



# Application for Use Permit

OFFICE USE ONLY  
Date Received:

12-11-2025  
5-04-2026

Case Number: UP 25-00018

Complete this application in its entirety and submit pages 4 and 5 along with the required materials (including any required supplements) as listed on page 2 to the address below:

City of Hampton  
Community Development Department, Planning Division  
22 Lincoln Street, 5th Floor  
Hampton, Virginia 23669

### 1. PROPERTY INFORMATION

Address or Location 611 COPELAND DRIVE HAMPTON VA. 23661

LRSN 1000432 Zoning District M-3, HEAVY INDUSTRIAL

Current Land Use VACANT

Proposed Land Use MAACO

The proposed use will be in:  an existing building  a new addition  a new building

### 2. PROPERTY OWNER INFORMATION (an individual or a legal entity may be listed as owner)

Owner's Name DJC COLLISIONS AND AUTO-PAINT LLC

Address 611 COPELAND DR City HAMPTON State VA Zip 23661

Phone 757-536-5660 Email DJCCOLLISIONANDAUTO PAINT@GMAIL.COM

### 3. APPLICANT INFORMATION (if different from owner)

Applicant's Name DELWYN COSBY

Address 1008 ARTISAN AVE City CHESAPEAKE State VA Zip 23323

Phone 757-536-5660 Email DJCCOLLISIONANDAUTO PAINT@GMAIL.COM

### 4. APPLICANT AGENT INFORMATION (if different from applicant)

Agent's Name \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

**5. CERTIFICATION FOR LEGAL ENTITY PROPERTY OWNERS**

Complete this section only if the property owner is **not** an individual but rather a legal entity such as a corporation, trust, LLC, partnership, diocese, etc. as specified in Step 2 above.

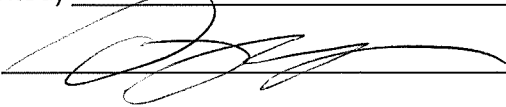
"I hereby submit that I am legally authorized to execute this application on behalf of the fee-simple owner of this property. I have read this application and it is submitted with my full knowledge and consent. I authorize city staff and representatives to have access to this property for inspection. The information contained in this application is accurate and correct to the best of my knowledge."

Name(s), title(s), signature(s), and date(s) of authorized representative(s) of the legal entity (attach additional page if necessary):

Name of Legal Entity DJC LAND NATION LLC

Signed by:

Name (printed) DELDON COSBY, Its (title) OWNER

Signature  Date 5-4-2026

Name (printed) \_\_\_\_\_, Its (title) \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Name (printed) \_\_\_\_\_, Its (title) \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

**6. CERTIFICATION FOR INDIVIDUAL PROPERTY OWNERS**

Complete this section only if the property owner is an individual or individuals.

"I hereby submit that I am the fee-simple owner of this property. I have read this application and it is submitted with my full knowledge and consent. I authorize city staff and representatives to have access to this property for inspection. The information contained in this application is accurate and correct to the best of my knowledge."

Name(s), signature(s), and date(s) of owner(s) (attach additional page if necessary):

Name (printed) \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Name (printed) \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

OFFICE USE ONLY		
<input type="checkbox"/> Application Form	<input type="checkbox"/> Narrative Statement	<input type="checkbox"/> Supplemental Form (if required)
<input type="checkbox"/> Application Fee	<input type="checkbox"/> Survey Plat	<input type="checkbox"/> Additional materials (if required)

**Delwyn Cosby  
DJC Collisions and Auto Paint LLC  
d/b/a Maaco Collision Repair & Auto Painting**

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**611 Copeland Dr. Hampton Va, 23661**

**LEGAL DISCRPTION:  
Hampton Industrial PK 9L1.BP  
USE PERMIT  
November, 2025**



**Maaco Franchising, Inc.  
440 S. Church St., Suite 700  
Charlotte, NC 28202  
704-644-8101**

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## **1.0 INTRODUCTION**

### **1.1 Executive Summary**

Delwyn Cosby is seeking a business loan to provide funds for the purchase of 611 Copeland Dr. Hampton Va to be used as a Maaco Collision Repair & Auto Painting franchise.

Property Legal Description: HAMPTON INDUSTRIAL PK 9L1.BP

The business will operate under DJC Collisions and Auto Paint, d/b/a Maaco Collision Repair & Auto Painting, with Delwyn Cosby assuming the role of owner.

The project will be supported by a planned cash injection by the franchisee and a SBA loan from Truist bank.

## **2.0 MAACO COLLISION REPAIR & AUTO PAINTING**

### **2.1 Objective**

Delwyn Cosby is seeking a business loan to provide funds for the purchase and establishment of a Maaco Collision Repair & Auto Painting in Hampton, Virginia. Delwyn also owns a delivery company that has been contracted by Amazon as a delivery service partner, DJC Logistics LLC. DJC Logistics LLC has a fleet of over 60 cargo vans and box trucks used to deliver Amazon Packages to the local community. The purchase of this building to facilitate the Maaco franchise will give the company a location to take care of light body work and painting to keep the fleet looking presentable on the road.

### **2.2 Mission**

Maaco's mission is to create a market for our auto painting and collision repair services so we can service more customers than anybody else; charge less per job than anybody else; and make more profit than anybody else in the collision repair and auto painting business.

### **2.3 Concept**

The Maaco concept is to address the need for quality auto painting and collision repair at a reasonable price. Maaco was created in 1972 because Anthony A. Martino (also founder of AAMCO Transmissions) found a niche in the auto painting market. His observations of this fragmented, non-directional market, characterized by a spectrum of auto painting from low quality painting companies to expensive custom paint shops, made him realize that there was no paint shops for the average American, thus, Middle America became the Maaco Market.

From the opening of the first Maaco auto painting and body repair shop to date, the basic Maaco concept of quality auto painting and body repair at reasonable prices with a guaranteed nationwide standard of quality has precipitated it's growth into one of the world's largest auto painting and body repair systems.

The concept of quality auto painting and body repairs, namely, to provide a close duplication of the original factory finish at a price the public deems reasonable, is a creation of Maaco Enterprises, Inc.

Maaco's quality auto painting service consists of careful preparation of the vehicle by machine and hand sanding, chemical washing of the vehicle, masking, followed by painting the vehicle in a modern manufactured self-contained spray booth and curing it in a temperature-controlled oven.

By thorough testing, Maaco has determined that no other application procedure, coupled with the usage of top-quality enamel, acrylic, and polyurethane paints, will produce a duplication of an original factory finish at a reasonable price.

The fact that the market exists for Maaco Collision Repair & Auto Painting has been proven time and time again; however, the needs of the market have never been met economically. Auto dealers, body shops, and "cheap paint" shops have attempted to satisfy the market with various alternatives, limited color selection, air dried coating (an inferior process), spot or partial painting, and the high price paint job.

## **2.3 Concept (continued)**

Each Maaco center develops a trade or wholesale market which provides a year-round source of business. This market is comprised of new and used car dealers, fleet owners such as DHL, PHH, US Post Office, SBC, Verizon and others.

