



City of Columbus  
Mayor Michael B. Coleman

## Department of Development

Boyce Safford III, Director

February 1, 2008

**Office of the Director**  
50 W. Gay St.  
Columbus, OH 43215-9040  
(614) 645-8591  
(614) 645-6295 [FAX]

**Building Services Division**  
757 Carolyn Ave.  
Columbus, OH 43224-3218  
(614) 645-7433  
(614) 645-7840 [FAX]

**Economic Development Division**  
109 N. Front St.  
Columbus, OH 43215-9031  
(614) 645-8616  
(614) 645-1790 [FAX]

**Housing Division**  
50 W. Gay St.  
Columbus, OH 43215-9040  
(614) 645-7795  
(614) 645-6675 [FAX]

**Neighborhood Services Division**  
757 Carolyn Ave.  
Columbus, OH 43224-3218  
(614) 645-6767  
(614) 645-6961 [FAX]

**Planning Division**  
109 N. Front St.  
Columbus, OH 43215-9030  
(614) 645-8664  
(614) 645-1483 [FAX]

**Downtown Development Office**  
20 E. Broad St.  
Columbus, OH 43215  
(614) 645-0661  
(614) 724-0276 [FAX]

**Land Redevelopment Office**  
109 N. Front St.  
Columbus, OH 43215-9030  
(614) 645-5263  
(614) 645-3092 [FAX]

www.columbus.gov

Dear Building Services Division Customer:

Beginning **MONDAY, FEBRUARY 25, 2008**, the City of Columbus Building Services Division will implement a new building permit application process and Fee Schedule specifically designed to save our customers time and money, including:

- New Customer Service Center business hours: **MONDAY THRU FRIDAY, 9:00 AM – 4:00 PM.**
- New permitting database allows for quicker permit application submittal and fee payment in one, easy step.
- New, easy-to-use permit application forms -- available soon on-line at: **<http://development.columbus.gov/PermitsRegistrationLicenses/index.asp>**
- Fee paid at application submittal will include: submittal and administrative costs, plan review and approval services, state surcharges and initial inspections.
- Additional job site inspections charged separately on a 'per trip' basis.
- Scheduling of inspections on-line (coming soon).
- Some permits issued over-the-counter.
- Permits issued for roofs, window and siding replacements and decks (replaces Registration Certificates).
- Mechanical, electric and plumbing permits issued over-the-counter or via fax with Signature-On-File-Transaction (SOFT) process.

In order to accommodate this transition, our Customer Service Center will be **closed for business THURSDAY, FEBRUARY 21 AND FRIDAY, FEBRUARY 22, 2008.** We will resume our **new business hours of 9:00 AM – 4:00 PM, Monday thru Friday, on Monday, February 25, 2008.** **All mail-in or faxed permit applications must be received no later than Friday, February 15, 2008.**

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More details regarding these changes are available on our website @ <http://td.ci.columbus.oh.us/>  
and at the Customer Service Center's Information Counter.

We thank you, in advance, for your patience in working with us through the initial weeks of this transition -- our intent is to revamp our permit application and issuance procedures to allow for a more user-friendly customer service experience.

Sincerely,

A handwritten signature in cursive script, reading "Mark F. Brumenschenkel".

Mark F. Brumenschenkel  
Administrator

MFB:mf