



**Department of Planning,  
Zoning & Building**

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Zoning Division 233-5200  
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Code Enforcement 233-5500  
Contractors Certification 233-5525  
Administration Office 233-5005  
Executive Office 233-5228  
[www.pbcgov.com/pzb](http://www.pbcgov.com/pzb)



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**DATE:** May 5, 2020

**TO:** All Construction Industry Stakeholders

**FROM:** Doug Wise, Director   
Building Division

**RE:** Update – Building Division Operating Procedures During  
the COVID-19 Emergency

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During the current COVID-19 outbreak, in order to ensure our ability to continue to provide essential services to our community, and to ensure the safety and well-being of our staff, we are making changes to Building Division operational procedures.

- **Electronic Plan Review**

- Almost all permit types and processes are available and required to be submitted online except for:
  - Corrections for existing paper submittals must be submitted on paper in person.
  - Owner Builders must still appear in person to sign the permit application and affidavit, but may start the application process and upload plans online.
- Electronic revisions are now available on all permits regardless of whether they were electronic or paper to begin with.
- Fee'd sub permits are now available online on all permits regardless of whether they were electronic or paper to begin with.

- **Inspections**

- Effective March 24<sup>th</sup>, field inspection staff are not reporting to the Building Division office in the morning. Instead, Inspectors will report directly to the project sites with scheduled inspections for that day.
- All customers are directed to utilize the ePZB online database **after 8:00 A.M.** on the day of the requested inspection to determine which Inspector will be performing their specific inspection.
- Please note also that inspection assignments are not finalized before 8:00 A.M. and may change based upon unforeseen circumstances.
- Customers may click on the Inspector's name in the database to obtain a cell phone number, and call the Inspector directly if they would like to speak with them. Text



messaging is also encouraged, since our Inspectors may be driving between sites if you call. If you do send a text, please provide a permit number and site address for reference.

- The Building Division is implementing a video inspection program for specific project types. They are water heater replacement, A/C change outs, window and door retrofit, garage doors, service changes/panel replacements, solar energy systems, and re-roofing.
  - If you are a contractor who routinely performs the project types listed above, you may download the Video Inspection Pro application from the Apple App or Google Play store, depending on your preferred device in preparation.
  - You are required to register for the service, but user fees for the service in unincorporated Palm Beach County will be paid for by the Building Division.
- Walk-in customers are not permitted to meet directly with Building Inspectors or Plan Examiners in the Division office during this crisis.
- Customers with questions or concerns about failed inspections or plan review comments should contact the appropriate County staff member directly by telephone or email as listed on our website.
  - If they are unable to resolve their questions or concerns in this manner, customers may request a teleconference with the staff member's immediate supervisor by contacting Building Administration at 561-233-5101.
- **Certified Copies of Notices of Commencement (NOCs)** may now be submitted online via the ePZB portal after the permit is active, for paper and electronic permits. Please note, while certified copies are still available by mail, electronically filed NOCs may be accepted during this crisis.
- **Completion Agreements** or waiver forms may no longer be submitted or accepted in the Division office. Instead, these should be given to your field Inspector at the time of inspection.
  - If the field Inspector agrees with your waiver request and the inspection passes otherwise, they will result the inspection with a "Qualified Pass" result noting the waiver request.
  - The Inspector will assess the prerequisite \$100 fee for the waiver or completion agreement.
  - You must reschedule the affected inspection once the item(s) listed in the completion agreement are ready for re-inspection.
  - If the item(s) are accepted upon re-inspection the inspection will be resulted with a "Pass".
- **Walk-in/Call-in inspection requests** will no longer be accepted or processed
  - All customers are directed to utilize the County Integrated Voice Response (IVR) system by calling 561-355-2222 or Website at: <https://www.pbcgov.org/ePZB.Admin.WebSPA/#/login> to request inspections.
  - Customers requiring special assistance may call 561-233-5170 but may expect prolonged holding time.



The following list summarizes where documents should be sent to facilitate efficient processing. Note these documents/requests may no longer be submitted in person:

[PZB-Insp@pbcgov.org](mailto:PZB-Insp@pbcgov.org)

1. Certificate of Occupancy or Completion requests
2. General Inspection requests
3. SWA fee calculation or inquiries
4. Inspection related inquiries
5. Questions about NOC's

[FloodZone@pbcgov.org](mailto:FloodZone@pbcgov.org)

1. Flood zone determination letter requests
2. Elevation certificate inquiries
3. Base flood elevation inquiries
4. LOMR/LOMR-F conditional permit questions
5. Flood insurance requirements
6. General flood zone related inquiries

[PZB-Bldg@pbcgov.org](mailto:PZB-Bldg@pbcgov.org)

1. Permit renewal requests/Inactive permit inquiries
2. Permit application review status
3. General Plan review inquiries. For detailed questions, please contact your Plans Examiner or their Supervisor
4. Building code or permitting requirement questions
5. Void / Unvoid permit application requests
6. Cancellation of active or inactive permits
7. General inquiries regarding Building Division policies, procedures, or other comments/concerns/questions
8. Change of Contractor form

Additional contact information can be found at the following link: <http://discover.pbcgov.org/pzb/building/Pages/Contact-Us.aspx>

We sincerely appreciate your patience and understanding as we work to ensure continued essential services to our community.