



OFFICE OF THE CITY ENGINEER (OCE) FREQUENTLY ASKED QUESTIONS

**RICHARD SMITH, INTERIM DIRECTOR/CITY
ENGINEER**

GILBERT PORTILLO, MANAGING ENGINEER

**ENRIQUE LEON, ASSISTANT CUSTOMER
SERVICE MANAGER**



PUBLIC AND PRIVATE INFRASTRUCTURE



**FIRE
HYDRANTS**

**BUILDING
PERMITS**

**STREETS &
MARKINGS**

MANHOLES

**STREET
SIGNS**

**TRAFFIC
SIGNALS**

**STORMWATER
DRAINAGE**

**WASTEWATER
LINES**

**WATER
LINES**

FREQUENTLY ASKED QUESTIONS

Water & Wastewater

WATER – FAQ

Q: How can I verify the availability of water service for a new project?

A: For water and wastewater capacity, please reach out to City of Houston (COH) Houston Water - Infrastructure & Development Services at wcrtechs@houstontx.gov

Q: Is the Office of City Engineer (OCE) plan required for large meter replacement?

A: Yes





WATER – FAQ

Q: Can we reuse the existing water meter?

A: Please contact ucsinspections@houstontx.gov to determine reusability of the meter for proposed purpose.

Q: Can we place a large water meter inside a public street?

A: No, water meters must be placed outside the right-of-way line and in their own easement.

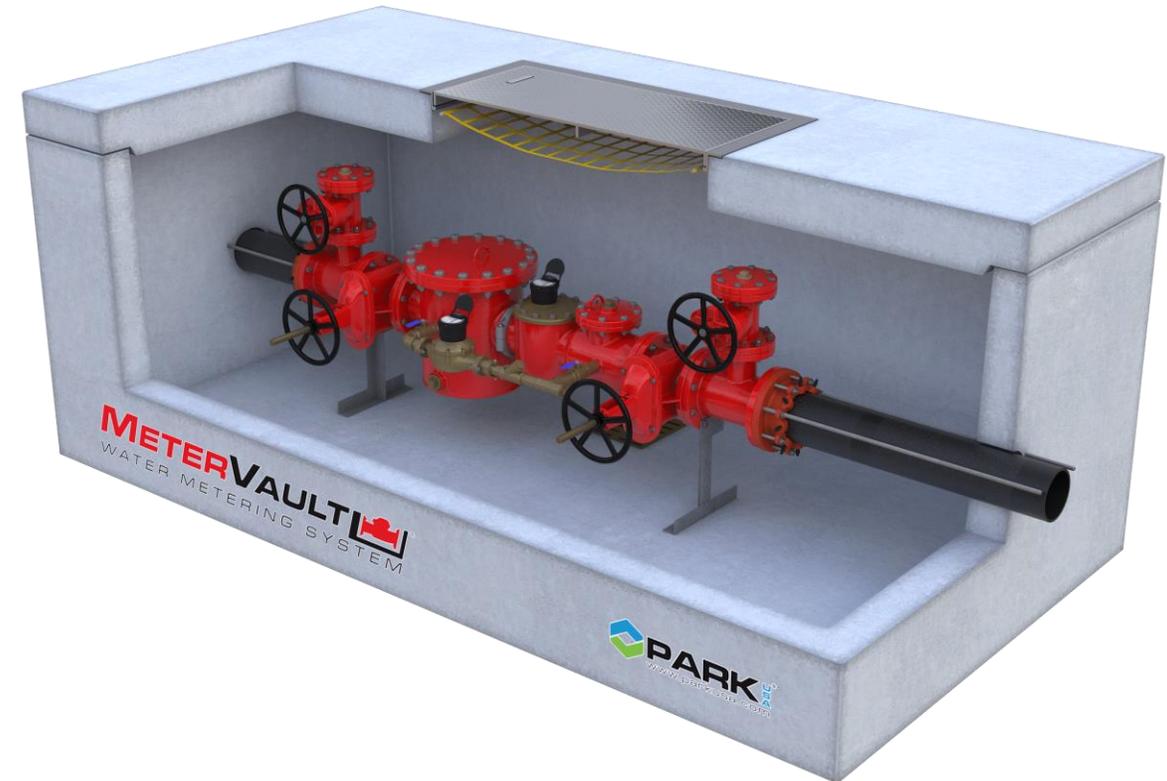
WATER – FAQ

Q: Can we use a bypass meter for a fireline?

A: No, all fire lines must be metered with a full-size City of Houston approved fire rated meter.

Q: How do I discuss design issues during the review process?

A: If you experience any issues or need assistance with your project, please email your reviewer directly or schedule a meeting using the bookings under the **Contact > Appointments** tab at the Houston Permitting Center (HPC) website houstonpermittingcenter.org



WATER – FAQ

Q: Can we install a backflow preventer (BFP) inside the water meter easement or in the right-of-way (ROW)?

A: No, BFP should be installed close to the water meter but outside the meter easement within private property.

Q: Are there any exceptions to the Infrastructure Design Manual's (IDM) dead-end requirement?

A: You may submit a variance application with supporting documents for evaluation on a case-by-case basis.



WATER – FAQ

Q: What is the difference between a closed system and an open system?

A: A closed system is one that has fire sprinklers only, i.e. no water can be drawn off except through a sprinkler head or inspector's test connection.

Q: Where can I find the minimum width of a Water Line Easement (WLE) or Sanitary Sewer Easement (SSE)?

A: Please refer to Infrastructure and Design Manual (IDM) Chapter 5.

SIZE OF WATERLINE	EASEMENT WIDTH
24" through 36" (1)(3)	20 ft.
42" through 54" (4)	30 ft.
60" through 72" (4)	40 ft.
84" and Larger (4)	50 ft.

WASTEWATER – FAQ

Q: Can 6" sanitary sewer leads be used for commercial developments with low flow?

A: No, a variance would be required for evaluation on a case-by-case basis.

Q: Can we reuse the existing sanitary sewer lead/Manhole?

A: It is possible, but the existing Sanitary Sewer connection must be televised and reviewed. Please include the engineer of record's note on the Cover Sheet with the engineer's signature/date.



WASTEWATER – FAQ

Q: What are the requirements to connect to public water and sanitary sewer?

A: Start by getting the capacity and availability reviewed at wcrtechs@houstontx.gov. Then have your engineer design and submit the engineering drawings to the Office of City Engineer (OCE).

Q: Can we construct parking, traffic signs, etc. over public easements?

A: You will need to contact Houston Water - Infrastructure & Development Services at uas@houstontx.gov or 832 394-8888.

HOUSTON PUBLIC WORKS User Guide

WASTEWATER CAPACITY LETTER ONLINE APPLICATION

Submit online by visiting the website below:

> <https://www.pdinet.pd.houstontx.gov/ILMS Online Permits/default.asp>

For your reference, all WCR forms can be found by visiting the link below:

> <https://www.houstonpermittingcenter.org/infrastructure-development-services/impact-fee-administration#agency-links-1436>

1. LOG ON TO WEBSITE



Please have the following documents ready before beginning the application:

1. A recorded deed in the owner's name, (A county tax printout is acceptable as ownership if the owner is consistent with the application)
2. County Tax Authority Printout
3. Agent Authorization
4. Survey or Site Plan for the proposed development.

*First time users must register.
-Email will be sent with User Id and Password.
-Log in to iPermits Account (enter User Name/Password)

2. GO TO CONTRACTOR MENU



HoustonPermittingCenter.Org 1
832-394-8888 Created: January 2022

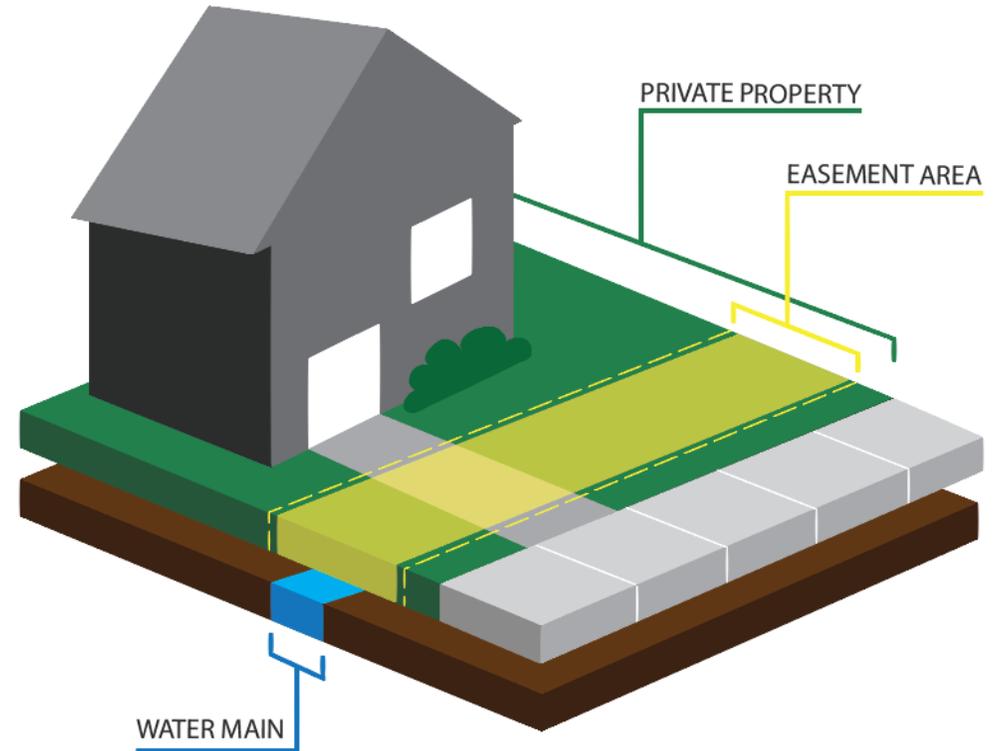
WASTEWATER – FAQ

Q: What documents are required for connecting to public utilities outside City of Houston (COH) limits?

A: Contact the owner of the utility and provide a utility commitment letter.

Q: Can we combine water and sewer line easements?

A: Per City of Houston (COH) Infrastructure Design Manual (IDM), Water Line Easements (WLE) should be dedicated for water line use only.



WASTEWATER – FAQ

Q: How do I apply for Variance? How long does it take? How much it cost?

A: <https://www.houstonpermittingcenter.org/office-city-engineer#agency-links-971>

Link from Houston Permitting Center Office of the City Engineer main page under the "Variances" tab.

