

OPERATIONS UPDATE: BUILDINGS

INFORMATION IS CHANGING RAPIDLY: PLEASE CHECK ATLANTAGA.GOV FOR UPDATES AND CURRENT ADVISORIES



3 PROCESSES FOR CONTINUING PAPER PROJECTS

For customers who have **hard-copy, paper applications** in varying statuses within the Office of Buildings, the following three separate processes have been defined to **continue plan review and permit issuance**. Please refer to the below categories to determine which process applies to your application.

PROCESS A: EXISTING PROJECTS
SUBMITTED AND REVIEWED
PRIOR TO THE SHUTDOWN
WHERE **ALL APPROVALS HAVE**
BEEN RECEIVED

PROCESS B: EXISTING PROJECTS
SUBMITTED PRIOR TO THE
SHUTDOWN WHERE **ONLY 2**
REVIEWS REMAIN (THE 2 INCLUDES
WHERE REVISIONS ARE REQUIRED)

PROCESS C: EXISTING PROJECTS
SUBMITTED PRIOR TO THE
SHUTDOWN WHERE **MORE THAN**
2 REVIEWS REMAIN, OR ARE
NOT YET ROUTED FOR REVIEW

PROCESS A

REQUEST PERMIT ISSUANCE

Once all of your approvals are completed and indicated in Accela, contact the Office of Buildings to **schedule an appointment for retrieving your permit and approved plans**. Click here to check your permit status.

A request for permit issuance can be submitted via the workstream email or by phone:



Commercial

commercial-oob@atlantaga.gov
(404) 546-1704



Light Commercial

lightcommercial-oob@atlantaga.gov
(404) 330-6920



Residential

residential-oob@atlantaga.gov
(404) 330-6906



General Inquiries

dcp-oob@atlantaga.gov
(404) 330-6150

REQUIRED DOCUMENTS

All required documentation (Contractor's license affidavit, state license, etc.) must be submitted with the permit issuance request. A hard copy of the permit will be included at the time of pick up.

Once all the required documents have been received and updated in Accela, the **customer will be sent an invoice** to pay if there is a balance.

After all outstanding fees have been paid; a **confirmation email will be sent to the customer** with the scheduled pick-up date and time, followed by a phone call confirming receipt of appointment.

More information about **appointments and scheduling** is on the next page.



APPOINTMENTS AND SCHEDULING

MONDAY APRIL 27, 2020

-  Appointments will be scheduled based upon availability from **10:00am–2:00pm on Wednesdays and Thursdays.**
-  Any requests for permit issuance made after 4:00pm Tuesdays will automatically be scheduled for Thursday or the following week, based on preference.
-  All scheduled appointments for permit issuance will be **delivered curbside in front of City Hall** at 55 Trinity Ave SW.
-  Please **arrive at least five minutes ahead of your scheduled time and call the main number** at (404) 330-6150 to inform our personnel of your arrival.
-  To ensure safe social distancing, please **do not leave your vehicle.** We will place your approved plans in the back seat or trunk of your vehicle with the permit wrapped around the plans.
-  **Please wear gloves and a mask** during this exchange. This is to protect you as well as our staff.

PROCESS B

Please digitally submit your outstanding reviews or revisions (where required) to the assigned reviewer directly. Their information can be found in Accela or by calling (404) 330-6150. Upon approvals, these pages will be printed and placed with other paper approvals in the final permit package. The request for permit issuance process, required documents, and appointments and scheduling listed out in **Process A** will apply to complete the permitting process.

PROCESS C

Due to the continued Stay-at-Home orders by Governor Kemp and Mayor Bottoms, DCP staff have been **unable to continue typical routing and plan review processes for paper plans** submitted to the Department of City Planning. We are closely following both the Mayor and Governor's direction on when our operations may be resumed person-to-person. In the interim, we are asking applicants with more than 2 reviews remaining to **resubmit your projects using our digital submissions process.**

Resubmitted projects will be prioritized to get them back in the pipeline. Please understand there may be some delays as staff ensure plans submitted match the previously approved plans and comments. This slight delay while transitioning digitally will be much less than any delays related to resuming a paper routed process under our current public orders. If you would like to stay in the paper process, we will be happy to resume upon the reopening of City Hall.

IMPORTANT NOTES:

-  Please read and follow the procedures called out in the **digital submissions process** for submitting plans digitally.
-  **Indicate "Existing Project" in the subject line of your email** so staff are aware these are existing reviews in Accela. Please also reference your permit number.
-  We are quickly working to ensure all reviewers within Department of City Planning and outside agencies have the tools they need. However, there are still **some individuals without access to the proper equipment to conduct reviews**, so please be patient as we work through these constraints of working remotely.

Your cooperation is greatly appreciated. If you have any questions or concerns, please contact our office at (404) 330-6150 or email us at DCP-OOB@AtlantaGA.gov. Stay safe, Atlanta!