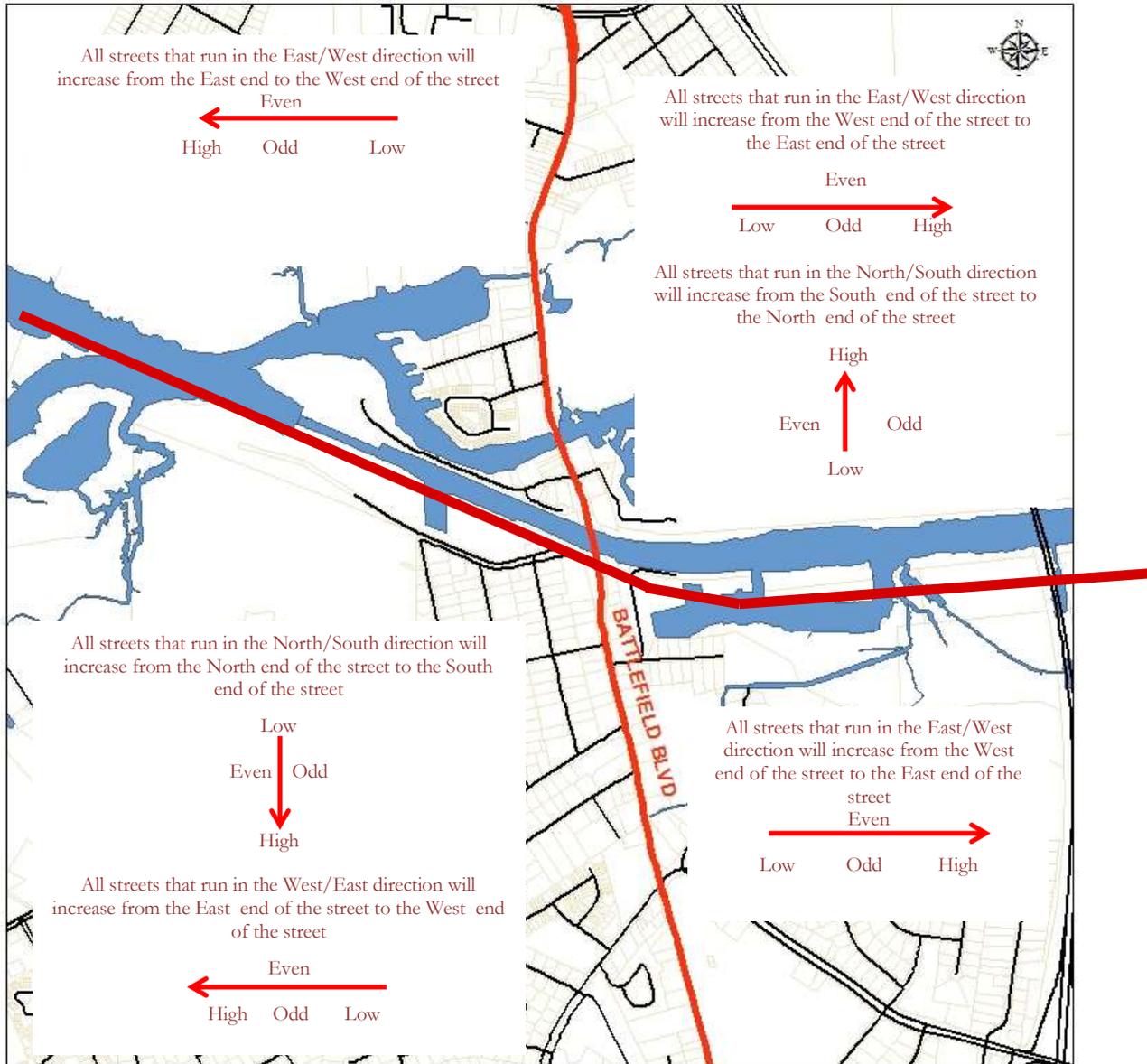
1. Address Points Layer in GIS
2. Recorded Official Paper Plats
3. Street Name Database of Existing and Approved/Reserved
4. Paper and Digital Files regarding assignment of addresses and street names

The Address Coordinator in the Planning Department shall be designated as the addressing official and is responsible for the administration of the standards outlined in this document. These standards apply to all lots, parcels, buildings, and streets within the incorporated area of the City of Chesapeake. Only the City Council, Planning Director, the Address Coordinator, or an authorized representative, may assign, approve, or change an address.

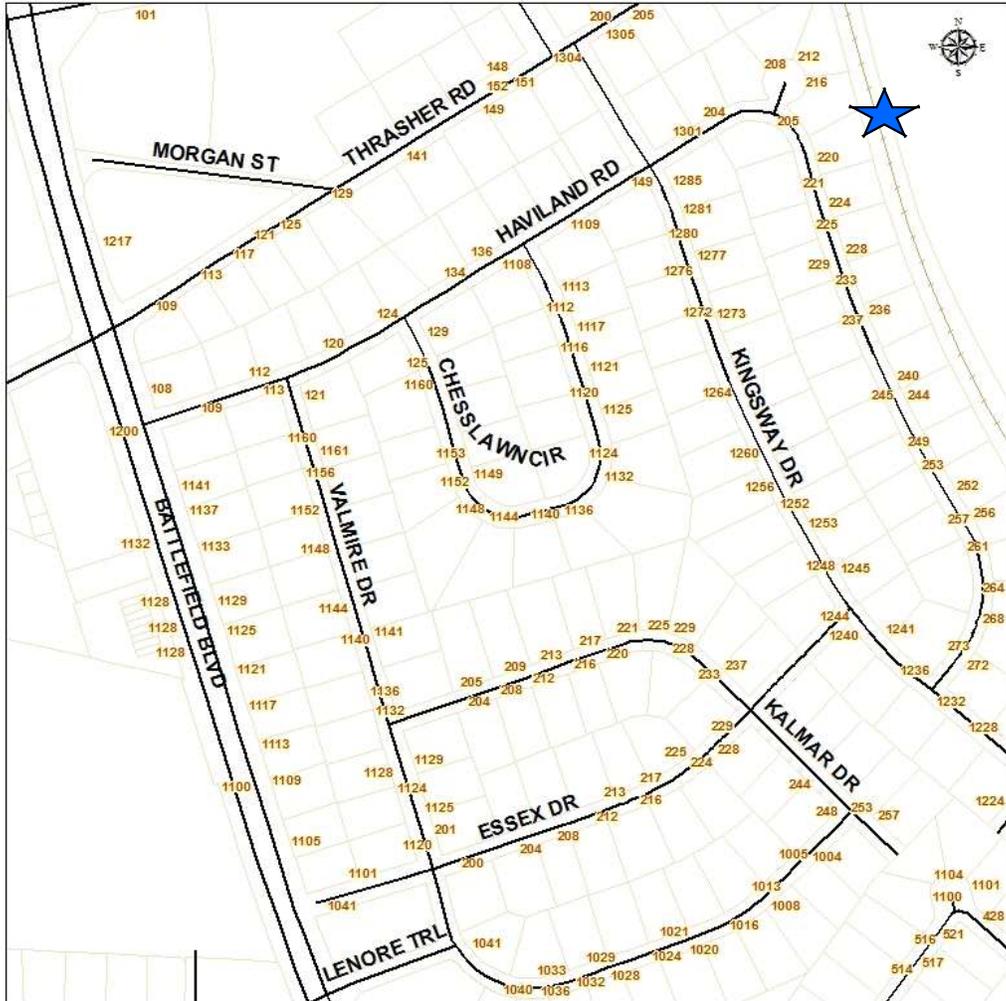
### **III. The Address Grid**

The Address Grid is used to obtain addresses for all new construction. The point of origin for addresses is at the intersection of the Intracoastal Waterway and Battlefield Boulevard North/Battlefield Boulevard South. Addresses start at 100 at this geographic point and increase in value in northern, eastern, southern, and western directions. Even address numbers are on the north and west sides of the road, while odd address numbers are on the south and east sides of the road. Battlefield Boulevard (Route 168) and the Chesapeake and Albemarle Canal (Intracoastal Waterway) shall be the coordinates for numerical progression and geographic direction.

Application of the address grid will vary, as streets may not run directly north, south, east, or west in the City of Chesapeake. To further complicate address assignment, many streets run at angles to the cardinal direction and often change direction. The primary consideration for assigning addresses on streets diverging from the cardinal direction is the even distribution of address numbers. If a street curves out of its initial direction, the street is mentally straightened out and addresses are assigned based on the original progression of numbers.



**Figure 1. This graphic represents Chesapeake's address grid. The intersection point of the two red lines is where address numbers begin with 100 and increase as they move toward the City line.**



**Figure 2. This map illustrates how the street curves at the star but the addresses continue to progress along the original established address range.**

There are existing addresses that do not follow the rules described above. When addressing in areas that do not adhere to the address grid, the best practice is to follow the existing numbers previously established for that area.

## IV. Addressing Concepts

### A. General Numbering

To properly assign addresses, the goal is to create consistent number progression. This can be accomplished by skipping numbers depending on the intended use of the property. With residential property, it is common to skip at least four (4) numbers between addresses. This is done to reserve numbers between established homes for utility addresses (light poles, electrical boxes, pump stations, etc.) and to ensure there are numbers available in the event of further subdivision.

For some multi-family residential developments, it is necessary to only skip two (2) numbers due to the volume of units requiring an address and to prevent all numbers being used before all units are addressed. In addition, two (2) numbers may be skipped on only one side of the street if there are more lots on one side than the other. The primary intent is to have the addresses coincide with the address that is across the street as much as possible.

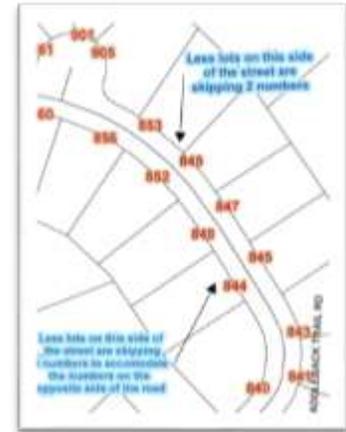


Figure 3. This map illustrates proper skipping of numbers.

In commercial or industrial areas of the city, eight (8) numbers should be skipped due to the fact that more than one building is allowed on each parcel.

#### **The following standards are used for numbering in Chesapeake:**

1. Only three (3) or four (4) digit numbers may be used and this is determined by the property's location in the address grid. An exception would be when a road extends west of the beginning of the 100<sup>th</sup> block range and has the same street name, and in this case two (2) digit numbers are assigned. An example of this is Providence Road at Atlantic Avenue, the western portion of the street was built after ranges had already been established to the east. Only in extenuating circumstances would two (2) digit numbers be used.
2. Half numbers (ex. 32 ½) are not allowed. The only exception to this rule is the historic numbers that have already been assigned. Non-conforming addresses are corrected as new construction occurs, if a property owner request is made, or if new road construction projects require re-addressing.
3. When a new lot(s) is created and there are not enough addresses available, an "A" or "B" can be assigned as needed. Assigning alpha-numeric addresses should be reserved as a last resort. All other options should be investigated prior to using "A" and "B" addresses.

## B. Address Assignment for Corner Lots

Preliminary addresses are assigned to each lot on the approved preliminary plan. When addressing corner lots, two potential addresses are assigned on the approved preliminary plan. One address is assigned on the corner lot for each direction the house may be positioned when built. At the time of building permit issuance, a site plan is required to show the location of the front of the building. The orientation of the front door determines the address. If the building is caddy-corner on the lot, either address may be used.



Figure 4. This map shows both potential addresses for the corner lot.

## C. Addressing Existing Lots

When a request is made for an address on an existing lot, the person requesting the address must have at least one of the following:

1. A valid tax identification number;
2. The property owner's name;
3. A drawing with a north arrow showing where the property is located.

The items above must be verified before assigning an address. Once the lot or parcel is identified, the existing addresses in the immediate area must be reviewed. If the frontage of a lot/parcel is over 200', the exact location of the building should be determined since it will affect the address that is assigned. This is important because the address ranges are established every 100-feet, by increments of four (4). If the building is placed closer to one edge of the property line then the address assigned would be adjusted. This adjustment ensures the appropriate number is assigned in accordance with the address range. Paying close attention to large lots ensures enough numbers are reserved in the event of future subdivision. For parcels that are bisected by city lines, the street address is assigned by the city where the ingress/egress access is located.

After the address is assigned, the following actions are taken by the Address Coordinator:

1. Address Point Layer is updated in GIS
2. Each Monday a report of all address actions is automatically generated by GIS, newly assigned addresses are extracted and emailed to the address distribution list (See *Appendix D Address Notification Distribution List*)

## **D. Non-conforming Addresses**

There are existing street names and addresses in the city that do not conform to the current addressing criteria. These nonconforming instances were created before the city was incorporated in 1963.

Whenever possible, the best practice is to follow the current addressing standards but when addressing in an area that is nonconforming, it may be necessary to replicate existing address patterns.

## V. Street Names

### A. Street Name Approval

The appropriateness and approval of street names is at the discretion of the Address Coordinator. As stated in City Code: Section 70-93

Proposed street names shall be indicated on the preliminary site or subdivision plan for planning department evaluation and approval. The Planning Director or designee shall have final authority as to the naming of streets. Names shall be sufficiently different in sound and in spelling from other street names in the city so as not to cause confusion. A road that is or is planned as a continuation of an existing road shall bear the same name. The assignments of all street addresses shall be the responsibility of the director of planning, or designee. Battlefield Boulevard (Route 168) and the Chesapeake and Albemarle Canal (Intracoastal Waterway) shall be the coordinates for numerical progression and geographic direction.

Street names are required to be shown on the preliminary subdivision plan when electronically submitted in eBUILD and must meet the following standards:

1. Street names are limited to 14 characters, including spaces and suffix abbreviations.
2. Acceptable street suffixes are selected in accordance with the United States Postal Service standards; official abbreviations can be viewed on [www.usps.com](http://www.usps.com).
3. The primary street name may be duplicated once if it intersects perpendicularly and has a suffix of "Court" since it will have a different street number range.
4. The primary street name may not be duplicated if they run parallel to one another.
5. Profane or suggestive street names are not permitted.
6. Names which may be difficult to pronounce are not permitted.
7. Full proper name may only be used if the person the street is named after is deceased.
8. Continuation of an existing road shall bear the same name; when a street



Figure 5. Example of full proper name being used after person is deceased.

in a new subdivision is connecting with an existing street, the new street will inherit the existing street's name.

9. No numbers or fractions of numbers shall be street names; for example, 22nd, Twenty, or 22nd 1/2 Street.
10. The use of directionals in street names, prefixes, and suffixes are not allowed (ex. Cedar Road West or West Cedar Road).
11. Abbreviations and slang terms shall not be used.
12. If a street bi-sects Battlefield Boulevard North or Battlefield Boulevard South it will be two separate street names.
13. Acronyms are not allowed.
14. Streets may not be named after a business

Plans not meeting these standards will require revisions per the comments by the Address Coordinator in eBUILD.

Where the subdivision is located on or near property of historic significance, street names that reflect this historic significance are encouraged with final approval by the Address Coordinator. Upon request, the Planning Department can supply a list of available, historic street names within the geographic area of the streets needing names.