A typical Maaco center is located in a one-story building with 8,000 to 15,000 square feet of floor area. The buildings are the usual garage or warehouse type with overhead doors and outside parking for 15 to 25 cars. All locations are selected with special emphasis placed on accessibility to the market, zoning, and the building's adaptability to install an efficient shop. Maaco's Installation Department designs a shop layout and installs a complete equipment package.

### **SITE SELECTION**

I believe 611 Copeland Dr, Hampton Va 23661 is the optimal location based on its size and layout to ensure optimal work flow can be created to maximize potential revenue for a Maaco Collision Repair & Auto Painting center. Additionally, Maaco's proprietary data analytic tool has identified 611 Copeland Dr as a favorable location based on demographic and lifestyle analysis to understand the potential customer base.

611 Copeland Dr site specifications:

- Square Footage total building 11,880 SF
- Number of dwelling units 1
- Zoning M-3; Heavy Industrial
- Clear Height 17'4" – 19'10"
- Number of employees 11 (1 - General Manager, 1- estimator, 2 - body men, 2 – painters, 5 – sanders, maskers and detailers)
- Hours of Operation 9am – 5pm
- Number of existing parking spots 25 (partially fenced)

### **DISCRIPTION OF BUSINESS TO BE CONDUCTED**

Maaco's quality auto painting service consists of careful preparation of the vehicle by machine and hand sanding, chemical washing of the vehicle, masking, followed by painting the vehicle in a modern manufactured self-contained spray booth and curing it in a temperature-controlled oven. The concept of quality auto painting and body repairs, namely, to provide a close duplication of the original factory finish at a price the public deems reasonable.

Customers park their car the parking lot near the office (Copeland Dr side of the building) that's where the estimator will recommend the service and cost. Once estimate is agreed to the repair order will be put in and the operation paint flow tube (traffic pattern and parking plan attached).

Inside the building there will be 6 sanding stations, 3 masking stations, 1 paint mixing room, 1 paint booth and 1 prep station.

## **2.4 Why Maaco**

I have several reasons for choosing Maaco Collision Repair & Auto Painting. This decision was not in haste. I spent several months researching this business venture. I investigated various types of businesses and decided that I wanted the experience of a franchisor who has thoroughly developed its franchise establishment. This is when I started to read about Anthony A. Martino and the incredible things he has done with franchising. I wanted his experience and the experiences of his staff to help me become a successful owner of a Maaco Collision Repair & Auto Painting center.

I've talked to Maaco franchisees in the vicinity of our future Maaco center. From their insight, I have compiled a list of reasons for choosing Maaco:

1. By purchasing a franchise, I bought the recognition of Maaco's name and its reputation for doing quality work at reasonable prices. I plan to build on that reputation, providing the best quality work, warranty, and satisfaction for my customers.
2. Maaco uses the company leverage to negotiate fair pricing for all operations. These savings are passed on directly to the franchisees. Maaco does not require that we purchase our inventory from them, however, it certainly is an added bonus.
3. By capitalizing on the buying power, Maaco has reduced the cost of equipment to below dealer cost in most cases by buying directly from equipment manufacturers and sending it directly to the franchisees.
4. The franchise fee is 9% of gross receipts, exclusive of sales tax and Maaco gives an added incentive of a 1% discount for timely payment.
5. There is a complete variety of forms for inventory control, sales, and other business aids vital to the correct and efficient operation of the individual center. These aids are provided by Maaco at no cost. Ads, flyers, and other marketing materials have been professionally prepared to promote the business.
6. The individual franchisee decides the pricing structure; however, Maaco will provide a guide which gives nationally suggested prices.
7. All franchisees must attend and successfully complete the training program provided by Maaco at the corporate office training center located in Charlotte, NC. The training program is four weeks and is custom tailored to the training needed for each person. Other management employees may attend the program as mutually agreed by the franchisees and Maaco.
8. Maaco's operations manual covers the important facets of business operations. As the manuals are updated, revisions will be made available. Monthly newsletters contain useful management tips, information and bulletins which spotlight important events. The local operations manager will regularly consult and offer useful advice and counsel on such system elements as quality, customer service, product information, advertising, record keeping, training, communications, promotions, and any other business information required.
9. Maaco's Operations Department evaluates suppliers based on their ability to provide products that are equal to or exceed Maaco's specifications and quality standards and provide sufficient volume at the lowest competitive prices. Recommendations are given based on evaluation.
10. Maaco has a Public Relations Department whose primary mission is to keep the Maaco name in the public eye, and to assist franchisees through the use of press releases issued to local newspapers.

## **3.0 THE MARKET**

### **3.1 Three Leg Marketing System**

Maaco's marketing system is based on developing a range of body repair and paint services to meet the broadest needs of vehicle owners and to help even out the peaks and valleys of seasonal business.

To be or become a well-rounded Maaco center, every center must have a dedicated marketing plan to aggressively advertise and promote each of these legs. The strength of Maaco as a marketing organization works when we capitalize on all the opportunities.

Maaco's marketing system consists of three programs: Retail Cosmetics, Cosmollision® and Priority Service. Each of these services is more fully described below:

#### **Retail Cosmetic**

This is the highest margin business, typical of someone wanting to have their entire car repainted. To successfully implement this program, the franchisee must realize the importance of quality, image, and advertising. For example, production must be managed and maintained to meet Maaco's quality standards; facility's appearance must represent a professional retail operation as defined in Maaco's image standards; and the implementation and maintaining of an aggressive paint advertising program.

#### **Cosmollision®**

This can include insurance paid light collision repairs to moderate collision work, out-of-pocket pays when the insurance deductible relative to the cost of the repair does not make submitting the claim a reasonable alternative, and lease turn-backs to save on the cost of repairing a leased vehicle prior to returning it to the dealer.

Maaco also offers the franchisee additional certification as "Certified Collision Center" after demonstrating experience with all aspects of the business basics. To become a Certified Center, the franchisee must be committed to long term customer satisfaction, a cooperative and respectful interaction with insurance company personnel, and a management system to expedite each collision repair.

#### **Priority Service**

Outside sales (including wholesale/trade/fleet accounts) are so important. These sources of revenue include new and used car dealers, local and national fleet accounts, corporations and their personnel, insurance claim supervisors, agents and adjusters, and social and business groups.

This business is actively solicited by the franchisee to provide additional cash flow, provide isolation from retail consumer purchasing swings, and to balance seasonal factors. An Outside Sales Person is hired to develop and service these accounts. Our expanding product line also enables the Maaco center to exploit new profit opportunities as a full service body shop that specializes in overall car painting.

## 3.2 Location

611 Copeland Drive, Hampton, Va

Located on the mouth of the Chesapeake Bay, Hampton is graced with miles of shoreline and breathtaking water views. The city is literally in the heart of the Hampton Roads region and the center of the East Coast. Hampton had a population of 137,148 as of the 2020 census, making it the seventh-most populous city in Virginia. Established in 1610, Hampton is one of America's oldest cities and is also one of the fastest growing cities in the region... a city on the move! Rich in history with small-town charm, Hampton has been recognized by Money magazine as one of the best places to live, as well as a national model for youth development and civic engagement. Stroll the streets of our vibrant, waterfront community and you will quickly see what makes Hampton a great place to live, work and play.

