

Service Reference Guide

Basement		HPD Identification Division					
Service	Kiosk Option	Business Hours	Contact Number	Fee Schedule	Applications	Keywords	Website
Fingerprints / Clearance Letter	OTHER SERVICES ↓ HPD ↓ FINGERPRINTS/ I.D.	8:00 am - 3:30 pm	832-394-4874 or 832-394-4873	fee schedule	See HPD I.D. for Application	immigration, adoption, overseas travel, citizenship, passport, political asylum, hunting, missionary, school, sex offenders, school bus drivers, volunteers, police cadets, background check	website
Auto Dealers	PERMITS ↓ HPD ↓ AUTO DEALERS	8:00 am - 3:30 pm	832-394-4880	fee schedule	See HPD I.D. for Application	wrecker driver, auto dealer/sales, wholesale, automotive repair, parts, storage lot, parking, body shop, accessory, retail, dismantler, motor vehicle	website

Basement		Fire Marshal					
Service	Kiosk Selection	Business Hours	Contact Number	Fee Schedule	Applications	Keywords	Website
Fire Marshal Plan Review	PLAN REVIEW ↓ FIRE MARSHAL PLAN REVIEW ↓ FIRE MARSHAL (BY APPOINTMENT)	8:00 am - 4:00 pm	832-394-8853	fee schedule	forms	fire alarm, standpipe devices, smoke detectors, strobes, pull stations, audible devices, angle valves, fire pumps, plan review, fire code, NFPA standards, plan submittal	website
Fire Marshal Field Inspection	PLAN REVIEW ↓ FIRE MARSHAL PLAN REVIEW ↓ FIRE MARSHAL (BY APPOINTMENT)	8:00 am - 4:00 pm	832-394-8853	fee schedule	forms	fire alarm system, standpipe system, wet pipe sprinkler systems, pre-action sprinkler system, underground / aboveground tank, spray both, underground fire lines, fire pumps	website
Fire Marshal Standby	PERMITS ↓ FIRE MARSHAL ↓ FIRE MARSHAL STANDBY	8:00 am - 3:30 pm	832-394-8811	Fee Schedule	forms	fire alarm, false alarm fee, fire marshal plan review, special events, home day care inspection	website
Inspection Hazmat / High-Piled	INSPECTIONS ↓ FIRE MARSHAL ↓ FIRE MARSHAL INSPECTION (hazmat and hi-pile storage)	9:00 am – 12:00 pm <i>appointment only</i>	(832) 394-9350	fee schedule	forms	Hazardous materials, high-piled storage	website

1st Floor

Administration & Regulatory Affairs (ARA)

Service	Kiosk Selection	Business Hours	Contact Number	Fee Schedule	Applications	Keywords	Website
Alcoholic Beverage Permit	<p style="text-align: center;"> PERMITS ↓ ARA ↓ ALCOHOLIC BEVERAGE </p>	8:00 am - 4:30 pm	832-394-8803	fee schedule	forms	Texas Alcoholic Beverage Commission, TABC license, permit, alcohol, beer, liquor, beverage, wine, retail fee, eligibility locationcheck, city secretary approval	website
Amusement Permit	<p style="text-align: center;"> PERMITS ↓ ARA ↓ AMUSEMENT </p>	8:00 am - 4:30 pm	832-394-8803	fee schedule	forms	gameroom, decals, coin operated, dancing, nightclub, juke box, carnival rides, sexually oriented, SOB, entertainer, dance hall, pool tables, video games, domino parlor, Redemption Machine, arcade	website
Burglar Alarm Permit	<p style="text-align: center;"> PERMITS ↓ ARA ↓ BURGLAR ALARM </p>	8:00 am - 4:30 pm	832-394-8802	fee schedule	forms	panic alarm, combined alarm residential, commercial, false alarm, hearings	website

1st Floor

Administration & Regulatory Affairs (ARA)