As new streets are built or realigned due to large road projects, the Address Coordinator and the assigned Public Works Engineer will coordinate to assign street names. The Public Works engineer communicates with the Traffic Engineering division or the road project contractor for the placement of street signs.

## **B. Non-conforming Street Names**

The City of South Norfolk and Norfolk County merged to form the City of Chesapeake in 1963, causing street name duplications throughout the city. In 1967 duplicate street names were changed to eliminate confusion. Although this was done, there are a small number of street names that are still duplicated.

As cited above, the Chesapeake City Code does not allow duplicate street names or similar street names. Names shall be sufficiently different in sound and in spelling from other street names in the city so as not to cause confusion. This policy is intended to avoid confusion during emergency response or routing directions. Examples of similar sounding street names would be: Sutherland and Sutherlyn, Time and Thyme, Tillman and Tilghman, or Ashton and Ashdon. Similar sounding names are determined by the Address Coordinator.

## C. Citizen Request for Street Name Changes

Street names can be changed for various reasons, such as the realignment of streets or citizen requests. When a citizen desires to change the name of public and private streets or alleys in the City, all costs associated with such requests are the responsibility of the citizen making the request. The following procedures apply to citizen requests for a street name change:

The citizen requesting the change, referred to as the “petitioner”, files a request with the Address Coordinator requesting the street name change. The request shall include the following:

1. A petition that includes the current street name, the proposed street name, a contact name and number (address and phone number), reason for the change and statement that the petitioner agrees to pay all costs associated with the request, including the cost of new street sign(s). See the petition included in Appendix F of this document.
2. A map showing location of the street.
3. A listing of property owner’s affected by the proposed street name and their addresses. An affected property owner includes owners of all properties that abut the street in question.
4. Stamped #10 (4 1/8” x 9 1/2”) envelopes with the name and mailing address of each property owner printed legibly. Pre-stamped, dated envelopes from a postage machine shall not be used and no return address should be on the envelopes.
5. Payment for the E-911 mapping fee of \$250.00.

The Address Coordinator reviews the package for completeness, confirms accuracy of the names and addresses of property owners affected, and determines if the proposed street name meets City policy. The Address Coordinator informs the Planning Director and Assistant Planning Director of the request. Jointly, a decision will be made whether or not to proceed with the request. If the request is denied, the Address Coordinator will prepare a letter to the petitioner with reasons why the request is denied.

If the Planning Department determines that the street name request can be processed, the Address Coordinator will prepare a letter to the affected property owners. The letter must contain the following information: current street name, proposed street name and a check box indicating whether or not the property owner agrees to the street name change. The letter also contains a date on which property owners must respond and Address Coordinator’s contact information for questions. In addition, to easily track the responses of property owners, each owner surveyed should have

their property tax identification number added by the Address Coordinator at the bottom of the notification letter prior to mailing. See *Appendix G Street Name Change Letter to Affected Property Owners*.

The request to change the name must be unanimously agreed upon by all affected property owners. If **ANY** of the property owners objects to the change or if the Planning Department does not receive a response from all property owners, the request is denied. The Address Coordinator shall prepare a letter to the petitioner stating the reasons the request is denied.

If all property owners concur with the request, the Address Coordinator sends a memorandum to Traffic Engineering informing them of the street name change and requesting that a new sign be made and posted. A letter is sent from the Planning Department to the petitioner informing him/her of the results, including instructions for the petitioner to contact Traffic Engineering with a request for a sign to be made. Once contacted by the applicant, Traffic Engineering determines the cost for the signs and the petitioner must pay for the signs before they fabricate and install them.

The Address Coordinator notifies the Real Estate Assessor's Office of all parcels affected for street name updates in their databases. The Address Points Layer in GIS is updated and the GIS Street Centerline layer is also updated by Information Technology for E-911 purposes to contain the new street name. Once a street name change is approved, a memorandum and map are sent to the distribution list, which includes city departments and utility companies. See *Appendix D Address Notification Distribution List*

## **VI. Development Approval Process: Addresses**

The City of Chesapeake Planning Department processes Use Permit, Rezoning, Preliminary Site Plan, and Preliminary Subdivision development applications. All of these applications necessitate an address or addresses to be assigned at a specific point in the development timeline for each type of application. An address plan is an overall layout of the proposed development, including the subdivision name, lot lines, lot numbers, and the street configuration. The address plan is used by the Address Coordinator as a working map to assign addresses and due at the time of application submittal in eBUILD. Communication of any changes to the address plan, including the configuration of lots/lot numbers or streets, is important to ensure there is no delay in the issuance of permits.

Preliminary Subdivision and Site Plan applications with the proper zoning are processed administratively and are not required to go before the Planning Commission or City Council. Rezoning, Use Permit, and Special Exception applications are reviewed by the Planning Department and considered during a public hearing by Planning Commission for approval or denial. The project is then heard during a public hearing before City Council, for approval or denial. After a project is approved, either administratively or by City Council, and the construction phase begins through the Department of Development & Permits, preliminary addresses are assigned on the overall address plan.

Street names should be labeled on the preliminary plan when Use Permit, Subdivision, and Site Plan applications are submitted to the Planning Department. There are different street name submittal criteria for each type of application and the Application Review Committee (ARC) ensures these requirements are met. In addition, the Address Coordinator reviews the application to ensure that the proposed names adhere to the street name policy. Once submitted street names are approved they are entered into the city's street file, located in the Mainframe database, in a "reserved" status. If the street names that are submitted are not approved, the applicant is notified through Address Coordinator comments in eBUILD. Street names will not be reserved until all comments are resolved. The following submittal criteria and process for each type of application are described below.

### **A. Subdivisions: 50 lots or more**

The preliminary subdivision plan application states that all new public or private street names should be pre-approved prior to the submittal of a preliminary subdivision plan. Subdivision names and street names subdivision should be submitted to the Address Coordinator a minimum of one week prior to application submittal. For subdivision names, as stated in City Code Section 70-87, "the names of new

subdivisions shall not duplicate or closely approximate the names of existing subdivisions”.

Subdivision names must meet the following standards:

1. The subdivision name is limited to 22 characters, including spaces.
2. The word “The” is not allowed to preface the subdivision name.
3. Profane or suggestive subdivision names are not permitted
4. Names that are difficult to pronounce are not permitted

The ARC reviews the application in its preliminary stage. The Address Coordinator will review the proposed names and give comments using eBUILD if revisions are necessary. Some typical comments regarding street names are: failure to submit any street names for the subdivision, street names do not meet street naming policy, or street names are not limited to 14 characters. Approved street names will be entered into the City’s master street list, in the Mainframe database.

The Planner works with the applicant to resolve all comments and once the subdivision is approved, pre-construction review is conducted by the Department of Development and Permits. The Department of Development and Permits electronically distributes the preliminary plat in eBUILD for review by various departments. The Subdivision Planner and the Address Coordinator, in the Planning Department, receive a copy of the preliminary plat. If original comments were not reflected on a re-submitted electronic preliminary plat, the Address Coordinator continues to make comments requesting the applicant to make modifications.

When the subdivision is approved for construction by Development and Permits, the Address Coordinator begins to receive electronic copies of construction preliminaries in eBUILD as each phase is submitted. At this point, **preliminary addresses are assigned using the overall paper subdivision preliminary plan.** The electronic construction preliminaries from Development and Permits are compared to the preliminary overall (paper) subdivision plan to ensure that the subdivision name, street names, street configuration, number of lots, lot numbers, and the lot configuration are as shown on the preliminary. Any changes are noted on the overall subdivision plan by the Address Coordinator.

All of the beginning range numbers for each street are labeled, with an arrow on the street indicating the direction the numbers should increase. At the beginning of the street (ex. 1400/1401), the first lots will have the full numeric address labeled and at the end of the street (ex. 1416/1417), the last lots will have the full numeric address labeled. The addresses in between will only be labeled with the final two numeric digits on each lot (ex. 04/05).

### Quick Steps for Assigning Addresses to an Overall Subdivision Plan

1. *Find subdivision location in the address grid*
2. *Pick up already established range if possible and try to match up across the street if existing addresses.*
3. *Begin a new range if needed based on how far off Battlefield Blvd (E-W roads).*
4. *Look at the overall to see where the road begins and ends.*
5. *Determine which direction the addresses will increase on the street.*
6. *Look at numbers across the street (check the mainframe for permits and look at aerial if needed) and only change in extreme cases.*
7. *Make sure to leave numbers for vacant lots and future development.*

Once the plat is recorded, the GIS Address Point layer is updated by the Address Coordinator with the preliminary addresses. The Address Coordinator also provides the new addresses to the Real Estate Assessors Office by email so they can update their databases. See *Appendix C GIS Address Points Layer Update Procedures* for detailed update instructions. A standard GIS map is created showing streets, lot numbers, addresses and the surrounding area. This map is emailed to the Planning Department's address distribution list. See *Appendix D Address Notification Distribution List*. Builders will begin to call the Address Coordinator for the assigned addresses for some or all of the lots in the new subdivision.

#### **B. Subdivisions: Less than 50 lots**

Subdivisions with 50 lots or less are submitted to the Department of Development and Permits for construction plan review. If new streets are proposed, the Address Coordinator is assigned a workflow task in eBUILD to review the names, as well as the subdivision name. If the names do not meet naming standards, comments are added in eBUILD and revisions are requested. No formal name is given for subdivisions that do not create a new street.

When a final plat is recorded, new tax identification numbers are created if preliminary numbers were not already assigned. The GIS Analyst in the Real Estate Assessor's Office sends an email to the Address Coordinator containing a list of the new numbers. The Address Coordinator checks to make sure all new parcels has an

address point associated. Using this list, the Address Coordinator updates the GIS Address Point layer. *Appendix C GIS Address Points Layer Update Procedures* for detailed update instructions.

A GIS map is created showing streets, lot numbers, addresses and the surrounding area. This map is emailed to the Planning Departments address distribution list. See *Appendix D Address Notification Distribution List*. Builders can now call the Address Coordinator for the assigned addresses for the lots in the new subdivision.

**Subdivisions with less than 50 lots- address assignment considerations:**

*Where is the new subdivision and what are the existing addresses surrounding it?*

*Determine if the lots are on the odd or even side of the street using the following rules.*

- 1. If the lot is on the North or West side of the street, even numbers should be assigned.*
- 2. If the lot is on the South or East side of the street, odd numbers should be assigned.*

*Skip four (4) numbers on each side of the street if able, or at a minimum two (2)*

*Assign the appropriate address*

### **C. Residential Multi-Family**

Residential multi-family plans are submitted as a Preliminary Site Plan application in eBUILD. During the Application Review Committee (ARC) meeting, the Address Coordinator will check the preliminary plan for the following:

1. Building numbers, one per building, should be shown on each building.
2. Unit numbers should **not** be shown on the layout plan because the Address Coordinator will assign them.
3. Exact location on the ground of each unit should be illustrated.
4. The layout for each floor of the building, if multiple floors exist, should be shown on the plan and this layout should not change when Permit Drawings are submitted to the Plans Examiner's Office; changes could delay building permits. The Address Coordinator verifies the unit numbers are numeric, three digits in length, sequential in order, begin with 100s on the first floor, increase by 100 for additional floors (ex. first floor 100s, second floor 200s, third floor 300s), and that the proper amount of unit

- numbers are skipped to accommodate all potential future units.
5. Street names for the multi-family complex should be shown on the location of the street in the preliminary plan.
  6. Subdivision/Complex names should be pre-approved by the Address Coordinator and shown on the plan. For subdivision/complex names, as stated in City Code referenced above, “the names of new subdivisions shall not duplicate or closely approximate the names of existing subdivisions”.

Subdivision/Complex names must meet the following standards:

- a. The subdivision name is limited to 22 characters, including spaces.
- b. The word “The” is not allowed to preface the subdivision name.
- c. Profane or suggestive subdivision names are not permitted.
- d. Names that are difficult to pronounce are not permitted.

During the Development & Permits review of a multi-family complex, the Address Coordinator is assigned a workflow task in eBUILD and begins to assign preliminary addresses at this time. Each building will be assigned a unique address. Unit numbers for each condominium will have been established prior to plans being submitted to the Plans Examiner, per their requirements. The GIS Address Point layer is updated with the preliminary addresses, showing multiple address points on the overall polygon containing the complex. See *Appendix C GIS Address Points Layer Update Procedures* for detailed update instructions. In the case of condominiums, as each condominium unit is declared (recorded), the preliminary address becomes final in the GIS layer.

#### **D. Model Homes (for New Developments)**

*From “Procedure for the Construction of Model Homes – Prior to Plat Recordation,” by Department of Development and Permits, Zoning Administration*

In accordance with Section 13-1505.B of the Chesapeake Zoning Ordinance, the following policy and procedure must be applied to allow the construction of model homes prior to plat recordation:

The developer/contractor shall submit a written request to Zoning Administration for constructing model homes in an unrecorded subdivision. After receiving the written request from the developer/contractor, Zoning Administration shall route the request along with a site plan for the requested lot to the department/divisions of Fire Prevention, Public Utilities, Development and Permits, Construction Administration and Planning.

Subject to receiving the approval from the appropriate divisions, Zoning Administration may approve the construction of model homes prior to plat recordation for each preliminary subdivision plan approval. Zoning Administration may approve the construction of 1 dwelling on 1 lot, and not more than four (4) single family homes on 1 lot; or four (4) duplex buildings on 1 lot; or one row of townhouses not to exceed eight (8) attached dwelling units on 1 lot.

Prior to the constructing a model home, the applicant shall obtain the building permit as required by the Zoning Ordinance and the Building Code. After completing the construction of the model home and receiving final approval of all required permits, a temporary certificate of occupancy (Temp CO) may be issued. The Temp CO shall allow the use of the building as a model home only. (A temporary sales office as a business use is allowed). The Temp CO shall expire twenty-four (24) months after the date of issuance.

Upon expiration of the Temp CO, a permanent certificate of occupancy must be obtained and must include changing the real estate tax identification number for a specific parcel. Any interior alterations to convert a temporary sales office back to living space or garage use requires an interior alteration building permit.

A model home shall not be used as a residence until after the final subdivision plat has been approved by the City and recorded with the Clerk of the Circuit Court and a permanent certificate of occupancy is issued for a single-family dwelling. Additionally, failure to comply with any requirement may result in revocation of the certificate of occupancy, temporary or permanent.

In the cases of properties that are zoned for multi-family use, there is no restriction on the number of model homes that can be constructed on the property after final site plan approval and proper issuance of building permits. The following criteria, for zoning approval, construction and occupancy, must be met **and are not subject to modification:**

1. The final subdivision or site plan has been approved for the property where the model homes are to be located;
2. Model homes must meet all design, development and performance standards as delineated by the development standards for the zoning district in which located to be occupied for office use;
3. The lots shall have direct access to streets for which construction plans have been approved and the base stone installed to accommodate emergency vehicles as determined by the department of development and permits, engineering division;

4. An operational municipal system or alternate water source, as approved by the Fire department in accordance with the Public Facilities Manual, is installed and made available to the lots where model homes are to be located;
5. Street signs, which are to be maintained by the builder until the plat has been recorded, have been approved by the Departments of Planning and Traffic Engineering and installed where the model homes are located; and
6. Notwithstanding Section 78-86 of the City Code, all necessary fees have been paid as they relate to water and sewer service connections for each model to be constructed provided, however, that no permanent certificate of occupancy shall be issued until the city certifies that the model homes are connected to required water and sewer service.