Hampton takes great pride in partnering with their citizens and collaborating with a diverse array of businesses, universities and other government entities. Hampton is home to the Hampton University Proton Therapy Institute, a state-of-the-art cancer treatment center and Sentara Careplex, a technologically advanced facility featuring the area's first dedicated orthopedic hospital. The Peninsula Town Center and other developments have re-established Hampton as the premier shopping, dining and entertainment destination of Hampton Roads. Peninsula Town Center features retail, dining, entertainment, office and residential opportunities. Other developments include The Power Plant of Hampton Roads with Bass Pro Shops Outdoor World, the Hampton Roads Convention Center, Embassy Suites hotel and new residential communities. Hampton's neighborhoods are as diverse as they are unique with prices, styles and sizes to meet residents' needs. Options range from beautiful waterfront properties and exquisite turn-of-the century Victorians to new urban condominiums and convenient downtown living.

The quality of life is a breath of fresh air and one of the best kept secrets on the East Coast. A waterfront city with a mild climate, Hampton has one of the lowest crime rates in the region. The city has been named one of the most technology-advanced cities in the nation by the Center for Digital Government for 14 of the past 15 years and one of the top 20 hot spots for young professionals to live and work by Next Generation Consulting. There is also an abundance of things to see and do in Hampton. The city has a vibrant arts community, distinctive festivals, signature events and cultural attractions that include the Fort Monroe National Monument, Virginia Air and Space Center, Hampton History Museum, Hampton Coliseum, The American Theatre, harbor tours, cruises and more! Hampton's impressive school division is a region leader in National Board-Certified teachers, and the school's parent approval rating has been nearly 10% above the national average. The school division prides itself on the individual development of every child with its many progressive programming choices offered to parents and students. Other educational institutions include Hampton University and Virginia Peninsula Community College.

Hampton is an independent city in the Commonwealth of Virginia in the United States. The population was 137,148 as of the 2020 census, making it the seventh-most populous city in Virginia. Also located within minutes of Newport News, Va which is the 5<sup>th</sup> most populous city in Virginia and the 140<sup>th</sup> most populous city in the United States.

According to the 2020 statistical profile of Hampton Virginia, the median income for a household in the city was \$39,532, and the median income for a family was \$46,110, 2 cars per household. Hampton has attracted many businesses to the area. Notable among these are the Hampton Coliseum, Anheuser-Busch brewery, two theme parks, Busch Gardens Williamsburg, and Water Country USA, Williamsburg Premium Outlets and the Williamsburg Pottery Factory. Other notable facilities adding to the economy are Langley Airforce Base, Langley Speedway, Hampton University, Christopher Newport University, Virginia Peninsula Community College, FEDEX Delivery Station and an Amazon Delivery Station.

There is value in doing business in such a growing market and with growth comes opportunity for new needs. As the number 1 brand in the auto paint industry, a Maaco center can enter this community and become competitive in the marketplace considering the population density, traffic count, income levels, age of vehicles, and amount of new development & retail.

Considering all my research, I believe Hampton, Virginia will be a prime location for a Maaco center. Once I have a loan commitment, I believe I have secured an ideal location and will submit all the information you require as a lending institution.

### 3.3 Advertising/Promotions

Maaco has an in-house Advertising Department and Public Relations Department.

The Advertising Department has a variety of commercials available and a staff of experienced buyers who negotiate the best media plan for each demographic area across the country.

Maaco's buying strategy will be a great asset to my center because several Maaco centers in a demographic area "pool" their advertising money to buy the most effective media advertising campaign available. With the Advertising Department doing this work for me, I will have more time to manage my center, develop my crew, and in the end increase my profit.

The Public Relations Department has many useful ideas for sales promotion and community projects. I plan to implement a comprehensive Public Relations Program so that I can produce the following:

1. **Name Awareness and Recognition** - The company name and logo will become familiar in the public mind with our product, reputation, and stature in the community.
2. **Free Media Space** - Publicity releases, articles in our local media, as well as national consumer and trade outlets.
3. **Employees' Goodwill** - Increased public awareness and internal communications about the programs and activities of Maaco centers and staff stimulate high morale and goodwill among employees. Recognition in the monthly newsletter "Quick Connect" and other internal means creates a sense of being a part of a large organization. This in turn usually produces better performance on the job.
4. **Goodwill of Community and Neighbors** - By participating in community activities, contributing to local charities and events, I become a respected business in the area. This friendship translates to business when the surrounding community thinks of their car needs.
5. **Goodwill of the Financial World** - In the event I need financial assistance, perhaps for another Maaco center, new equipment, or expansion of the facility, my name awareness and public relations activities place me in a good bargaining position with banks and other financial institutions.

By implementing a comprehensive public relations program, I intend to promote the company name, provide goodwill, increase my good reputation, and to enlarge the customer base. As the business grows, I plan to increase promotions and advertising to boost public awareness of Maaco and the quality work my center has achieved.

### 3.4 Growth Potential

There are various factors involved in determining growth potential.

- \* **First, *The Definition of Marketing*:** It involves individuals and organizations performing functions that seek to satisfy human wants by facilitating exchange relationships.
- \* **Second, *Maaco's Marketing Concept*:** To service the needs of middle-American car owners. Middle-Americans are our customers and our marketing concept is defined by the wants and needs of these people. Our advertising, pricing, merchandising, and quality are focused on them. Each year Maaco reevaluates its marketing objectives and strategy to maximize market penetration.
- \* **Third, *The Market Structure*:** The market structure for the auto painting industry is monopolistic competition. That is, there are many buyers and sellers in the market and each seller's offering is somewhat different from the others. The more varied the customer perceives the seller's offer, the more control the seller has over its pricing structure. Thus, we differentiate our product as much as possible.
- \* **Fourth, *The Implementation of a Growth Strategy*:** In researching various growth strategies, we found the market penetration strategy appears to be the best alternative because it is suited for new businesses. In using the market penetration strategy, the owner tries to expand his marketing effort in the hope of increasing sales. This is done by increasing advertising spending, hiring more salespeople, or reducing price.

All in all, the growth potential of a Maaco center involves the understanding of the target market, the market structure, and the growth strategy. With the full understanding of each segment, I can realize the value of a market share and its importance to the growth of my business.

By purchasing a Maaco franchise, I purchased an entire marketing plan with aggressive advertising, public relations, and a growing reputation of quality work at low prices. All of these factors are essential to the growth of my business through its potential market share.

In various sections of this business plan I reviewed:

- \* Maaco's ability to capitalize on its buying power and discounting inventory prices for its franchisees, thus reducing product costs.
- \* Various product lines, i.e. decal packages, to enhance the finished product; making it more appealing to the customer.
- \* An aggressive public relations plan to boost name awareness and recognition.
- \* A customer-based obsession because our customers are a part of our community which we want to serve fully. Maaco thrives for the "greater good" of building a customer base.
- \* Customer friendly prices, so we can fit the paint service to the needs of our customers.
- \* Quality work which brings value to our customers and makes them satisfied.
- \* A pledge to provide the best service I can to make all of my customers "satisfied customers."

Considering the above statements and our knowledge of business, I believe my Maaco center will have a strong growth potential which will be readily measured through its market share.