Currently, it is four weeks. Anticipated to be reduced to 10 business days.

No fee to submit variance requests at this time.

**HOUSTON
PUBLIC WORKS**

**Infrastructure Design Manual
Variance Form**
Privately Funded Projects
Office of the City Engineer

PAGE 1 – APPLICANT INFORMATION

IDM Variance

- The IDM shall be followed.
- In the instances when an applicant believes that the design criteria as stated in the IDM cannot be followed an IDM variance can be submitted for review.
- Each submittal will be evaluated by OCE's engineering staff on a case by case basis.
- Each variance request will be approved or denied.
- Submittal of an IDM variance **does not** in any way guarantee an approval of the variance.
- All engineering support documentation and applicable **legible** drawings shall be submitted with the application. Provide pictures of the right-of-way (ROW) area conditions if applicable.
- All incomplete variance request forms or requests that do not provide sufficient technical support documentation will be rejected.
- Email completed form to:** Angela.Washington@houstontx.gov
- Allow 4 weeks for the review of an IDM variance.

Mark Type of Variance:
 Water Wastewater Storm Facility Stormwater Quality Easement
 Telecommunications
 Traffic/Pavement (Has a TIA been submitted for this project? YES NO)
Specific Section in IDM that is being requested to vary (Ex: 5.07.A.1.a): _____
Required

Applicant Information:

Name of Requestor: _____	Date: _____
Email: _____	Phone: _____
Company: _____	

Project Information:

Project Address: _____	ILMS No. _____
Additional Project Information: _____	

IDM Design Criteria for which variance is requested:

Chapter No.: _____	Section Title: _____	Figure: _____
Enter Current Criteria as stated in IDM: _____		

Page 1 of 3

FREQUENTLY ASKED QUESTIONS

Stormwater and Storm Water Quality (SWQ)

STORMWATER RIGHT OF WAY (ROW)

Q: What is the turn-around-time for the review?

A: The ROW storm group aims to complete the review within **10 business days**.

Q: What is the common depth of the roadside ditch for Local Street?

A: 4 feet.



STORMWATER RIGHT OF WAY (ROW)

Q: Why does the COH not allow long-run culvert or covering of the ditch for parking?

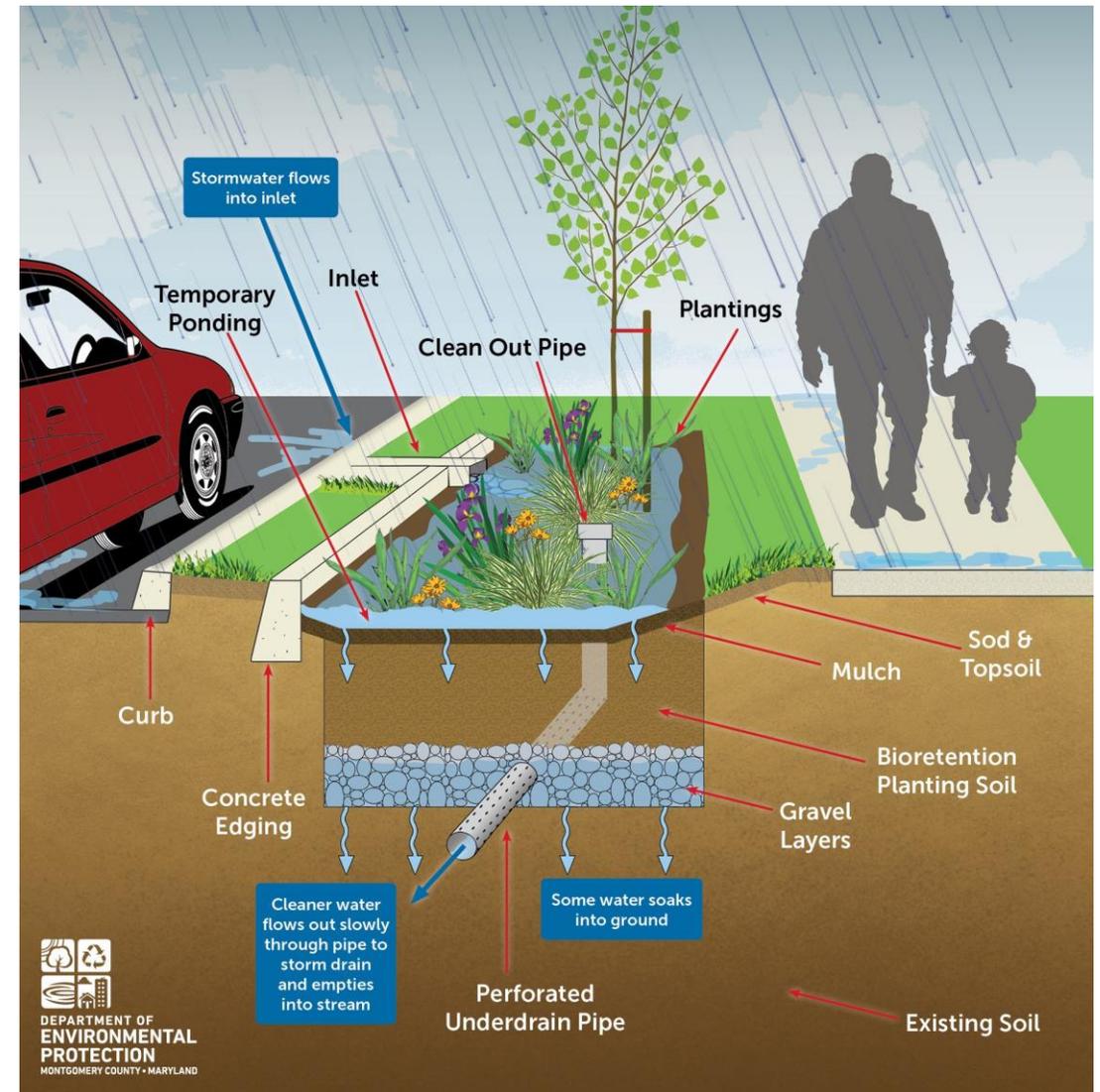
A: As specified in the IDM and emphasized by our operation and maintenance group (Traffic and Drainage Operations – TDO), keeping the ditch open is a primary way to serve adequate drainage (and detention) to residences and business owners. Covering the ditch would likely increase of flooding risk to adjacent or nearby property owners.



STORMWATER RIGHT OF WAY (ROW)

Q: Do I need to provide detention for added impervious area in ROW?

A: Yes, according to IDM guidelines, stormwater detention is required to mitigate the impacts of new development, redevelopment, or site modifications on existing drainage systems. This applies to any increase in impervious surfaces or alterations in stormwater runoff, regardless of whether they occur within the right-of-way or not.



STORMWATER RIGHT OF WAY (ROW)

Q: How can I provide detention for the right-of-way if there is no space/nor ditch? and with what detention rate?

A: If it is not possible to provide detention in ROW, you can provide it inside property with the rate of 0.75-acre ft. per acre.



STORMWATER BUILDING CODE ENFORCEMENT (BCE INSIDE PROPERTY)

Q: Do I need an engineer if my single-family residential project does not require detention?

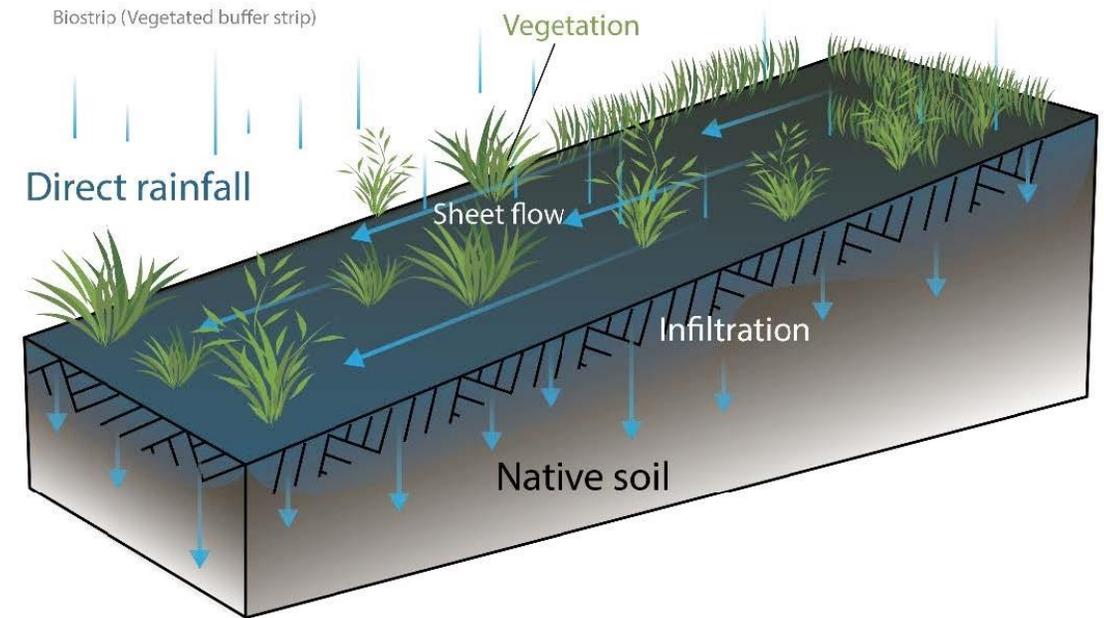
A: No, an engineer will not be required when single family residential projects are exempt from detention.



STORMWATER BUILDING CODE ENFORCEMENT (BCE INSIDE PROPERTY)

Q: My single-family residential project over 15,000 SF does not require detention, why do I need to provide drainage?

A: No sheet flow is allowed to the Right of Way (ROW) or adjacent lots.



STORMWATER BUILDING CODE ENFORCEMENT (BCE INSIDE PROPERTY)

Q: Are permeable pavers or gravel considered pervious?

A: No. To be considered pervious, a geotechnical report must confirm that the subgrade below can infiltrate at a rate of at least 0.5 in/hr.



STORMWATER BUILDING CODE ENFORCEMENT (BCE INSIDE PROPERTY)

Q: Why do we need an encroachment permit for perpendicular crossings that occur over utility easements?