Addresses for model homes are issued by the Address Coordinator once notified by the Department of Development and Permits that all requirements have been met.

#### **E. Mobile Home Parks**

New mobile home parks are submitted as a Use Permit application in eBUILD and include a preliminary site plan. During the application review process, the Address Coordinator approves or comments on submitted private street names and the mobile home park name. The approved street names and mobile home park name are reserved in the Planning Department street address database in the Mainframe.

In addition, the applicant must submit an overall electronic plan for the park showing the layout of home sites. Once approved by City Council, the Address Coordinator will assign the addresses on the site plan. To address a mobile home park, skip four consecutive numbers for each mobile home site. This will leave one unused address between each home site in the event that additional mobile homes are added in the future. The addresses associated with a home site are created in the GIS Address point layer and the street ranges are updated in the Planning Department street address Mainframe database. Mobile home parks are built on one polygon in the GIS database so the GIS Address point layer will contain multiple points illustrating the addresses located in the park. The reserved status is also removed from the street names and mobile home park name.

For **existing** mobile home parks, Tie-Down Certificates are issued by the Department of Development and Permits. Addresses on the tie-down certificates should coincide with those already assigned to the lots within the GIS address point layer. A report could be run periodically from eBUILD to verify the addresses against the GIS address point database.

## **F. Commercial New Development**

### **1. General Standards**

When a commercial building is submitted for construction to the Department of Development and Permits, a workflow task in eBUILD is assigned to the Address Coordinator. Once the final site plan is approved in eBUILD, the Address Coordinator assigns the addresses in the GIS Address point layer and hyperlinks a copy of the approved site plan to each point. The final site plan is saved into folder S:\GENERAL\Addressing\Commercial Addresses, ensuring changes are not made to the final approved site plan that may affect addresses. A comment is also added in eBUILD stating “addresses will be released when the building permit is issued”. The Address Coordinator checks the Real Estate database to see if the address is correct, if it is not, then it is forwarded to the Systems Analyst II or GIS Specialist in Real Estate for update. Commercial buildings may contain multiple addresses so the GIS Address point layer may also contain multiple points illustrating the addresses located in the each building. If a parcel contains multiple addresses, the Address Coordinator creates a GIS map for illustration and emails it to the distribution list (see *Appendix D Address Notification Distribution List*).

If the building is on a corner lot, the address it receives will depend on the direction the building faces. Occasionally there are exceptions to this rule which will depend on access issues and overall placement of the building on the lot.

### **2. Commercial Condominiums**

Commercial/Office Condominiums must submit their subdivision name to the Address Coordinator for approval. For subdivision names, as stated in City Code Section 70-87, “the names of new subdivisions shall not duplicate or closely approximate the names of existing subdivisions”.

Subdivision names must meet the following standards:

1. The subdivision name is limited to 22 characters, including spaces.
2. The word “The” is not allowed to preface the subdivision name.
3. Profane or suggestive subdivision names are not permitted.
4. Names that are difficult to pronounce are not permitted.

Commercial condominiums are addressed after the site plan is submitted in eBUILD and a workflow task is assigned to the Address Coordinator. Detailed overall plans are requested in eBUILD for any buildings with more than one floor or more than one suite. If the condominium is individually owned, it will receive its own address. For buildings with a single owner, the building will receive a single address with

different suite numbers for each commercial condominium. A workflow task in eBUILD is assigned by the Plans Examiner's Office once the final approval is issued and a GIS map is created showing streets, addresses, the surrounding area, and each floor of the building if it is multi-level. This map is emailed to the Planning Department's address distribution list (see *Appendix D Address Notification Distribution List*). This distribution list includes internal and external departments, and various outside service providers. Builders will then begin to call the Address Coordinator for the assigned addresses.

#### **COMMERCIAL BUILDING ADDRESS ASSIGNMENT CONSIDERATIONS**

How to determine where the new building is located in the address grid:

Look at the entire area surrounding the new building, including existing addresses. Determine the orientation of the front of building and assign the address to that major street.

If the building is located on a corner lot and the main entrance of the building does not face a major street (faces rear parking lot), assign the address based on access.

### **3. Shopping Centers and Suite Numbers**

All commercial buildings being used by more than one business; such as shopping centers, medical offices, and malls, are assigned suite numbers. The Address Coordinator requests suite numbers at the time they submit the overall site plan for the development in the Planning Department. Frequently, the interior configuration of the development is uncertain at this preliminary stage because all of the tenants have not leased the suites.

When the final layout is set, the developer should contact the Address Coordinator to have suite numbers assigned. To assign suite numbers, the Address Coordinator will determine the potential total number of suites the structure could be subdivided to in the future, otherwise known as build-out, and skip numbers accordingly to allow for alterations. Building orientation must be determined and addresses are assigned from the left to the right, begin at 100, reserving some numbers using the total future build-out. When additional floors are present, the same numbering sequence is used but beginning with 200 for the second floor, etc. If there is an interior entrance for suites in the rear of the building, suite numbers are assigned from left to right and front to back in a zigzag pattern. Numbers should generally increase in the same general direction as the address ranges.

Through Site Plan Review, a task is assigned in eBUILD for the Address Coordinator to review the site plan. If the site plan requires suite numbers to be assigned, the Address Coordinator will consult with the Plans Examiner's Office to ensure consistency in

numbering. The Address Coordinator verifies the suite numbers are only numeric, three digits in length, sequential in order, begin with 100s on the first floor, increase by 100 for additional floors (ex. first floor 100s, second floor 200s, third floor 300s), and that the proper amount of suite numbers are skipped to accommodate all potential future suites. This additional check is needed since not all developers will contact the Address Coordinator for official assignment of suite numbers and frequently the developer-assigned suite numbers are inconsistent with city policy.

Approved, final suite numbers are entered into the GIS address point layer and communicated to the Real Estate Assessor's Office. A map is created from the GIS address point layer for the new suites and emailed to the distribution list so other utility companies and agencies can plan to accommodate the new users. The paper file of the overall plan containing the suite numbers is kept permanently in the Planning Department.

#### **COMMERCIAL SHOPPING CENTER ADDRESS ASSIGNMENT CONSIDERATIONS**

*Determine where the new shopping center is in the address grid?*

*Look at the entire area surrounding the new shopping center to determine where in the addressing grid this is located (ex. 200 blocks, 600 blocks) and if it interior or outward facing (strip centers).*

*Interior For interior shopping centers, locate the major interior street and addresses will be assigned off that street. If there is a minor street added to access the commercial, the developer would name the new minor street for addressing purposes during the development review process. If there is no major interior street, look for the nearest adjacent major street with access to the development and take into consideration the building orientation.*

*Beginning with the appropriate range, sketch the new range across the main intersecting street—skipping four numbers every 100 feet. Add addresses to all the lots with even numbers on the north side of the streets and odd addresses on the south, working your way counter clockwise (or the most logical order) but it depends on the shopping center configuration. If some lots are large and it is not yet determined what will be built, include extra numbers. Loop roads and large driveways within the parking lot are ignored and addresses are assigned off the major street it intersects, or a name must be given if there is no major street within the large commercial development. To ensure customers and emergency personnel can locate the stores within the shopping center, numbers should flow sequentially.*

*An exception to assigning all addresses within a shopping center would be if one of the buildings faced another major road. For example, if at the end of a self-contained shopping center a convenience store faced outward toward a major road. The convenience store would have the address of that major road.*

*Outward Facing If the buildings are oriented outward to a major street, addresses will be assigned to the major street using the existing range.*

#### 4. Historic Suite Numbers

Until 2010, applicants submitted their own suite numbers without written guidelines. In an effort to become more consistent for emergency purposes and mail automation, guidelines and requirements have been developed to ensure the Address Coordinator reviews and assigns all suite numbers prior to issuance of a building permit. As interior alterations are done and building permits are issued, historic suite numbers may need to be corrected by the Address Coordinator to conform to the new guidelines as outlined in Section VI-4 of this manual. Occasionally, the Address Coordinator may have to contact the owner of the property to establish an acceptable suite number sequence for the building. If suites are re-addressed, the Address Coordinator will send a map to the Commercial Plans Examiner in the Department of Development & Permits.



Figure 7. Example of historic suite number assignment

#### G. Plat Processing Post Recordation

The Department of Development and Permits forwards the preliminary plat to the Address Coordinator. It is compared to the overall subdivision plan and any differences are noted on the overall subdivision plan. If there are discrepancies, such as lot configuration, street names, or subdivision name, that need to be corrected on the forwarded plan then the Address Coordinator notifies Development and Permits.

Subdivision Plats (mylar) are submitted, to the Subdivision Planner in the Planning Department, for final approval prior to recordation. Copies are made by staff for the person requesting the plat recordation; one copy is given to the Address Coordinator for addressing purposes.

Once a week, the Address Coordinator takes one copy of each recorded plat for addressing, folds the remaining copies and moves them to the “Plats to File” drawer. The label “Recorded Plat” is placed on the front of the plat to indicate that it is the official recorded plat. This plat is filed, alphabetically by subdivision name or by street name for minor subdivisions, in the address cabinet located in the Address Coordinator’s office.

The reserved status is taken off of the street names and subdivision name, and the address ranges are updated in the Planning Department Mainframe streets database. A standard GIS map is created showing streets, lot numbers, addresses and the surrounding area. See *Appendix D Address Notification Distribution List* for the internal

departments and external utility companies who receive the map of updated addresses for their records. Builders will begin to call the Address Coordinator for the addresses in the new subdivision.

#### Additional Information

*The Planning Department has a filing procedure for both subdivision plat. The flat- file cabinet in the Planning Department has the following marked drawers:*

- 1. Plats Ready for Pick Up and Recordation*
- 2. Plats Waiting for Recordation (Copies Given for Recordation)*
- 3. Plats Recorded (Verified by Receipt from Clerk of Court)*
- 4. Plats to File*

## H. Address Changes

There are times when address changes or street name changes must take place. Reasons for these changes can include new construction on infill lots, citizen requests, or the realignment of streets.

### 1. New Construction Infill Buildings

In some of the older areas of the city there are more lots than available address numbers. This situation is not a problem until buildings are constructed on the vacant infill lots.

When an address request is made and there are not enough numbers to accommodate the new buildings, alphanumeric numbers can be assigned for the new lots.

No address changes will occur. The Address Point Layer in GIS is updated with the new addresses.

### 2. New Construction around Existing Structures

When a new subdivision is constructed around an existing building and the building no longer faces the original right-of-way, the address for that building will be changed. The new address will be assigned according to the new street name and address range. The property owner and the tenants for the existing building must be notified of the address change. The Address Points GIS layer is updated with the new addresses and



Figure 8. Example of building infill, a parcel was subdivided and a new home was built.

the Real Estate Assessor's Office is notified. See *Appendix C GIS Address Points Layer Update Procedures* for detailed update instructions. A memorandum and GIS map are sent to a distribution list which includes city departments and outside utility companies. See *Appendix D Address Notification Distribution List*

### 3. Property Owner Request for Address Changes

Occasionally property owners will request to have their address changed. Before the change is made, the area around the affected address must be checked to make sure the change will not impact other addresses. If impacts are anticipated or if the number desired is not within the street range, the request is denied. If the Address Coordinator determines the change will not impact other addresses, the following actions are taken:

1. A letter is sent to the property owner confirming the address change.
2. A memorandum is sent to the distribution list which includes city departments and outside utility companies. A map is also created in GIS showing the change and is included with the memorandum.
3. The Real Estate Assessor's Office is notified of the new address.
4. The Address Point Layer in GIS is updated with the new address.

### 4. Realignment of Streets

When a street is realigned and leaves a portion of the existing street, the old portion of the street will have to be renamed. One option is to add "OLD" to the name of the previously existing alignment but in some cases the name may have to be changed completely.

An example of adding OLD to the street name is the realignment of Deep Creek Boulevard. With either option, the street name is considered changed and all property owners are notified with a letter from the Address Coordinator.

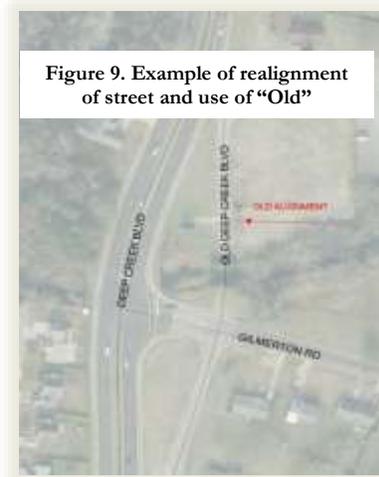


Figure 9. Example of realignment of street and use of "Old"

#### I. Updating Address Information Systems

Chesapeake maintains new addresses in the GIS Address Point layer. It is important to update this information system because it is used by eBUILD and accessed by other City department systems. Some examples are the E911 system, issuance of building permits, and verification of addresses in Cogsdale for utility billing.

The System Analyst II and GIS Specialist in Real Estate Assessor's Office are notified when new addresses are assigned. Each time a new tax identification number is created, the Title Clerk II in the Real Estate Assessor's Office sends an email to the Address Coordinator containing a list of the new parcel numbers. Using this list, the Address Coordinator verifies that the GIS address points are updated with the assigned address and the proper tax identification number. During the development review process, explained in *Section VI. Development Approval Process: Addresses*, street names are reserved in the Mainframe streets database. The Address Coordinator removes the reserved status on the street names when the plat is recorded and adds the address ranges. See *Appendix B Reserving Street Names* for step-by-step instructions on removing reserved status on street names in the Real Estate mainframe database.

The **GIS Address Points Layer** is updated after the plat is recorded with one point for every address. Each point contains the following attribute data: house number, street name, tax identification number, zip code, date point is added to the database, suite or unit numbers associated with the address, and use of the parcel. For buildings that have more than one address, for example, a shopping center, one point for each address is added. See *Appendix C GIS Address Points Layer Update Procedures* for instructions on how to update point layer and add the attribute data.

## **J. Properly Posting the Address**

Once an address has been assigned, it must be properly posted on the structure to ensure timely response by emergency services. The Fire Code, Chapter 5, contains specifications to meet this requirement. Some examples of specifications include the size and color of the numbers to ensure they contrast against the structure and can be easily visible from the street.

### **505.1 Address identification.**

New and existing buildings shall have approved address numbers, building numbers or approved building identification placed in a position that is plainly legible and visible from the street or road fronting the property. These numbers shall contrast with their background. Where required by the fire code official, address numbers shall be provided in additional approved locations to facilitate emergency response. Address numbers shall be Arabic numbers or alphabetical letters. Numbers shall be a minimum of 4 inches (101.6 mm) high with a minimum stroke width of 0.5 inch (12.7 mm). Where access is by means of a private road and the building cannot be viewed from the public way, a monument, pole or other sign or means shall be used to identify the structure. Address numbers shall be maintained.

