



# B.O.C.O.N.E.O. NEWS

*The Newsletter of the Building Officials Conference of North East Ohio*  
April 2011 Page 1

## B.O.C.O.N.E.O. Officers

President: Ray Sack  
Wickliffe, Ohio

First Vice President: Paul Kowalczyk  
South Euclid, Ohio

Second Vice President: Dave Smith  
Ashtabula County Building Department

Secretary: Dave Hocesvar  
Village of South Russell

Treasurer: Mike Skvasik  
Village of Glenwillow

Past President: Phil Seyboldt  
Bedford, Ohio

## Remember The Date



**Friday, July 29, 2011**  
**Briarwood Golf Club**

The 2011 Scholarship Application is now available on the web site.

Plumbing Roundtable  
@ 10:15 am  
&  
Electrical Roundtable  
@ 10:15 am.

## This Month's Meeting

2009 IBC Significant Changes

[Click Here to Register](#)

## The Prez Sez . . .

Dear Members,

The Executive Board is planning a 2011-12 Master Plan of Education for upcoming years. If you have any suggestions please let us know.

I would like to thank Rick LoConti for the 3 hour class, great job Rick!

Please promote our Golf Outing in July for hole sponsors and also try to get some foursomes together to play. All proceeds benefit BOCONEO Members families for scholarships.

Building Officials symposium will be May 12<sup>th</sup> & 13<sup>th</sup>, 2011. We have qualifying courses for all. A thank you goes out to Phil Seyboldt for his hard work and time on this project.



Warmest regards,

*Ray Sack, President*

Dear Member,

If you attended at least one Roundtable Discussion in the months of September, October, November of 2010, or January of 2011, please be advised that these courses were NOT approved by the Ohio Board of Building Standards for continuing education credit.

All roundtable courses since February of 2011 and through November of 2011 have been approved for continuing education credit.

We sincerely apologize for our mistake.

BOCONEO

## **OBOA Associate Member of the Year Award**



Please join us in congratulating Dan Kaczor for his receipt of the Ohio Building Officials Association Associate Member of the Year award. Dan recently received this prestigious award at the banquet during the Joint Conference in Columbus in March.

It was well deserved for his contributions to BOCONEO and to the Joint Conference Committee in 2009. Dan has been an architect for more than 35 years and holds a Bachelor of Architecture degree from Ohio University and an Associate in Engineering from the American Technical Institute. He has designed projects in five Midwestern states, including more than 400 in Ohio alone.

Dan has been an active member of BOCONEO for approximately 15 years, serving as the chapter's newsletter editor and webmaster. Dan was involved in the 2009 Joint Conference, setting up registrations and organizing programs. He has spent countless hours organizing the BOCONEO roster and newsletter and volunteered his help on the Executive Board without hesitation.

Dan and his wife of 43 years have two married daughters and a grandson and reside and practice in Broadview Heights where Dan has served as the Municipal Architect and Chairman of the Architectural Review Board for more than 15 years. Dan is still active in BOCONEO and still attends most meetings. Be sure to congratulate him when you see him!



# **B.O.C.O.N.E.O. NEWS**

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## **Building Officials Symposium on May 12<sup>th</sup> & 13<sup>th</sup>, 2011**

I want to take this opportunity to invite all our members to the Building Officials Symposium that will be sponsored by BOCONEO on May 12<sup>th</sup> and 13<sup>th</sup>, 2011. It will be held at the Normandy Party Center in Wickliffe, Ohio.

Six hours of BBS-approved continuing education classes will be provided on each day that is all approved across the board for every certification.

On Thursday, May 12<sup>th</sup>, Steve Regoli, Jan Sokolnicki and Rob Johnson of the BBS will conduct three separate classes during the day that include a 3-hour Chapter 1-Administration class, 2-hours on Building and Fire Departments Joined at the Hip, and a 1-hour Building Department Investigations class.

On Friday, Bob Schutz will conduct a Legal Aspects of Code Administration class for 3 hours in the morning, followed by a great, 3-hour class on Communications for Code Officials class that was developed by Alan Rhea of Cleveland State University especially for BOCONEO.

The Friday classes are also well-suited for your clerical personnel, since they often handle questions on legal matters and deal with difficult contractors and citizens. All OBOA or BOCONEO members (and your clerical employees) are invited to attend at the cost of \$80 per day, which also includes continental breakfast and lunch.

Registration is available online by credit card or PayPal at [www.boconeo.org](http://www.boconeo.org) or, for this event only, you can walk-in and pay with cash or check at the door. Please drop me an email at [pseyboldt@bedfordoh.gov](mailto:pseyboldt@bedfordoh.gov) if you intend to walk-in so that we can keep some kind of a count for our caterers.

A flier is posted on the BOCONEO website for your use in remembering all of the pertinent facts. Directions to the Normandy Party Center are also on the website.



Phil Seyboldt  
BOCONEO Past President

## *Paul's Update*

The Golden Rule states that "one should treat others as one would like others to treat oneself." Utilizing this idea for dealing with the public lends itself to great customer service. The following ideas can help reach this goal:

Focus not so much on what the customer has to do to gain expedient service but what the jurisdiction can do to give the customer expedient service.

Treat everyone as a customer – applicants, property owners adjacent to a project, other departments and staff, outside agencies and other jurisdictions.

Remember that the customer doesn't know all the rules and regulations – many are occasional users. Jurisdiction staff is the professionals who work with the rules every day and even they can be unclear of proper application on occasion. Help customers navigate through the system.

Inform customers of options, whether it's how to comply or how to appeal.

Many customers' first impression of a jurisdiction is over the telephone. Staff answering the telephones need to be adequately trained to answer calls quickly, professionally and accurately. Callers shouldn't be put on hold without talking to someone first.