### **3.5 Customer Satisfaction and Impact on the City**

Satisfying the customer is a top priority. Customer satisfaction not only results in repeat business from the happy patron but also leads to positive word of mouth advertising which is extremely important.

Customer satisfaction also results in business growth. Growth is a fundamental factor in achieving business success. It allows companies to capitalize on new opportunities, expand their operations, and increase their market presence. Growth will also impact traffic, public safety services, water, sewer and utility services, education, and other community facilities and services.

By letting the customer know ahead of time what he or she is getting for the money, fewer problems will arise. This means thoroughly explaining exactly what is and isn't being done on the vehicle, and exactly what to expect the finished product to look like. Potential customers can be shown finished cars on the lot waiting to be picked up. Knowing what to anticipate prior to starting the repairs and/or paint work, the customer will not have unreal or undeliverable expectations. The customer will be aware how preexisting conditions may adversely affect the job. That way, the finished product will always meet or exceed their preconceived expectations.

In addition, Maaco's preprinted invoice forms include a warranty card which is given to the customer at the time of payment. This card affords the customer the opportunity to rate the service with yes or no questions pertaining to the quality of repairs they received. The customer is instructed to call the telephone number listed on the card and follow instructions to complete the survey and register their warranty with the Maaco Center. This information is processed through an independent agency and forwarded to the operations department at the corporate Headquarters in Charlotte, NC.

A summary of all customer responses is forwarded to each Maaco center monthly. This enables the center owner to monitor his or her strengths and weaknesses to improve the overall performance of his or her center. If there are any negative comments, the customer should be contacted to remedy the situation.

I plan to make a commitment to provide the public with the highest quality collision repair and auto painting. I pledge to maintain Maaco's high standards of best value in quality auto painting and collision repair services on every car I handle. We will also safely follow also strictly follow all waste containment and disposal procedures. Team safety flyer provided in package.

## **4.0 DESCRIPTION OF OWNERSHIP/MANAGEMENT TEAM**

### **4.1 Principals / Key Employees**

Principles: Delwyn Cosby brings over 40 years of management and leadership experience. 30 years of military leadership as a naval officer leading departments with over 120 sailors as operations and training officer. He also brings business management experience as the owner of two successful businesses DJC Homes LLC and DJC Logistics LLC. Jo Ellen Cosby also brings over 40 years of management experience. She was a retail manager for several high-volume retail stores like Jean Nicole, Dillard's and Ross Dress for Less, she is also co-owner of DJC Homes LLC and DJC Logistics LLC. Together we have been very profitable in every business. We plan to continue that trend as owners of this MAACO franchise. Our management philosophy has always been to take care of our employees by working as a family, committing to training, personal development, learning from our best practices, and seeking ways to improve the process daily. Those attributes have been the foundation of our success in the past and we believe they will lend themselves to the success of our MAACO franchise. I will serve as the General Manager without a salary for a least the first year until the business is profitable.

## 5.0 THE EMPLOYEES

### 5.1 Overview

Once I have a financing commitment, a signed contract, and have completed Maaco's training class, I will hire employees for the business. The breakdown of employees for a mature Maaco center is as follows. As this is a startup center I will begin with a leaner crew and increase my staff as volumes dictate:

- 1 General Manager
- 1 Estimator
- 2 Painter
- 2 Masker/Assistant Painter
- 2 Sander
- 1 Detailer
- 2 Bodymen

### 5.2 Titles and Job Description

#### GENERAL MANAGER

1. Help attain Yearly Sales Objective with the Owner/Manager by selling and tracking weekly performance and reviewing with Owner/Manager.
2. Responsible for using Maaco Sales System as defined by the Maaco Video Training Program for Retail Sales.
  - A. Phone Inquiries
  - B. Retail Estimates
  - C. Car Delivery

#### ESTIMATOR

1. Discuss the planned outside sales activity with the Owner/Manager between 8:00 a.m. and 9:00 a.m.
2. Call on established customers and contacts, as well as, soliciting new business.
3. At the end of the day, discuss the progress made with the Owner/Manager.

#### PAINTER

1. The Painter must put out quality work as defined by Maaco's Training Video for the Painter while maintaining a high level of production. The Painter will control costs by utilizing time and materials efficiently. He/she will maintain a clean work area and will utilize all safety equipment including the fresh air supplied respirator system.
2. Painter will make pre-booth quality checks as defined by Maaco Quality Control System.
3. The Painter is responsible for maintaining the booth, oven, and spray equipment, and mixing bench as defined by Maaco's Video Training Program for the Painter.
4. Painter may be required to help in the paint line to eliminate production jams. The quality standards as established by Management shall be maintained at all times. Guaranteed work caused by the Painter shall be repainted by the Painter.

#### MASKER

1. Mask vehicles in accordance with procedures set forth in Maaco's Video Training Program for the Masker. It is the responsibility of the Masker to keep the Painter supplied with properly masked vehicles at all times.
2. Quality standards as established by Management shall be maintained at all times.

## 5.2 Titles and Job Descriptions (continued)

### SANDER

1. Sand vehicles in accordance with procedures set forth in Maaco's Video Training Program for the Sander. It is the responsibility of the Sander to keep the Masker supplied with properly sanded vehicles at all times.
2. Quality standards as established by Management shall be maintained at all times.

### DETAILER

1. Detail vehicles in accordance with procedures set forth in Maaco's Video Training Program for the Detailer. It is the responsibility of the Detailer to complete vehicles so that they are ready for delivery to the customer.
2. The quality standard as established by Management shall be maintained at all times.

### BODYMAN

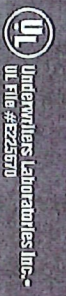
1. The Bodyman is to perform all bodywork listed on repair orders to Maaco's quality standards.
2. The Bodyman will produce a minimum of \$1,000.00 per week.
3. The Bodyman will work on at least two vehicles at a time to eliminate delay due to flash time of materials.
4. Bodyman will cooperate in management's training efforts to develop new employees.
5. Bodyman will complete all work to point of being ready for the paint line.
6. Bodyman will use all materials in a judicious manner.
7. All safety rules and regulations as defined by Management will be adhered to.
8. Bodyman will perform spot painting duties as defined by Management.

## **6.0 Attachments**

- Parking Plan (option 1 and option 2)
- Survey
- Site Plan
- Floor Plan
- Elevation Drawing
- Interior Design Drawing
- Fire Suppression Tank Location
- Waste Container Management Guide
- Waste Container Labeling Chart
- Hazardous Waste Management, Spill Response, Evacuation Plan
- Signage Plan
- Paint Booth Pamphlet



**SIDE ELEVATION**  
**MAACO**  
 611 Copeland Dr  
 Hampton, VA 23661



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39.30 Sq. Ft.  
 QTY: 1

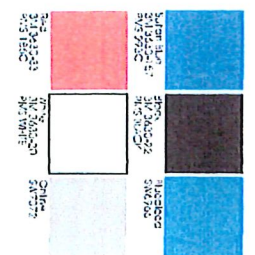
WHITE "AMERICAS" PVC  
 159.50"

WHITE "BODYSHOP" PVC  
 151.25"

13.29 Sq. Ft.  
 QTY: 1

12.60 Sq. Ft.  
 QTY: 1

**PROOF**  
 Sq. Ft. Signage: 65.19  
 Signage Allowance:  
 City of Hampton  
 Zoned M-3 Heavy Manufacturing  
 2 per Establishment  
 1 sq. Ft. per Linear Ft. Fascade Length  
 Maximum Sq. Ft.: 100 Sq. Ft.



