

Design Review Comprehensive Sign Program/Heritage Sign Plan or Amendment Administrative

Submit Application via [OneStopShop](#)

[See Planning Division's Published Project Review Timelines](#)

Administrative Completeness
Follow the checklist provided

Accepted

Returned

1st Review

Missing Information Provided

Accepted

Returned for Corrections

Accepted

Withdraw Submittal

Subsequent Submittals

Accepted

Returned for Corrections

Public Hearing may be required

Inactive cases are closed after 180 days

Notice of Decision

The Planning Manager may refer any application to the Planning Commission / Design Review Board / Redevelopment Commission for action.

Design Review Comprehensive Sign Program/Heritage Sign Plan or Amendment Administrative

- **Comprehensive Sign Program:**
 - Required for all projects not located within the Heritage Village Center zoning district and consisting of multi-tenant buildings, non-residential complexes with multiple buildings, or large-scale mixed-use developments;
 - Provides design compatibility for all signs and integrates sign design with the architecture of the buildings;.
 - Sets forth the design standards including, but not limited to sign types, placement, size, design, colors, materials, textures, and method of illumination;.
 - May be approved administratively by Planning staff
- **Heritage Sign Plan:**
 - Sets forth the design standards including, but not limited to sign types, placement, size, design, colors, materials, textures and method of illumination within the Heritage Village Center;
 - May be approved administratively by Planning staff as long as the plan complies with all of the requirements set forth in Article 4.4 Sign Regulations of the Land Development Code;
 - Projecting Roof Signs in the Heritage Village Center require approval at a public hearing of the Redevelopment Commission.
- Amendments to a Comprehensive Sign Program, Heritage Sign Plan or a Master Sign Plan may be approved administratively where such changes have little or no visual impact and are consistent with the intent of the original approval.
- 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](#)
 - [Commercial Design Guidelines](#)
 - [Industrial/Employment Design Guidelines](#)
 - [Heritage District Design Guidelines](#)
 - [Gateway Streetscape Guidelines](#)
 - [Trail Design Guidelines](#)
 - [Street Theme District Tree Map](#)
 - [Gateway Area Traditional Neighborhood Design Guidelines](#)
 - [Residential Design and Development Guidelines](#)
 - [Engineering Standards](#)



Design Review Comprehensive Sign Program/ Heritage Sign Plan or Amendment Administrative

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
- Parcel/Aerial Map
- Site Plan/Sign Key Map
- Sign Details
- Materials/Color Board
- Letter from Architectural Review Committee, Property Owner's Association/Home Owner's Association (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 proposed project;
- For an amendment, describe the proposed changes;
- Complete description of request addressing the evaluation criteria of placement, quantity, size, design features/materials and development standards.

Parcel /Aerial Map

- Maricopa County Assessor Parcel Map (Highlight project area and provide parcel number (s);
- Aerial with Parcel Boundary.

Site Plan/Sign Key Map

Wall Mounted Signs

- Vicinity Map with the site and major streets noted;
- Graphic scale, north arrow, exhibit date;
- Project data table: existing zoning on site and net site area;
- Building footprints with dimensions from property lines;
- Placement of existing and proposed signs;
- Location of all site improvements in the vicinity of the proposed signs including retention areas, walls, landscaping, light standards, traffic control devices, electric utility boxes and other signage;
- Adjacent lot lines and/or structures within 300 feet;

Freestanding Signs

- Number of proposed freestanding signs;
- Placement of existing and proposed freestanding signs indicating required and proposed separation distances;
- Dimension location of required and proposed building setbacks and required and proposed sign setbacks;
- Location of all site improvements in the vicinity of the proposed signs including retention areas, walls, landscaping, light standards, traffic control devices, electric utility boxes and other signage;

Sign Details

Wall Mounted Signs

- Graphic scale and exterior dimensions of building(s);
- Number of proposed wall mounted signs;
- Accurate building elevation showing sign envelope placement including key such as maximum height of signs, maximum dimensions of signs, distance from finished floor to bottom on sign envelope;
- Method of mounting and illumination;
- Dimension width of individual suites;
- Dimensions of signs including sign area calculations and sign area

Freestanding Signs

- Scale and exterior dimensions of sign including sign area calculation;
- Number of proposed freestanding signs and height of proposed freestanding signs;
- Number of sign faces;
- Method of illumination;
- Scaled elevations; and
- Proposed frequency and method of change for changeable message signs

Color and Materials Board

- Color & Material Board with samples of materials (including glazing) and colors noting manufacturer name, product ID/Name.

Letter from Architectural Review Committee, Property Owner's Association / Home Owner's Association (if applicable)

- Letter from Architectural Review Committee or Property Owner's Association or HOA stating their approval of this project.

Frequently Asked Questions for OneStopShop Online Portal

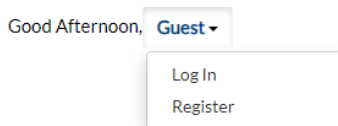
Where can I find instructions on how to use the OneStopShop portal?

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.

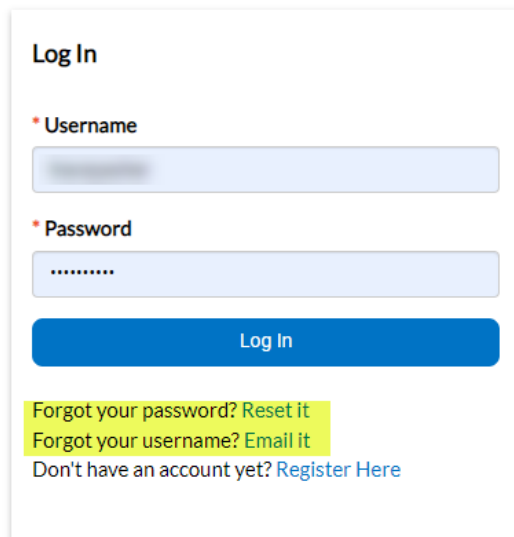
What do I do if I forgot my username and/or password?

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.