# Appendices

## Appendix A. Reserving Subdivision Names

Sign on to Mainframe

Type Menu and hit Enter

On the screen below, select F5 for “Load Subdivision Name”

```

SA00      CITY OF CHESAPEAKE - CITY & SCHOOL PLANNING USERS MENU
----- FUNCTION KEYS AND ACTIONS -----      -----REQUIRED DATA-----      APPL
 1. HELP (FOR ALL SCREENS)
 2. INQUIRE BY STREET NAME
 3. LOAD NEW STREET NAME
 4. INQUIRE/UPDATE STREET RANGE DATA
 5. LOAD SUBDIVISION NAME
 6. INQUIRE BY SUBDIVISION NAME
 7. INQUIRY OF STREETS WITHIN SUBDIV.
 8. MASTER ADDRESS LOAD
 9. MASTER ADDRESS ROW INQUIRY
10. MASTER ADDRESS PAGE INQUIRY
11. MASTER ADDRESS PAGE LOAD
12. INQUIRE STAT XREF TABLE
13. INQUIRE STAT XREF BY STREET
14. STREET TYPE ADD/INQ/UPD
15. LOAD USER TO TABLE
16. INQUIRE TABLE DATA
17. REAL ESTATE STREET NUMBER UPDATE
18. LOG INQUIRY
EXAMPLE SUB NAME
STREET OR SUBDIVISION NAME      FILE NO      HSE NO      APT NO      FUN
TABLE ID, MAP & PAR, DATE      STAT NO
  
```

On the screen below, type the subdivision name, including the Borough name and “Reserved” (or depending on the length of the subdivision name, abbreviation of “reserved”) and hit Enter

```

PL03      SUBDIVISION LOAD
          SUBDIVISION NAME: EXAMPLE SUB /DC RESERVED
  
```

The new subdivision name will be shown on the next screen as reserved, with a control number assigned by the mainframe. This control number will be needed when reserving the street names for this subdivision.

PL03	SUBDIVISION LOAD	
	SUBDIVISION NAME: EXAMPLE SUB /DC RESERVED	991
NEW ROW ADDED		

Once the subdivision plat is recorded, the reserved status for the subdivision name is removed. On the mainframe menu, type in the Subdivision name and select F6 to Inquire by Subdivision Name.

Select the correct subdivision if there are multiple options, and on the screen click with the mouse on the portion within the subdivision name that says Reserved and hit Delete. Hit Enter on the numeric keypad to save the change and make the subdivision name active.

## Appendix B. Reserving Street Names

Sign on to Mainframe

Type Menu and hit Enter

Cursor will appear in the correct area to begin typing the suffix of new street (showing COURT in graphic below)

SA00 CITY OF CHESAPEAKE - CITY & SCHOOL PLANNING USERS MENU		-----REQUIRED DATA-----			APPL
----- FUNCTION KEYS AND ACTIONS -----					
1. HELP (FOR ALL SCREENS)		PORTION OF STREET NAME			PL00
2. INQUIRE BY STREET NAME		PORTION OF STREET TYPE			PL01
3. LOAD NEW STREET NAME		STREET NAME OR FILE NUMBER			PL02
4. INQUIRE/UPDATE STREET RANGE DATA					PL03
5. LOAD SUBDIVISION NAME		SUBDIVISION NAME			PL04
6. INQUIRE BY SUBDIVISION NAME		SUBDIVISION FILE NUMBER			PL05
7. INQUIRY OF STREETS WITHIN SUBDIV.		FILE NO, HSE NO, APT NO			SA03
8. MASTER ADDRESS LOAD		FILE NO, HSE NO, APT NO			SA04
9. MASTER ADDRESS ROW INQUIRY		FILE NO, HSE NO, APT NO			SA05
10. MASTER ADDRESS PAGE INQUIRY		FILE NO			SA06
11. MASTER ADDRESS PAGE LOAD		STATISTICAL AREA NO			SA01
12. INQUIRE STAT XREF TABLE		FILE NO			SA02
13. INQUIRE STAT XREF BY STREET		OPT. OR POR. OF STR TYPE			PL10
14. STREET TYPE ADD/INQ/UPD		TABLE ID			DP00
15. LOAD USER TO TABLE		FILE NO & IF DESIRED MAP & PAR			DP01
16. INQUIRE TABLE DATA		DATE (YYMMDD) OR KEY DATA			SA08
17. REAL ESTATE STREET NUMBER UPDATE					DP03
18. LOG INQUIRY					
<u>COURT</u>					
STREET OR SUBDIVISION NAME	FILE NO	HSE NO	APT NO	FUN	
TABLE ID, MAP & PAR, DATE	STAT NO				

Select F3 for "Load New Street Name"

A list of similar suffixes will appear, show in the graphic below.

Use the Enter key on the alphanumeric keyboard to move the cursor down the list until it is next to the one you want to select.

Type “x” and then use the Enter key on the numeric keypad.

```
PL01          CITY OF CHESAPEAKE STREET NAME LOAD
-----STREET NAME-----          DIRECTIONAL
EXAMPLE                                PREFIX  SUFFIX
                                RS RESV (RS)
                                --
                                F -- STREET TYPE DESIGNATION
                                X COURT          CT
                                COURTS         CTS

LAST ENTRY FOR STREET TYPE MATCH
```

Type in the proposed street name only with the word RESERVED, or as much of it as possible, at the end and hit Enter on the numeric keypad.

Note: A unique file (control) number is now assigned to that street and suffix name.

Use GIS Address Project to look up the new street location and determine what Borough, Statistical Area, Zip Code, Census Tract, and Planning Area it is located in. The following graphic shows the mainframe screen to now be updated with this information.

```
PL02          STREET TABLE INQUIRY/UPDATE
NAME: EXAMPLE          TYPE: CT    DIR PRE:    DIR SUF:
FULL STREET NAME: EXAMPLE CT RESV    FILE NUMBER: 06747
BOR  STAT  ADDRESS RANGE          ** SUBDIVISION **
     AREA  FROM  -TO-  -ZIP-  CEN  PA NUMB.  -----NAME-----

LAST ENTRY FOR THIS STREET          NEXT NUMBER -
```

Toggle back to the Mainframe screen, tab down to the Borough field as shown below, and enter the two letter Borough code (see table below).

Boroughs	Abbreviation
Western Branch	WB
Deep Creek	DC
South Norfolk	SN
Washington	WA
Butts Road	BR
Pleasant Grove	PG

Tab over to enter the five-digit Statistical Area in the Stat Area field.

Tab over to enter the Address Range as From = 0001 and tab again to enter To = 999.

Tab over to enter the five-digit Zip Code in the Zip field.

Tab over to enter the five-digit Census Tract number in the Cen field.

Tab over to enter the two letter Planning Area abbreviation (see table below) in the PA field.

PLANNING AREAS	Abbreviation
Great Bridge	GB
Greenbrier	GR
River Crest	RC
Deep Creek	DC
Western Branch	WB
Southern Chesapeake	SC
Camelot	CA
Indian River	IR
South Norfolk	SN

Tab over to enter the Subdivision Control Number, automatically assigned when the subdivision name was reserved, in the Numb field. Once you hit Enter on the numeric keypad, the Subdivision Name will be automatically populated. This final Enter entry is important to save all of the information you have just entered.

Once a plat is recorded, the reserved status is removed from the street names. To remove reserved, type the street name on the mainframe main menu and select F2 to access the Inquire by Street Name. Tab to the second blank space to the right of the Dir Suf field, hit End, and Enter on the numeric keypad. The reserved status should disappear from the street name. If it is mistakenly removed, return to the same space and type res and hit Enter on the numeric keypad and it will replace the Reserved status.

If a street is not constructed, the reserved names must be deleted from the mainframe to allow others to use them in the future. To do this, go to Street Table Inquiry/Update screen by typing in the street name and hitting F2. Enter D in the Bor field and hit Enter on the numeric keypad, this will remove all information attached to that street name.

By hitting the alphanumeric Enter and Tab key to move around this screen, scroll to the Name field and change it to Deleted plus the street name you are removing. For example, Deleted River Rd.

## Appendix C. GIS Address Points Layer Update Procedures

Buildings that have more than one address are represented by multiple points on one polygon in the address point layer. For condominiums and apartments, points are placed for every address within the building. The points are oriented to the front of the building. The points are stacked according to how many floors are in the building. The first floor is shown first, second floor is shown second, etc. Each address and the unit or suite number are shown for each address. In shopping centers, an address point for every business within the center is placed in the GIS layer. Each building is assigned a street address and suite numbers are assigned for each business within the center. Malls are given one address point for the building address. The following diagram illustrates the placement of address points for an apartment building within the GIS Address Point layer.



Steps for updating Address Points in GIS

1. Start editing address points.
2. Place a point for each address at the center front of each lot, or if there are multiple addresses place a point for each address. Two points are placed for corner lots, one for each possible address.
3. Select points that belong to a particular street.
4. Populate the following attributes in the address points.

Address	- FULL ADDRESS (Address Number, Street Name with Abbreviated Suffix)
Map_Parcel	- TAX ID NUMBER
Cntrl_NO	- <b>TAX ID NUMBER OMITTING THE FIRST ZERO THIS FIELD (Automatically Populates)</b>
STATUS	- CORNER, LAND, MODEL, MULIT, PRELIMINARY, RANGE, TEMPORARY, TRUE
ST_PREFIX	- PRE DIRECTIONAL
ST_NUMBER	- STREET NUMBER
ST_NAME	- STREET NAME
ST_TYPE	- (Court, Road, Lane, Boulevard etc.)
ST_SUFFIX	- North, South, East, West (Only existing allowed)
ST_ZIPCODE	- Postal Zip Code
ST_CITY	- (City name is automatically populated)
ST_STATE	- (State is automatically populated)
UNITS	- Unit number (Unit numbers exist for Commercial and Multi Family development)
USE	- Tower, Business, City Property, Park, Church, Utility Building etc.
PROJECT	- Project Name (Subdivision Name, Condo Name, Apartment Name)
FLOOR	- Floor (Floor of building if there are multiple floors)
DATE_ADDED	- Date the Address Point was added
FIELD_VERIFIED	- If address was field verified, Y or N
UNIQUE_ID	- Automatically Populated
COMMENTS	-Pertinent comments

5) After all appropriate information is populated save edits.

## **Appendix D. Address Notification Distribution List**

**U.S.P.S. Main Office, Norfolk** - Addresses are updated in the Post Office Address Management System in Richmond and is pushed out to the local post offices.

**Local Post Offices, Chesapeake** – Address Change information is sent to local post offices to reinforce communication of changes.

**Cox Communications** – Cox Communications uses address change information to update their address database.

**Dominion Virginia Power** – Dominion Virginia Power uses address change information to update their customer address database.

**Columbia Gas** - If a citizen uses Columbia Gas, the address change information is updated in their customer data base.

**Verizon Telephone** - - If a citizen uses Verizon Telephone, the address change information is updated in their customer data base.

**Verizon E-911** – Address change information is updated in the MSAG data base which is directly connected to the E-911 data base for Chesapeake.

**Hampton Roads Sanitation** – Hampton Roads Sanitation District uses address change information to update their customer address database.

**Virginia Natural Gas** – Virginia Natural Gas uses address change information to update their customer address database.

**The Department of Development and Permits** – The Department of Development and Permits updates any permits issued under the old address.

**Fire Department** - The Fire Department is notified for E-911 purposes.

**Police Department** - The Police Department is notified for E-911 purposes.

**Voter Registrar** – The Voter Registrar uses address change information to update their voter address database.

**Treasurer** – The Treasurer’s Office updates the mailing address on properties for sending tax bills.

**School Administration** – The School Administration Office updates address change information for their student data base.

**Public Utilities** – The Public Utilities Department updates their customer database.

## Appendix E. Address Change Notification Letter



City of Chesapeake  
Department of Planning  
Post Office Box 15225  
Chesapeake, Virginia 23328-5225  
(757) 382-6176  
FAX (757) 382-8356

DATE

Dear Resident,

It has come to the Planning Department's attention that there are new homes being constructed near your home. After researching the available addresses on your street it has been determined that there are not enough numbers between your home and the new home(s); therefore, your address must change. Your new address will be XXXXXXXX.

We realize this is an inconvenience and we are available to offer any documentation or assistance you may need to make this transition go smoothly. We highly recommend that the numbers on your house and mailbox be changed within 60 days of receipt of this letter to ensure there are no time lags in emergency response. Per City policy, the numbers must be changed within 90 days.

You should notify the Post Office of your new address by filing out a "Change of Address" card. The Post Office will forward your mail for one year from the old address to your new one. In addition, you should also notify all personal correspondence and publishers of your change of address. The Planning Department will notify everyone listed on the back of this letter, and it is your responsibility to contact your service providers who are not listed. If this is rental property, it is your responsibility to notify your tenant.

If you have any other questions, please do not hesitate to call either myself or my representative at (757) 382-6176.

Sincerely,

Traciene M. Bland, Address Coordinator

Public Safety – Fire and Police Departments  
304 Albemarle Drive  
Chesapeake, Virginia 23322  
Fire Department (757) 382-6297  
Police Department (757) 382-6161

November 30, 2012

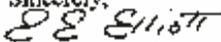
Dear Resident:

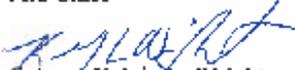
The Fire and Police Departments were recently made aware of changes that will occur regarding the residential numbering of properties on your street. We understand that this change may cause some concern and anxiety, but want to provide reassurance that the coming change will better enable our response to your residence should you have a "911" emergency occur.

Inherent in our ability to provide a quick and timely Police, Fire or EMS response is our ability to quickly identify your residence via your house number. The fact that numbers are generally assigned in a numeric order and posted in a visible place on your residence (the mailbox/curb and on the house) ensures that your residence can be easily identified. We would like to request that once you have received your new number, to please ensure that it is placed in a highly visible place (mailbox/curb and the house) and can be easily seen from the street.

We would also like to make you aware of a program we have in place that, if you have a special needs member in your household, will make us aware of your situation during any "911" dispatch. It is called S.C.A.N. (Special Care and Needs), a brochure is attached. The information you provide by way of the informational brochure is entered in to a special data base that, once the "911" call is received, is accessed and then provided to responders at the time of dispatch. All information is confidential and accessed only if we receive a call requesting assistance. If you would like more information regarding the S.C.A.N. Program, please call the number provided on the brochure.

Again, we want to assure you that the change to your numeric address will better enable your Public Safety first responders to assist and protect you in an emergency. Our mission is to provide caring and responsive protection, safety and service to our citizens and this change will better enable us to complete our mission.

