

**Permit Techs**

# North Central TX Permit Tech Chapter

**September**

**2010**

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### 2010 Officers

- President—Mary Stephens
- Vice President—Helen Mapplebeck
- Treasurer—Holly Blake
- Recorder—Dorothy A'La-torre

### 2010 Schedule

- November 17, 2010

### 2011 Schedule

- January 19, 2011
- March 16, 2011
- May 18, 2011
- July 20, 2011
- September 21, 2011
- November 16, 2011

## Customer Service

Our former President, Cliff Bormann gave me a book called "Customer Love" by Mac Anderson. I highly recommend the book if you are in a customer service atmosphere.

Working for a municipality, you have to be friendly, accommodating, be all knowing about City functions, and of course, the citizen is always right. Most important you need to be and do all these things with a great attitude and a smile.

Sometimes that can be difficult, but not impossible.

A key point to remember when dealing with the public/citizen/contractor is for a homeowner, its personal. This is their property, their investment and in some cases all that they have. Any changes and/or decisions that are made are of the upmost importance as it would be for you and your own home.

For a contractor, its all about money; bottom dollar and how much he/she will be able to profit, in other words feed their family. In this economy every dollar counts and contractors are hopeful to have a



business when it is all done.

Keep those key points in mind and I assure you customer service will become easier.

Everyone involved wants the same outcome, we all just have different ways of getting there.

Another key to great customer service is taking pride in your work, your City, and your

department.

Love and enjoy what you do, it shows in how you conduct yourself. Believe it or not, you can not fake good customer service or being nice.

A quote from the book: "To say that you care is one thing. To show that you care is quite another."

The second and final quote is; "The difference between ordinary and extraordinary is that little extra."

Happy Permitting!

"Arguments might make you win situations, but not hearts. So next time you indulge in them, before going any further just ask yourself - what is more important, the situation or the person?" - Anonymous

## Check out the new website!

The construction is finally done. As a permit technician or future permit technician, you now have access to the chapter through our new website.

[www.nctptcicc.org](http://www.nctptcicc.org)

- **Agendas**
- **Schedules**

- **Training**
- **Minutes**
- **Newsletters**
- **Contacts**
- **Pay pal**

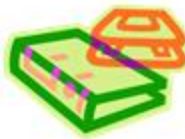
This is an exiting day for the chapter.

Many kudos to Melissa Peachey who designed the website and got it up and running. She did a wonderful job. As you maneuver through the website, you will find that it is very user friendly.

If you have any questions, feel free to contact any of the officers. Enjoy!

# Community Service Projects

Thank you to all the cities that donated school supplies in the month of July. What a successful drive it was. Multiple cities and communities benefitted from the donations and just in time for school to start. Last year, Wal-mart was our biggest contributor.



Our current project is a canned food drive. Please collect canned food from your customers and fellow employees. These

items will be distributed according to our members. Your input would be greatly appreciated in order to know what communities need these items



the most. This will be an ongoing project as needed until our next project starts up.

The final project for the year will be the wonderful sock and blanket drive. This will begin in September. Bring in pairs of new socks and blankets to be distributed throughout the community as needed. Any gently used coats and jackets will also be accepted.



These items will be collected at the November meeting.

This year all projects have been critical due to the

increase of need. Any assistance is greatly appreciated.

Do you have any suggestions for 2011 projects? Please feel free to let us know and give suggestions. The chapter is always looking for a way to give back to the community.



## College Scholarship Recipient —Fall 2010

Every semester, the chapter awards scholarship money to a college student.

Qualifications:

- Student must be a relative of a chapter member who is in good standing with the chapter.
- Student must be enrolled in a accredited college or university.

- Application and requirements must be filled out and turned in with all appropriate information by assigned deadline.

This semester's recipient is Ashly Blake. Ashly is a student at William Jewel College. A liberal arts college located in Liberty, MO. She is currently pursuing a dual major in Music and Writing with



a minor in Languages. Congratulations! The next round of applicants will be for Spring 2011. Deadline for consideration is November 12, 2010.

**"By knowing one reaches belief. By doing one gains conviction. When you know, dare"**  
Chinese Proverb

## Officer nominations needed for 2011

With the new year approaching, the chapter is in need of nominations for the Recorder position.

**Recorder:** The Recorder shall keep a complete record of all proceedings of the organization and shall be the recording office and custodian of the records. The Recorder shall be responsible for the organization's correspondence in cooperation with the Newsletters/Promotions Committee. she/he shall keep readily available at all meet-

ings such records as the book of minutes, complete list of any standings of special committees, current correspondence and other records as necessary. In order to be voted, nominated or elected, for one of the positions listed below, a chapter member must be in good standing, which means that his/her dues are current and paid at least 30 days prior to the election.

