



March 17, 2020

Dear Community Development Customer,

Due to COVID-19 precautions, the Community Development Department is implementing new measures that limit face-to-face interactions with our customers while ensuring we are able to continue to process your building permit, business license, planning application, and other requests. We know that our continued operations are important for your livelihood, and we are working hard to ensure we remain open for business. We appreciate your patience and apologize for the inconvenience these temporary measures may cause.

We encourage you to complete as many transactions as possible online. From submitting building plans to renewing your license and paying your bill, many of our services are available online at [Reno.Gov/CommunityDevelopment](http://Reno.Gov/CommunityDevelopment). Staff is available via phone and email during normal business hours to help you with these processes. Please see the posted contact lists for assistance.

While online transactions are highly encouraged, it is recognized that some applications cannot be submitted electronically and some customers may still be making requests via paper. We've established the following drop-off and pick-up procedures to submit paper requests:

Several stations have been set up in the 2nd floor lobby area of Reno City Hall. The stations are for:

1. Planning/Mapping Cases
2. Business License Applications
3. Building Permits and Plans - There are different drop-off baskets for:
  - a. New Permits
  - b. Plan Revisions\*
  - c. Single-Family Repeats
  - d. EZ Permits
  - e. Approved Plans/Ready for Pick Up\*

*\*If you are submitting plan revisions or picking up approved plans, this requires advance coordination with our staff. Please call 775-334-2063 or email [Permits@Reno.Gov](mailto:Permits@Reno.Gov) to make arrangements.*

When you arrive at City Hall:

1. Find the appropriate station for your request.
2. Complete the sign-in sheet on the station's table and follow other posted instructions.
3. Drop off appropriate documents. Do not leave any form of payment in the drop-off boxes.
4. Staff will follow up with you directly to complete your request.

Thank you again for your understanding during this time,

Arlo Stockham  
Community Development Director