Sincerely,  
  
Edmund E. Elliott  
Fire Chief

  
Colonel Kelvin Wright  
Chief of Police

/JD

*"The City of Chesapeake adheres to the principles of equal employment opportunity.  
This policy extends to all programs and services supported by the City."*

# Distribution List for Address Change Notification

## Non-city

U.S.P.S. - Norfolk Main Office *(800) 275-8777*  
2461 E Little Creek Road, Norfolk VA 23518

Cox Communications *(855)-627-1562*  
1341 Crossways Blvd Chesapeake VA 23320

Virginia Power *(1-866-366-4357)*

Columbia Gas *1-800-543-8911*

Indian River Post Office *(757) 523-2303*  
3810 Indian River Road Chesapeake VA 23325

Great Bridge Post Office *(757) 546-8856*  
1100 Battlefield Boulevard S Chesapeake VA 23322

Main Post Office Battlefield Blvd *(757) 436-2054*  
1425 Battlefield Boulevard N. Chesapeake VA 23320

Deep Creek Post Office *(757) 558-9907*  
857 Old George Washington Hwy Chesapeake VA 23323

Jolliff Post Office *(757)465-5908*  
4417 Portsmouth Boulevard, Chesapeake VA 23321

South Norfolk Post Office *(757) 543-9480*  
1210 Poindexter Street Chesapeake VA 23324

Verizon Telephone *(800) 922-0204*

H.R.S.D. *(757) 460-2261*  
1440 Air Rail Avenue Virginia Beach VA 23455

Verizon – E-911 *(800) 922-0204*

Virginia Natural Gas *(877)-572-3342*

## City Departments

Real Estate Assessor *(757) 382-6235*  
306 Cedar Road Chesapeake VA 23322

Fire Department *(757) 382-6297*  
306 Cedar Road Chesapeake VA 23322

Information Technology *(757) 382-6391*  
306 Cedar Road Chesapeake VA 23322

Commissioner of Revenue *(757) 382-64*  
306 Cedar Road Chesapeake VA 2332255

Public Works *(757) 382-6101*  
306 Cedar Road Chesapeake VA 23322

Development and Permits *(757) 382-6018*  
306 Cedar Road Chesapeake VA 23322

Police Department *(757) 382-6161*  
304 Albemarle Drive Chesapeake VA 23322

Mosquito Control *(757) 382-3450*  
900 Hollowell Lane Chesapeake VA 23320

Treasure's Office *(757) 382-6281*  
306 Cedar Road Chesapeake VA 23322

School Administration *(757) 547-0153*  
312 Cedar Road Chesapeake VA 23322

Sherriff's Office *(757) 382-6159*  
401 Albemarle Drive Chesapeake VA 23322

Public Utilities *(757) 382-6352*  
306 Cedar Road Chesapeake VA 23322

Chesapeake Call Center *(757) 382-City*  
306 Cedar Road Chesapeake VA 23322

Voter Registrar *(757) 277-9797*  
411 Cedar Road Suite 4 Chesapeake VA 23322

## Appendix F. Petition to Change Street Name



<b>PETITION TO CHANGE STREET NAME</b>
---------------------------------------

(Please type or print neatly)

- Petitioner(s) Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Daytime Phone: \_\_\_\_\_  
FAX Number: \_\_\_\_\_
- Current Street Name: \_\_\_\_\_  
\_\_\_\_\_
- Proposed Street Name: \_\_\_\_\_  
\_\_\_\_\_
- Please describe the reason(s) why you are seeking the street name change:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## Appendix G. Street Name Change – Letter to Affected Property Owners



City of Chesapeake  
Department of Planning  
Post Office Box 15225  
Chesapeake, Virginia 23328-5225  
(757) 382-6176

Date: \_\_\_\_\_

Dear Citizen:

Tax ID \_\_\_\_\_

Please be advised that the Chesapeake Planning Department has received a request to change the name of a street that abuts property you own. The current name of the street and proposed name of the street is as follows:

1. \_\_\_\_\_ 2. (current name of streets)

1. \_\_\_\_\_ 2. (proposed name of streets)

The Chesapeake Planning Department would appreciate your response to the following question:

Do you have any objections to this street name change? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, please explain \_\_\_\_\_

Printed Name \_\_\_\_\_ Signature \_\_\_\_\_

Completed questionnaires must be returned to:

Traciene M. Bland, Address Coordinator  
Chesapeake Planning Department  
Post Office Box 15225  
Chesapeake, Virginia 23328  
(757) 382-6176

If the Chesapeake Planning Department does not receive a completed questionnaire or otherwise hear from you within fifteen (15) working days from date of this letter, the Department advises that it will not proceed with the street name change on the assumption that you object to the request. Please contact me at (757) 382-6176 should you have any questions or comments in this regard.

Very Truly Yours,

Traciene M. Bland  
Address Coordinator

## Appendix H. Documents Attachments to GIS

Click the Editor menu on the Editor tool bar and click Start Editing.

1. To use the Attributes window, follow these steps:
  - A. Click the Edit tool on the Editor Toolbar and click the feature.
  - B. Click the Attributes button on the Editor Toolbar.
  - C. Click the Open Attachment Manager button the paper clip icon just above the grid of attribute values.
2. To use the table window, right-click the gray cell to the left of the record you want to add attachments to and click Open Attachment Manager.
3. Click the Add button, browse to the file, and then click Add.

When a file is attached, the attachment path is stored in the geodatabase table and no longer has a linkage to the original source file. If you update the source file name, you need to re-add the attachment.

4. Once the attachment has been added, you can do the following:

To open the attachment, double-click it or click Open. The attachment is opened using the default Windows application for that file type. If no default application has been specified, you are prompted to choose the application to use when opening that type.

## **Appendix I. Chesapeake City Code regarding Addresses and Street Names**

### **CHAPTER 70 SUBDIVISIONS**

#### **ARTICLE II. Plats and Plans**

##### **Sec. 14-3. - Street addresses of habitable structures and places of business.**

- (a) Every habitable structure and place of business within the limits of the city shall have a street address in accordance with the grid system established by the department of planning. The owner shall number every such structure using the address designated by the department of planning and as issued by the director of development and permits, or designee, prior to or concurrently with the issuance of a building permit for the erection of a new structure.
- (b) Street address numbers shall be placed in such a manner as to be visible from the street. On new structures and buildings, all such numbers shall be placed prior to the issuance of the final certificate of occupancy permit. In rural areas, street address numbers shall be placed on the mailbox at the street right-of-way line; in such areas where mailboxes are clustered in groups of two or more, the owner shall place street address number at the front right-of-way line of the premises.
- (c) It shall be the responsibility of the owner to maintain the street address number so that the number is clearly and continuously visible from the street. In addition, the owner shall conform to the requirements of Section 304.3 of the International Property Maintenance Code, 2012 edition, as adopted by the 2012 Virginia Maintenance Code, as amended.
- (d) Violations of this section shall be punishable in the manner provided for by Section 14-86 of this Code.

##### **Sec. 70-22. - Required plats and plans**

- (c) *Preliminary subdivision plans.* A preliminary subdivision plan shall be required for all subdivisions except the following:

- (1) Any subdivision of property into not more than 50 lots, parcels or tracts of land, including the residual parcel, wherein any of the lots, parcels or tracts of land, including the residual parcel, cannot be further subdivided as determined by the director of planning, or designee, in a manner that would result in more than 50 lots, giving due consideration to all applicable federal, state and local ordinances, proffers, conditions and regulations.
- (2) A preliminary subdivision plan involving 50 or fewer lots may be submitted at the option of the landowner. Landowners and developers are encouraged to submit preliminary subdivision plans to help them determine the degree of engineering detail and the extent of improvements and other requirements that may be necessary.

All required preliminary subdivision plans shall be reviewed and approved by the planning commission in accordance with applicable requirements in this Code, the city zoning ordinance, the *Standard Operating Procedures for Addressing* manual, 2017 edition, as amended, and the public facilities manual. The planning commission, at its discretion, may designate the director of planning as the approval authority for certain specified types of preliminary subdivision plan approval; provided that, however, the planning commission reserves final authority to approve preliminary subdivision plans upon revocation of administrative approval authority or upon the applicant's appeal of the decision of the planning director. All decisions of the director of planning shall be final unless the applicant files an appeal with the planning commission within 30 calendar days of the determination appealed from, on forms approved by the city.

- (d) *Final subdivision plans.* A final subdivision plan shall be required for all subdivisions and shall consist of construction plans, a master water and sewer plan, and an address plan that conforms to the *Standard Operating Procedures for Addressing* manual, 2017 edition, as amended. The final subdivision plan shall be submitted to and approved by the appropriate approval authority prior to approval of a final subdivision plat. In no event shall any final subdivision plan, or component thereof, be approved unless in substantial conformance with the requirements of this Code, the city zoning ordinance, the city public facilities manual and, if applicable, the approved preliminary subdivision plan. Any substantive change in the final subdivision plan from an approved preliminary subdivision plan shall constitute grounds for referral of the final subdivision plan by the director of planning to

the planning commission for review and approval at its next scheduled meeting.

**Sec. 70-24. - Preliminary subdivision plan design and detail.**

- (11) Address plan. An address plan shall be submitted to and approved by the director of planning, or designee, for all subdivisions. The address plan shall conform to the Planning Department's *Standard Operating Procedures for Addressing* manual, 2017 edition, as amended. Where the subdivision is located on property deemed by the city historic preservation commission to be of historical significance, the address plan shall be submitted to the commission for review and recommendations on street names which will, to the extent feasible, reflect the historic nature of the area. The applicant shall obtain before filing a preliminary subdivision plan or final subdivision plan, approval of all street names by the planning department's address coordinator.

**Sec. 70-26. - Final subdivision plans.**

- (a) Final subdivision plans shall be required for all subdivisions and shall consist of the following components:
  - (1) *Construction plans.* Construction plans shall be submitted to and approved by the director of development and permits, or designee, for all subdivisions where public improvements are required by this chapter. Construction plans shall show all elements depicted on the approved preliminary subdivision plan and all existing and proposed physical improvements to the property to be subdivided, including, but not limited to, all existing and proposed streets and right-of-ways, easements, water and sewer facilities, drainage facilities stormwater management facilities, curbs, gutters, sidewalks, traffic signalization, fire hydrants, recreational trails, parks, public areas, water courses, water bodies, natural features and amenities, 100-year flood contours, burial sites, buffer areas, tree preservation areas, conservation areas, street widths and grades, existing buildings and structures. Construction plans shall be prepared by an appropriately registered professional in accordance with the requirements and standards set out

in the city public facilities manual. Construction plan submittals shall also include final landscaping plans in accordance with article 19 of the city Zoning Ordinance; final erosion and sediment control plans in accordance with chapter 26 of this Code; approved preliminary subdivision plans; soil surveys where required by the director of development and permits or designee; and any other plats, plans, permits, studies and reports required by federal, state or local laws, regulations or policies.

- (2) *Environmental site assessments.* A phase I environmental site assessment shall be required when the subdivision will involve land disturbance for residential, assembly, day care, group home, recreation, school, library or similar use where exposure to contaminated soil or water would pose a threat to the public health, safety and welfare. The phase I environmental site assessment shall meet the criteria in the Chesapeake Public Facilities Manual. Where deemed necessary, the director of development and permits or designee shall require a phase II environmental site assessment in accordance with the specifications in the Chesapeake Public Facilities Manual. The phase I and II reports shall include recommendations to address any and all environmental conditions of the property deemed adverse to the public health, safety and welfare, including without limitation, contamination of soil, surface water and groundwater. In the event a phase I and/or phase II environmental site assessment has been previously submitted to the city for the same property, such environmental site assessment may suffice if updated in accordance with applicable standards in the Chesapeake Public Facilities Manual.
- (3) *Address plan.* An address plan shall be submitted to and approved by the Director of Planning, or designee, for all subdivisions. The address plan shall conform to the Planning Department's *Standard Operating Procedures for Addressing* manual, 2017 edition, as amended. Where the subdivision is located on property deemed by the Chesapeake Historic Preservation Commission to be of historical significance, the address plan shall be submitted to the Commission for review and recommendations on street names which will, to the extent feasible, reflect the historic nature of the area. The applicant shall obtain, before filing a preliminary subdivision plan or final subdivision plan, approval of all street names by the Planning Department's address coordinator.

**Sec. 70-93. - Street names and addresses.**

Street names and addresses shall be consistent with the *Standard Operating Procedures for Addressing*, 2017 edition, as amended. Proposed street names shall be indicated on the preliminary site or subdivision plan for planning department evaluation and approval. The Planning Director or designee shall have final authority as to the naming of streets. Names shall be sufficiently different in sound and in spelling from other street names in the city so as not to cause confusion. A road that is or is planned as a continuation of an existing road shall bear the same name. The assignments of all street addresses shall be the responsibility of the director of planning or designee. Battlefield Boulevard (Route 168) and the Chesapeake and Albemarle Canal (Intracoastal Waterway) shall be the coordinates for numerical progression and geographic direction.

**ZONING**

**ARTICLE 18. DEVELOPMENT SITE PLANS**

**§ 18-201. - Preliminary site plan application.**

- A. *Required contents.* The preliminary site plan application shall contain the following information:
20. An address plan that conforms to the Planning Department's *Standard Operating Procedures for Addressing* manual, 2017 edition, as amended.
  21. Where a development does not include the entire parcel on which the development is located, the preliminary site plan shall provide a conceptual rendering of how the remaining portion of the parcel is to be used, including planned internal circulation and access to streets and other properties.
  22. A phase I environmental site assessment shall be required when the development involves any land disturbance for residential, assembly, day care, group home, recreation, school, library, or similar use where exposure to contaminated soils or water would pose a threat to the public health, safety and welfare. The phase I environment site

assessment shall meet the criteria in the Chesapeake Public Facilities Manual. Where deemed necessary, the director of public works or designee shall require a phase II environment site assessment, as specified in the Chesapeake Public Facilities Manual. The phase I and phase II reports shall include recommendations to address any and all environmental conditions of the property that may be adverse to the public health, safety and welfare, including without limitation, contamination of soil, groundwater or surface water. In the event a phase I and/or phase II environmental site assessment has been previously submitted to the city for the same property, such environmental site assessment may suffice if updated in accordance with the standards in the Chesapeake Public Facilities Manual.

23. Where the development is located wholly or partially in the Northwest River Watershed Protection District, description and proposed location of buildings, structures, storage areas and stormwater facilities for commercial and industrial uses.

## Appendix J. USPS Cluster Box Unit Requirements

### A. Cluster Box Unit Requirements

Where required by the United States Postal Service (USPS), sufficient Cluster Box Unit(s) (CBU) shall be provided to facilitate mail delivery for dwelling units within a development. The developer shall work with the postmaster to determine the size and location of the CBU(s). In determining the location, the developer shall adhere to the following, unless alternatives are approved by the Department of Development and Permits.

#### 1. Installation

- a. Installation of CBU(s), associated shelters, alternate lighting and other related improvements shall be the responsibility of the developer. The CBU's shall be completed prior to any occupancy permit being issued for any dwelling or building which the CBU is intended to serve.

#### 2. Location

- a. The location of the CBU(s) shall be shown on preliminary subdivision plans, final subdivision plans, and final site plans.
- b. Acceptable locations for CBU(s) are in an open space, private park, common area or private property. Alternative locations may be considered on a case by case basis for unique situations and with expressed written approval by the City. It is suggested that these CBU(s) be located within a Cluster Box Unit Easement.
- c. If an easement is proposed, it shall be shown on the preliminary subdivision plans, final subdivision plans, and final site plans. The easement shall be tied down by bearing and dimension.
- d. If located on individual lots, every effort shall be made to center the CBU unit along the property line of adjoining lots.
- e. The CBU(s) should be located on the same side of the street as the sidewalk unless an alternative access is proposed. Any approved alternate access shall provide sufficient pedestrian facilities to connect dwellings or buildings to the CBU(s).
- f. The CBU(s) should be located in highly visible areas to promote natural surveillance.

