

Appeals

**Submit Application
via [OneStopShop](#)**

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

Administrative Completeness
Follow the checklist provided

Accepted

Returned

Continue on to 1st Review

Missing Information Provided

Accepted

Returned for more
information

Accepted

Withdraw
Submittal

Public Notice and Public Hearing
[Land Development Code Sections 6.2.6 and 6.2.7](#)

Notice of Decision

Appeals

- Appeals can be filed for decisions made by the Zoning Administrator, Zoning Hearing Officer, Director of Planning, Planning Commission, Design Review Board, Board of Adjustment or Redevelopment Commission.
- Appeals may be filed by:
 - Owner of property that is the subject of final decision
 - Any person aggrieved by a final decision
 - Town Council member
 - Town Manager
 - Planning Manager
- Appeals shall be filed with the Development Services Department and within 10 calendar days of the decision for Zoning Administrator, Planning Commission, Redevelopment Commission, Design Review Board or Director of Planning. Appeals from decisions of the Zoning Hearing Officer and Board of Adjustment shall be filed within 30 calendar days of the decision.
- 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](#)
 - [System Development Fees Area Map](#)
 - [Gateway Area Traditional Neighborhood Design Guidelines](#)
 - [Residential Design and Development Guidelines](#)
 - [Engineering Standards](#)

Frequently Asked Questions for OneStopShop Online Portal

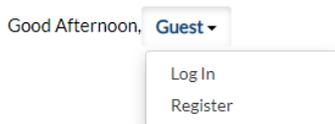
Where can I find instructions on how to use the OneStopShop portal?

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.

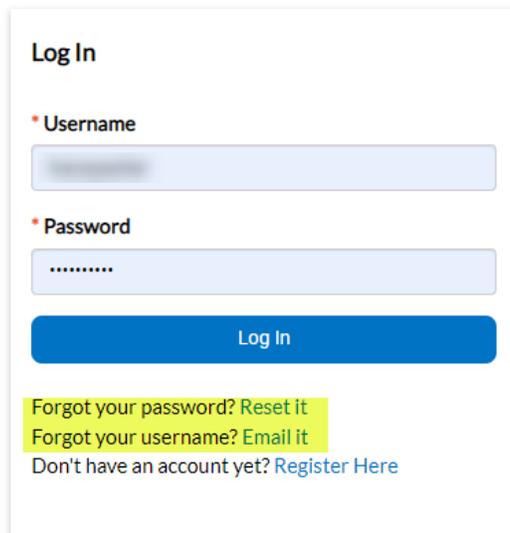
What do I do if I forgot my username and/or password?

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 is titled "Log In". It features two input fields: "Username" and "Password". Below the "Password" field 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.