Service	Kiosk Selection	Business Hours	Contact Number	Fee Schedule	Applications	Keywords	Website
Noise Permit	PERMITS ↓ ARA ↓ NOISE	8:00 am - 4:30 pm	832-394-8803	fee schedule	forms	amplified noise, sound, party, music, loudspeaker	website
Vehicle for Hire	LICENSE ↓ ARA ↓ VEHICLE FOR HIRE	8:00 am - 4:30 pm	832-394-8806	fee schedule	forms	drivers, taxi, limo, pedicab, jitney, low speed shuttle, school bus, medallion, fingerprints, charter bus, meter, chauffeur, hearings	website
Vendor Permits	LICENSE ↓ ARA ↓ VENDOR PERMITS	8:00 am - 4:30 pm	832-394-8803	fee schedule	forms	antique dealer, precious metal, used jewelry, resale clothing, secondhand resellers, metal recycling, secondhand metal dealer, common market, occupation license	website
Private Business	LICENSE ↓ ARA ↓ PRIVATE BUSINESS	8:00 am - 4:30 pm	832-394-8803	fee schedule	forms	solicit charitable donation, operate mini- storage, warehouse	website

1 st Floor		Permit Office (Code Enforcement)					
Service	Kiosk Selection	Business Hours	Contact Number	Fee Schedule	Applications	Keywords	Website
New / Change Address	PERMITS ↓ BUILDING CONSTRUCTION ↓ ADDRESS	8:00 am - 4:30 pm	832-394-8899	fee schedule	forms	new construction, new address, recorded plat, survey, address change	website
Advance Payment Account	PERMITS ↓ BUILDING CONSTRUCTION ↓ ADDRESS	8:00 am - 4:45 pm	832-394-8899	N/A	forms	establish advance payment, SR Account, authorization letters to add agents	website
New / Renewal Sidewalk and Driveway Bond	PERMITS ↓ BUILDING CONSTRUCTION ↓ ADDRESS	8:00 am - 4:45 pm	832-394-8899	fee schedule	forms	bond numbers, authorization letters to add agents	website
Electrical Permits	PERMITS ↓ BUILDING CONSTRUCTION ↓ SINGLE TRADE	8:00 am - 4:45 pm	832-394-8899	fee schedule	forms	single trade, zone, stand alone, miscellaneous, license, duplicate job card, electrical master, contractor	website
Plumbing Permits	PERMITS ↓ BUILDING CONSTRUCTION ↓ SINGLE TRADE	8:00 am - 4:45 pm	832-394-8899	fee schedule	forms	single trade, miscellaneous, homeowner permit, license, duplicate job card, drain layers license, master plumber's license,	website

1 st Floor		Permit Office (Code Enforcement)					
Service	Kiosk Selection	Business Hours	Contact Number	Fee Schedule	Applications	Keywords	Website
Mechanical Permits	PERMITS ↓ BUILDING CONSTRUCTION ↓ SINGLE TRADE	8:00 am - 4:45 pm	832-394-8899	fee schedule	forms	single trade, zone, stand alone, miscellaneous, hvac, license, elevator, boiler, stationary engineer, contractor	website
Earth Hauling Permits	PERMITS ↓ BUILDING CONSTRUCTION ↓ SINGLE TRADE	8:00 am - 4:45 pm	832-394-8899	fee schedule	forms	dump truck, license, dirt, earth materials	website
Demolition Permits	PERMITS ↓ BUILDING CONSTRUCTION ↓ PROJECT NUMBER	8:00 am - 4:45 pm	832-394-8899	fee schedule	forms	sewer disconnect, abestos survey, plumbing	website
Sign Plan Submittal	PERMITS ↓ SIGN ADMINISTRATION ↓ LICENSED CONTRACTOR	8:00 am - 4:45 pm	832-394-8899	fee schedule	forms	plan review, signs, licensed contractor, APA Account	website