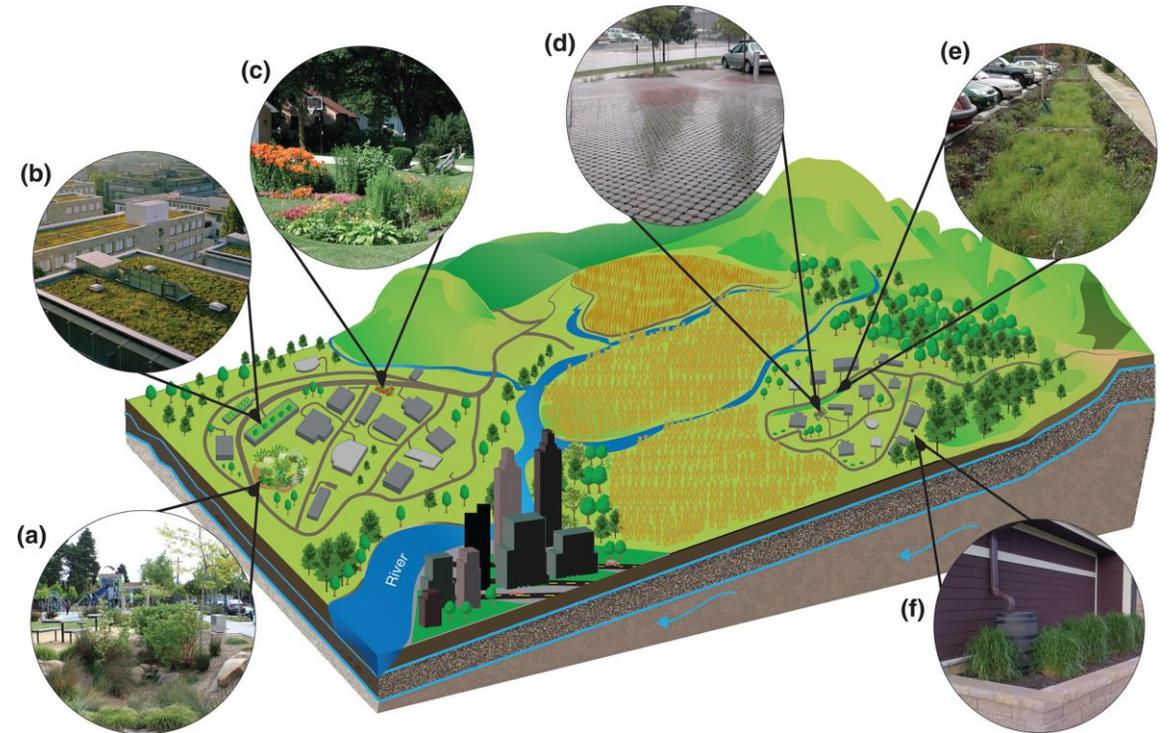
A: The Infrastructure & Development Services group must determine if the crossing is ok (clearance between utilities) and establish that the City is not liable for any damage within the easement as a result of maintenance work.



STORMWATER QUALITY

Q: For development in Central Business District, how do we meet the Low Impact Development (LID) requirement when the detention is not required?

A: In lieu of detention, the customer shall propose a LID feature to attenuate the stormwater runoff for at least 2-yr rainfall events.



STORMWATER QUALITY

Q: Why is it not a good idea to sheet flow into the right-of-way?

A: Sheet flow is a type of overland flow that is typically uncontrolled discharge, potentially transporting contaminants such as lawn fertilizer, pesticides, trash, debris, bacteria, or oil that can negatively affect the ecology in the receiving water body.



STORMWATER QUALITY

Q: Why can't my authorized agent sign for SWQ renewal application?

A: The owner's signature is required for renewals to verify which submitted application is valid when multiple authorized parties submit for renewal.



**HOUSTON
PUBLIC WORKS**

Engineer Services - Utilities
Storm Water Quality (SWQ) Permit Application

NEW PERMIT
 RENEWAL
 AMENDMENT

Project Name: _____

HCAD Account #: _____ SWQ Permit #: _____

Date of this application: _____ Date of current permit expiration: _____

Site location or address: _____

Site Acreage: _____ SWQ Structural Control: _____

Provide the latitude and longitude of the SWQ structural control

Latitude (Decimal): 29. _____ Longitude (Decimal): -95. _____

OWNER'S NAME: _____ Phone #: _____

Email: _____ Fax #: _____

Address: _____

CONTACT'S NAME (IF DIFFERENT THAN OWNER): _____

Email: _____ Phone #: _____

Address: _____

Submitted with this application:

Fee(s)
 SWQMP Engineer's Certification
 SWQMP Owner's Affidavit - Original
 SWQMP Manual
 Other/Notes: _____

Post Construction Certification - As-Built
 Renewal - Engineer's Certification
 Renewal - Owner's Affidavit
 Renewal - Inspection documents (photolog, manifest, etc)

Notice: This application is required by Article XII, Chapter 47 of the City Code of Ordinances governing Storm Water Discharges. The applicant hereby agrees to comply with the Code of Ordinances which includes the following conditions:

1. This permit expires on the expiration date indicated and must be renewed annually.
2. The SWQ permittee shall submit a renewal application and the applicable renewal fee not more than 30 days but not less than five days prior to expiration. Failure to renew the permit may result in enforcement action.
3. The attached Owner's Affidavit certifies that the owner has read the maintenance and operation requirements of the Storm Water Quality Management Plan (SWQMP) and agrees to follow the requirements of the plan.
4. This permit shall be amended if there is a change in ownership. Amendment shall be submitted within ten days after any such transfer to a subsequent owner or to a third-party permittee.
5. The obligation to have and comply with a SWQ permit shall continue in perpetuity and shall run with all the land covered by the original SWQ permit.

The City may revoke this permit if the City Engineer determines that any information on this application is false. This SWQ permit is effective upon signature by the City's Storm Water Quality Engineer, or his/her authorized representative.

Owner's Signature _____

Date _____

CITY USE ONLY
Permit Issuance

Permit #: _____

Renewal #: _____

New Effective Date: _____

Next Permit Expiration Date: _____

Storm Water Quality Engineer _____ Date _____

HoustonPermittingCenter.org
SWQ@HoustonTX.gov

revised: April 4, 2022

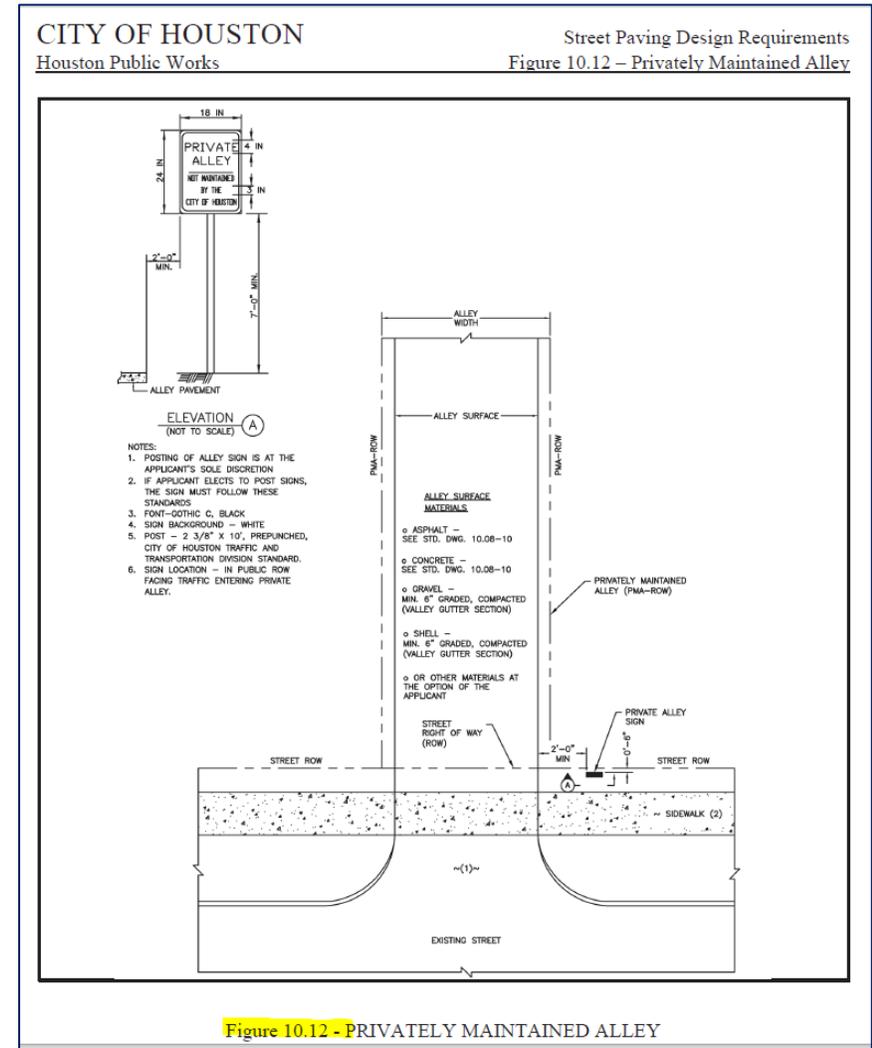
FREQUENTLY ASKED QUESTIONS

Street and Traffic

STREET AND TRAFFIC RIGHT OF WAY (ROW)

Q: Alleys, can I get alley access for my house?

