

## REMOTE PROCEDURES FOR PERMITS, PLAN REVIEW, INSPECTIONS AND CODE ENFORCEMENT DURING COVID-19

In response to Monterey County's Public Health mandatory order issued March 17, 2020, City Hall Community Development Department will be closed to public visitation starting March 18. Most of our staff will begin working remotely to continue services.

Thank you for your patience as we work together to address this unprecedented threat.

Staff are prepared to handle permits, development review, and plan review electronically. Building inspections will continue to be conducted on projects that have an issued permit. The City will consider alternative inspection requests.

**PLEASE NOTE: If your gas or electric service has been disconnected or you have an emergency inspection request, please call (831) 233-0188.**

Code Enforcement Inspectors will only respond to emergency inspections. Inspections relating to general complaints are suspended until further notice.

Because non-essential personnel must shelter in place, the City will be unable to timely respond to requests for public records, or meet other deadlines, including those under the Permit Streamlining Act. The City considers any such deadlines to be tolled during the period in which employees are required to shelter in place.

Services will be conducted as follows until April 8, 2020 or until further notice. This page will be updated as needed.

### Building Permits and Building Plan Review Services

Service	Action
General permit questions	Email <a href="mailto:building@cityofpacificgrove.org">building@cityofpacificgrove.org</a> or call 831-648-3191.
Permit applications	Complete the permit applications on the <a href="#">Building webpage</a> and email to <a href="mailto:building@cityofpacificgrove.org">building@cityofpacificgrove.org</a>
Plan Intake	Email us at <a href="mailto:building@cityofpacificgrove.org">building@cityofpacificgrove.org</a> for questions and to prepare to submit plans electronically. We'll provide comments back to you remotely by phone or email as needed.
Building Inspections	Inspections will continue with special instructions as needed. Please continue to schedule inspection by calling 831-648-3194. Alternatively, you may <a href="#">schedule inspections online</a> . Please call or email the Building office to obtain your access code for scheduling inspections online.
Fee Payment	Call 831-648-3190 to pay over the phone via credit card, mail to City Hall 300 Forest Ave, Pacific Grove, 93950, or drop a check at the Police Department lobby located at 580 Pine Ave. The lobby is open from 7 am to 11 pm and has a secure drop box. Please address to CDD - Building Division and include a copy of the application/permit. Once the fee has been processed a receipt will be emailed to you.
Building Permit cards	We will email you a .PDF that you can print.
Online permit lookup	To look up building and encroachment permits and RZRR reports, please visit <a href="http://www.cityofpacificgrove.org/building">www.cityofpacificgrove.org/building</a>

### Planning Application Services & Phone Consultations

Service	Action
General Questions	Visit the <a href="#">Planning webpage</a> for information or email or call a planner directly. Emails and phone numbers are on the right of the Planning webpage. You may also call 831-648-3190.
Planning applications	Intake appointments will take place by phone or conference call. Contact a planner by either phone or email to schedule an appointment. Staff will instruct you on how to proceed after receiving your appointment request.
Fee Payment	Call 831-648-3190 to pay over the phone via credit card, mail to City Hall 300 Forest Ave, Pacific Grove, 93950, or drop a check at the Police Department lobby located at 580 Pine Ave. The lobby is open from 7 am to 11 pm and has a secure drop box. Please address to CDD - Planning Division and include a copy of the application/permit. Once the fee has been processed a receipt will be emailed to you.
Online permit lookup	To look up status of a planning permit, please visit <a href="http://www.cityofpacificgrove.org/planning">www.cityofpacificgrove.org/planning</a>

### Code Enforcement & Housing Services

Service	Action
For emergency code enforcement service	Use the form on the <a href="#">Code Compliance webpage</a> and email it to the Code Compliance Officer or call 831-760-0606
For emergency questions on housing services	Please see the <a href="#">Housing webpage</a> for resources or call 831-648-3182.

### Fire Prevention Permits/Inspections

These services are conducted by the City of Monterey [Fire Department](#) on behalf of the City of Pacific Grove. Please call 831-646-3900 for further directions.

### Short Term Rental Program

Please see the [Short-Term Rental Program](#) webpage for information.

Thank you for your understanding and compliance. This change is effective immediately.