

Development Concierge Program Framework

The Development Concierge Program is meant to provide business owners, developers and investors with a formal service to help facilitate the development application process through a single and consistent point of contact throughout the lifecycle of the project. The program will use a coordinate inter-departmental, holistic approach led by the Economic Development Officer – Business in partnership with Planning, Building and Engineering staff. A collaborative approach will help facilitate this program and ensure its success over the long-term.

The Development Concierge Program will focus on larger and complex employment and industrial projects with a substantial economic impact, while increasing local employment opportunities. The program will assist businesses with navigating the development aspects of their project and will connect them with a range of services offered by Economic Development including sector specific business programming and support, funding opportunities and connections to the wider business network and community in Kawartha Lakes.

The Development Concierge Program's goals are to:

- Provide businesses with a formal service that offers simplified and time-sensitive development process facilitation, while mitigating risks.
- Provide rapid and coordinated issue resolution through the convenience of a single point of contact through the Concierge.

The program's main objectives are to:

- Provide support with the City's development review process.
- Continue to leverage and strengthen inter-departmental and inter-agency collaboration.
- Collaborate with external agencies to ensure key files are streamlined.
- Provide an elevated customer service experience.
- Identify and implement innovative solutions to issues.
- Enhance the City's public relations within the development process.

The Development Concierge team will consist of:

- Team Lead/Concierge – Economic Development Officer – Business.
- Planning Officer, Large Developments.
- Planning Officer – Large Developments and Urban Design.
- Development Planning Supervisor.
- Chief Building Official.
- Manager, Development Engineering.

Additional division/organizations may participate, if project(s) directly relate to their portfolio.

Selection Guidelines for the Concierge Program

To qualify for the Development Concierge Program, applicants must meet two or more of the following guidelines:

- Employment generator (10+ jobs).
- Minimum of 2,332 sq. m. (25,000 sq. ft.) of gross floor area (new construction, expansion or is a major retrofit of an existing property).
- Supports the growth of auxiliary business development in Kawartha Lakes.
- Project faces urgent timelines (critical timeline i.e. reliance on grant funding).
- Complex and high profile proposal's that represent a significant monetary investment in Kawartha Lakes, with a primary focus on business or industrial development.
- Align with one of Kawartha Lakes' priority sectors (agriculture, tourism, culture, manufacturing, engineering/specialized products).

The Development Concierge Program will support both new and existing businesses in Kawartha Lakes that will have a significant economic impact within the City. The program will not support residential, commercial or institutional construction.

The program will be subject to capacity limits. In general, there will be a maximum of **five** files in the program at any given time, unless capacity allows for expansion.

Expectations and Commitments

Through the Development Concierge Program, the City and the applicant are making a commitment to each other to work together to see a project through to completion in a timely and collaborative manner. Both the City and the applicant have responsibilities to ensure that the working relationship established through this program succeeds.

KAWARTHA LAKES DEVELOPMENT CONCIERGE PROCESS