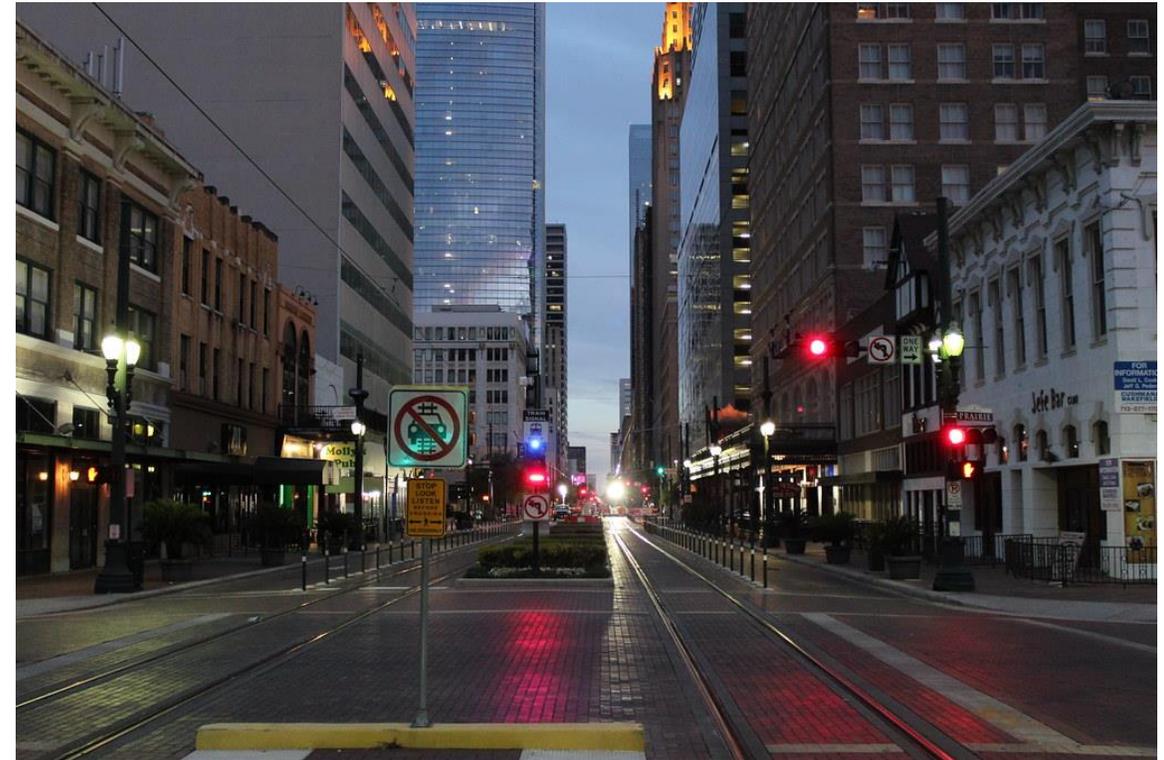
A: If the alley's existing material is on the accepted materials list, such as gravel, concrete or asphalt for residential homes and a survey is provided showing the existing material from street to street for verification. Commercial alley access must meet 2023 IDM manual roadway design standards.



STREET AND TRAFFIC RIGHT OF WAY (ROW)

Q: What does traffic review in the office of City Engineer (OCE) submittals?

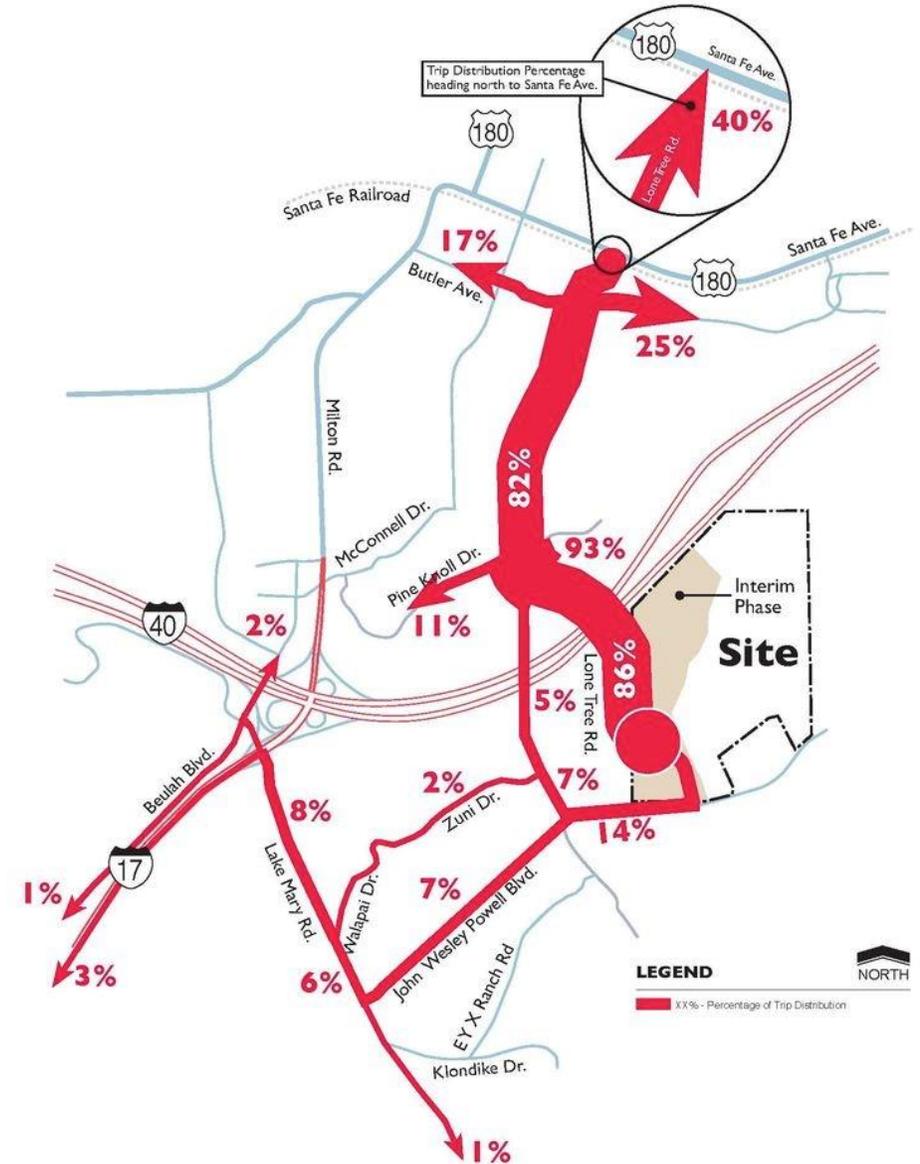
A: Proposed left turn lanes, street widenings, traffic signs, "No Parking" sign placements, median modifications, road diets, new subdivision roadways, street extensions, curb cut for parallel parking and drop-off lanes as per Traffic and Drainage Operations (TDO) requirements.



STREET AND TRAFFIC RIGHT OF WAY (ROW)

Q: Does the Traffic Impact Analysis (TIA) need to be approved prior to traffic plan review group approval?

A: Yes, all TIA reports shall be approved prior to approval of OCE plans from the Office of City Engineer. All mitigations listed in the TIA executive approval letter shall be reflected on the OCE plans.



BUILDING CODE ENFORCEMENT (BCE / INSIDE PROPERTY)

Q: I want to replace my driveway; where and how?

A: All plans shall be submitted electronically via ProjectDox. Remove and replace driveway permitting shall begin the plan submittal process with the one-stop application to Building Code Enforcement (BCE).

15.2.07.C.1
continued

Table 15.6 - DRIVEWAY DESIGN CRITERIA

Driveway Design Criteria ⁽¹⁾⁽²⁾												
Traffic Type	Type A Driveway (For Single Family Residential Houses or Duplexes)				Type B Driveway (Shared Access/Shared Driveway)				Type C Driveway (Commercial Driveway)			
	Width (ft)		Radius (ft)		Width (ft)		Radius (ft)		Width (ft)		Radius (ft)	
	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max
One-Way	10	12	4	10	12 ⁽⁵⁾	16 ⁽⁵⁾	4 ⁽⁵⁾	10 ⁽⁵⁾	15	20	10	20
Two-Way	10 ⁽³⁾	24 ⁽⁴⁾	4	10	16 ⁽⁶⁾	24	4	10	24	35	10	20

(1) See article 15.2.07.C.1.f for Driveways that require a vehicle swept path analysis.
 (2) See 15.2.07.C.1.g.(1) and 15.2.07.C.1.g.(2) for Type 1 PAE and Type 2 PAE requirements.
 (3) The minimum width for Joint Access Driveway is 12 ft.
 (4) Refer to Chapter 42 of the Code of Ordinances for driveway widths for narrow lots.
 (5) Only MURs and Courtyard Style Developments on corner lots can have one-way driveways.
 (6) Refer to Chapter 42, Section 42-146 of the Code of Ordinances for exceptions to the minimum driveway width for Shared Driveways.

BUILDING CODE ENFORCEMENT (BCE / INSIDE PROPERTY)

Q: Are driveway approaches and sidewalks reviewed in the Building Code Enforcement (BCE) or Office of the city Engineer (OCE) plan reviews?

A: All driveway approaches and sidewalks in the ROW are reviewed by the OCE Traffic group reviewing BCE plans.

