



## **Community Development Department**

# **FAQs-** **Processes During COVID-19 Pandemic**

**Q:** Is the Community Development Department still conducting business?

**A:** Yes, we still have full staff answering phone and email correspondence as well as processing plans and permits during usual business hours (8AM- 5PM Monday through Friday).

**Q:** How are timelines being affected?

**A:** Timelines will be shifting in response to COVID-19 conditions in the community, but please expect some delay in our usual turnaround times.

**Q:** How long will these new processes be in effect?

**A:** We do not have a definite timeline, we will work with city leadership and local health officials to determine when it is appropriate to re-open the counter.

**Q:** What if I have specific questions and/or need help filling out an application?

**A:** Please refer to the handout with division emails and phone numbers, we will respond to all inquiries within 24 hours. Email is preferred.

**Q:** Will inspections be performed as usual?

**A:** Yes, all inspections will be conducted in the regular fashion. You may call the inspection line between 7:30-8AM Monday through Friday in order to obtain an ETA (928.777.1387). We request that you follow proper social distancing protocols while inspectors are on site.

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