

OFFICE OF CUSTOMER ADVOCACY (OCA)

What is the OCA?

The Office of Customer Advocacy (OCA) can help you understand the development requirements for your project. Customers considering the renovation of an existing building for commercial purposes are encouraged to contact this office before beginning the building permit process

Key Services

- Assistance with pre-project research
- Reviewing processes and procedures
- Formulating realistic timelines and fostering feasibility discussions
- Help connect you with the appropriate technical expert for specific code or ordinance issues

OCA Projects

- Remodel of existing commercial buildings
- Adaptive reuse of existing buildings for new business purposes
- Conversion of residences into business offices
- Minor additions to existing commercial buildings
- Projects are encouraged to include Electric Vehicle Charging Stations in Adaptive Reuse Projects.

WHAT IS ADAPTIVE REUSE?

The City of Phoenix's award-winning Adaptive Reuse Program began as a pilot program in April 2008, and today is one of the most comprehensive programs of its kind in the country. The program offers development guidance, streamlined processes, reduced timeframes, and cost savings to customers looking to adapt older buildings for new business uses. Additionally, the adaptive reuse of existing buildings preserves our history, contributes to economic vitality, promotes building effort, and creates more vibrant neighborhoods.

SUPERSTITION MEADERY: A REUSE SUCCESS STORY!

The historic Ong Grocery Store, built in 1928, at 11th Street and Washington was converted using the Adaptive Reuse Program and is now thriving as a "meadery," offering the honey wines that date to Medieval Times.



Superstition Meadery, 11th Street & Washington



PLANNING & DEVELOPMENT
**PRESERVE
SHAPE
BUILD**

ADAPTIVE

REUSE PROGRAM

BENEFITS

- Assistance with Development Process
- Streamlined Process
- Regulatory Relief
- Cost Savings/Incentives Available



Roland's Market, 1501 E. Van Buren Street

"The **Adaptive Reuse Program** aims to revitalize existing buildings to preserve our history, contribute to economic vitality by promoting small business, and create more vibrant neighborhoods."



Arrive Hotel, 400-440 W. Camelback

ADAPTIVE REUSE ELIGIBILITY

To qualify for plan review and permit assistance, the building must meet the following criteria:

- An independent structure was permitted prior to 2000
- A change of occupancy or significant change of use is proposed.
- The change incorporates the entire building
- The building that is up to 100,000 square feet or more with tiered relief.



Greenwood Brewery, 922 N 5th Street

WHY ADAPTIVE REUSE?

- Promotes sustainability and preservation
- Reduces Urban Sprawl and environmental impacts
- Uses existing infrastructure
- Revitalizes existing neighborhoods



La Palma/The Flagship, 903 N. 2nd Street



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