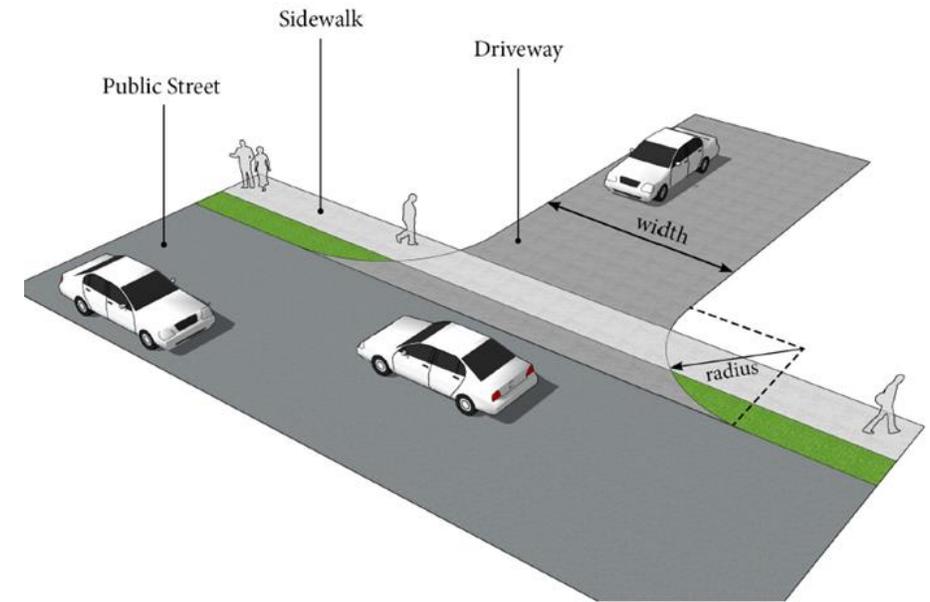


Figure 15.4 - DRIVEWAY RADIUS AND WIDTH

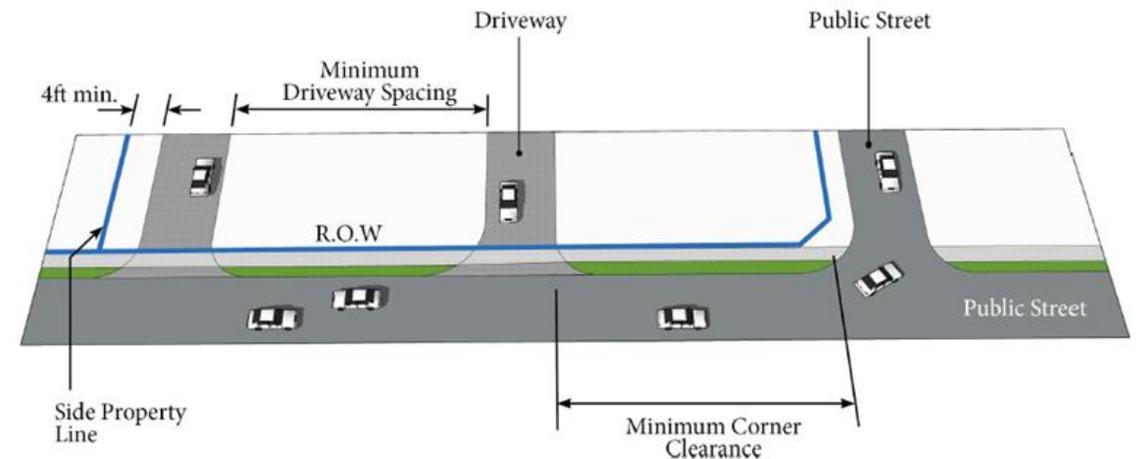


Figure 15.5 – TYPE A & TYPE B DRIVEWAY SPACING

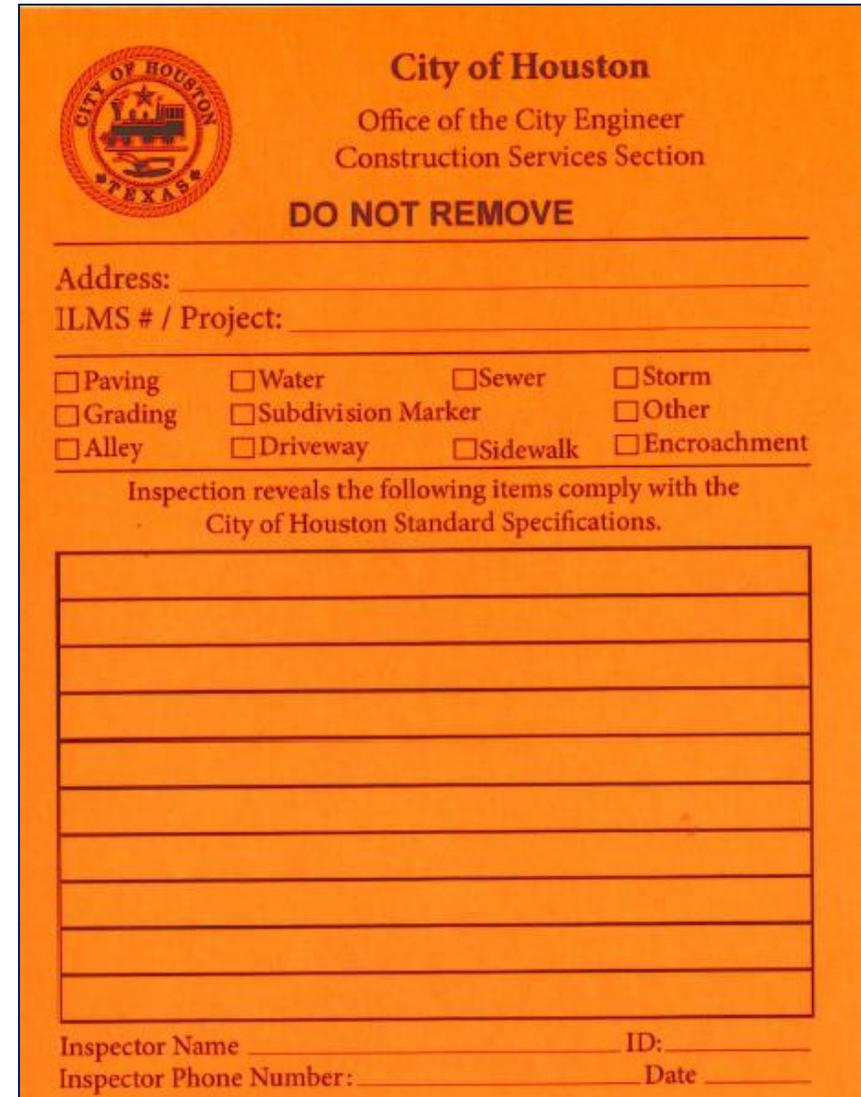
BUILDING CODE ENFORCEMENT (BCE / INSIDE PROPERTY)

Q: I got a red tag; Do I need a permit for the driveway?

A: Yes, a permit is required for all driveways in the COH right-of-way.

Q: Do I require a permit for all the red tags inside the parcel?

A: Yes, any red tags inside the parcel will require your submittal to the city for review of proposed work and permits.



 **City of Houston**
Office of the City Engineer
Construction Services Section
DO NOT REMOVE

Address: _____
ILMS # / Project: _____

Paving Water Sewer Storm
 Grading Subdivision Marker Other
 Alley Driveway Sidewalk Encroachment

Inspection reveals the following items comply with the
City of Houston Standard Specifications.

Inspector Name _____ ID: _____
Inspector Phone Number: _____ Date _____

BUILDING CODE ENFORCEMENT (BCE / INSIDE PROPERTY)

Q: Can I propose gravel or crushed concrete or sand in the right of way? And what size culvert pipe can I use?

A: No; gravel, sand, or crushed concrete is not allowed in the city right-of-way. The driveway pavement shall be concrete or asphalt only. The sidewalk material shall be ADA compliant, typically concrete.

Minimum size for all culverts shall be 24-inches. Residential driveways may be reinforced concrete pipe (RCP) or High-density polyethylene (HDPE). Commercial driveways shall be RCP .



FREQUENTLY ASKED QUESTIONS

Water/Wastewater Facilities

FACILITIES

Q: Do I need Texas Commission on Environmental Quality (TCEQ) approval?

A: Yes, if the capacity of the facility has increased and if a variance is required from the TCEQ design criteria.

Q: Do I require an engineering report?

A: Yes, for any new facility and for an increase in capacity for an existing facility site. If the existing site is proposing a like for like modification, then the engineering report would be required on a case-by-case basis.



FACILITIES

Q: For Water Contract projects, do I require an access easement to the water meter?

A: It would not be required as long as the contract has a section related to ‘access to measuring equipment’, which is usually located **in Article V.**

Q: Is a recorded plat required for my project?

A: Yes, but a CPC 101 form and a copy of the final plat can be provided if the plat has not been recorded.



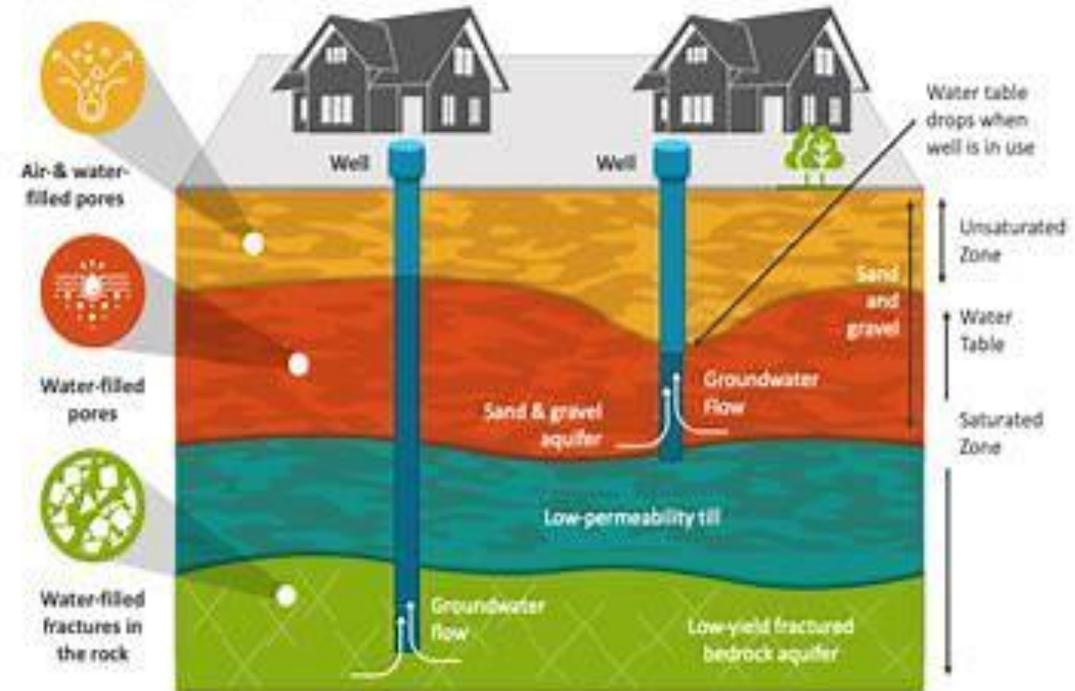
FACILITIES

Q: For groundwater wells, do I need approval from the appropriate subsidence district that it will serve?

A: Approval is required from district prior to City of Houston approval.

GROUNDWATER WELLS

Types of Groundwater Wells



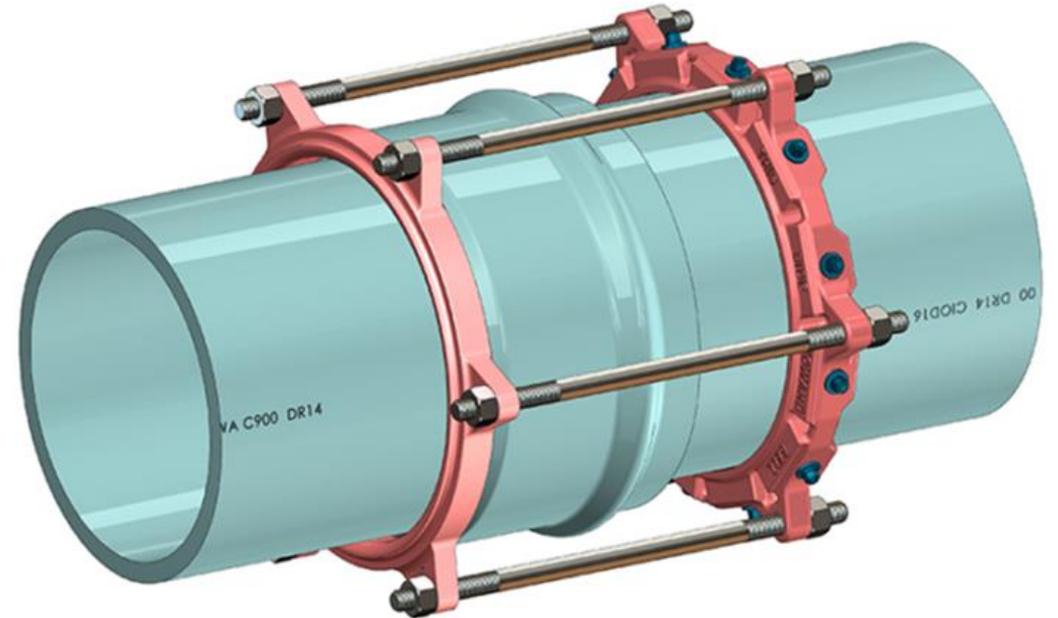
FACILITIES

Q: How should my facility site be platted?