1 st Floor		Permit Office (Code Enforcement)					
Service	Kiosk Selection	Business Hours	Contact Number	Fee Schedule	Applications	Keywords	Website
Fire Sprinkler / Fire Alarm / Underground Fire Line (1st time plan submittal only)	PERMITS ↓ BUILDING CONSTRUCTION ↓ PROJECT NUMBER	8:00 am - 4:45 pm	832-394-8899	fee schedule	forms	plan submittal, new license, license renewal, authorization letters to add agents	website
Project Numbers	PERMITS ↓ BUILDING CONSTRUCTION ↓ PROJECT NUMBER	8:00 am - 4:45 pm	832-394-8899	fee schedule	forms	project number, plan submittal, duplicate job card, new/ remodel building construction, additions	website
Express Limited Services	PERMITS ↓ BUILDING CONSTRUCTION ↓ EXPRESS	8:00 am - 4:45 pm	832-394-8899	fee schedule	forms	sales orders, project numbers, plan submittal	website
Utility Release / Certificate of Occupancy (New or Remodel Construction)	PERMITS ↓ BUILDING CONSTRUCTION ↓ UTILITY RELEASE	8:00 am - 4:45 pm	832-394-8899	fee schedule	forms	occupancy certificate, centerpoint, electrical, plumbing, release	website

1 st Floor Information Desk							
Service	Kiosk Selection	Business Hours	Contact Number	Fee Schedule	Applications	Keywords	Website
iPermits (Registration)	See Information Desk	8:00 am - 5:00 pm	832-394-8899	fee schedule	forms	electrical, plumbing, hvac, mechanical, advance pay account, user profile, license, roofing contractor, contractor portal, online permit	website
Independent Third-Party Energy Technicians (ETT)	See Information Desk	8:00 am - 5:00 pm	832-394-8899	N/A	forms	registration, Houston Residential Energy Code, leakage testing, energy efficiency, rater/field inspector, blower door, duct blaster	website
1 st Floor Occupancy Inspections							
Service	Kiosk Selection	Business Hours	Contact Number	Fee Schedule	Applications	Keywords	Website
Occupancy Inspections	INSPECTIONS ↓ OCCUPANCY INSPECTIONS ↓ MAKE APPLICATION	8:00 am - 4:30 pm	832-394-8880	fee schedule	See Occupancy Inspections	certificate of occupancy, life safety, name change, commercial building, lease space, 10-day notice, inspection	website
Occupancy Inspections	INSPECTIONS ↓ OCCUPANCY INSPECTIONS ↓ PICK UP CERTIFICATE	8:00 am - 4:30 pm	832-394-8880	fee schedule	See Occupancy Inspections	certificate of occupancy, occupancy inspections, lease space	website

2nd Floor

Office of City Engineer Plan Review

Service	Kiosk Selection	Business Hours	Contact Number	Fee Schedule	Applications	Keywords	Website
Engineering Services (Utilities Services)	PLAN REVIEW ↓ CITY ENGINEER PLAN REVIEW ↓ PLAN REVIEW CONSTRUCTION	8:00 am - 4:45 pm	832-394-9164	See OCE	See OCE	plat and plan review for street, water and wastewater, sewer infrastructure, easement dedication, storm water quality, storm water availability letter, utility relocation, pipeline, monitoring well	website
Construction Services	PLAN REVIEW ↓ CITY ENGINEER PLAN REVIEW ↓ PLAN REVIEW CONSTRUCTION	8:00 am - 4:45 pm	832-394-9097	See OCE	See OCE	developer participation contract, excavation, inspection, street cut	website
Engineering Standards	OTHER SERVICERS ↓ CITY ENGINEER ↓ DESIGN STANDARDS	8:00 am - 4:45 pm	832-394-9164	See OCE	See OCE	maintenance of standard specifications, design guidelines, clearinghouse for changes to standards, infrastructure design manual, imaging and drawing archive	website

