



Tool Kit for Neighbors of New Houses or Major Additions

This tool kit provides information about the permitting process for residential development and answers frequently asked questions by neighbors who live next to construction sites.

Development Review

Plans for all new construction permits are reviewed by the city before a building permit is issued. The City Planner checks for zoning compliance (setbacks, lot coverage, height, etc.). The Building Official checks for compliance with construction codes (building, plumbing, mechanical, etc.)

Before Construction Begins

You may want to learn more about a new house or major addition under construction on a nearby property. Below are some frequently asked questions and information sources for each:

1. Has a permit been issued?

Permit information can be found on the city's website, www.crystalmn.gov. Under "Online Services", click Search for a Permit and enter the address to see a list of issued permits. You may then click on a specific permit number for more details.

2. How will the new home or addition be laid out?

A survey or site plan is usually required for this type of construction as part of the plans submitted for the building permit. You can request a copy by emailing the Code Enforcement Specialist at jason.zimmermann@crystalmn.gov or calling 763-531-1143.

You may see survey stakes placed in the ground. These usually mark the corners of the property and the new house or major addition. They should match the survey or site plan approved with the building permit.

The contractor is responsible for correctly locating, describing, monumenting and mapping the boundaries and corners of the lot and proposed house or addition.

3. How will I know who is doing the project?

The contractor's contact information can be found in the letter included with this Toolkit. Also, prior to beginning any permitted work on the site, a contractor must install a sign identifying the address of the project, the contractor company's name, and the name and phone number of the project manager.

4. How can I learn more about the contractor?

The State of Minnesota Department of Labor and Industry licenses and regulates building contractors and remodelers. You can check the contractor's license status including complaints that have been filed with the state by searching their website at www.dli.mn.gov or calling 651-284-5005.

5. Document everything

In the unfortunate event of damage to your property being caused by the construction, it is in your best interest to have evidence showing how your property looked before the construction began. Please consider taking photos of your property in the "before" condition, especially in the area between your home and the construction site. For example, you could take a pre-construction photo when it's raining to document the existing flow or pooling of water. And of course, take photos of any damage that you believe has occurred.

Construction Management Issues

Construction management issues can be both temporary nuisances or permanent conditions.

Construction management is the contractor's responsibility, and this extends to their subcontractors (i.e. excavators, plumbers, etc.) and suppliers (concrete trucks, lumber companies, etc.). Should an issue arise, please speak with the contractor, subcontractor or supplier directly to express your concern. This can be the easiest and fastest way to get a problem resolved.

If a subcontractor or supplier is not responsive to your concern, or you are uncomfortable approaching them directly, please call the contractor's project manager using the phone number posted on the sign at the site. The contractor is responsible for managing their subcontractors and suppliers.

If the contractor does not satisfactorily resolve the issue, please fill out the complaint form on the city's website, www.crystalmn.gov, or contact the Code Enforcement Specialist at jason.zimmermann@crystalmn.gov or 763-531-1143.

The contractor has signed a Construction Management Agreement with the city. This agreement describes the most common construction management issues and applicable city code requirements. A sample agreement is attached so you can see the rules and standards the contractor has specifically agreed to follow.

Special note regarding the time of day when construction may occur:

Construction activity including truck deliveries and the use of power equipment is allowed from 7 a.m. - 10 p.m. Monday through Friday and 8 a.m. - 9 p.m. Saturdays, Sundays and holidays. **If the contractor or a subcontractor/supplier violates these work hour limitations, please call 9-1-1 immediately as it occurs** so the police have an opportunity to respond. Even if the police can't get there in time, the 9-1-1 call will create a record of the violation that can be used to build a case for additional enforcement action if the violation continues to occur.