A: All facilities should be platted as a “restrictive reserve” – a portion of the overall plat that has rules and guidelines of use.

Q: Does my force main require restrained joints?

A: If the force main is located 8 ft below the natural grade, it would require restrained joints.



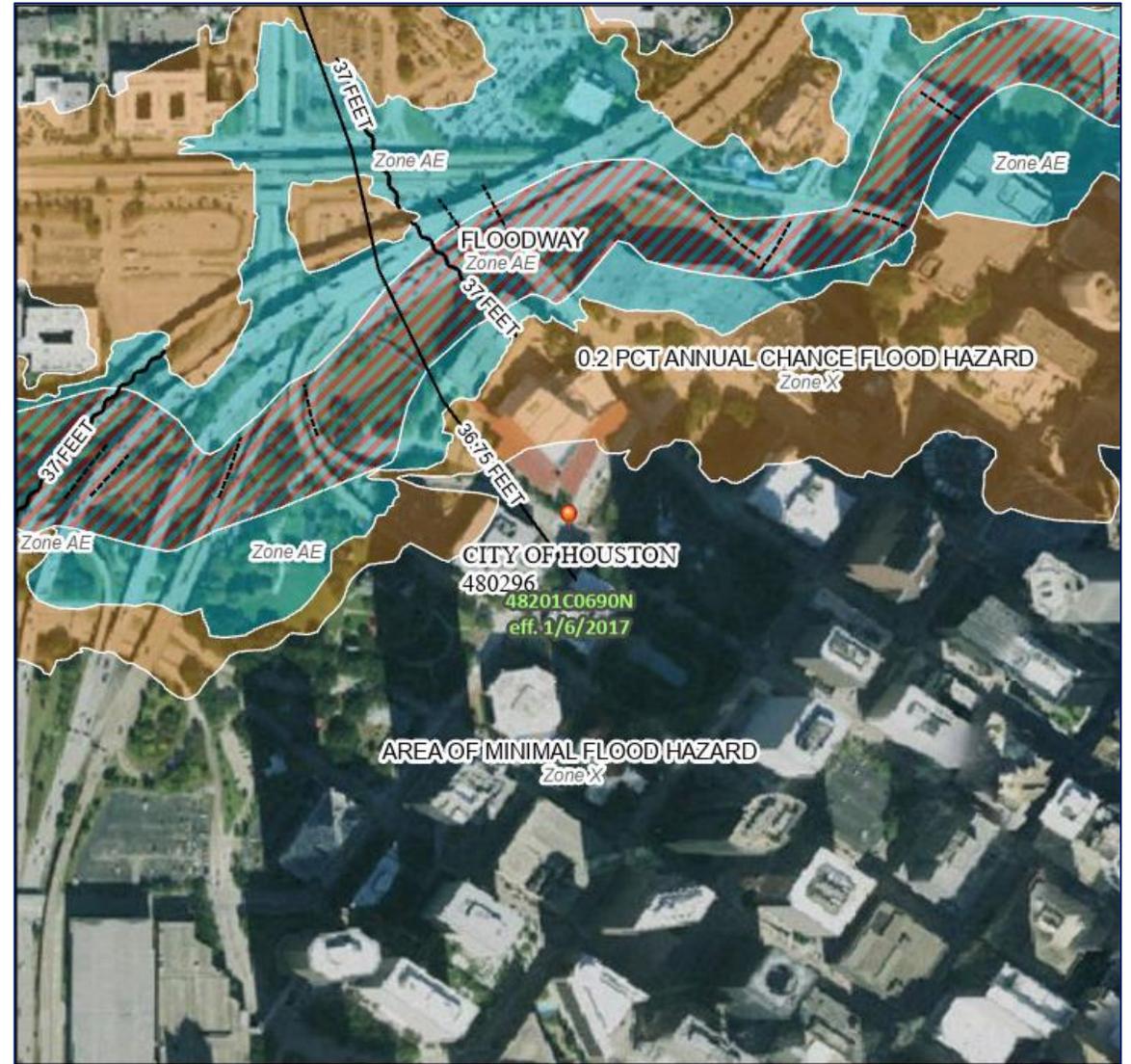
FREQUENTLY ASKED QUESTIONS

Flood Management Office

FLOODPLAIN MANAGEMENT OFFICE RIGHT OF WAY (ROW)

Q: What is the difference between the floodway and the floodplain?

A: The *floodway* is part of the floodplain or the Special Flood Hazard Area (SFHA). The floodway is the primary conveyance area for storm runoff along a bayou, river or other watercourse. The *floodplain* is the land area including and adjacent to the watercourse that stores and/or conveys water during the 100-year event that cannot be stored or conveyed within the banks of the watercourse.



FLOODPLAIN MANAGEMENT OFFICE RIGHT OF WAY(ROW)

Q: What is the Conveyance Zone and what is its difference from the Floodway

A: The Conveyance Zone is the portion of the Special Flood Hazard Area that is utilized to convey water during the occurrence of the base flood. By definition, the floodway is defined as a Conveyance Zone. The other areas of the floodplain defined as Conveyance Zones are generally: a) a 100-foot buffer zone adjacent to the floodway boundary, b) the overflow area of the floodplain where two streams come together and c) portions of the floodplain where the depth of flooding exceeds 18-inches.



FLOODPLAIN MANAGEMENT OFFICE RIGHT OF WAY (ROW)

Q: Who determines the Floodway and Floodplain?

A: Engineers working for the Harris County Flood Control District working on behalf of the **Federal Emergency Management Agency (FEMA)** are charged with determination of the regulatory Floodway and Floodplain in accordance with the FEMA guidelines.

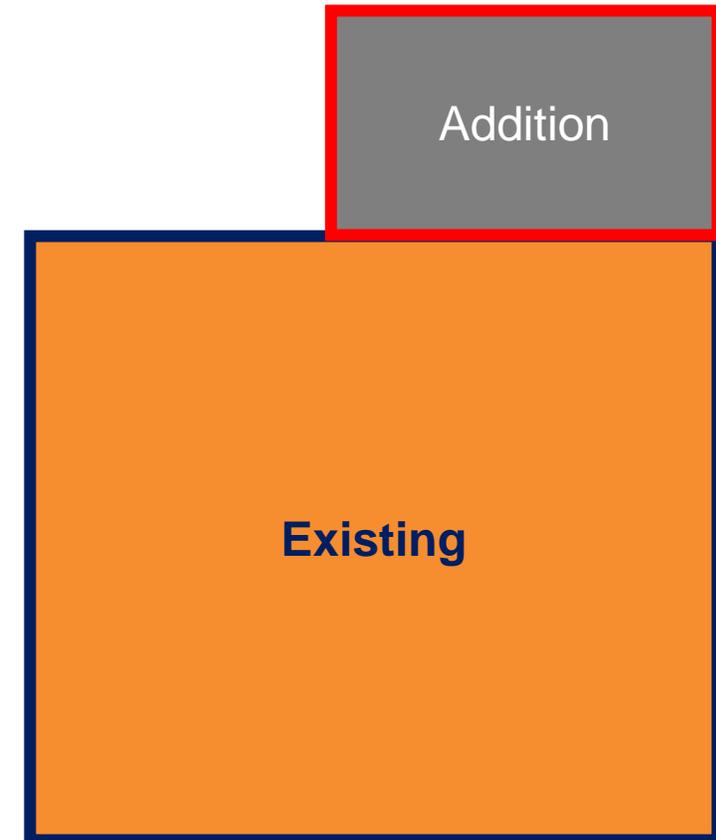


FEMA

FLOODPLAIN MANAGEMENT OFFICE BUILDING CODE ENFORCEMENT (BCE INSIDE PROPERTY)

Q: What is an addition and why it is important?

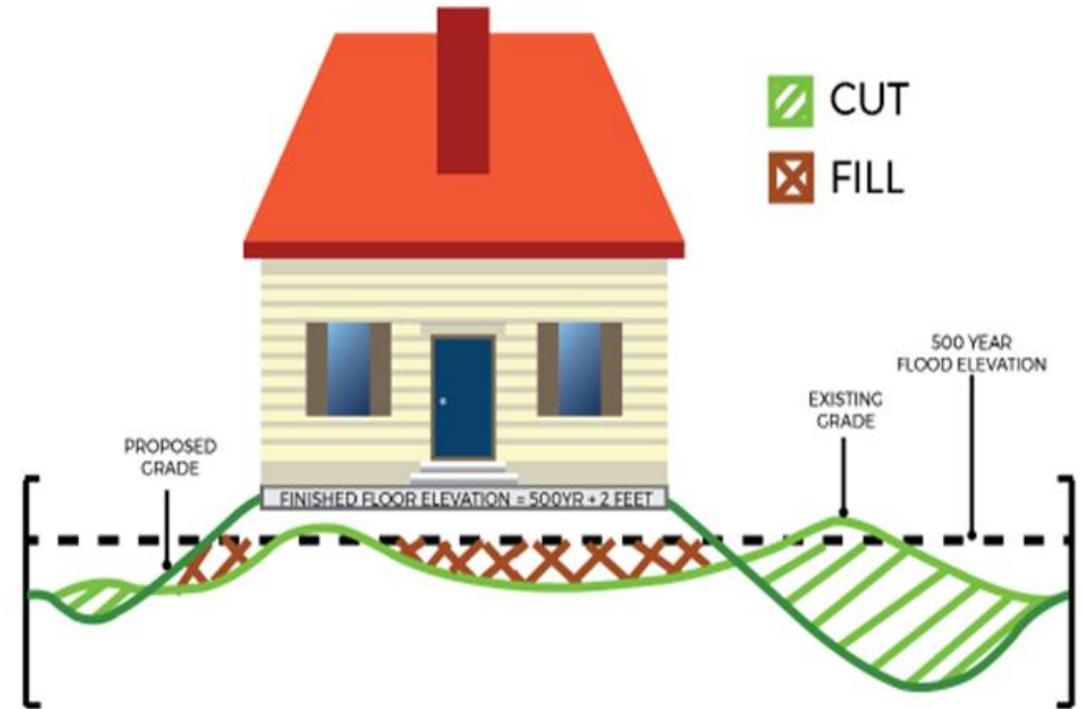
A: An addition means any alteration to an existing structure that increases its footprint. Additions increase enclosed living space and footprint. It is important because it could alter the flow of flood waters causing flooding onto adjacent properties.