2nd Floor

Parks & Recreation

Service	Kiosk Selection	Business Hours	Contact Number	Fee Schedule	Applications	Keywords	Website
Ball Fields	PERMITS ↓ PARKS & RECREATION ↓ BALL FIELDS	8:00 am - 4:00 pm	832-394-8804	See Parks & Recreation	See Parks & Recreation	reservations, sports fields, softball, baseball, soccer, flag football, basketball, rugby, and volleyball	website
Closed Use Permits	PERMITS ↓ PARKS & RECREATION ↓ CLOSED USE	8:00 am - 4:00 pm	832-394-8805	See Parks & Recreation	See Parks & Recreation	reservations, pavilions, picnic table clusters, open space, party	website
Community Center	PERMITS ↓ PARKS & RECREATION ↓ COMMUNITY CENTER	8:00 am - 4:00 pm	832-394-8805	See Parks & Recreation	See Parks & Recreation	reservations, private events, private use by families and organizations	website

2nd Floor

Imaging / Open Records

Service	Kiosk Selection	Business Hours	Contact Number	Fee Schedule	Applications	Keywords	Website
Documents & Drawings	OTHER SERVICES ↓ IMAGING/OPEN RECORDS ↓ DOCUMENTS	8:00 am - 3:30 pm	832-394-8800	See Open Records	forms	building plans, application for building permit, certificate of occupancy (<i>microfilm</i>)	website
Public Service Imaging	OTHER SERVICES ↓ IMAGING/OPEN RECORDS ↓ PUBLIC SERVICE IMAGING	8:00 am - 3:30 pm	832-394-9145	See Public Service Imaging	See Public Service Imaging	underground infrastructure utilities (water, sanitary sewer, storm sewer, storm water, detention pond), existing subdivision plats, drawing numbers Capital Improvement Projects (CIP), neighborhood street reconstruction, sidewalks, water plants, water well, wastewater treatments, topographic, monuments	website
Open Records	OTHER SERVICES ↓ IMAGING/OPEN RECORDS ↓ OPEN RECORDS	8:00 am - 3:30 pm	832-394-8800	See Open Records	forms	permits, inspections, code enforcement subpoenas, electrical, plumbing, mechanical license history	website

2nd Floor

Traffic / Right of Way Plan Review

Service	Kiosk Selection	Business Hours	Contact Number	Fee Schedule	Applications	Keywords	Website
Traffic	PLAN REVIEW ↓ TRAFFIC/RIGHT OF WAY PLAN REVIEW ↓ YES	8:00 am - 3:30 pm	832-394-8888	fee schedule	forms	street cut, plan review, encroachment, driveway, alley, culvert, pipeline permit	website

3rd Floor

Flood Management

Service	Kiosk Selection	Business Hours	Contact Number	Fee Schedule	Applications	Keywords	Website
Flood Management	PLAN REVIEW ↓ FLOOD MANAGEMENT PLAN REVIEW ↓ FLOOD MANAGEMENT	8:00 am - 4:30 pm	832-394-8854	fee schedule	forms	elevation certificate, floodplain, floodway, mitigation, inspections, drainage, variance approval, plan review	website
Flood Management Inspections	INSPECTIONS ↓ FLOOD MANAGEMENT INSPECTIONS ↓ FLOOD MANAGEMENT	8:00 am - 4:30 pm	832-394-8854	fee schedule	forms	elevation certificate, floodplain, floodway, mitigation, inspections, drainage, variance approval, plan review	website

