

Hello Development Stakeholders,

I wanted to get a message out to you regarding immediate changes to our operations due to COVID-19, as one piece in a coordinated response by the City of Vancouver.

The City of Vancouver is following guidance from the [Centers for Disease Control and Prevention \(CDC\)](#) and the [Clark County Health Department](#). The Community and Economic Development Department recognizes that this is a stressful time for many, and wants to continue to reassure you that your health, as well as the health of our employees and community members, remains a top priority. In an effort to slow the potential spread of COVID19, the City has closed many City facilities to the public, including City Hall.

Beginning on Tuesday, March 17 our Permit Center will be closed through April 30, 2020.

Although this temporary closure means we may not be able to assist you in-person, please be assured that Community and Economic Development will continue to accept applications and review and issue development permits in accordance with our review target goals, primarily through our online permitting system:

- Permit applications and plan review process can be completed through our **ePlans** portal which is available 24/7
- Payments can be made online through [ePermits](#). If you don't already have an ePermits account or are only able to pay by check or cash, please contact our staff for assistance at (360) 487-7800.
- The department will continue to accept **pre-application meeting requests** however; all scheduled pre-application meetings will not be held during the permit center closure. Instead, the case manager will send the written pre-application report to the applicant the day of the scheduled pre-application meeting and applicants are encouraged to contact the individual departments with any questions.
- **In-person building inspections** will be restricted to new construction and unoccupied structures that have been vacant for more than two weeks, subject to social distancing protocols; inspections requested for occupied residential structures may be postponed or conducted using remote technology such as video, video chat or photos, at the inspector's discretion.
- Our general assistance number **(360) 487-7800** (press 0 for assistance) will have limited staffing but will be available to answer general questions or direct you to one of our review teams for more specific assistance. Phone calls directed to Land Use, Commercial and Residential Building Code, Engineering Services, Code Compliance and Inspection will be sent directly to our voicemail systems.

We encourage you to use the addresses and links below:

Staff will review voicemail and email messages throughout the day and respond as soon as possible with all messages returned within one business day.

- **Planning, zoning and land use:** cddplanning@cityofvancouver.us (360) 487-7803
- **Engineering, including water/sewer and right-of-way permits:**
citycddeng@cityofvancouver.us (360) 487-7804
- **Schedule an Inspection:** <https://epermits.cityofvancouver.us/webpermits/> or (360) 487-7890
- **Permits and General Questions, including ePlans and ePermits:**
eplans@cityofvancouver.us (360) 487-7833
- **Building Code or Plan Review:** planreview@cityofvancouver.us (360) 487-7828
- **File a Code Compliance Complaint:** <https://www.cityofvancouver.us/ced/webform/file-code-compliance-complaint>

We hope by taking these steps we can help slow the spread of the virus in our community. Thank you for your patience and understanding during this time of unprecedented events. As always, please don't hesitate to contact me directly if you have any questions.

Sincerely,

Chad Eiken, AICP | Director