- g. The face of the CBU shall be a minimum of 2 ft. outside the right-of-way (see Public Facilities Manual, Volume II).
- h. Shall not be located where the CBU(s) and any associated amenities may block or obstruct traffic sight distances or a traffic sign, signal or device.
- i. Shall be located outside of all public easements (drainage, utility, and access easements).
- j. Shall be located a minimum of 100 ft. from all subdivision street intersections. If the subdivision street intersects a major roadway, a minimum distance of 200 ft. shall be provided from the major roadway. Locations closer to intersections may be considered on a case by case basis for townhome and condominium developments with public streets or shallow cul-de-sacs.
- k. Shall be located a minimum of 35 ft. from a fire hydrant.
- l. The location of a CBU(s) should generally be within 1400 feet of walking distance from the property line of any dwelling unit served by the CBU. The City may approve a greater distance when under unique circumstances the distance may not be reasonably met.
- m. The CBU(s) shall not block pedestrian or vehicular traffic.

### 3. Lighting

- a. CBU's shall be located a maximum distance of 20 ft. from a streetlight.
- b. If the location from a streetlight exceeds 20 ft. then approved alternate security lighting shall be provided.
- c. CBU's shall be well lit from dusk to dawn.

### 4. Accessibility

- a. Access to the CBU's shall comply with current Americans with Disabilities Act (ADA).
- b. Access to the CBU(s) by the residents shall be from the sidewalk.
- c. A minimum 5 ft. turnaround space shall be provided in front of all CBU's for handicapped accessibility. The sidewalk along with the concrete pad for the CBU(s) is acceptable for the turnaround.

- d. Ensure adequate parking will be available at all times. On street parking is acceptable provided adequate signage and pavement marking is used to ensure short term parking only. All pavement markings and signs shall be in accordance with the current Manual of Uniform Traffic Control Devices (MUTCD).
- e. Parking shall not impede traffic circulation.
- f. Depending on location, additional handicap ramps may be required.

5. New subdivisions fronting existing streets

- a. An adequate pull off area shall be provided if on-street parking is not available.
- b. The pull off area shall provide adequate parking depending on the size of the CBU.
- c. The pull off area shall be wide enough to provide wheelchair accessibility.
- d. The pull off area shall be clearly marked to prevent long term parking. All pavement markings and signs shall be in accordance with the current Manual of Uniform Traffic Control Devices (MUTCD).
- e. If an existing street light is not within 20 ft. of the CBU(s), then approved alternate lighting shall be provided. CBU's shall be well lit from dusk to dawn.
- f. A CBU with only 4 mailboxes shall be placed on the shared property line of 2 of the 4 properties it serves and shall be treated like a single mailbox. Lighting will not be required.

6. Landscaping and Accessory Structures

- a. Landscaping, if desired, shall be approved by the City Landscape Coordinator.
- b. Shrub plantings should not be located within a 20 ft. radius of the CBU(s).
- c. Small ornamental trees may be planted within the 20 ft. radius for shade and aesthetics.
- d. Lighting and tree planting shall be coordinated as to provide the best nighttime visibility.
- e. Any proposed structures providing shelter for the CBU(S) shall be subject to current Zoning regulations.

## 7. Maintenance

- a. The City of Chesapeake does not own or maintain the CBU(s).
- b. Maintenance will be the responsibility of the property owners served by the CBU or Home Owner's Association (HOA). Refer to the USPS Delivery Agreement Form between the USPS and the Developer.

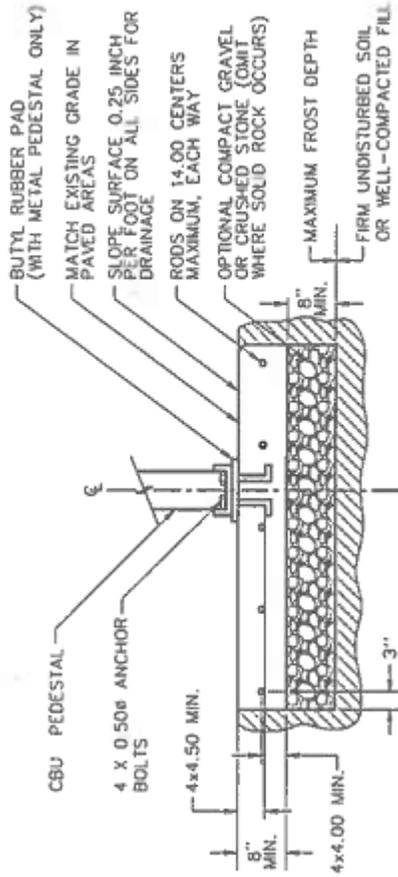
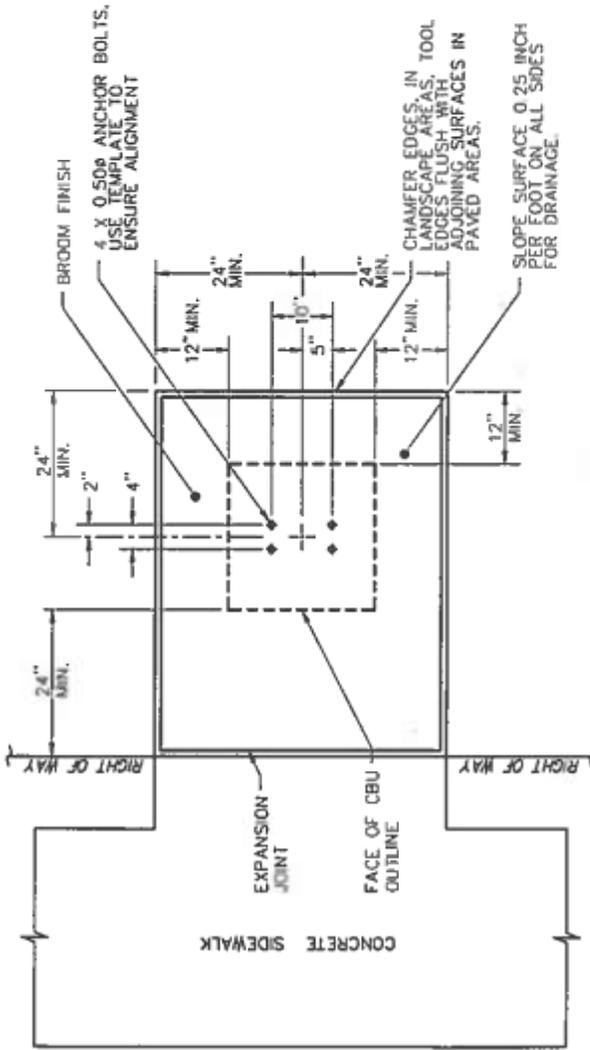
## 8. Notes on Subdivision/Site Plans and Subdivision Plats

- a. The following note shall be provided on the coversheet of all residential/commercial subdivision plans, multi-family site plans, and commercial site plans with condo units:

Cluster Mailbox Unit(s) (CBU) will be provided for this residential/commercial subdivision, multi-family site, or commercial condominium site. Access to the CBU locations shall be available at all times for residents, business owners/employees and the United States Postal Service (USPS). Maintenance shall be the responsibility of the property owners, Home Owner's Association (HOA), Property Owner's Association or equivalent, if applicable. The City of Chesapeake accepts no maintenance responsibility for cluster mailbox unit or concrete slab around the cluster mailbox unit.

- b. If a Cluster Mailbox Easement is proposed, a note shall be provided on the plat establishing the easement. Suggested note language is as follows;

Cluster Mailbox Unit(s) (CBU) will be provided for this residential/commercial subdivision. "Cluster Mailbox Easements" shown hereon are for the purpose of providing access for residents, business owners/employees and the United States Postal Service (USPS) to the cluster mailbox units. Maintenance shall be the responsibility of the property owners, Home Owner's Association (HOA), Property Owner's Association or equivalent, if applicable. The City of Chesapeake accepts no maintenance responsibility for the easement, the cluster mailbox units or the concrete slab around the cluster mailbox unit.



**NOTES:**

1. CONCRETE SHALL HAVE A COMPRESSIVE STRENGTH OF 3000 PSI @ 28 DAYS, CONTAIN 4% MIN - 6% MAX AIR ENTRAINMENT AND BE PLACED WITH A 3.50 - 4.50 SLUMP IN ACCORDANCE WITH ACI 301.
2. REINFORCING STEEL RODS SHALL CONFORM TO ASTM A615, GRADE 60.
3. ANCHOR BOLTS SHALL CONFORM TO ASTM A193, GRADE B8M, TYPE 316 STAINLESS STEEL.
4. MAXIMUM OF 2 CLUSTER BOX UNITS PER CONCRETE PAD WITH A MINIMUM OF 2 INCHES BETWEEN THE UNITS.
5. CLUSTER MAILBOX EASEMENT SHALL EXTEND A MINIMUM OF 24 INCHES BEYOND THE CONCRETE PAD.
6. MODE OF DELIVERY AGREEMENT AND BUILDER AND DEVELOPER INFORMATION PACKET CAN BE FOUND AT THE FOLLOWING LINK:  
[http://www.cityofchESAPEAKE.net/Assets/documents/departments/development\\_permits/builder-ond-developer-information-pocket.pdf](http://www.cityofchESAPEAKE.net/Assets/documents/departments/development_permits/builder-ond-developer-information-pocket.pdf)



DESIGN AND CONSTRUCTION STANDARDS

CLUSTER BOX  
CONCRETE PAD

DR. BY:	RTB	DATE:	10/6/16
CHK. BY:		DATE:	
APP. BY:		DATE:	

REVISIONS

MB-1

Not To Scale



**BUILDER AND DEVELOPER  
INFORMATION PACKET**  
*for the use and installation of*  
**CLUSTER BOX UNITS  
(CBU's)**



**RICHMOND DISTRICT  
1801 BROOK RD  
RICHMOND, VA 23232**

## Project Developers / Builders

During the development stage of a new subdivision, it is the responsibility of the developer and/or builder to pay the costs necessary to bring streets, sidewalks, water, phone, gas, and electric service into a new development. Like utility companies, the Postal Service is a service-based organization. We provide the service of mail delivery; however, we do not provide the mail receptacle.

It is the policy of the USPS that mail delivery to all new developments is centralized delivery, most often using cluster box units (CBU). In the Richmond District, as in other parts of the country, it is the responsibility of the customer (developers and builders) to provide the necessary mail receptacle equipment.

The authority for this is from the Postal Operations Manual (POM). Section 632, Mail Receptacles, states that,

*Appropriate mail receptacles must be provided for the receipt of mail. The type of mail receptacle depends on the mode of delivery in place. Purchase, installation, and maintenance of mail receptacles are the responsibility of the customer.*

The POM also advises that appropriate locations for installation be verified and approved by the Postal Service and local government.

### **631.241 General**

*Newly established or extended business or residential customers must request and receive approval of the delivery location and mode of delivery from the local Postmaster or District designees. These deliveries will not receive mail delivery service until the mail receptacles are installed and the units and locations are approved by local postal management. Options and requirements for modes of delivery are directed by the Postal Service.*

To facilitate the most cost-effective delivery of mail into the 21st century, the USPS is committed to assisting both large developers and individual customers with references for the purchase, installation, and maintenance of authorized mail receptacle equipment.

# What is a customer's personal identity and security worth?

Is it worth more than the perceived convenience of a walk to the end of the driveway?

The U. S. Postal Service (USPS) in the Richmond District recognizes that our number one responsibility is to our customers. The consumer that purchases a home is our customer, as is the developer and the builder providing the house. As a federal agency, the mission of the USPS is to accept, transport, protect and deliver the mail for the citizens of the United States of America. We are asking you, the developers and builders, to assist us in protecting our nation's citizens.

Identity thieves target all economic areas, looking for easy targets from which to steal. Unsecured curbside mailboxes are frequently their target of choice. Thieves may be after Social Security checks, income tax refunds, public assistance checks, credit cards, credit card convenience checks, or other valuables. For example, the financial information contained on a bank statement could enable a thief to order blank checks on a checking account. The best defense in preventing this type of crime is in securing the mail. Cluster box units (CBU) are the least expensive and most effective method for combating mail theft.

The USPS recognizes the convenience of a mailbox located at the end of a customer's driveway. However, should a customer be the victim of mail theft, the time, money, aggravation, and efforts needed to rectify the damage can be extremely costly and inconvenient. To insure security of the mail, we strongly suggest the use of centralized, secure cluster box units (CBU's).

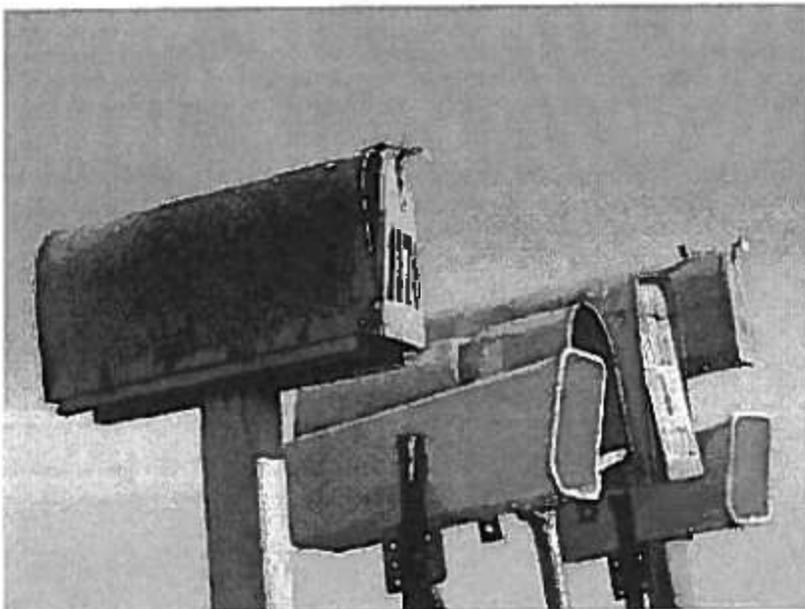
Although the USPS is a federal agency, we do not receive government funding. We are a self-supporting entity supported only through stamp sales and services. If mail theft and/or identity theft occur from an unprotected curbside mailbox when a secure CBU could have been in use, the USPS must direct our own resources (postal inspectors) and often those of local law enforcement agencies, as well, to investigate the situation. Unfortunately, resolution and restitution are not always the outcome.

The USPS wants to protect the nation's mail and the identity of its citizens in the safest and most cost efficient way possible. Long after you, the developers and builders, move on to develop your next neighborhood, the USPS remains in the community serving American citizens.

***Curbside mailboxes lining the street are an easy target for vandalism and theft.***



***Over time and without frequent maintenance, curbside receptacles can become an eye sore.***



## A Sensible Approach for the Use of CLUSTER BOX UNITS (CBU)

Long after the builder has sold their home to a buyer, the United States Postal Service (USPS) will remain as a neighborhood fixture providing responsive service to the nation's citizens—our customers. We must consider what is in the best interest of all the citizens we serve—taking into consideration both current and future costs.



**Dog Bites** — Dogs are very territorial animals. Minimizing trips onto a Postal customer's property reduces the possibility of dog bites.

**Community Gathering Area** — Cluster box units (CBU) are a location for neighbors to encounter one another and stay acquainted.



**Neighborhood Watch** — Coupled with their side benefit as a community gathering area, CBU's offer a centralized focal point for added neighborhood watch security.