**SPECIFICATIONS**

**ILLUMINATED CHANNEL**

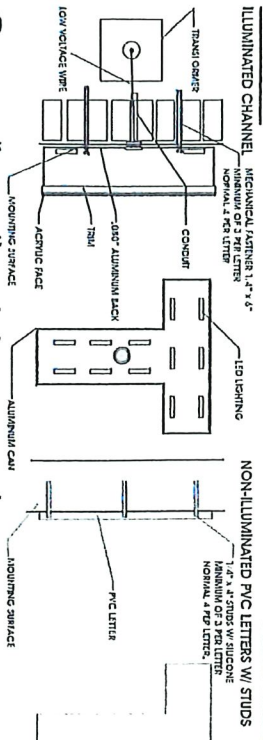
- Size: As in drawing
- Trim: 1"
- Trim Color: Black
- Return Color: Black
- Face Color: As in Drawing
- Face: Flat
- Letter Interior: Gloss White
- Illumination: LED
- Mounting: Studs with Silicone

**SPECIFICATIONS**

**NON ILLUMINATED PVC LETTERS W/ STUDS**

- Size: As in drawing
- Thickness: 1"
- Face Color: White
- Edge Color: White
- Mourning: Studs with Silicone

REMOVAL OF EXISTING SIGNAGE  
 HANDED BY SUB BEFORE INSTALLATION

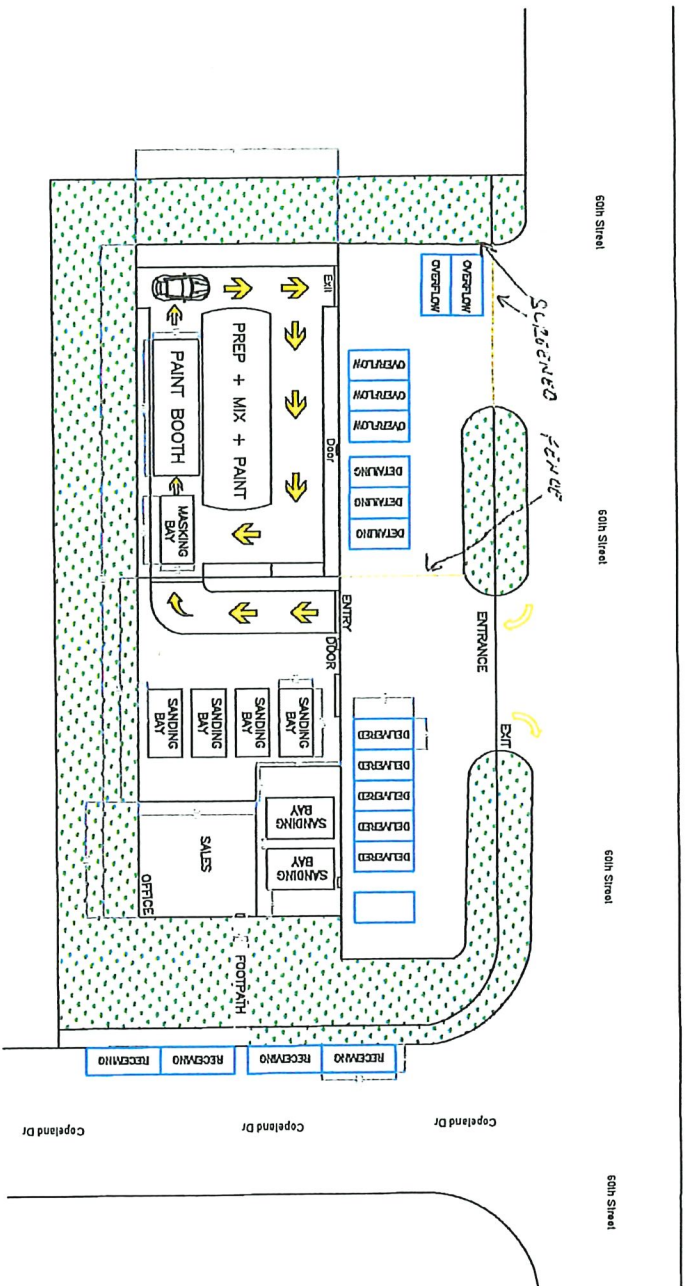


**NOTES:**  
 • IF ELECTRICAL LINE/BOX IS WITHIN 6" OF ELECTRICAL, CONNECTION TO BE HANDLED BY INSTALLER. IF NOT, ELECTRICAL HANDED BY GC/OWNER.  
 • IF ROOF PENETRATIONS ARE NECESSARY, THEY ARE TO BE SEALED BY A ROOFER. HANDED BY THE GC/OWNER.  
 • REMOVAL AND DISPOSAL OF EXISTING WALL SIGNS HANDED BY GC/OWNER.

Owner/Landlord Approval

6801 Mount Hermon Church Rd Durham, NC 27705 • (P) 919-552-8689 • (F) 919-557-1322

**SIGNS UNLIMITED**  
 communicate your identity



**GENERAL NOTES:**

1. ALL DIMS IN FEET. ONE-WAY CIRCULATION INSIDE (1/4 LANES)
2. CEILING HEIGHT 15'-19'
3. FLOW: ENTRY → SANDING → MASKING → PAINT BOOTH → EXIT → DETAILING → DELIVERY.
4. REMARK LOOP PROVIDED BACK TO SANDING/MASKING.
5. MAINTAIN CLEAR EMERGENCY EXITS & 5 MPH SPEED LIMIT INSIDE YARD.

**SANDING AREA**

- BAY: 10'x20'
- REAR CLR: 3'
- GAP: 3'
- WALL CLR: 6'

**MASKING AREA**

- BAY: 10'x20'
- FRONT CLR (TO BOOTH): 4'
- REAR CLR: 6'

**PAINT BOOTH**

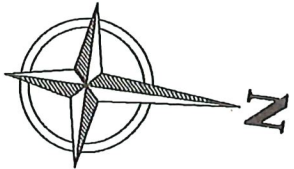
- ENTRY/EXIT CLR: 6' EACH SIDE
- ALIGNED WITH MASKING AREA.

**PARKING**

- DETAILING/OVERFLOW/DELIVERED BAY: 9'x18'
- WALL CLR: 4'
- RECEIVING BAY: 8'x22'

**DESCRIPTION:**

PROPOSED PARKING & OPERATIONAL FLOW PLAN FOR PAINT AND BODY SHOP AT 611 COPELAND DR. THE DRAWING ILLUSTRATES VEHICLE CIRCULATION FROM ENTRY TO DELIVERY INCLUDING SANDING, MASKING, PAINT BOOTH, DETAILING AND OVERFLOW PARKING LAYOUT. ALL BAYS AND LANES ARE DIMENSIONED FOR EFFICIENT WORKFLOW AND SAFE TECHNICIAN MOVEMENT.



