



NOTICE OF LIMITED OPERATIONS

Frequently Asked Questions (FAQ)

Information to assist with submitting plans for review and scheduling inspections.

Effective: May 4, 2020 (subject to change)

On May 1, 2020 the Health Officer of the County of Sonoma issued Order No. C19-09, extending Shelter In Place Order No. C19-05 beyond May 3, 2020, with no stipulated end date. This new Order, among other changes, reduces Shelter In Place restrictions in a number of important employment areas including construction, landscaping services, and nurseries. With respect to construction, services in compliance with the “Construction Field Safety Requirements” in Appendix B of the new order (Order No. C19-09), are allowed as follows:

Unoccupied Structures:

“**Construction Services**” means services to build, expand, maintain, operate, repair, remodel, retrofit, or refurbish the exterior or interior of any unoccupied structure, including related services to support those **Construction Services** as specified in the Order.

Occupied Structures:

“**Construction Services**” means services necessary to ensure that a structure is safe, sanitary, or habitable as described in the Order

The City of Healdsburg will offer services to receive and process applications and conduct inspections in support of the new Order’s direction regarding **Construction Services**. City operations will be conducted in a manner aimed at limiting employee and consultant exposure, following applicable City, County, and State public health and safety protocols.

The information below is provided for guidance in accessing City services regarding construction activities.

The City will continue to monitor local conditions and circumstances associated with Coronavirus Disease 2019 (COVID-19).

City offices will be operating on a limited exposure protocol to protect the health and safety of staff and the public. This protocol includes the continued closure of City Hall and all other City Facilities to the public.

Please be prepared and patient with delays in service as we continue to provide essential services. You may experience delays in processing due to staffing availability and logistics as we work within prescribed mandates.

In-person contact will be very limited. Please expect to interact with staff by phone, email, or, in the case of inspections, in-person, following distancing, hygiene, and other prescribed protocols.

The phone numbers and email contacts listed below will be monitored. Please expect to leave a voicemail message including the subject, location, and your contact information when calling.

How to contact us

Subject	Department	Phone	Email
Inspections	Public Works	707.547-0556	
	Building	707.431-3348	css@ci.healdsburg.ca.us
Permit Inquiry - Building	Building	707.431-3348	Building@ci.healdsburg.ca.us
Permit Inquiry – Encroachment	Public Works	707.431.3346	PublicWorks@ci.healdsburg.ca.us
Fire Department Plan Check and Permit questions	Fire	707.431.3360	Fire@ci.healdsburg.ca.us
Electric Utility Construction	Electric	707.431-3142	pmcquaid@ci.healdsburg.ca.us
Planning Applications	Planning	707.431.3348	Planning@ci.healdsburg.ca.us
Property Development – General	Planning	707.431-3348	Planning@ci.healdsburg.ca.us
Zoning Questions	Planning	707.431-3348	Planning@ci.healdsburg.ca.us

Submitting Plans for Review by Staff:

During this period, public access to City facilities will be restricted: The following protocol has been established to continue delivery of services allowed by the new Order (C19-09) and enable applicants to continue to submit applications for processing, while still protecting staff and community members:

- Applicant should call or email pertinent staff or check the City's website to determine submittal requirements for their essential projects.
- Pre-application consultations for Planning applications can be scheduled by contacting the Planning Department.
- Applicant should contact by phone or email to inform staff that plans will be submitted by mail or placed in the drop box at the Community Development Center (CDC), 401 Grove Street, Healdsburg, California, 95448-4723; it should be noted that permits for minor projects, e.g., re-roof, water heater, etc. may be submitted electronically to the Building Department staff.
- Fire department deferred submittals (underground, fire sprinkler, fire alarms, hood systems, etc.) plans will be temporarily be dropped off at CDC for distribution. The fire department will contact the applicant when the plans are completed and how fees will be collected.
- Submitted plans will be reviewed by staff for completeness and to determine the fees applicable.
- Applicant will receive an email to be informed of materials/information needed to complete the application submittal and the required fees to be collected.
- Fees may be paid by check, or by credit card over the phone (Visa or Mastercard).
- When submittal is deemed complete and required fees paid, the plan review will commence.
- When the permit is ready to issue the applicant will be called or receive an email to schedule a time to pick up the plans at the drop box at the CDC.

Scheduling Inspections (Building, Electric, Fire, and Public Works):

During this period of modified operations, the intent is to accommodate inspections for work allowed by the new Order (C19-09). Inspection protocol during this period will be as follows:

For Electric Department, Fire Department and Public Works Department -

- Call the pertinent Department staff to schedule an inspection.
- If work completed is minor in nature, and with prior approval, you may be asked to provide, by email, a photograph of the work to be reviewed by pertinent Department staff to possibly avoid an in-person inspection.
- If an in-person inspection is scheduled, applicant representatives, i.e., contractors, etc. must provide ready access to the site, have all work completed and ready for inspections, and absolutely maintain a minimum of six (6) feet of distance from the inspector. Applicant representatives must have their own set(s) of project plans available.
- Follow-up by the inspector will be by email with written notes or sign-off of the completed inspection.

For Building Department -

- Call the pertinent Department staff to schedule an inspection.
- If work completed is minor in nature you may be asked to defer the inspection to a later date, or provide by email, a self-certification of the work. Self-certification is only available for a limited scope of construction such as slab reinforcement, drywall screws, or insulation. You will need to contact the Building Department to verify whether your project qualifies for self-certification or to confirm certain inspections where an approved Special Inspection firm is employed.
- If an in-person inspection is scheduled, the applicant shall provide ready access to the site and area to be inspected, have all work completed for the inspection, leave notes for the inspector, and not have any workers in the inspection area of the job site or make any personal contact with the inspector.
- Follow-up by the inspector will be by email with written note or sign-off of the completed inspection.

It should be the objective of all parties involved to use email, phone contact, facetime, photographs, etc. to minimize any direct personal contact. Any person to person contact must follow social distancing protocols (providing a minimum 6-foot separation of individuals), hygienic requirements and other related protocols.