FLOODPLAIN MANAGEMENT OFFICE BUILDING CODE ENFORCEMENT (BCE INSIDE PROPERTY)

Q: Why is Fill Mitigation important?

A: The Special Flood Hazard Area (SFHA) serves dual purposes which include the storage of floodwaters and movement of flows downstream. Unregulated fill within the floodplain reduces the amount of flood storage and has the potential to increase flows and Base Flood Elevation (BFE – 100 year)/ Designated Flood Elevation (DFE – 500 year) along the stream. The fill mitigation serves to maintain no overall loss (zero net fill) of floodplain storage.



FLOODPLAIN MANAGEMENT OFFICE BUILDING CODE ENFORCEMENT (BCE INSIDE PROPERTY)

Q: What is “Substantial Damage” and who determines substantial damage?

A: “Substantial damage” means the total cost of restoring the structure to its pre-damage condition equals or exceeds 50% of the pre-damage market value of the structure only (i.e., excluding the land value).

FEMA determines substantial damage while the Floodplain Management Office (FMO) enforces it for the City of Houston.



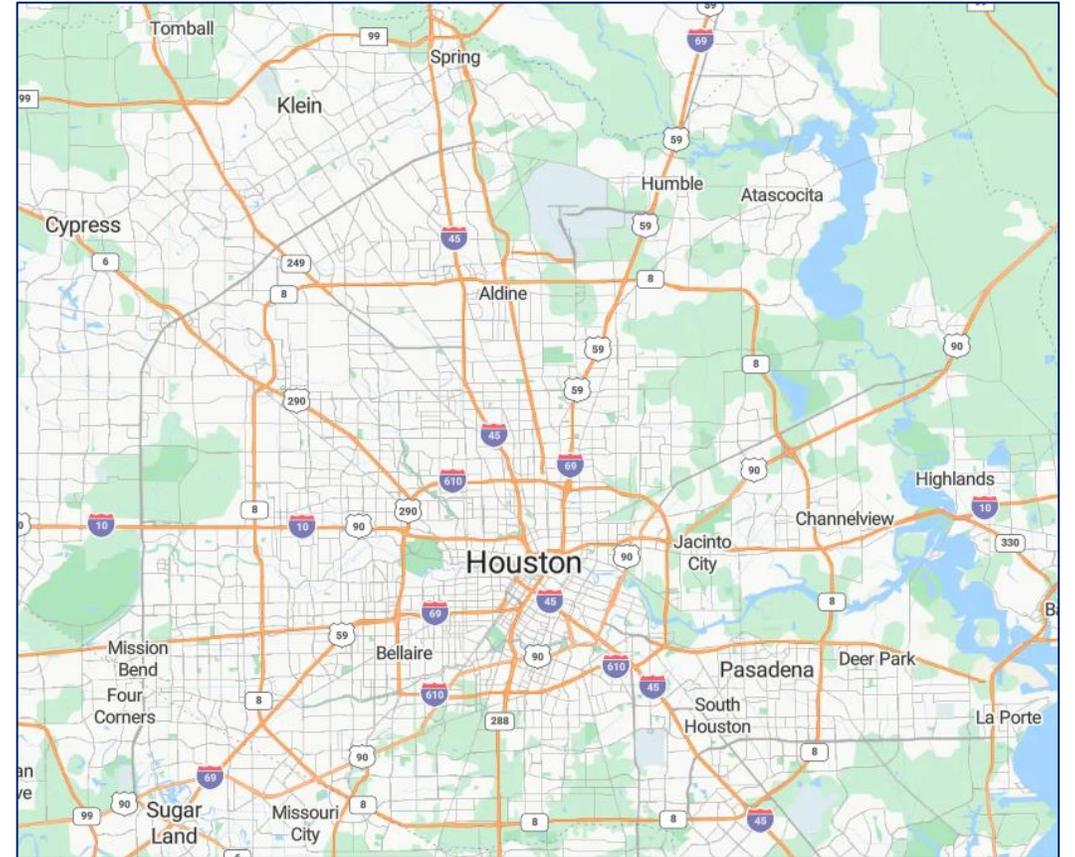
FREQUENTLY ASKED QUESTIONS

Telecommunications

TELECOMMUNICATIONS

Q: My project includes locations that are not congruent, can I submit these locations on the same set? If so, what are the requirements?

A: Yes, you may show multiple work locations on the same set, vicinity map requirement is extended to each location having a focused view. While allowed, we encourage that locations be grouped in the same general quadrant to make future research easier.



TELECOMMUNICATIONS

Q: What is SUE and why do I have to provide it for fiber/conduits?

A: SUE is an acronym for Subsurface Utility Engineering and is a method used to identify and verify existing locations of utilities. Per our Infrastructure and Design Manual, all underground installations of communication equipment, cable, and conduits require a level of SUE dependent on the clearances from any utility lines (with emphasis on pressurized lines).



FREQUENTLY ASKED QUESTIONS

Geographic Information Systems (GIS) –
Distributed Antenna Systems (DAS)

GEOGRAPHIC INFORMATION SYSTEMS (GIS) – DISTRIBUTED ANTENNA SYSTEMS (DAS)

Q: Why was my project rejected by the GIS team due to the address of the permitted (or approved) telecommunication node not being found on the ILMS?

A: The GIS team uses the ILMS system to verify E911 addresses. If an E911 address cannot be found on the ILMS system, your project will be rejected.



GEOGRAPHIC INFORMATION SYSTEMS (GIS) – DISTRIBUTED ANTENNA SYSTEMS (DAS)

Q: Why can't our telecommunication node addresses be found on ILMS even after my addresses have been verified by the City? What can I do to avoid this issue?

A: It takes the City of Houston time to update the ILMS system and the E911 addresses may not show up in the database available to the GIS team.

To avoid this issue, attach the email between you and the COH Addressing Department establishing the E911 addresses and geolocation.



QUESTION & ANSWER

We are here to help !!!



NAVIGATING THE WEBSITE



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UPDATE

2021 Construction Codes Adoption Effective January 1, 2024

[Learn More](#)



Welcome to the Houston Permitting Center

The Houston Permitting Center combines the majority of the City of Houston's permitting and licensing into one convenient location. We opened in June 2011 with a mission to help customers achieve their goals while complying with the City's regulations. Providing excellent service, streamlining business processes, implementing innovative technologies, and proactively engaging customers are all cornerstones of our mission.

Office of the City Engineer

The Office of the City Engineer (OCE) implements and administers the provisions in the City's Code of Ordinances state and federal regulations relating to floodplain management, street cuts, and storm water quality.

Building Code Enforcement

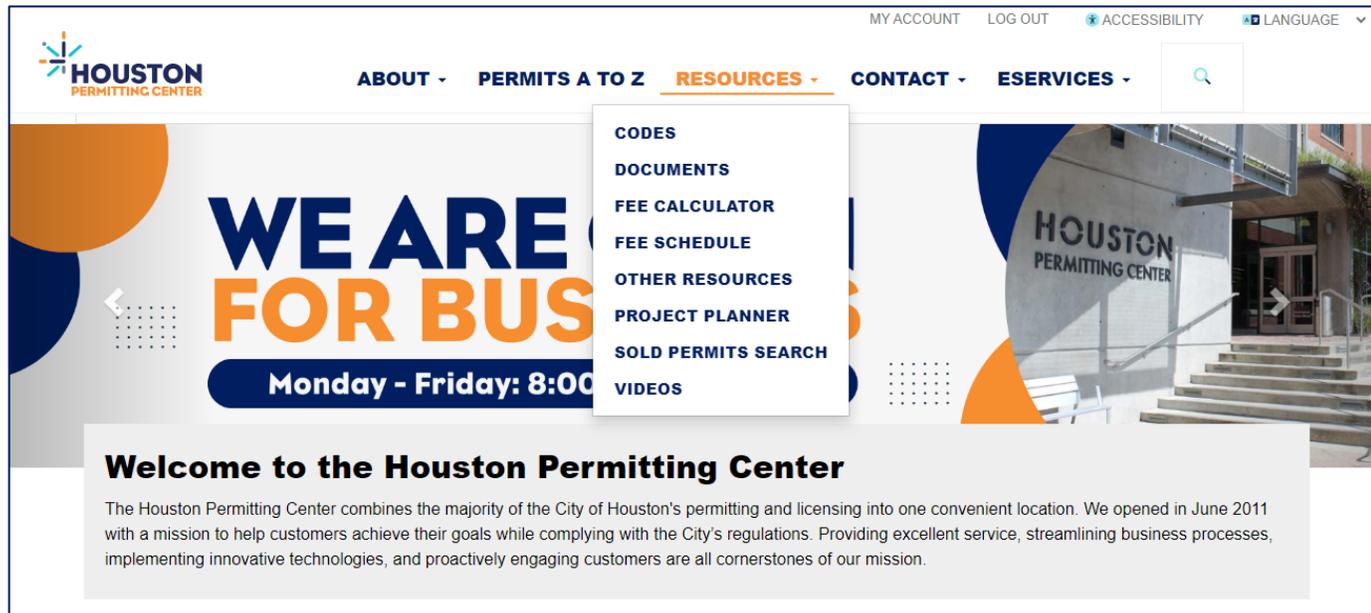
Building Code Enforcement manages Building Code Services and administers the provisions in the City's Code of Ordinances and state/federal regulations relating to private building construction, and sign administration.

Infrastructure & Development Services

The Infrastructure & Development Services agency is part of the Houston Water service line.

ONLINE TOOLS

HPC Webpage - www.houstonpermittingcenter.org



RESOURCES

Codes

(2021 Code Amendments)

Documents

(Guides, Forms, and Other Documents)

Fee Calculator

(Online tool that allows customers to estimate their building permit fees.)

