



Consultants, Builders and Developers Notice #2020-03-15

March 15, 2020

Topic: Modification of Operations in response to COVID-19

Effective Beginning: March 15, 2020

Due to the threat of the Novel Coronavirus (COVID-19) and the Governor's mandate to ban gatherings of more than 100 people; the Planning Department will be operating under modified conditions until further notice. Staff will be taking steps to continue public operations of the department but encourage social distancing (separation between 3 to 6 feet) through our daily operations. Staff will be working alternative work schedules and telecommuting until further notice. Staff will make every effort to limit the impact on customers, however, please understand there may be a delay in communications. Correspondence by email will be the quickest way to contact staff.

Sabre Street Office:

At this time, the customer service lobby and counter will be open to the public with minimal staffing. To limit public interaction, customers will be required to drop off applications and plans in the customer service area. Customers will be notified by phone or email when permits are available for pickup from the office, and when applications are processed. The public is requested to use the following online methods to submit applications as well as plans, noting that plans submitted online will receive quicker review times than those submitted in person:

Permits will continue to be processed online utilizing Accela Citizen Access (ACA) (<https://citizenaccess.vbgov.com/Default.aspx>). Please utilize this method to receive quicker response to plan review. **Inspections** will continue to be requested through ACA with the following modifications:

- **All inspections shall be either for vacant structures or structures with limited occupancy.**
- All inspection requests will be screened by an inspector who will contact the permit holder for information about the job site and inspections.

- Picture, video and 3rd party inspections **will only be accepted at the discretion of the Building Official.** When utilizing these alternative inspection types, inspection information must be uploaded into ACA for review by the inspector.

The **Development Services Center** will continue to accept plan and plat submittals via Accela Citizen Access (<https://citizenaccess.vbgov.com/Default.aspx>). All documents that are submitted in person can be dropped off in the lobby at the designated location. All sureties and payments that are **required** to be submitted in person must be dropped off either by appointment with the project manager or surety technician or placed in the City Treasurer's outdoor drop box and clearly labeled for delivery to the Department of Planning and Community Development.

All in office meetings are cancelled. Staff is currently working to reschedule all meetings, which will be held either by conference call or with the utilization of technology. Staff will contact meeting attendees as soon as possible. **The SGA/Parking Office located at Town Center** will be open to the public by appointment only.

Please help us to continue to keep citizens and staff safe by following the Center for Disease Control guidelines:

- Stay home when you are sick, except to get medical care.
- Cover your coughs and sneezes with a tissue, then throw the tissue in the trash.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing. If soap and water are not available, use hand sanitizer that contains at least 60% alcohol.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

For additional information or questions, please contact (757) 385-4621 or visit www.vbgov.com/planning