**ADDRESS:**  
611 COPELAND DR,  
HAMPTON, VA  
23661, UNITED  
STATES

**PROJECT:**  
PAINT & BODY SHOP  
(PARKING PLAN)

**NOTE:**  
READ THIS DRAWING  
IN CONJUNCTION WITH  
NOTES. VERIFY  
EXISTING CONDITIONS  
IN FIELD.

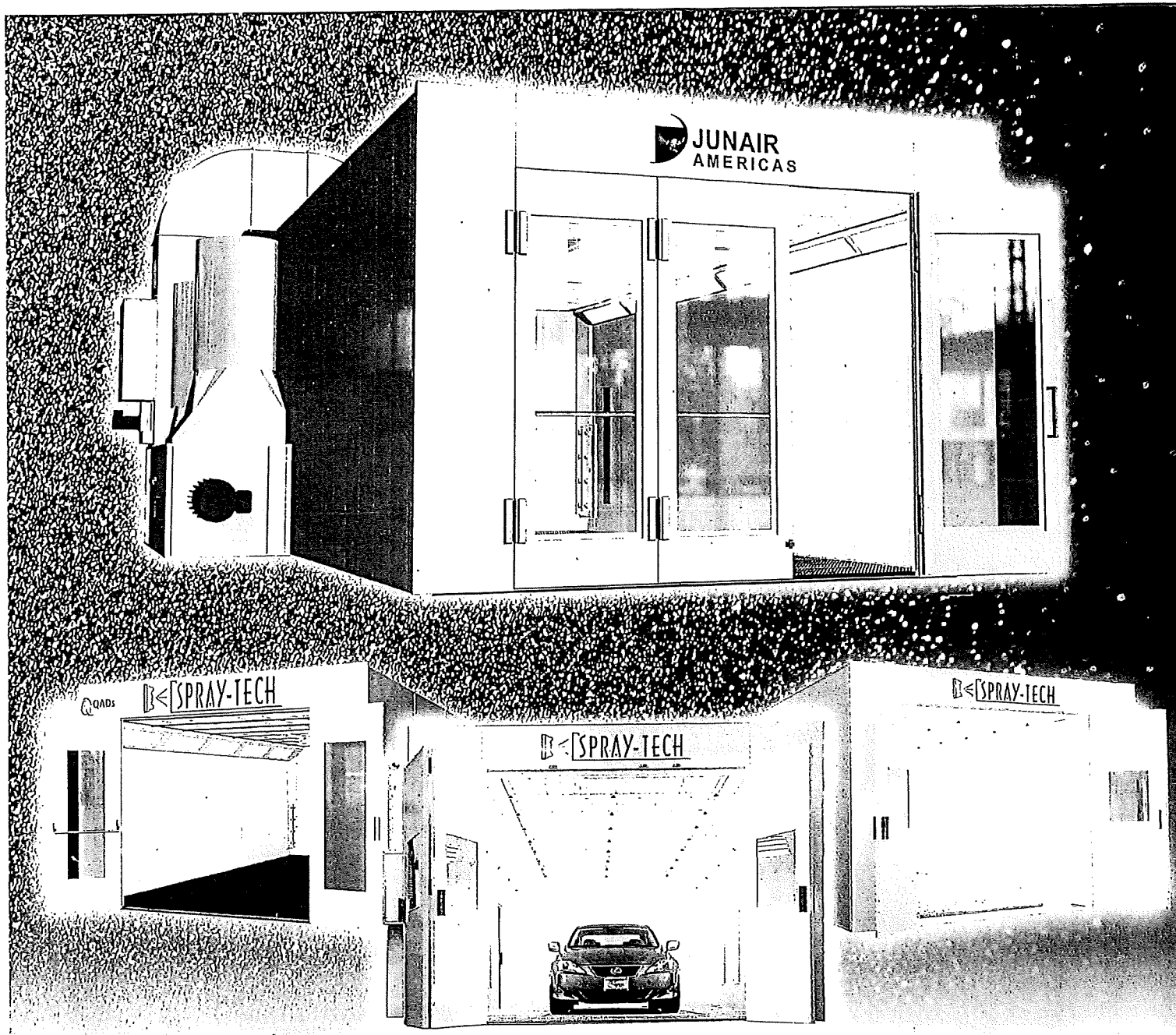
TOTAL PARKING  
SPACES = 18  
NOS.

**DATE**  
10-11-2025

**SHEET:**  
A 01







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## DJC Collision and Auto Paint

### Hazardous Waste Management, Spill Response, and Evacuation Plan

**Location:** 611 Copeland Drive, Hampton, Virginia 23661

**Prepared by:** Delwyn Cosby, Owner

**Effective Date:** \_\_\_\_\_

#### 1. Purpose and Scope

This plan outlines how DJC Collision and Auto Paint manages hazardous waste, responds to spills, and conducts evacuations in the event of fire, explosion, or hazardous-material incidents. It satisfies applicable requirements of the U.S. EPA 40 CFR 260-279, Virginia DEQ hazardous-waste regulations, and OSHA 29 CFR 1910.38 and 1910.120.

All employees, contractors, and visitors on the property are subject to these procedures.

#### 2. Facility Overview

The business performs automotive body repair and refinishing using paints, thinners, hardeners, wax and grease removers, and solvents. Waste is generated from paint mixing, spray-gun cleaning, surface preparation, and detailing. Primary waste types include:

