

Model Home Complex

Submit Application
via [OneStopShop](#)

Building permits for model and office may be issued prior to application

Administrative Review of submitted plans and documents

*Staff provides comments or questions
if additional information is needed*

Approved

Denied

Approved site plan and landscape plan returned to applicant

Redlined comments returned to applicant for correction

Miscellaneous building permits are issued for amenities

Subsequent Submittal

Inspections for Model Home Certificate of Occupancy for sales or construction offices and for water conservation standards

Approved

Model Home Complex closure, inspection of conversion of sales or construction offices to residential use, then a residential Certificate of Occupancy is issued

Model Home Complex

- Model Home complexes are permitted for the initial sale of homes within a subdivision or residential condominium development. A model home complex may be constructed prior to the recording of a final plat on the property.
- The Homebuilder may pull building permits on each model home prior to submitting the Model Home Complex application.
- [Miscellaneous building permits](#) are required for:
 - Sales/construction office in a model home, sales trailer, or construction trailer *within* the model home complex (can be processed before or concurrent with Model Home Complex application or after approval of Model Home Complex).
 - Sales/construction trailer *not within* the Model Home Complex can be issued prior to approval of the Model Home Complex application if it is required prior to the completion of Model Home Complex.
 - Conversion of the sales/construction office in the garage back to the residential garage before issuance of the residential Certificate of Occupancy.
 - Pools and other amenities with electrical components (Flagpoles, landscape lighting, water fountains, etc.) and may be submitted concurrent with the Model Home Complex application.
 - Compliance with [Section 4.2 Phoenix-Mesa Gateway Overlay District](#) and [Section 4.3 Santan Freeway Corridor Overlay District](#) with regards to public notification of these overlay districts. In addition to the Sales and Leasing Office signs, the applicant must submit with the Model Home Complex application a notarized [Affidavit of Santan Freeway Overlay District](#) that the applicant has complied with notification requirements.
 - ADA Signage must meet [Town of Gilbert Details \(014\)](#) and [Town of Gilbert Details \(015\)](#)
- Make sure these Standard Notes appear on your Site Plan for Model Home Complex
 1. This project must comply with all conditions approved through Zoning, Design Review and Final Plat approval.
 2. A separate building permit and inspection is required for:
 - a. All exterior signage, flagpoles, pools and other amenities including electrical components;
 - b. Sales office including parking area and accessibility;
 - c. Construction office
 3. A landscape inspection for the Water Conservation Department is required prior to issuance of a certificate of occupancy.
 4. No exterior storage of any kind to be on site.
 5. Undeveloped lots must be dust proofed if used.
 6. ADA signage must meet Town of Gilbert Details 014/015
 7. The following items shall be in place prior to occupancy:
 - a. Permanent water supply with a fire hydrant located within 150 feet of the structures, as the hose lies;
 - b. Paved or other approved driving surfaces and turn arounds;
 - c. Permanent street signage;
 - d. Permanent building address, attached to the structure

Model Home Complex

8. When the sales/construction office use is terminate, all model complex units shall be converted to residential occupancy standards, all exterior improvements unique to the complex removed, all signage removed and a final inspection completed on all model complex units prior to residential occupancy of the sales office unit. Conversion shall be completed per conversion plan. The conversion shall be permitted and inspected under a separate building permit.
- Inspections for the Model Home Complex are required and scheduled by the applicant through onestopshop.gilbertaz.gov
 - Useful Links on Gilbert's Planning & Development webpage:
 - [Development Fee Schedule](#)
 - [Planning Division Project Review Timelines](#)
 - [General Plan Character Area Map](#)
 - [Zoning and Land Development Code](#)
 - [Zoning Map Noting Overlay Zoning Districts](#)
 - [Heritage District Design Guidelines](#)
 - [Gateway Streetscape Guidelines](#)
 - [Trail Design Guidelines](#)
 - [Street Theme District Tree Map](#)
 - [System Development Fees Area Map](#)
 - [Gateway Area Traditional Neighborhood Design Guidelines](#)
 - [Residential Design and Development Guidelines](#)
 - [Engineering Standards](#)

Submittal Formatting, Required Materials and Checklist:

- Submit electronic copy of ALL** required items on checklist. (No larger than 11” x 17”)
- Purge** images of unnecessary blocks and layers (single layer) and ensure there are no security/read-only restrictions on documents.
- Save each exhibit as a separate PDF per document naming below.**

Document Naming:

- Property Owner Authorization
- Project Narrative
- Site Plan
- Landscape Plan (for each lot)
- Conversion Site Plan
- Model Home Complex Water Conservation Form (for each lot)
- Floor Plan
- Notarized Affidavit for Santan Freeway Corridor Overlay (if applicable)

Checklist

Property Owner Authorization

- [Signed Letter of Authorization from property owner.](#)

Project Narrative

- Project Narrative should be typed in a 12pt font and no more than 5 pages in length;
- Describe the number of lots included in the model home complex for model homes, parking, sales or construction trailer;
- Describe the number of lots within subdivision for model homes;
- Describe intended use of each model home if use for a sales office, construction office or design center;
- Note intended duration for use of the sales or construction trailer;
- Note hours of operation if a generator is used for the trailers; and
- Describe dust-proofing methods for parking surface.