**Unnecessary Trips to the Post Office** — Postal regulations dictate that no item can be left at a location that is insecure or does not have a mail receptacle able to accommodate its size, unless the customer has agreed to accept responsibility for its safety. With the use of CBU's, carriers are now able to deliver and secure most items (books, photos, parcels, etc.), rather than leaving notices. Should an individual be away from home (especially, unexpectedly) for several days, their mail does not need to be placed on hold. It can accumulate in a secure receptacle without the need to travel, yet again, to the post office.

***Reduces Neighborhood Traffic*** — CBU's eliminate the need for the carrier to pull in and out between parked cars while serving multiple boxes along busy streets. Most certainly, it reduces the chance that a young child may be encountered and injured as the carrier attends to traffic and avoiding parked vehicles.



***Snow Removal*** — When snow accumulates and restricts access to a curbside box, each homeowner is required to clear a sufficient area to provide drive-up access to the box without the carrier needing to dismount or back his vehicle. With centralized delivery, the homeowners can partner to keep their one CBU clear of snow.



***Unsightly Landscaping*** — Curbside mailboxes can be unsightly elements lining any street (the "picket fence" effect). With proper planning, CBU's offer a beautiful addition to any planned community and blend into the neighborhood in a subtle way.

***Reduces Mail Theft*** —  Criminals steal mail specifically looking for checks with the intent of "washing them" and rewriting them for their own use. Theft from curbside boxes takes a matter of just seconds. CBU's offer the security of locked mail receptacles for both incoming and outgoing mail.

***Reduces Identity Theft*** — Identity theft is a very difficult crime to combat. Hundreds of hours and untold frustration is the norm when trying to undo the damage caused by criminals stealing Postal customers' identities.

***Cost*** —  Per address, CBU's often cost less than decorative curbside mailboxes. In addition to added security and convenience, CBU's contribute to enhanced property value and may increase your profit margin.

**Replacement Rate** — Curbside mailboxes have to be replaced more frequently than CBU's. Curbside mailboxes are frequently vandalized or may be struck by automobiles, garbage trucks, etc...

**Automobile Parking** — Parking is less restricted in areas where CBU's have been installed (one delivery location for a CBU versus up to sixteen individual locations for curbside boxes). Postal customers do not have to be concerned about parked cars blocking their mailboxes and affecting their daily delivery.



**Unexpected Absences** — In today's busy world, many of us are called away unexpectedly. Mail can then accumulate in a receptacle, leaving the customer exposed to the criminal element. With the use of CBU's, the mail is secured behind a locked door.



**Anonymity** — CBU's have customer names and addresses unseen and secure behind locked doors, with access only by Postal Service employees.

**CBU Locations** — CBU's are conveniently located within walking distance of homes. If time is an issue, the customer can easily stop by on their drive through the neighborhood to or from work.



**ADA** — CBU's are in compliance with American Disabilities Act regulations.

## **CENTRALIZED DELIVERY/CLUSTER BOX UNITS ADVANTAGES FOR BUSINESS CUSTOMERS**

Like all businesses, the U. S. Postal Service is always looking for new and innovative ways to cut costs in order to operate more efficiently.

Centralized delivery to business customers offers the following advantages:

- The potential for earlier delivery times
- All tenants receive their mail at essentially the same time
- Saves trips to the post office to pick up packages, etc.
- Reduces the need to put mail on "hold" when the business is closed
- Eliminates missed mail delivery in cases when the office is closed or temporarily unmanned
- Permits Saturday delivery to all tenants—open and closed
- Locked boxes offer security and privacy for both incoming and outgoing mail
- There is no unsecured outgoing mail sitting around waiting for the letter carrier's arrival
- Helps to stabilize postage rates
- Office routines are not interrupted by mail delivery
- Decreases fuel consumption—improving air quality
- Lessens traffic congestion

# \$ COST COMPARISON \$

## CLUSTER BOX UNITS (CBU)

VS

## CURBSIDE MAILBOXES

Many developers and builders are under the misconception that individual curbside mailboxes are less expensive than a Cluster Box Unit (CBU). In fact, this is not the case; rather, one CBU actually costs less than curbside mailboxes. According to an independent contractor as of April 2007, the average installation costs for CBU and curbside mailboxes are as follows.

**16-unit CBU with concrete pad = \$1,775.00 (\$110.94 per address)**

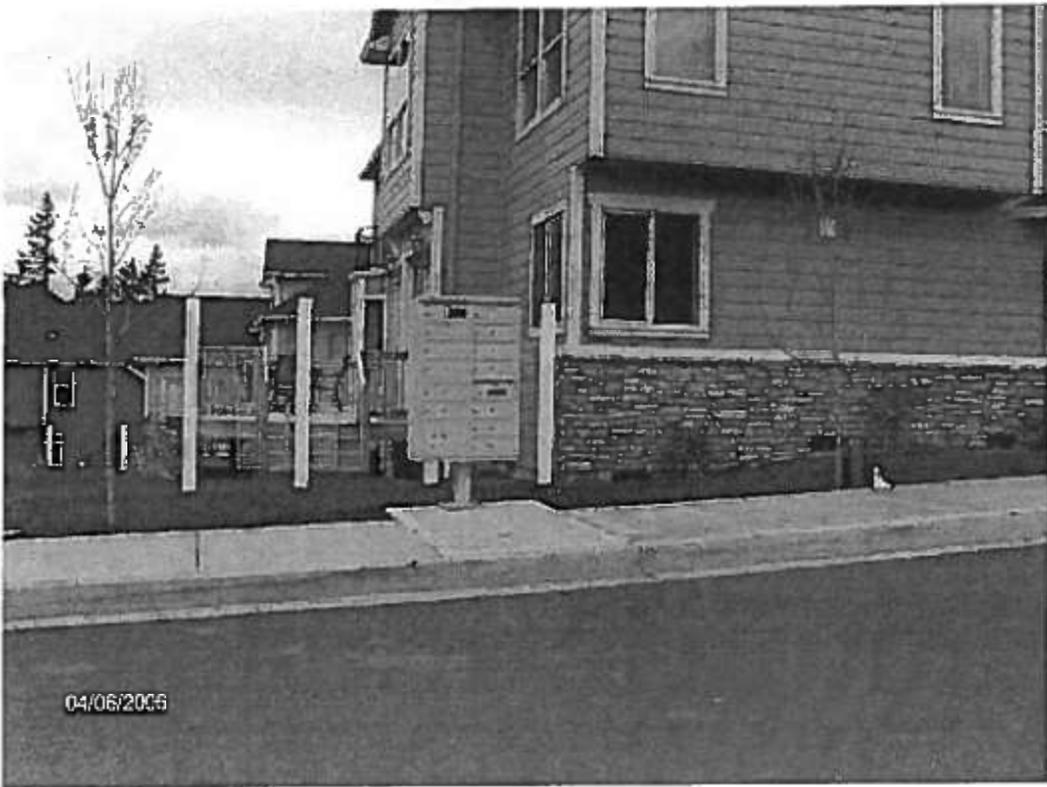
**Curbside mailbox = \$250.00 per address (cost of the mailbox may vary depending on security features and size)**

## CLUSTER BOX UNIT -- CBU

CBU customers have a locked secure compartment for the delivery of daily incoming mail, a secure collection point for their outgoing mail, and secure built-in lockers for parcels. In addition, CBU's offer customers anonymity for their name and address. Each of these features greatly reduces the potential for mail and identity theft.

Typical mountings are shown below.





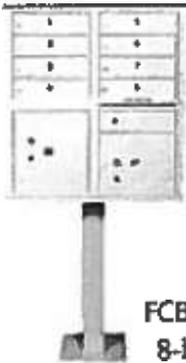
## CURBSIDE MAILBOXES

A curbside mailbox does not offer the same level of security from mail and identity theft that a CBU does. In addition, curbside mailboxes require frequent maintenance and replacement due to damage or destruction (automobile collisions, children hitting them with baseball bats, weathering issues, etc.). In many cases, these mailboxes are not only unsightly but are also unsecured. With a curbside box, there is no place for the carrier to secure parcels—resulting in a trip to the post office so the customer can pick them up.



# ADDITIONAL INFORMATION ON CLUSTER BOX UNITS (CBU)

- STANDARD UNITS AVAILABLE -



FCBU Type I  
8-box Unit



FCBU Type II  
12-box Unit



FCBU Type IV  
13-box Unit



Model 1570 (F) CBU

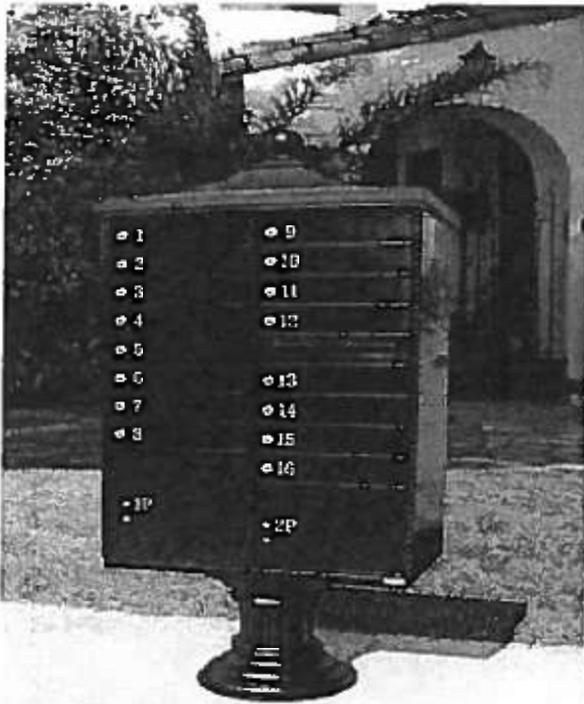
16-Box Unit



Outdoor Parcel Locker

## CLUSTER BOX UNITS (CBU) - UPGRADE POSSIBILITIES -

*CBU's come in different styles and colors. Custom pedestals are also available.*



**CLUSTER BOX UNIT (CBU)  
- CONCRETE PAD SPECIFICATIONS -  
-ANCHORING METHODS-**

The following documents are the only USPS approved specifications for pouring concrete pads for the anchoring of CBU's.

**CONCRETE SPECIFICATIONS FOR SINGLE UNIT CONCRETE PAD**

**CONCRETE SPECIFICATIONS FOR MULTIPLE UNIT CONCRETE PAD**

**ANCHORING METHODS FOR CENTRALIZED BOX UNITS (CBU)**

CBU's must be installed approximately one week prior to customer occupancy.

CBU's must not be installed until the local USPS representative has conducted an on-site visit to ensure compliance with the official specifications. **Contact the local USPS representative to have the pads inspected prior to pouring the concrete.**

CBU's must be installed facing the correct direction. CBU's installed on concrete pads poured behind the sidewalk should face the sidewalk. CBU's installed on concrete pads located in landscape strips between the curb and the sidewalk should face the sidewalk. Do not install CBU facing the curb or street—causing the carrier and the customer to stand in the street to deliver or retrieve mail.

CBU's should not be installed so close to an intersection or traffic lane that they block visibility for approaching traffic or could be struck by a passing motor vehicle.

CBU's should not be located on dead-end streets where there is no safe turnaround for Postal delivery vehicles.

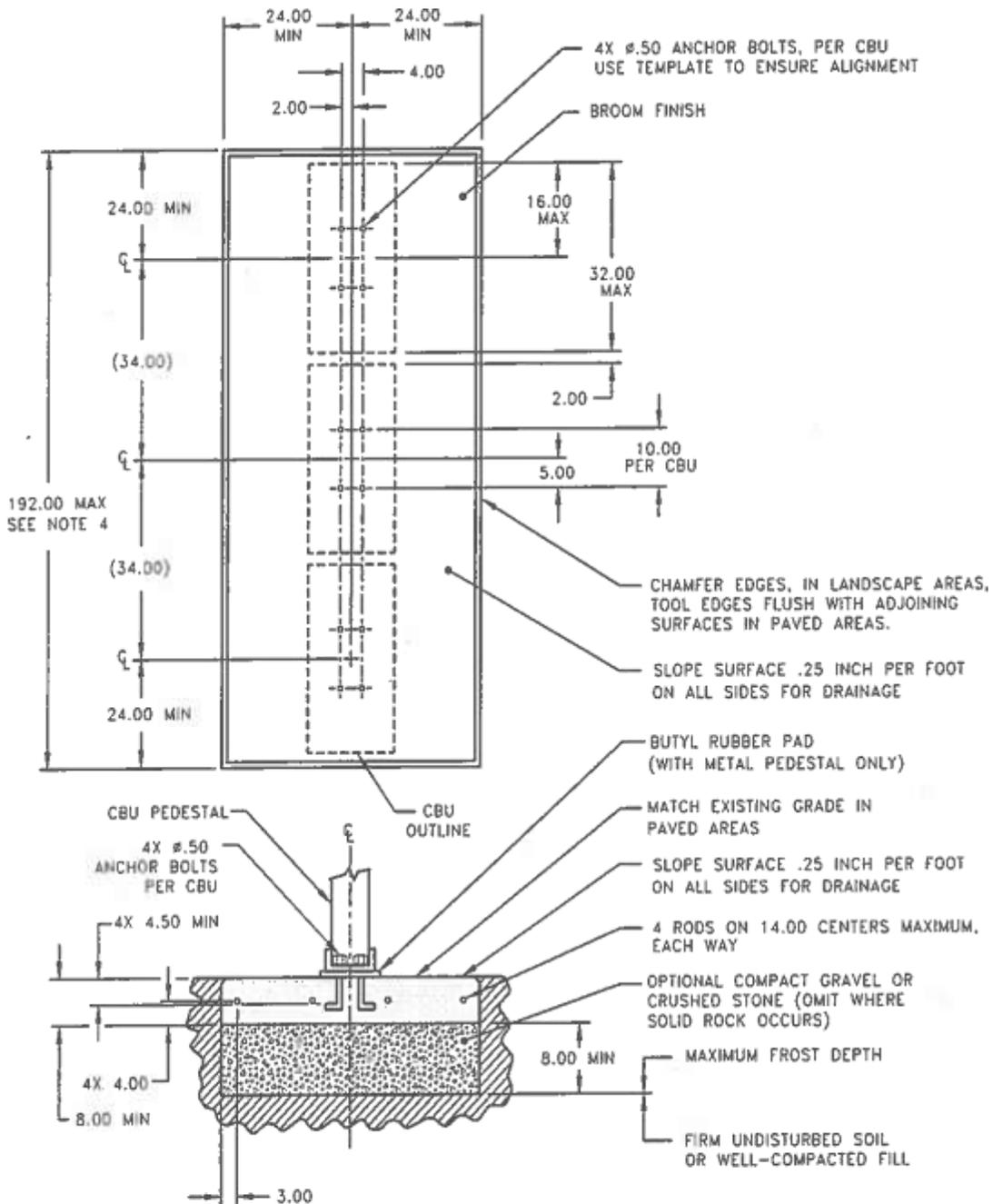
Notify your local USPS representative immediately upon completion of the CBU installation so that we can install the arrow lock and secure the unit.

All CBU compartment keys will be distributed by the builder/developer at the time of move in. The local USPS representative needs to be contacted by the builder/developer for the box address assignments. Each homeowner should receive a copy of the Mode of Delivery Agreement at the time of move in.

Any deviations from the USPS designated location of the CBU must not occur without first receiving authorization from the local USPS representative.