3 rd Floor Plan Review							
Service	Kiosk Selection	Business Hours	Contact Number	Fee Schedule	Applications	Keywords	Website
Plan Pickup ~ Resubmittal	No Ticket Needed - Proceed to 3rd Floor	8:00 am - 4:30 pm	832-394-9165	fee schedule	forms	construction, remodel, plan, resubmittal, pickup, library	website
Plan Review New & Remodel Construction	PLAN REVIEW ↓ BUILDING PLAN REVIEW ↓ PLAN REVIEW (NEW/REMODEL)	8:00 am - 4:00 pm	832-394-8810	fee schedule	forms	new construction projects, renovations, repairs, or addition projects	website
One-Stop Plan Review	PLAN REVIEW ↓ BUILDING PLAN REVIEW ↓ RESIDENTIAL AND/OR ONE-STOP	8:00 am - 4:30 pm	832-394-8820	fee schedule	forms	new construction projects, renovations, repairs, or addition projects	website
3 rd Floor Health Plan Review							
Service	Kiosk Selection	Business Hours	Contact Number	Fee Schedule	Applications	Keywords	Website
Restaurants	PLAN REVIEW ↓ HEALTH PLAN REVIEW ↓ PLAN REVIEW	8:00 am - 4:00 pm	832-394-8848	fee schedule	forms	food, new, remodel, construction, health	website
			or 832-394-9388				website
Swimming Pool Plan Review (Residential)	PLAN REVIEW ↓ HEALTH PLAN REVIEW ↓ SWIMMING POOL PLAN REVIEW	8:00 am - 3:30 pm (Tues & Thurs Only)	832-394-9377	fee schedule	forms	swimming pool, health,	website
							website
Swimming Pool Plan Review (Commercial)	PLAN REVIEW ↓ HEALTH PLAN REVIEW ↓ SWIMMING POOL PLAN REVIEW	8:00 am - 3:30 pm (Tues & Thurs Only)	832-394-9377	fee schedule	forms	swimming pool, health, plan review	website
							website

3 rd Floor Planning & Development							
Service	Kiosk Selection	Business Hours	Contact Number	Fee Schedule	Applications	Keywords	Website
Planning	PLAN REVIEW ↓ PLANNING & DEVELOPMENT ↓ SITE PLAN REVIEW	8:00 am - 4:00 pm	832-394-9090 or 832-394-9093	See Planning	forms	survey, property lines, parking, building setback, minimum lot size, residential buffer ordinance building line, subdivision plat, site plan, tree and shrub regulation, development	website
3 rd Floor Fire Permit Office							
Service	Kiosk Selection	Business Hours	Contact Number	Fee Schedule	Applications	Keywords	Website
Fire Prevention	PERMITS ↓ FIRE MARSHAL ↓ FIRE PREVENTION	8:00 am - 3:30 pm	832-394-8811	Fee Schedule	forms	day care, inspection, reinspection, key box, assembly, open flame, combustible, child care, fire marshal, depository, flammable, high piled, burning	Website
3 rd Floor Houston Airport (HAS)							
Service	Kiosk Selection	Business Hours	Contact Number	Fee Schedule	Applications	Keywords	Website
Houston Airport Plan Review	PLAN REVIEW ↓ HOUSTON AIRPORT (HAS) ↓ PLAN REVIEW	8:00 am - 4:00 pm	832-394-9389	N/A	forms	plan review, sound attenuation, compatible land use, airport	website

3rd Floor

Utility Analysis / Taps and Meters

Service	Kiosk Selection	Business Hours	Contact Number	Fee Schedule	Applications	Keywords	Website
Impact Fee Administration	OTHER SERVICES ↓ UTILITY ANALYSIS / TAPS & METERS ↓ UTILITIES IMPACT FEE (600)	8:00 am - 3:30 pm	832-394-8888	fee schedule	forms	wastewater, short and long form, WCR letter, impact fee, name transfer	website
Taps and Meters Plan Review	OTHER SERVICES ↓ UTILITY ANALYSIS / TAPS & METERS ↓ TAPS & PLAN REVIEW (700)	8:00 am - 4:00 pm	832-394-8888	fee schedule	forms	plan review, small and large meter. Un-metered fire line, cut plug and abandon meter, abandon un-metered fire line, water line extension, water line offset, water line abandonment, fire hydrant, sewer tap lateral sewer extension	website
Utilities Customer Service	OTHER SERVICES ↓ UTILITY ANALYSIS / TAPS & METERS ↓ CUSTOMER SERVICE (800)	8:00 am - 4:00 pm	832-394-8888	fee schedule	forms	water meter easement, sponsor change, transient meter, contractors list	website
Infrastructure Support Group	OTHER SERVICES ↓ UTILITY ANALYSIS / TAPS & METERS ↓ INFRASTRUCTURE SUPPORT (900)	8:30 am - 12:00 pm	832-394-8996	fee schedule	forms	private easement, encroachments, site plan review, commitment letter	website