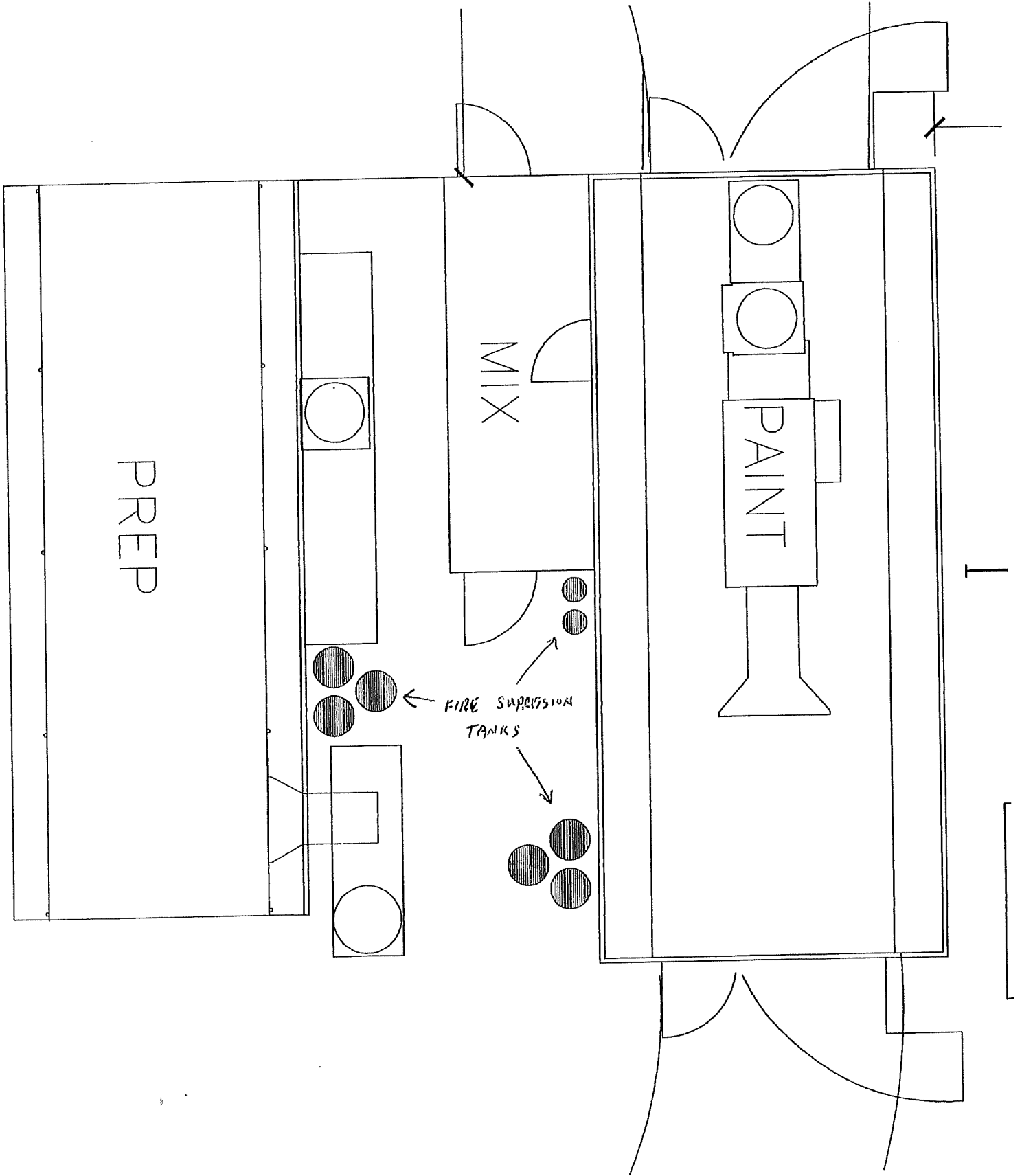
- Spent solvent and paint-gun cleaner residues
- Catalyzed paint waste and overspray sludge
- Contaminated rags and absorbents
- Paint-booth filters and sanding dust

The paint-mixing room serves as the main hazardous-waste accumulation area, equipped with exhaust ventilation, spill pallets, and grounded drums. A secondary containment area is located beside the solvent recycler.

#### 3. Hazardous-Waste Identification and Labeling

All waste containers are managed according to EPA generator rules.

Waste Type	Container	Label	Location
Waste Paint / Thinner	16-gal drum with fire-safe funnel, grounded	"Hazardous Waste - Paint Materials" + start date	Mixing Room
Waste Towels / Sorbents	16-gal drum, closed	"Hazardous Waste - Towels, Sorbents" + start date	Prep Area
Still Bottoms from Recycler	16-gal drum on spill pallet	"Hazardous Waste - Still Bottoms"	Beside Recycler



Each label must list:

- Contents description
- Accumulation start date (when waste first added)
- Facility name and address
- Emergency contact number

Drums remain closed, latched, and leak-free except during waste addition or sampling. Safety Kleen Systems, Inc. provides all containers, pre-printed labels, and recycling services.

#### **4. Storage, Inspection, and Disposal**

##### **1. Storage Conditions**

- Keep containers on spill pallets, away from heat and ignition sources.
- Ground all metal containers to prevent static discharge.
- Separate incompatible materials.

##### **2. Inspection**

- Management performs weekly inspections for corrosion, leaks, or missing labels.
- Findings are logged and retained for 3 years.

##### **3. Accumulation Time Limits**

- DJC Collision is a Small Quantity Generator (SQG) (< 1,000 kg per month).
- Waste shall not be stored longer than 90 days.

##### **4. Transportation and Disposal**

- Safety Kleen Systems (EPA ID VA000-xxxx) collects wastes, supplies manifests, and transports them to approved treatment or recycling facilities.
- Copies of manifests are kept onsite for inspection.

#### **Regulatory Reference and Generator Status**

DJC Collision and Auto Paint is classified as a *Small Quantity Generator (SQG)* under 40 CFR 262.16 and Virginia DEQ 9VAC20-60. The facility generates less than 1,000 kilograms of hazardous waste per month and may accumulate waste for up to 90 days. EPA Hazardous Waste ID Number: VA0 \_\_\_\_ (enter your facility ID when issued).

\_\_\_\_ is registered with EPA ID

VA000-xxxx and picks up waste on a scheduled 30- or 60-day cycle. Copies of all manifests and recycling logs are retained for a minimum of three years in the Environmental and Safety Compliance Binder located in the main office.

## **5. Spill-Prevention and Response**

### **5.1 Objective**

To contain and eliminate chemical or solvent spills quickly while preventing employee exposure, fire, or environmental release.

### **5.2 Spill-Control Equipment**

- Absorbent pads, socks, clay, and pillows
- Non-sparking tools and grounded funnels
- Chemical-resistant gloves, goggles, respirators
- Disposal drums labeled "Waste Towels, Sorbents"
- Fire extinguishers (ABC type) and ventilation switches

Spill kits are located in the mixing room and main bay.

### **5.3 Spill-Response Procedure**

#### **1. Alert and Assess**

- Announce "Spill in Progress – Clear the Area."
- Identify material using labels or Safety Data Sheets (SDS).
- Shut off ignition sources; ensure booth fans are running.

#### **2. Contain and Control**

- Don appropriate PPE.
- Use absorbent socks to block drains.
- Apply absorbents from outer edge toward center.

#### **3. Clean-Up and Disposal**

- Collect contaminated absorbents in labeled drums.
- Record incident in spill log and notify management.

#### **Agency Notification**

If any spill reaches soil, drains, or outside air vents, management must immediately notify the Virginia Department of Environmental Quality (Tidewater Regional Office 757-518-2000) and record the time, contact name, and case number in the spill log.

- Evacuate immediately and pull fire alarm.
- Call 911 and report substance, quantity, and hazards.
- Do not re-enter until fire or emergency officials declare the site safe.

## **5.4 Preventive Measures**

- Keep lids closed at all times.
- Inspect hoses and pumps monthly.
- Store only day-use quantities at workstations.
- Prohibit smoking and open flames near paint areas.
- Maintain one complete Spill Kit in the mixing room and one in the main bay. Each kit must contain absorbent pads, socks, neutralizer, non-sparking tools, nitrile gloves, goggles, and labeled disposal bags.
- Inspect spill kits monthly; document inspections in the Environmental and Safety Compliance Log.

## **6. Fire and Explosion Protection**

The building incorporates a fire-suppression layout including wall-mounted extinguishers, automatic booth ventilation, and accessible exits as shown on the facility drawings. Fire-prevention practices include:

- Storing flammable liquids in UL-approved flammable-storage cabinets.
  - Grounding and bonding containers during solvent transfer.
  - Cleaning booth filters on schedule.
  - Conducting monthly extinguisher inspections and annual servicing.
- In any fire or explosion, employees must activate the alarm, evacuate, and call 911.

The fire-suppression system is maintained and tested semi-annually in accordance with NFPA 33 and NFPA 17A requirements. Service records are filed with the Safety Data Sheets in the main office.

