



Community Development Department

Modified Operating Procedures, Effective: March 24, 2020

In response to the Ohio Department of Health (ODH) “Stay at Home” order, we are modifying our department operations until further notice. We are committed to doing our part to eliminate the Coronavirus (COVID-19) during this developing situation. We reserve the right to make changes to this policy as necessary to serve in the best interests of the health, safety and welfare of our citizens and employees.

Office:

- Our office is closed for in-person visits. All meetings will be held via video or phone conferencing until further notice.
- We can be reached at 614-939-2254 weekdays between the hours of 8 am to 5 pm for assistance.
- In-person meetings will only be held as deemed necessary by staff by appointment only.

Drop-Off of Applications & Permits:

- Permits will only be accepted on Monday, Wednesday, and Friday, between the hours of 8 am to 12 pm. Permits delivered outside of this timeframe will not be accepted.
- A large tote labeled “Permit Drop-Off” will be placed at the rear entrance of Village Hall from 8 am to 12 pm. Material must be submitted in the tote within this timeframe.
- Upon arrival, you must call 614-939-2254 to inform counter staff of the materials submitted. Your phone call ensures that the material submitted will be promptly transported from the tote into the facility for further processing. Failure to call may delay the processing timeline or potentially result in damaged materials.
- We still need to receive the same number of copies of plans and all required items listed on the application.

Collection of Fees:

- Discuss fees with the clerk when you call to drop-off. We will take credit card payment over the phone, or you may opt to mail a check. A receipt will be mailed to you.

Pickup of Applications and Permits:

- Pick-ups will be done by appointment only on Monday, Wednesday, or Friday, between the hours of 8 am to 12 pm.
- We ask that you call ahead thirty (30) minutes to schedule your pick-up appointment and verify that fees are paid.
- Call us again at 614-939-2254 when you arrive to pick-up your items from the rear (parking lot side) of the building.
- Your material may already be placed inside the “pick-up” tote, or depending on the situation, we may decide to bring it out to you upon your arrival.



Residential & Commercial Inspections:

- Please continue to call the inspection line at 614-939-2222 to schedule inspections.
- All inspections will be conducted remotely with photos, livestreaming, or by a telephone conference to the furthest extent practical. The inspector and caller can work out the details on a project specific basis.
- When physical inspections are necessary, there must be an absolute minimum number of people proximate to the inspection area, preferably no more than one person.
- The contractor shall ensure that the inspector has unrestricted access into and out of the site and that proper social distancing is provided at all times.
- Replacement of existing building equipment such as furnaces, air conditioners, and hot water heaters will not be inspected in occupied buildings at this time. Permits are still required for this work in order to document changes and our inspectors will return to perform the inspections at a later date.
- An inspector may ask several questions relating to the health and well-being of individuals located within the inspection area and has the authority to cancel an inspection at any time if he feels that his health is at risk.
- The City will only perform virtual inspections on construction sites that report a worker with a case of COVID-19 for 14 days following notification of infection.

Sincerely,

Jennifer Chrysler
Director of Community Development
Office: 614-939-2259
jchrysler@newalbanyohio.org