## USPS APPROVED SPECIFICATIONS – CONCRETE PAD (MULTIPLE UNIT)



**NOTES:**

1. CONCRETE SHALL HAVE A COMPRESSIVE STRENGTH OF 3000 PSI @ 28 DAYS, CONTAIN 4% MIN - 6% MAX AIR ENTRAINMENT AND BE PLACED WITH A 3.50 - 4.50 SLUMP IN ACCORDANCE WITH ACI 301.
2. REINFORCING STEEL RODS SHALL CONFORM TO ASTM A615, GRADE 60.
3. ANCHOR BOLTS SHALL CONFORM TO ASTM A193, GRADE BBM, TYPE 316 STAINLESS STEEL.
4. A 3 CBU CONFIGURATION IS DEPICTED. A 2 OR 4 CBU CONFIGURATION MAY BE USED AS LONG AS THEY ARE ARRANGED IN GROUPS SUCH THAT THE OVERALL DIMENSION OF THE CONCRETE BASE DOES NOT EXCEED 192 INCHES.

## **CLUSTER BOX UNIT (CBU) -ANCHORING METHODS-**

CBU's must be level and mounted firmly in concrete, using one of the following methods.

1. The J-bolt method is the preferred method of installation of CBU's on concrete pads; however, the J-bolt pattern must be accurate with the CBU pedestal plate. When using J-bolts, in order to prevent any damage or accidents that could result from the exposed bolts, consideration should be given as to the time lapse between pouring the concrete and the actual installation. Expansion anchors must be installed in accordance with the manufacturer's instructions.
2. The use of anchor bolts for the installation of CBU's on concrete pads is also acceptable as long as the methods described below are followed.
  - a. Hilti Kwik bolt II, 1/2" diameter X 5-1/2" overall length  
Catalog Number: 000-453-696, KB II 12-512  
Stainless Steel Catalog Number: 000-454-744  
Minimum embedment in concrete must be no less than 3-1/2"
  - b. ITW Ramset Redhead Trublot, galvanized, 1/2" diameter X 7" overall length
  - c. Rawl Stud, 1/2" diameter X 5 1/2" overall length, galvanized.  
Catalog Number: 7324  
Minimum embedment in concrete must be no less than 4"

## **CLUSTER BOX UNIT (CBU) -CONCRETE PAD REQUIREMENTS-**

**- ALL FREE STANDING PADS MUST BE 8" THICK -**

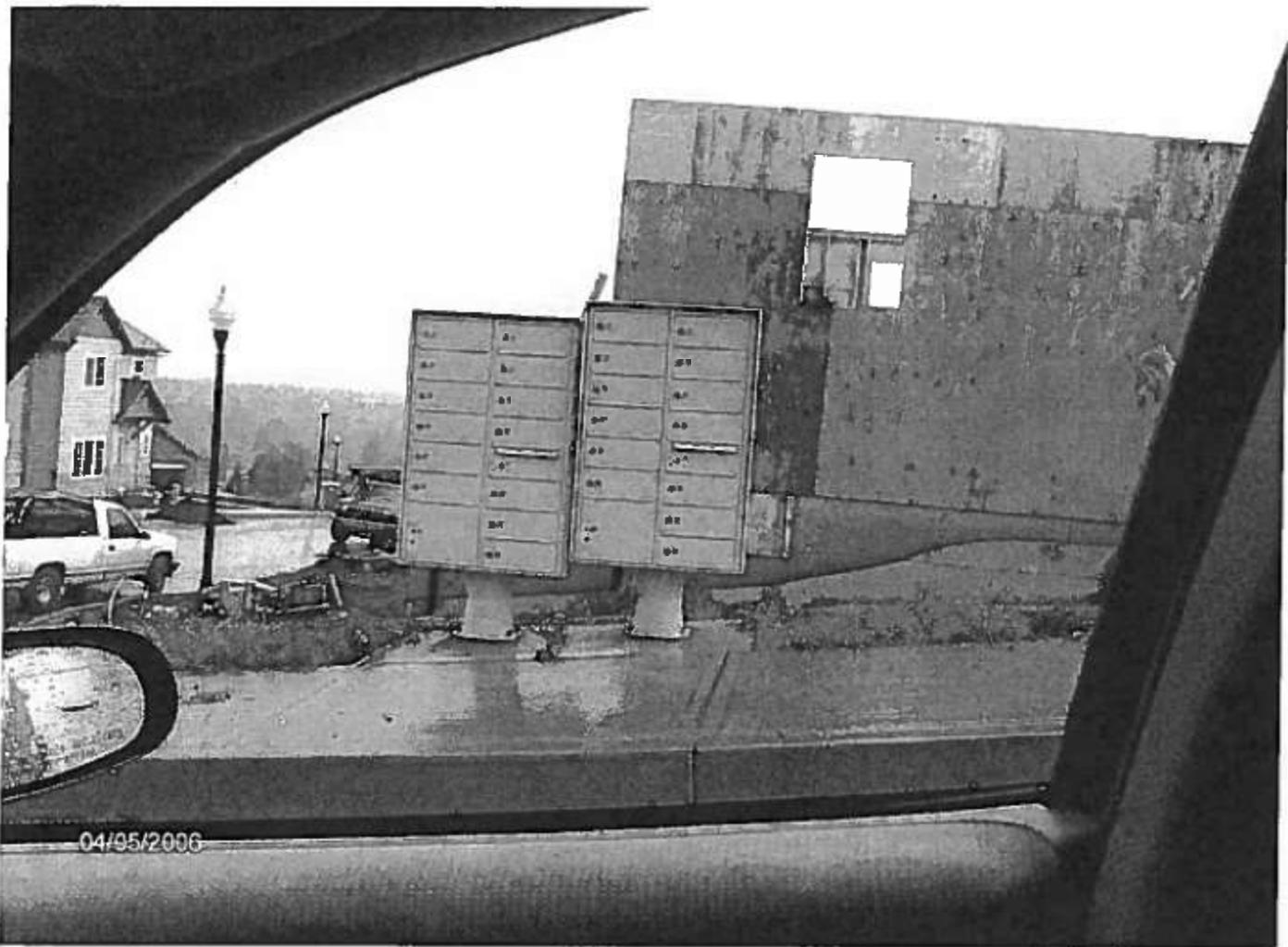
<b>1 UNIT</b>	<b>SINGLE PAD</b>	<b>4' X 4'</b>
<b>2 UNITS</b>	<b>DOUBLE PAD</b>	<b>4' X 7'</b>
<b>3 UNITS</b>	<b>TRIPLE PAD</b>	<b>4' X 10'</b>
<b>4 UNITS</b>	<b>QUAD PAD</b>	<b>4' X 13'</b>

**\*\*\* WHEN PLACING A PARCEL LOCKER AT ANY CBU LOCATION,  
INCREASE THE PAD SIZE BY AN ADDITIONAL 4' X 4'\*\*\***

**This CBU is properly installed—the future sidewalk has been taken into consideration.**



**The picture above shows a similar install in a finished neighborhood.**



These CBU's are properly installed to be level on this steep hill.

**REFER TO THE FOLLOWING PHOTOGRAPHS  
FOR ILLUSTRATIONS OF BOTH  
C😊RECTLY AND INC😊RECTLY  
INSTALLED CBU'S**



**INCORRECT** - THIS REPRESENTS A SAFETY HAZARD, IS VULNERABLE TO TRAFFIC, AND VIOLATES ADA REQUIREMENTS. THERE SHOULD BE 36 INCHES IN FRONT OF THE CBU FOR WHEELCHAIR ACCESS.



**INCORRECT** - THE PAD IS TOO SMALL.



**CORRECT** - IF THIS CBU WAS INSTALLED NEXT TO THE CURB IT WOULD OFTEN BE BLOCKED BY PARKED CARS AND THE CARRIER WOULD NOT BE ABLE TO OPEN IT.



**CORRECT** - TO REDUCE MAINTENANCE COSTS, INSTALL CBU AWAY FROM THE STREET. CBU'S ARE EASILY DAMAGED WHEN INSTALLED NEXT TO THE STREET.



**INCORRECT - THE ADA REQUIRES THAT SIDEWALKS REMAIN CLEAR.**



**CORRECT – NOTE HOW MUCH CONCRETE WAS REQUIRED IN ORDER TO MEET LOCAL CODES.**



**CORRECT – PLAN AHEAD. THIS PAD WAS ACTUALLY POURED BEFORE THE SIDEWALK WAS PUT IN. THE DIMENSIONS, ELEVATION, AND SLOPE WERE CALCULATED TO MATCH THE FUTURE SIDEWALK.**



**CORRECT - WHEELCHAIR ACCESSIBLE. SET BACK FROM THE ROADWAY. EASY ACCESS FOR THE CARRIER.**



**CORRECT**



**CORRECT - THE RETAINING WALL SHOWS HOW IMPORTANT IT IS TO INSTALL THE CBU AWAY FROM THE STREET.**



**CORRECT - PLACING THE CBU BEHIND THE SIDEWALK INSTEAD OF NEXT TO THE STREET HELPS TO PROTECT THEM FROM VEHICLES WHILE NOT IMPEDING PEDESTRIANS OR WHEELCHAIRS.**



**INCORRECT - THE PEDESTAL IS EMBEDDED IN THE CONCRETE MAKING THE CBU VERY DIFFICULT TO MAINTAIN.**



**INCORRECT** – LOCATED IN FRONT OF A PUBLIC OFFICE BUILDING - THE CBU SHOULD BE ACCESSIBLE FROM THE SIDEWALK.



**INCORRECT** - LEANS OVER THE CURB. BLOCKS THE SIDEWALK.



**INCORRECT** - THE CONCRETE PAD ANCHORING THIS CBU IS TOO SMALL. ALSO, THE CBU IS FACING THE STREET. CUSTOMERS SHOULD NOT HAVE TO STEP OFF THE CURB INTO THE STREET TO RETRIEVE THEIR MAIL.



**MODE OF DELIVERY AGREEMENT I  
RICHMOND DISTRICT**

NAME OF PROJECT \_\_\_\_\_  
ADDRESS OF PROJECT \_\_\_\_\_ DATE \_\_\_\_\_  
POST OFFICE/ZIP CODE \_\_\_\_\_ PROPOSED ROUTE # \_\_\_\_\_

This Project is: **NEW CONSTRUCTION** \_\_\_ **RENOVATION** \_\_\_ (If renovation, please complete conversion request)

Estimated 1<sup>ST</sup> Occupancy Date: \_\_\_\_\_ 10% Occupancy: \_\_\_\_\_ Completion: \_\_\_\_\_  
Delivery options will be explained by USPS representative (options shown in gray below).

Type of Project	Deliveries	Equipment-Type / #	EQUIPMENT OPTIONS
Office Bldg (___ Floors)	_____	_____	CBU Type I (8 Del)
Shopping Mall	_____	_____	CBU Type II (12 Del)
Strip Mall	_____	_____	CBU Type III (16 Del)
Apts./Condos (___ Floors)	_____	_____	CBU Type IV (13 Del)
Townhouses	_____	_____	
Single Family Homes	_____	_____	
Trailer Park	_____	_____	Wall mount STD 4C
Other (Specify) _____	_____	_____	

**DEVELOPER / CONTRACTOR / OWNER RESPONSIBILITY IS AS FOLLOWS:**

Location and installation of all receptacles must be approved by USPS representative.

Concrete pads for CBU's are required to meet USPS specifications.  
Concrete pads for CBU's are installed by: Developer \_\_\_ other \_\_\_  
Equipment purchased by: Developer \_\_\_ other \_\_\_  
Equipment installed by: Developer \_\_\_ other \_\_\_  
Equipment owned/maintained by: Developer \_\_\_ other \_\_\_  
Keys issued to residents by: Developer \_\_\_ USPS \_\_\_ other \_\_\_  
Locks changed by: Developer \_\_\_ USPS \_\_\_ other \_\_\_

Residents of single-family homes must be informed of their ongoing responsibility for keys; box maintenance/repair, snow removal, etc.

Note: On multi-tenant delivery and/or rental situations, the building owner/manager is responsible for lock changes. Owner/manager will handle parcels and accountable? Yes \_\_\_ No \_\_\_

**This notice will serve as an Agreement / Letter of Consent to the Postal Service for the placement of Centralized Delivery Equipment at the agreed upon location(s) indicated on the plat map. By signing below, I acknowledge that the contractor options and responsibilities outlined above for receiving mail delivery service have been discussed with me.**

**USPS REPRESENTATIVE**

NAME \_\_\_\_\_  
TITLE \_\_\_\_\_  
SIGNATURE \_\_\_\_\_  
TELEPHONE # \_\_\_\_\_  
DATE \_\_\_\_\_

**PROPERTY DEVELOPER/MGR/OWNER**

NAME \_\_\_\_\_  
TITLE \_\_\_\_\_  
SIGNATURE \_\_\_\_\_  
TELEPHONE # \_\_\_\_\_  
DATE \_\_\_\_\_

This agreement is subject to final approval by District Operations Programs. Submit completed agreement and other required attachments to:

**Growth Management Coordinator  
Operations Programs  
1801 Brook Rd  
Richmond, VA 23232**

**USPS APPROVED MANUFACTURERS OF  
CLUSTER BOX UNITS (CBUs) & WALL-MOUNTED CENTRALIZED MAIL RECEPTACLES  
(USPS-B-1118F, USPS-STD-4B+ AND USPS-STD-4C)**

**USPS-STD-B-118F**

COMPANY	ADDRESS	CITY	STATE	ZIP	PHONE	WEB SITE	DESIGN TYPES
Auth-Florence Manufacturing	5935 Corporate Dr.	Manhattan	KS	66503-9675	800-275-5081	www.auth-florence.com	Types 1,11,111 & IV

**USPS -STD-4B+**

COMPANY	ADDRESS	CITY	STATE	ZIP	PHONE	WEB SITE	DESIGN TYPES
American Device Manufacturing	5935 Corporate Dr.	Manhattan	KS	66503-9675	800-275-5081	www.auth-florence.com	Horizontal units only
American Eagle	3017 Wheel Lock St	Dallas	TX	75220-2944	214-358-5544	www.americaneaglemailbox.com	Horizontal units only
Auth-Florence Manufacturing	5935 Corporate Dr.	Manhattan	KS	66503-9675	800-275-5081	www.auth-florence.com	Horizontal & Vertical Units
Bommer Industries	PO Box 187	Landrum	SC	29366-0187	800-334-1654	www.bommer.com	Horizontal & Vertical Units
Jensen Industries	1946 E 46th St	Los Angeles	CA	90058-2086	800-235-8351	www.jensen-ind.com	Horizontal & Vertical Units
Salisbury Industries	1010 East 62nd St	Los Angeles	CA	90001-1586	800-323-3003	www.mailboxes.com	Horizontal & Vertical Units
Security Manufacturing	815 S Main St	Grapewine	TX	76051-5535	800-762-6937	www.securitymanufacturing.com	Horizontal & Vertical Units

**USPS -STD-4C**

COMPANY	ADDRESS	CITY	STATE	ZIP	PHONE	WEB SITE	DESIGN TYPES
Postal Products Unlimited	500 W Oklahoma Ave	Milwaukee	WI	53207-2849	800-229-4500	www.mailproducts.com	Horizontal

Notes: Buildings with permits dated on or after October 5th, 2006 must have USPS-STD-4C receptacles.