Site Plan

- Vicinity Map with the site and major streets noted;
- Graphic scale, north arrow, exhibit date;
- Subdivision project name on final plat;
- Street names
- Location of model home lots, parking areas and sidewalks noting compliance with ADA;
- Location of sales or construction trailer (if applicable);
- Location of paved street, pedestrian ways, and ADA access routes including slopes from parking areas to the sales office;
- Location of walls, lighting (include details for electric) and signage;
- Location of signage for public notification of the Phoenix-Mesa Gateway Airport or the Santan Freeway along with sign verbiage (if applicable).

Landscape Plan (for each lot)

- Proposed landscaping materials (distinctive symbols must be used for each plant variety), including non-vegetative groundcovers & decorative hardscape for the front and back yard;
- Include number of trees, shrubs, and plants and location of fountain, pool and water features;
- Botanical name, common name, and size of landscaping materials to be used (should be included on the same sheets as the plan if possible);
- All water intensive plant material and all water features must have the square footage for each item listed on the submitted plans. Failure to list this information on the plans could result in a delay in issuance of the Certificate of Occupancy.

Conversion Site Plan

- Provide all changes to the model home complex area after the sale office closes;
- Describe changes to the parking lot, sidewalks, garage doors, walls, fences, landscaping, lighting, flag poles, signage, driveways, etc.

Model Home Complex Water Conservation Form (for each lot)

- Make sure to complete a Water Conservation form for each of the lots included in the Model Home Complex.
 - [Model Home Complex Water Conservation Form](#)

Floor Plan

- Show garage/office, showing ADA accessibility requirements; and
- Show conversion of office back to garage for residential use.

Notarized Affidavit for Santan Freeway Corridor Overlay (if applicable)

- Make sure to complete the affidavit for the [Santan Freeway Corridor Overlay](#) (if applicable).

Frequently Asked Questions for OneStopShop Online Portal

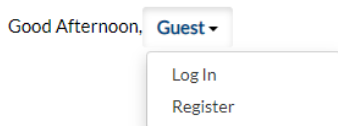
Where can I find instructions on how to use the OneStopShop portal?

There are training guides and videos on the One Stop Shop page on the Town of Gilbert website (<https://www.gilbertaz.gov/departments/development-services/one-stop-shop>). Topics covered are How to Register, How to Apply for a Plan, How to View Plan Markups and Resubmit Revised Exhibits, How to Retrieve Pre-Application Comments as well as many more.

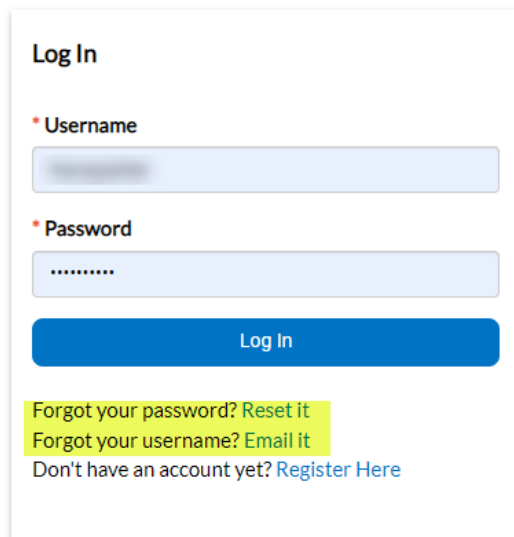
What do I do if I forgot my username and/or password?

If you forgot your username or password, do not create a new account as you will not be able to retrieve records or make payments on items under the original account. Instead, you can retrieve both your login and password at the login page.

In the top right corner, Click on **Guest** and then **Log In**.



From this screen you can either reset your password or have your username emailed to you.

A screenshot of the OneStopShop portal's login page. The page has a white background and a blue header. The main content area is titled "Log In" and contains two input fields: "Username" and "Password". Below the input fields is a blue "Log In" button. At the bottom of the form, there are three links: "Forgot your password? Reset it", "Forgot your username? Email it", and "Don't have an account yet? Register Here".

Why isn't the plan or invoice that I initially applied for showing on my dashboard?

If you cannot access your plans or invoices after logging in, either you have more than one account or the applications for the plans were created by another user. To see if you may have another account, follow the steps above to retrieve your username and password. If someone else applied for the plan, they can add you as a contact on that record which will allow you access.