4th Floor

Inspections

Service	Kiosk Selection	Business Hours	Contact Number	Fee Schedule	Applications	Keywords	Website
Electrical Inspections	INSPECTIONS ↓ BUILDING CONSTRUCTION ↓ ELECTRICAL	8:00 am - 4:30 pm	832-394-8860	fee schedule	forms	inspections, electrical master, contractor license, annual registration, renewal	website
Mechanical Inspections	INSPECTIONS ↓ BUILDING CONSTRUCTION ↓ MECHANICAL	8:00 am - 4:30 pm	832-394-8850	fee schedule	forms	inspections, hvac, contractor, registration, renewal	website
Plumbing Inspections	INSPECTIONS ↓ BUILDING CONSTRUCTION ↓ PLUMBING	8:00 am - 4:30 pm	832-394-8870	fee schedule	forms	master plumber's license, registration, inspection, homeowner's perm	website
Habitability	INSPECTIONS ↓ BUILDING CONSTRUCTION ↓ HABITABILITY	8:00 am - 4:30 pm	832-394-8841	fee schedule	forms	multi-family, apartment, registration	website
Structural Inspections	INSPECTIONS ↓ BUILDING CONSTRUCTION ↓ STRUCTURAL	8:00 am - 4:30 pm	832-394-8840	fee schedule	forms	final inspections, general contractor, structural, homeowner's permit, mobile homes	website
Boiler Licensing	INSPECTIONS ↓ BUILDING CONSTRUCTION ↓ MECHANICAL	8:00 am - 4:30 pm	832-394-8850	fee schedule	forms	annual boiler operation, stationary engineer, inspections, license	website

4th Floor

Sign Administration

Service	Kiosk Selection	Business Hours	Contact Number	Fee Schedule	Applications	Keywords	Website
Sign Administration	PERMITS ↓ SIGN ADMINISTRATION ↓ INDIVIDUAL / BUSINESS OWNER	8:00 am - 4:30 pm	832-394-8890	fee schedule	See Sign Administration	renewal, business owner, advertising	website
Sign Administration (8:00 am - 10:00 am)	PLAN REVIEW ↓ SIGN ADMINISTRATION PLAN REVIEW ↓ LICENSE CONTRACTOR ↓ APPOINTMENTS SAME DAY	8:00 am - 4:30 pm	832-394-8890	fee schedule	forms	plan review, signs, licensed contractor, apa account	website

4th Floor

Occupancy Inspections

Service	Kiosk Selection	Business Hours	Contact Number	Fee Schedule	Applications	Keywords	Website
Dangerous Building	INSPECTIONS ↓ DANGEROUS BUILDING ↓ PICK UP CERTIFICATE	8:00 am - 4:30 pm	832-394-8880	fee schedule	See Dangerous Buildings	certificate of compliance, dangerous building, inspections	website
Dangerous Building	INSPECTIONS ↓ DANGEROUS BUILDING ↓ PICK UP REPORT	8:00 am - 4:30 pm	832-394-8880	fee schedule	See Dangerous Buildings	certificate, dangerous building, inspections, report	website
Dangerous Building	INSPECTIONS ↓ DANGEROUS BUILDING ↓ MAKE APPLICATION	8:00 am - 4:30 pm	832-394-8880	fee schedule	See Dangerous Building	certificate of compliance, neighborhood protection, release of order, hearing order, dangerous building, demolition, sewer disconnect, asbestos report, environmental health, inspection	website
Multi-Discipline Inspection (MDI)	INSPECTIONS ↓ MULTI-DISCIPLINE ↓ ASK QUESTION	8:00 am - 4:30 pm	832-394-8880	fee schedule	See Occupancy Inspections	MDI, inspection, residential homes, occupancy inspections, registration	website