

Customer Service Updates 10/13/2026

- Inspectors will be out for classes November 9–10, 2026.
 - No commercial inspections will be available on November 10.

Plan Review Times

- Residential: 20–25 business days
- Commercial: 30–35 business days
- Plan review fees must be paid before an application can be placed in the review queue.
- Review time does not begin until the required fee has been paid.
- We do not receive notifications when an online payment is made. Applicants are responsible for notifying Customer Service once payment has been submitted.

Portal Uploads

- We do not receive notifications when documents are uploaded to the portal.
- If Customer Service has requested additional documentation, please email us once the documents have been uploaded so we know they are ready for review.

Temporary & Permanent Power Releases

- Inspection reports cannot be used as a release to the utility company.
- The Building Safety office will issue the official utility release.
- Utility companies are requesting separate addresses when a property has separate meters for structures on the same lot (e.g., main house and carriage house).
 - Please notify us before permit issuance so GIS can create the additional address, if needed.

Owner Consent Forms

- Owner Consent Forms must be completed correctly.
- Pay special attention for: LLCs + Trusts

Irrigation Permits

- Residential Builders (RBs) may pull the irrigation permit.
- If a landscaper will be pulling the permit, they must provide their own Owner Consent Form.

Minor Projects

- Minor electrical, gas, plumbing, and HVAC projects require the Minor Projects Application.
- We have received submittals containing only the mechanical certificate rather than the required application.

Revision Applications

- Revision applications must include:
 - o The **change** in project value
 - o Any additional square footage, if applicable

Updated Forms

- The following forms have been updated:
 - o Pool Barrier Affidavit
 - o Design Professional Form
 - o Unconditioned Space Affidavit