**Term:** The term for each position shall be for 1 year beginning on the day

of the Business meeting and until their successors are elected and qualified. There is a 4 year total commitment in running for office. Nominees start at the Recorder level and advance up from Recorder to Treasurer, then Treasurer to Vice President, one position each year till they are President.



Annual meet-run successfully

## Design and Construction Trends

More and more, women are being recognized as the final decision makers regarding new home design and construction.

Translated, this can mean more storage space in bedrooms, an oversized garage, larger laundry rooms, security systems and a higher quality of construction; while men are looking for things such as larger garages as well, home theater systems, space for large screen TV's and separate shower stalls and tubs.

Builders and engineers are becoming increasingly aware of other factors that new home owners are looking for. At the core of these trends are safety and energy conservation, both in manufacture and construction activities, as well as being resistant to storms, earthquakes, and fire.

Designs that take into account the

health needs of consumers and decrease the use of materials that leak gases after the home has been completed and can literally make you sick.

Other interesting trends are flexible floor plans, access by older consumers who want to avoid climbing stairs, etc., outdoor rooms, more storage and the utilization of some eastern beliefs such as Feng Shui and others are becoming recognized by builders and consumers alike.



Technology is making its way more and more into the home and to be more

effective, it is best to take into consideration the design of the home before it is built.

The truly wired home incorporating security systems with video pickups, as well as sound, music systems with surround sound, home theaters, homes fully wired for phone, cable and satellite TV options and high speed data are becoming common. Controls that allow you to close the drapes to accessing your homes security system remotely are also being added.



## Energy Conservation

Energy conservation is becoming more and more important in the minds of many consumers who are contemplating the design and construction of a new home. Consumers are concerned not only about the cost of the material and the effect they have on energy from a manufacturing perspective, but, they are also concerned about ongoing operational costs, such as when the cost of heating and cooling of their homes increases. Choices of appliances, orientation of your home on the property, shade and well-insulated homes

are all part of this trend.

Our report "Home Energy Report" may be of interest to many consumers who are planning to build a new home. In addition, you may also be interested in reading our "Home Energy Checklist" report that can assist you in selecting many solutions that will help you manage your energy costs in your new home.

More and more people are looking at combinations of solar power, wind power and energy conservation solu-

tions. This trend is spurred on by the current significant increases in the cost of energy, and we think that this will turn into a more significant long-term trend than it currently is. Home builders are routinely advertising the Energy Design Factors included in their new homes. Increased levels of insulation, dual glazed windows, meeting State sponsored energy efficiency codes and designing large homes with dual zone programmable heating and cooling thermostats are examples of this emerging trend.

## All About Us

This chapter was founded with the purpose of congregating permit technicians and other building inspection employees throughout the North Texas Region. Together, we come up with solutions to everyday complications and procedures. Each city provides information on procedures, forms, fees and ordinances. We review current codes and help prepare for testing and certification. The chapter also works closely with the communities we serve by taking on seasonal

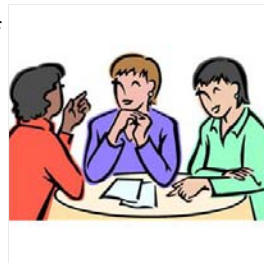
projects. The chapter also works closely with the International Code Council, Council of Governments, Building Official of Texas and other organizations in the building industry.

The chapter conducts business through different committees that we would encourage you to become involved with such as: Training and Education, Newsletter,

By-Laws and Special Events. These committees help plan throughout the year to better serve our members and communities.

Annual Registration is \$36.00 per person or \$108.00 per municipality for 3 or more.

This registration is due annually in January.





**www.nctptcicc  
.org**

*Upcoming events*

- September 25th—Safety Fair and DPS Open House—City of Southlake
- September 25th—Candlelighters Night Run—City of Fort Worth
- September 25th—How the West was Run—City of Keller
- September 25th—Wild Wild West Fest— City of Keller
- September 25th—DD and the Studebakers Live in Concert—City of Garland
- September 25th—Festival Latino—City of Dallas
- September 25th—Family Films—Dropping in on Picasso —City of Dallas
- September 26th—Mexico 2000 Ballet Folklorico—City of Garland
- October 2nd—North Texas Bike Rally—City of Fort Worth
- October 2nd—Punt Pass and Kick Contest—City of Frisco
- October 2nd—Frisco Discovery Center Grand Opening—City of Frisco
- October 5th—National Night Out—All Cities
- October 8th and 9th—Musicarte—City of Fort Worth
- October 9th—Red Balloon Run and Relay—City of Plano
- October 10th—Luekemia Light the Night Walk—City of Fort Worth
- October 16th—Pumpkin Splash Patch—City of Frisco
- October 23rd—Halloween Fest and Craft Fair—City of Plano
- October 30th—Halloween Haunted Hayride—City of Haslet
- October—whole month—Fright Fest @ Six Flags—City of Arlington