

# Riverside County Permit Assistance Center Re-Opening

September 7, 2021

Our customers are welcome back into our Permit Centers for all in person services. You will be asked to register with our PLUS Online portal prior to seeing a technician, so we recommend that you register prior to visiting our offices, as we may use the portal for communication and future processing.

**Masks are not required, but highly recommended. If you need a mask, we can provide one.**

## Customer Types

**Appointments** - Appointments are recommended and will shorten your wait times. Please be at least 10 minutes early to check in. If you are more than 10 minutes late, you will be checked in as a walk-in customer and may have additional wait time before you are seen.

**Online customers** – If you are currently waiting for your online application to be processed and it was submitted prior to 9/7/2021, we will prioritize you over other walk-in customers if you choose to come to the office, however, we do recommend making an appointment. (limit 3 applications)

**Walk-in (no appointment)** - We will be accepting walk-in customers with no appointment; however, it will be first come first served for walk-in customers. Customers arriving after 3:30 p.m. may not be able to complete their business that same day. If your wait time exceeds 15 minutes, you may be asked to wait in the first-floor lobby, as the 9<sup>th</sup> floor lobby capacity is limited. Please limit your companions to those necessary to conduct the permit processing. We will contact you when it is close to your turn. (limit 3 applications).

## Application Requirements (for in person applications)

**ALL submittals including plans must be digital.** We will complete your transaction and then provide you with instructions on how to upload the digital plans so that plan check can begin.

Paper plans will only be accepted for county standard permit types (such as county standard patio covers and walls), manufactured home permits, re-roof, water heater and HVAC permits.