



L.A. BUILDING & SAFETY ANNOUNCEMENT



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LADBS Announcements are posted at <http://www.ladbs.org/our-organization/messaging/news>.

TOPIC

CONTINUITY OF OPERATIONS FOR LADBS' PLAN CHECK, PERMITTING & INSPECTION SERVICES IN KEEPING WITH MAYOR GARCETTI'S COVID-19 GUIDELINES

ATTENTION: DUE TO HIGH CALL VOLUME

The LADBS Call Center is experiencing a high volume of requests for inspections related to construction and code enforcement than they can manage in a timely manner. Therefore, the Department **is strongly urging you** to submit requests for inspections and code enforcement complaint referrals using the following online methods:

- **Request an Inspection Online request at** <https://www.ladbsservices2.lacity.org/OnlineServices/?service=rfi>
- **Check the status of a permit or request an inspection at** <https://www.ladbs.org/>.
- **Report a code violation at** <https://www.ladbsservices2.lacity.org/OnlineServices/?service=rav>
- **Access Online Information and Services**, including requesting an inspection or reporting a code violation at <https://myla311.lacity.org/> using "MyLA311" or download the MyLA311 mobile app.
- **Use the LADBSGO Mobile App by downloading instructions at** <http://ladbs.org/LADBSGo/>.

I. General information / Concierge:

- A. Call center - 311 or (213) 473-3231 – Calls will then be routed to LADBS' Call Center.
- B. Use the MyLA311 Website at <https://myla311.lacity.org/> or submit via the MyLA311 mobile app.
- C. Check the status of a permit or request an inspection at <https://www.ladbs.org/>.

II. Express Permits (no plan check required):

- A. Express permits can be issued online by visiting <http://epermit.ladbs.lacity.org/>.
If an Express Permit cannot be obtained online, the applicant can email LADBS at epermit.ladbs@lacity.org to obtain further instructions.
- B. LADBS established "Drop-off/Pick up" areas at the Figueroa Plaza, Marvin Braude Building, and the West Los Angeles office to facilitate those transactions that cannot be made online.

III. Records Research Request:

- A. Building/Property Records are available online at <http://records.ladbs.lacity.org/>.
- B. For records not found online, they can be requested by completing an online form, [Research Request Form](#) (AD.Form01 at bottom of screen) and emailing the completed form to records.ladbs@lacity.org.
- C. LADBS established "Drop-off/Pick up" areas at the Figueroa Plaza, Marvin Braude Building, and the West Los Angeles office to facilitate those transactions that cannot be made online.

IV. Plan Check:

A. Submittal of plans:

1. Submit paper plans (in-person drop-off):

LADBS established “Drop-off/Pick up” areas at the Figueroa Plaza, Marvin Braude Building, and the West Los Angeles office to facilitate those transactions that cannot be made online.

Customers are required to drop off their plans along with a completed application and their contact information which includes an email address and phone number. Customers will then email LADBS at pcsubmittal.ladbs@ladbs.org to provide the following information: Date, time, and Drop-off/Pick up area that they left their plans; project address and permit application number. LADBS staff will contact the customer to process their application. Payments will be made via check or online.

2. Submit digitized plans through [ePlanLA](#):

This option is available for the following types of applications:

• Soft-story Retrofit • Fire Sprinkler • HVAC • Plumbing	• Elevators • Accessory Dwelling Unit Conversions • Residential Solar Systems	• Photovoltaic Systems • Electrical • Tenant Improvements • Deferred Submittals
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All activities related to a plan submitted through [ePlanLA](#) will be performed through [ePlanLA](#), including payment of fees.

B. Counter Plan Check:

Counter plan check will be handled the same way as outlined in Step A-1 above. Plans will be assigned by the next business day.

C. Plan Check Pickup:

Once plan check has been completed, the marked-up set will be mailed to the applicant at their expense or picked up in person at the designated “Drop-off/Pickup” area.

D. Verification:

Once the plan check comments have been addressed by the customer, the customer must return the revised plans along with the original marked-up set by mail or drop them off at the designated “Drop-off/Pickup” area. Verifications will be handled via phone or Google Hangout Meet application.

E. Plan Approval:

When plans have been revised to address the LADBS plan check comments and are ready to be approved, LADBS will issue a “Ready to Issue” (RTI) sheet and email it to the applicant along with the final permit fees.

F. Permit Issuance:

Contractor or Owner Builder shall request permit issuance via email at rti.ladbs@lacity.org and attach the RTI sheet and all pertinent information required per the RTI sheet.

Payment can be made on-line, by mail via check, or placed in the “Drop-off/Pickup” area via check. Once payment has been received, plans will be stamped approved and mailed back to the applicant at their expense or made available to be picked up at the “Drop-off/Pickup” area.

V. Inspections (Construction), Including Exams and Licensing:

- A. Field Operations – Inspection related field operations will continue as normal.
- B. Public Counter Services
 - 1. In-Person Pick Up of Certificates of Occupancy (CofOs) – All CofOs will be mailed to owners at project completion. Requests for additional copies will be emailed or faxed. If it is urgent, a copy may be left at the job site.
 - 2. Clarification of inspector's field corrections and code/procedural questions will be answered via a phone call. You may also request an inspection or obtain the inspector's name and contact information at <https://www.ladbs.org/>.
 - 3. Exchange of plans or job-related paperwork will be done by email, fax, or at the job site.
 - 4. Deputy Inspector Exams
 - a. Read the instructions and download forms for Deputy Inspector Exams at <http://ladbs.org/forms-publications/forms/trade-license-deputy-inspection-forms>.
 - b. Read the Information Bulletin "Regulations Regarding Registration for Deputy Inspector" at <http://ladbs.org/docs/default-source/publications/information-bulletins/building-code/regulations-regarding-registration-for-deputy-and-controlled-activities-inspection-ib-p-bc2011-035.pdf?sfvrsn=38>
 - c. Mail the completed application with a check or money order for the payment of fees to 221 N. Figueroa St. 7th floor, Los Angeles, CA 90012.
 - d. Applications will be processed and exams will be scheduled at a later date.
 - 5. Fabricator and Testing Agencies
 - a. Download the Approved Fabricator or Approved Testing Agency renewal form at <http://ladbs.org/forms-publications/forms/materials-control>.
 - b. Mail the applicable completed renewal form with a check or money order made out to LADBS, or City of Los Angeles for the payment of fees to 221 N. Figueroa St. 7th floor, Los Angeles, CA 90012.
 - c. Applications will be processed at a later date.
 - 6. Trade Licensing
 - a. New Trade License
 - 1) Read the instructions and download forms for Trade Licensing at <http://ladbs.org/forms-publications/forms/trade-license-deputy-inspection-forms>.
 - 2) Mail the completed application with a check or money order made out to LADBS, or City of Los Angeles for the payment of fees to 221 N. Figueroa St. 7th floor, Los Angeles, CA 90012.
 - 3) Applications will be processed and exams will be scheduled at a later date.
 - b. Renew a Trade License by following the instructions that LADBS mails you 60 days prior to the expiration of your current license.
 - 7. Questions regarding licensing may be directed to (213) 482-0099.
- C. Customers that need to speak to a supervisor or discuss concerns, can communicate via email (general format is "employee's first name.lastname@lacity.org") or phone at (213) 482-7212.

Requests to deviate from these protocols will be reviewed on a case-by-case basis