Get the customer to the right person the first time. Develop a reference guide or service directory for use by staff to aid in directing customers and routing calls to the specific staff that can help them rather than just referring the customer to a department.

Keep reception staff informed of current issues so they can provide accurate information to callers.



It's not often due to the nature of our business, but it is nice to receive a call from a resident to let me know that staff treated them with respect and that their concerns were properly addressed. When I hear that, I know our department has implemented good customer service.

*(The above tips were from the "500+ Tips For A More Effective Permitting and Inspection Process published by the Organization For Improved Permitting)*

Paul Kowalczyk, CBO, RA  
Vice President



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## Treasurer's Report

BUILDING OFFICIALS CONFERENCE OF NORTHEAST OHIO			
February 28, 2011			
Beginning Cash Balance Checking			\$39,890.22
Revenue:			
Membership		\$8,935.00	
50/50			
Lunches		\$10.00	
Misc.			
Code Class		\$120.00	
Total revenue			\$9,065.00
Expenses:			
Bank Fees		\$3.50	
Exec Committee Meeting		\$83.76	
Monthly Meeting Food		\$1,700.00	
Advertising COCA Joint Conference		\$300.00	
Awards			
Sunshine			
Office Supplies/Software		\$899.98	
Meeting Room Independence Joint Conference		\$395.00	
Audit, Secretary and Treasurer Fees			
Web and Internet Fees		\$479.40	
Total Expenses			\$3,861.64
Transfers To/From Checking and CD's			
Ending Cash Balance Checking			\$45,093.58
Certificate(s) of Deposit	Includes 2010 Interest of \$478.36		
1 #41096		\$12,082.22	
2 #42268		\$6,210.84	
3 #35403		\$5,117.32	\$23,410.38
Scholarship Checking Balance			\$8,866.92
TOTAL ASSETS			\$77,370.88
	Michael Skvasik	March 28, 2011	
	Treasurer		





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## *Technically Speaking...*

This month we began using the online services of Constant Contact for registrations of the April ICC sponsored class, as well as the May Building Officials Symposium. This service allows us to take reservations and also process payments with credit cards. We knew there would be a few glitches to work out, and for the most part, they were minimized. For those that ran into small problems, we apologize, but rest assured we are working to make the needed corrections so they do not happen again. We appreciate your patience as we streamline this process.

### ***A new website format is just around the corner.***

One of my first priorities as webmaster is the re-design of our website to be more user-friendly to our members, and to give it a functional facelift. It is now about 80% complete and running on a test server.

The new Word Press platform will allow us to post updates almost effortlessly, and to create an RSS feed (a copy of our stuff) that other chapters can post on their site automatically. We in turn can post their RSS feeds (a copy of their stuff) on our site without having to manually update. I love automation.

I have the ICC feed up and running on the new test site, and am now working on getting other Ohio chapter feeds programmed. In laymen's terms, we will not have to send OBOA our chapter information anymore, it can be updated automatically. Same goes for all our sister chapters. The target date for the new site is... maybe... I don't know for sure...maybe a month...I hope...maybe...



Gregory Fort, Webmaster  
BOCONEO

Building Officials Conference of Northeast Ohio  
Annual Golf Outing Friday, July 29, 2011  
Briarwood Golf Club

**PROCEEDS BENEFIT JOHN KORINEK MEMORIAL  
SCHOLARSHIP FUND**

Briarwood Golf Club  
2737 Edgerton Road  
Broadview Heights  
440-237-5271

**Shotgun Start 11:30A.M.**  
**Registration 9:30-11:30 A.M.**  
**Lunch served 10:00-11:30 A.M.**

**Scramble Format - Team Skin Game**

Practice Green - Free Range Balls - Cash Prizes & More

\$70.00 per player includes: green fees, cart, lunch (Italian sausage), dinner (strip steak)

\$35.00 Dinner only per person

Beverage cart on course during round **NOT INCLUDED IN PRICE**

REGISTRATION FORM

PLEASE RESERVE TEES FOR FOLLOWING PLAYERS @ \$70.00 PER PLAYER

NAMES (PLEASE PRINT)

COMPANY OR AFFILIATION

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

CONTACT NAME \_\_\_\_\_ PHONE \_\_\_\_\_

**RESERVATION DEADLINE JULY 22, 2011**

**Make checks payable to BOCONEO for entire foursome:**

Mail to: BOCONEO GOLF  
P.O. BOX 311098  
INDEPENDENCE OHIO 44131

Player Questions call Bob Berteau at 440-526-6864

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Annual Golf Outing Friday, July 29, 2011  
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**PROCEEDS BENEFIT JOHN KORINEK MEMORIAL  
SCHOLARSHIP FUND**

**REQUEST FOR SPONSORS**

Briarwood Golf Club  
2737 Edgerton Road  
Broadview Heights  
440-237-5271

**Shotgun Start 11:30A.M.**  
Registration 9:30 AM-11:30 A.M.

**Scramble Format !!!**

**Team Skin Game !!**

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**SPONSOR FORM  
INDICATE SIGN COPY BELOW**

Company Name \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

CONTACT NAME \_\_\_\_\_ PHONE \_\_\_\_\_

**SPONSOR DEADLINE JULY 22, 2011**

**HOLE SPONSOR \$50 PER HOLE, INCLUDES SIGN PLACED ON TEE**

**Number of holes sponsored \_\_\_\_\_ Total check enclosed \$ \_\_\_\_\_**

Make checks payable to BOCONEO:

Mail to: BOCONEO, GOLF  
P.O. BOX 311098  
INDEPENDENCE OHIO 44131

Questions call Bob Berteau at 440-526-6864