## **7. Evacuation Plan**

### **7.1 Alarm and Notification**

Occupants are alerted by the building's fire alarm or by verbal instruction from management.

The evacuation message is:

"There is a building emergency. Please leave the building by the

nearest exit and report to the assembly area. Do not re-enter until cleared by emergency personnel.”

## **7.2 Exit Routes and Assembly Areas**

- **Primary Exit:** Front office door to parking-lot Assembly Area 1.
  - **Secondary Exit:** Side bay door to parking-lot Assembly Area 2.
- Evacuation-route diagrams are posted at each work area and correspond to the interior-design drawing for 611 Copeland Dr.

## **7.3 Employee Responsibilities**

- Stop all work and turn off heat, gas, and electrical equipment if safe.
- Walk calmly; avoid running or shouting.
- Take personal valuables and outer garments only.
- Close doors behind you.
- Proceed to the assembly area and wait for headcount.

## **7.4 Management Responsibilities**

- Verify all occupants are notified and routes are clear.
- Conduct final sweep, close doors, and exit last.
- Account for staff and visitors at the assembly area.
- Provide information on hazardous materials to the Fire Department.
- Authorize re-entry only after an official all-clear.

## **7.5 Evacuation for Persons with Disabilities**

The facility follows a Buddy System established during onboarding.

- The assigned buddy confirms the person’s location and notifies emergency responders outside.
- Persons unable to exit safely should remain in the main office (Area of Refuge), close doors, and call 911 to report their exact location.
- Emergency crews will perform assisted evacuation.

## **8. Training and Drills**

All employees receive initial and annual instruction on:

- Hazardous-waste handling, labeling, and accumulation limits

- Spill-response and use of PPE
- Fire-extinguisher operation and evacuation procedures

Training records, spill-log entries, and inspection checklists are stored in the Environmental and Safety Compliance Binder located in the main office. Employees may review these records at any time.

### 9. Post-Incident Reporting

After any spill, fire, or evacuation:

1. Complete an Incident Report within 24 hours.
2. Submit copies to Safety Kleen if hazardous waste was released.
3. Evaluate root cause and implement preventive measures.
4. Update this plan if procedures or equipment change.

All reports and manifests remain on file for agency inspection.

### 10. Key Contacts

Role	Name	Phone	Duties
Emergency Coordinator	Delwyn Cosby (Owner)	(757) xxx-xxxx	Overall command, liaison with agencies
Alternate Coordinator	Lead Technician (Name)	(757) xxx-xxxx	Backup authority, waste log tracking
Waste Hauler	Safety Kleen Systems Inc.	(800) 669-5740	Waste pickup & recycling
Local Fire Department	Hampton Fire & Rescue	911 / (757) 727-1212	Emergency response
Virginia DEQ (Tidewater Regional Office)	Duty Officer	(757) 518-2000	Spill reporting / hazardous-waste questions

### 11. Review and Approval











This plan is reviewed annually, or whenever a significant operational or regulatory change occurs. The most current version is posted in the main office and mixing room.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_

\_\_\_\_\_  
**Delwyn Cosby, Owner**  
**DJC Collision and Auto Paint, 611 Copeland Dr, Hampton,**  
**VA 23661**


















# TEAM SAFETY

## Paint Shop - Hazardous Waste Container Management Guide

Waste Stream	Label	Label Contents	Photo Example
<p><b>Waste Paint/Thinner (AWAITING RECYCLING) – 5 Gallon Pail with Fireproof Funnel securely attached – Lid Kept Closed and Latched.</b></p> <p><b>Location: Mixing Room near exhaust vent, grounded.</b></p>	 <p>Contact Team Safety for labels</p>	<p>Enter Accumulation Start Date:</p> <p>Write "See Recycling Log" or "Daily" depending on your recycling frequency.</p> <p>Enter site-specific information.</p> <p>Enter contents as - "Waste Paint Materials"</p>	
<p><b>Waste Paint "Minipucks" (CATALYZED PAINT) – 5 Gallon Poly Bucket with Snap lid lined with a recycler bag – Closed</b></p> <p><b>Location: Mixing Room near exhaust vent.</b></p>	 <p>Contact Team Safety for labels</p>	<p>Enter Accumulation Start Date: Write date waste was first added to container.</p> <p>Enter contents as – "Waste Paint Materials"</p>	
<p><b>Still Bottoms – 16 Gallon Drum – Closed</b></p> <p><b>Location: Next to Recycler on single drum spill pallet.</b></p> 		<p>Preprinted labels provided by Safety Kleen.</p> <p>Enter Accumulation Start Date:</p> <p>Write date waste was first added to container.</p>	
<p><b>Disposable Shop Towels and Wipers, Daubers, Roller Pads (SATURATED WITH SOLVENTS or PRIMER) 16 Gallon Drum – Closed</b></p> 		<p>Preprinted labels provided by Safety Kleen.</p> <p>Enter Accumulation Start Date:</p> <p>Write date waste was first added to container.</p>	

# TEAM SAFETY

Waterborne Paint Shop Waste Container Labeling Chart

	Label	Label Contents	Photo Example
<p><b>Waste Waterborne Basecoat</b> 16 Gallon Drum with funnel – Lid Kept Closed and Latched. Using Safety Kleen Waterborne Gun Cleaner.</p> 	  <b>Non Hazardous Waste Label provided by Safety Kleen.</b>	<p>No Action Needed – Label is preprinted by Safety Kleen</p>	
<p><b>Waste Thinner</b> Safety Kleen Solvent Gun Cleaner</p> 	<p>No Waste Label Required. Thinner is continuously reused in gun cleaner until replaced by Safety Kleen Representative. All thinner usage is conducted at this gun cleaner.</p>	<p>Safety Kleen Thinner Label Preprinted on 5 Gallon Container.</p>	<p>No Waste thinner is stored onsite. Thinner is removed from Safety Kleen Gun Cleaner by a Safety Kleen Representative on a predetermined frequency of 8 or 12 weeks.</p>
<p><b>Waste Paint "Minipucks" Satellite Container kept in Mix Room. (CATALYZED PAINT) - 5 Gallon Poly Bucket with Snap Lid – Kept Closed. Empty contents when full into 16 Gallon Puck Drum.</b></p> 		<p>Enter Accumulation Start Date: Write date waste was first added to container.  Enter site-specific information.  Enter contents as – "Waste Paint Materials"</p>	
<p><b>Waste Paint "Minipucks" (CATALYZED PAINT) 16 Gallon Drum - Kept Closed</b></p>	 or  Preprinted Waste Label Provided by Hauler   	<p>Enter Accumulation Start Date: Write date waste was first added to container.  Enter site-specific information.  Enter contents as – "Waste Paint Materials"</p>	
<p><b>Disposable Wipes (Contaminated with Thinner, Wax and Grease Remover, etc. containing more than 10% Solvents) – 16 Gallon Drum – Kept Closed</b></p>	 or  Preprinted Waste Label Provided by Hauler   	<p>Enter Accumulation Start Date: Write date waste was first added to container.  Enter site-specific information.  Enter contents as – "Waste Towels, Sorbents"</p>	

No other waste drums are permitted!  
Questions or concerns, contact Team Safety LLC 913-685-0375