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.

### 3 PROCESSES FOR CONTINUING PAPER PROJECTS

**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

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**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**
  - Email: commercial-oob@atlantaga.gov
  - Phone: (404) 546-1704

- **Light Commercial**
  - Email: lightcommercial-oob@atlantaga.gov
  - Phone: (404) 330-6920

- **Residential**
  - Email: residential-oob@atlantaga.gov
  - Phone: (404) 330-6906

- **General Inquiries**
  - Email: dcp-oob@atlantaga.gov
  - Phone: (404) 330-6150

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**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.
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!