The BZA utilizes the following criteria in their decision:

A special exception (conditional use) is an infrequent, but desirable land use, which must be individually regulated for location and mode of operation due to its nature. The BZA will balance the public need for the specific use with possible adverse impacts upon the surrounding area if the special exception is granted. The Board may ask the following types of questions: what is the use, is the proposal an infrequent land use in the area, what are its impact upon the surrounding neighborhood, types of activities, hours of operation, number of anticipated customers/church membership and daily vehicles, are there accessible safe streets for the anticipated traffic and adequate on-site parking spaces, where are the existing and proposed driveway curb cuts, does it fit in with the neighborhood architecture aesthetics, is it in scale with the neighborhood, will it generate excessive noise, traffic accidents, dust, any additional landscaped screening to shield it from the neighborhood, will it alter the essential character of the neighborhood, are there any undesirable effect upon the neighborhood's physical or environmental conditions, other possible adverse impacts upon the health, safety, welfare of the surrounding area.

Dimensional variances:

- The physical conditions that are specific and unique to the applicant's land when compared to other property in the same zoning district that would prevent ALL economically beneficial land development in conformity with the generally applicable zoning code (i.e. exceptional narrowness, exceptional shallowness, exceptional shape, exceptional topographic conditions which would cause exceptional practical difficulties to meet the zoning code).
- The unique conditions and circumstances of the property were not the result of actions of the applicant taken subsequent to the adoption or amendment of the zoning BZA chapter of June 16,1981.
- The variance will preserve, not harm, the public safety and welfare (not be a substantial detriment to the zoning code i.e. is there adequate light and air between the adjacent property for fire protection? Can the proposed structure be relocated to meet the zoning setbacks without a variance? What is the least amount of variance necessary?).
- It will not alter the essential character of the neighborhood (i.e. what would the neighborhood look like if everybody else requested the same variance if the precedent is set?).

Administrative review is to consider if the Building Official, or other administrative official erred in zoning code enforcement, or interpretation.

Called BZA Meeting. Although rarely granted, you may submit a letter to the Planning Division requesting a called meeting, stating the reasons why the regular schedule cannot be followed, which will be forwarded to the BZA for a decision.

BZA Meeting. The applicant is advised to be present at the BZA meeting in order to answer possible questions from the Board and audience members.

After the BZA Meeting: Should the BZA grant your request, you must telephone the Kingsport Building Division at 423-229-9393 for information on obtaining building permits.

Appeals: The BZA will not rehear cases previously heard unless there is written documentation that there are one or more substantial changes in the conditions surrounding the case, and the BZA concurs through majority vote at their public meeting. Rehearing of a case will not include the introduction of additional testimony that could have been given during the public hearing. The aggrieved party, against whom the decision of the BZA is made, may have a review of the decision by petition for a common law writ of certiorari, addressed to either the law court or chancery court in the county. Such petition shall be filed 60 days from the date of the BZA decision, and written notice thereof given the aggrieved party.