Fee Schedule

(View or download printable versions of Building Code Enforcement's 2024 fee schedules)

Project Planner

(Answer questions about your business or construction project, and the Project Planner will identify the permits you'll need from the City of Houston)

Sold Permits Search

(To obtain information about basic permit history, you can use this search option)

ONLINE TOOLS

HPC Webpage - www.houstonpermittingcenter.org



CONTACT

Appointments

(Customers can conveniently schedule and check-in for appointments and obtain a digital QFlow eTicket for walk-in services for certain groups)

Live Chat

Available
Monday - Friday: 9:00 AM - 2:30 PM

Plan Review Contact List

(This list is updated monthly)

Report An IT Issue

(Use this form to report only IT issues you are having with iPermits or ProjectDox)

ONLINE TOOLS

HPC Webpage - www.houstonpermittingcenter.org



ESERVICES

iPermits
(Register & Apply for a Permit)

ProjectDox
(Upload & Submit Plan)

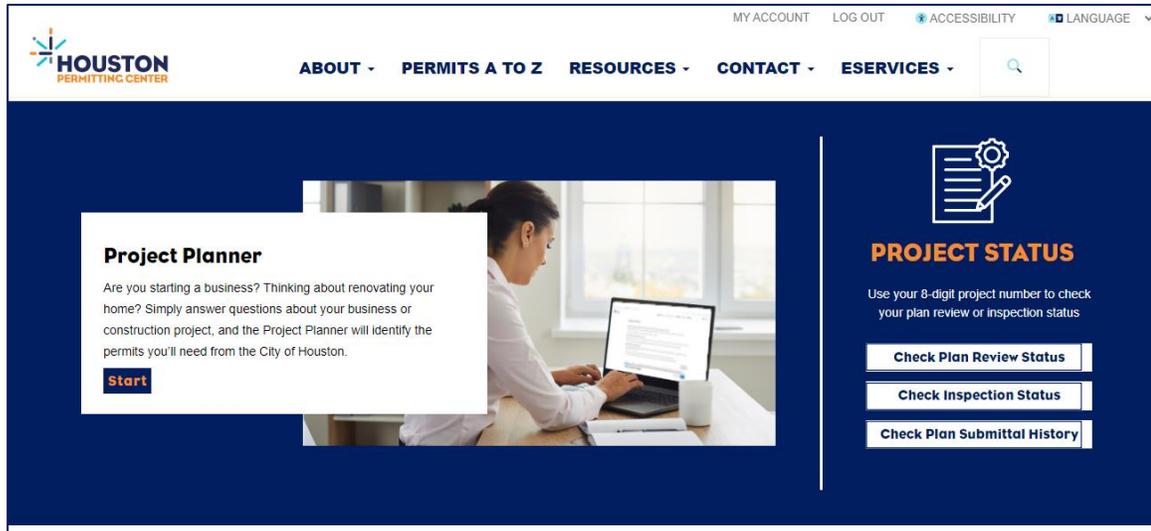
How-To-Guides
(Residential and Commercial Electronic Permitting Guides)

Inspection Notifications System
(Receive text notifications informing you about upcoming site inspections by inspectors.)

Water Meters
(Taps and Meters Permits)

ONLINE TOOLS

HPC Webpage - www.houstonpermittingcenter.org



Check Plan Review Status

(Customers can check the status of their plan review and view any correction comments)

Check Inspection Status

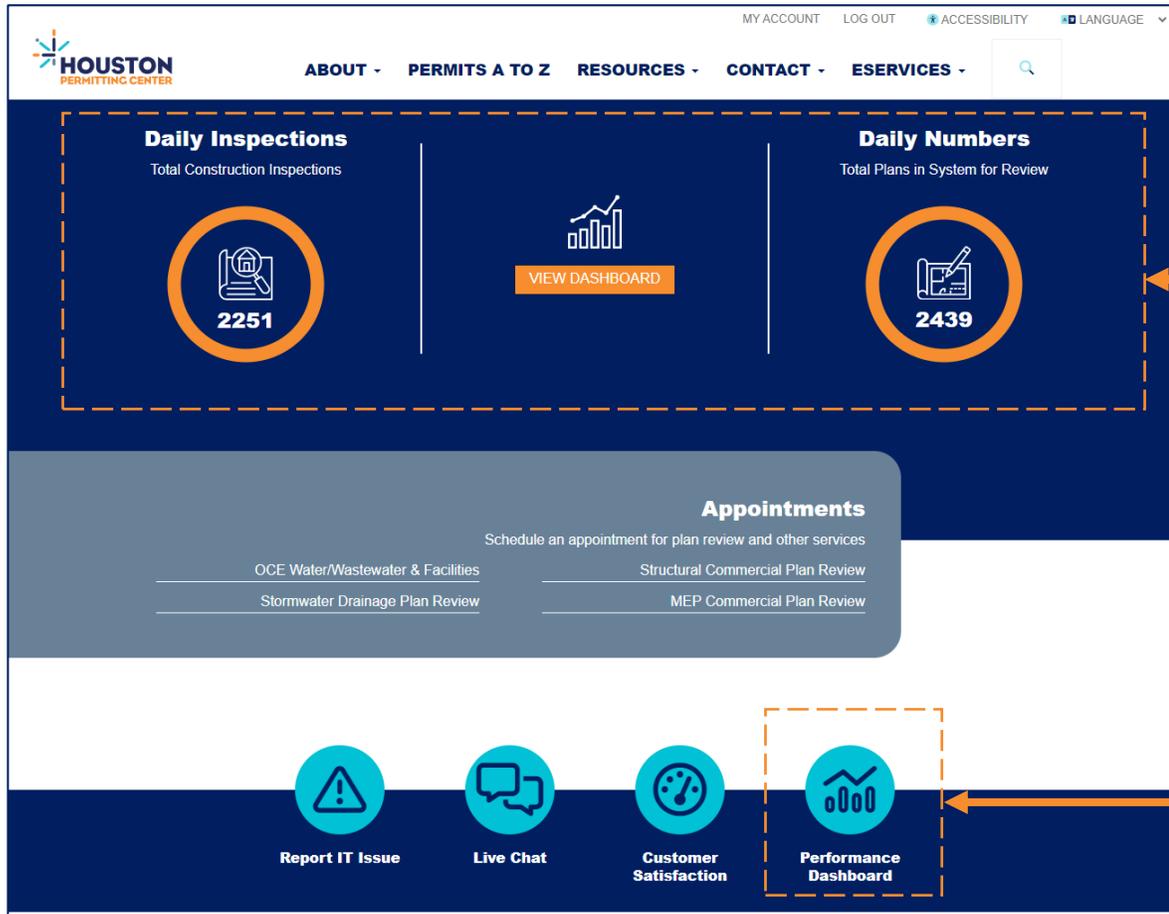
(Customers can schedule inspections and then review the results and comments from those inspections)

Check Plan Submittal History

(Customers can review the submission history of a project's plans)

ONLINE TOOLS

HPC Webpage - www.houstonpermittingcenter.org



Performance Dashboard

Interactive dashboard provides an at-a-glance view of our daily performance, including the total plans in the system for review and the number of business days of the oldest plan.

RESOURCES & OTHER INFORMATION



- **Building Code Enforcement Permit Fees:**

<https://www.houstonpermittingcenter.org/help/fee-schedules>

- **City Fee Schedule:**

https://cohweb.houstontx.gov/FIN_FeeSchedule/default.aspx

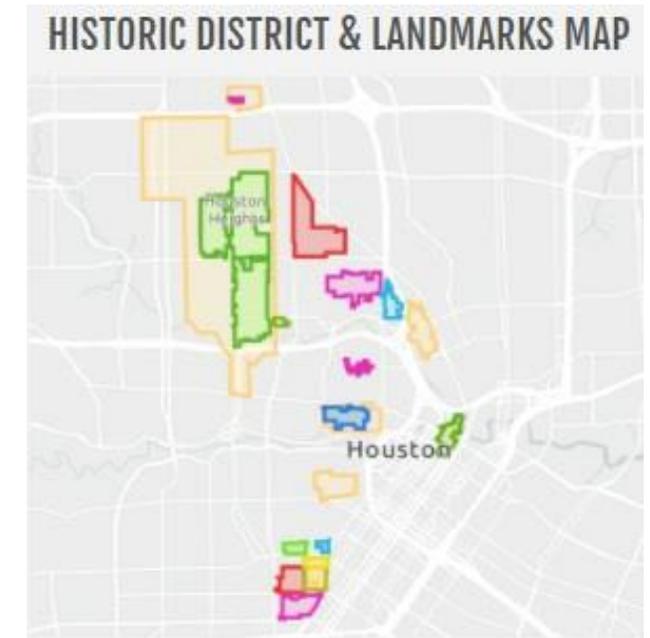
- **Water & Sewer Rates:**

<https://www.houstonpermittingcenter.org/infrastructure-development-services/impact-fee-administration#agency-links-1976>

RESOURCES & OTHER INFORMATION



- **Tax Increment Redevelopment Zone (TIRZ):** TIRZs are special districts created by City Council to attract new investments to an area. TIRZs help finance the cost of redeveloping or encouraging infill development in an area that would otherwise not attract sufficient market development in a timely manner. Taxes attributable to new improvements (tax increment) are set-aside in a fund to finance public improvements in the zone.
- **Historic Designation:** As a designated City of Houston historic building, your property will be exempt from compliance with Energy Code requirements in the Building Code. You are eligible for a 50% discount on building permit fees if the Houston Archeological and Historical Commission (HAHC) issued a Certificate Of Appropriateness (COA) for the approved work. Historical Preservation Ordinance regulates exterior alteration, new construction, relocation or demolition of any historic structure, object or site.



RESOURCES & OTHER INFORMATION

- **Open Records:** The Open Records Section provides permit records and residential plans beginning in 1988 to the present. Register and submit your request at [https://houstontx.govqa.us/WEBAPP/_rs/\(S\(x14z2kpr2bi4qf1133vkwa4v\)\)/SupportHome.aspx](https://houstontx.govqa.us/WEBAPP/_rs/(S(x14z2kpr2bi4qf1133vkwa4v))/SupportHome.aspx)

- **Reporting Unpermitted Work:** An anonymous complaint can be submitted to the City of Houston 311 Help & Information Section for work without a permit. A tracking number will be assigned and can be used to follow up with their office regarding the concern.

An investigator will conduct a site visit and inform the responsible party of the required actions and time frame.

The complaint can be submitted via phone by contacting the City of Houston 311 Help & Information Section at 713.837.0311 or online at <http://hfdapp.houstontx.gov/311/index.php>



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Houston Permitting Center
1002 Washington Ave.
Houston, TX 77002



832.394.9000



www.houstonpermittingcenter.org



cacd@houstontx.gov

thank you!



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[f](#) [@](#) [X](#) [@](#) @HouPublicWorks