



ONE-STOP WALK-IN PROCESS

**HOUSTON PERMITTING CENTER
PLAN REVIEW SUPPORT SERVICE TEAM:
VERONICA CANTU AND TRUONG LE**

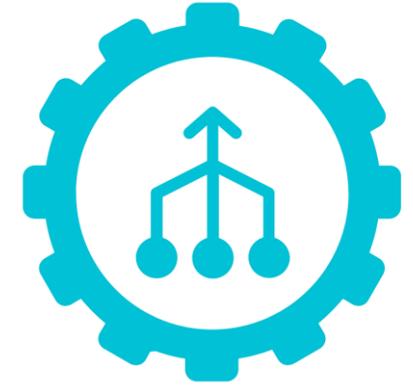


WELCOME TO THE HOUSTON PERMITTING CENTER

1002 Washington Avenue
Houston, TX 77002



WHAT IS THE ONE-STOP PROGRAM



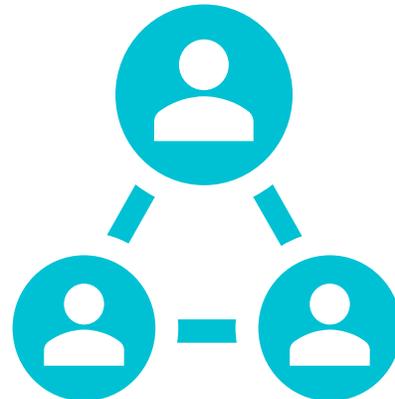
Overview of the Program

- The One-Stop program is designed to streamline the review process for smaller-scale construction projects. It provides a faster turnaround time for projects that meet specific criteria.
- This means less waiting time and quicker approvals for residential and commercial projects with simpler scopes of work.

ADDITIONAL INFORMATION AND RESOURCES

Further Details

- Visit www.HoustonPermittingCenter.org for more information.
- Detailed guidelines and FAQ are available to help understand eligibility and the submission process.



CURRENT REVIEW PROCESS

Electronic Review Process Overview

- Currently, we operate an electronic review process. When projects are submitted, they enter our system and are reviewed in the order they are received. This helps us ensure that we're processing applications fairly and efficiently.

Benefits of the Electronic System

- This process has worked well to ensure that projects are handled systematically and in a timely manner, but we recognize that sometimes a face-to-face interaction can help clarify questions and streamline the permitting process for small projects.

INTRODUCING THE WALK-IN SERVICE



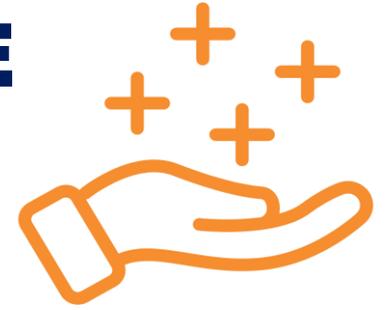
What's New

- We are excited to announce the launch of our new **walk-in service**. Starting [TBD], customers can now bring their projects directly to our office and have them reviewed **in person** with our team of plan analysts on paper plans.

How It Works

- The process will allow customers to meet directly with our plan analyst across the desk from several departments to discuss and review their projects.
- This is an opportunity for more immediate feedback and discussion, and our team will be available to answer questions on the spot, helping to streamline the process.

KEY BENEFITS OF THE WALK-IN SERVICE



Faster Feedback and Resolution

- One of the major benefits of this walk-in service is **faster feedback**. Instead of waiting for a response after submitting electronically, customers can get immediate responses and have any issues or concerns addressed in real-time in some cases.

Direct Access to Experts

- The walk-in service gives you direct access to the **plan analysts** who are reviewing your project, so you can clarify any details and get expert guidance right away.

More Efficient Process

- By meeting face-to-face, we can resolve issues or questions more quickly, which ultimately leads to a faster review process and quicker project approvals.

OVERVIEW

To ensure a smooth transition back to in-person plan reviews, a pilot will be conducted starting TBD. The pilot will run concurrently with electronic plan reviews and will focus on paper plans for in-person visits for commercial and residential one-stop projects.

ONE-STOP WALK-IN PILOT DURATION

Start Date: TBD

End Date: TBD

Operating Hours:

- Monday to Friday, 8:30 AM – 3:30 PM

Location:

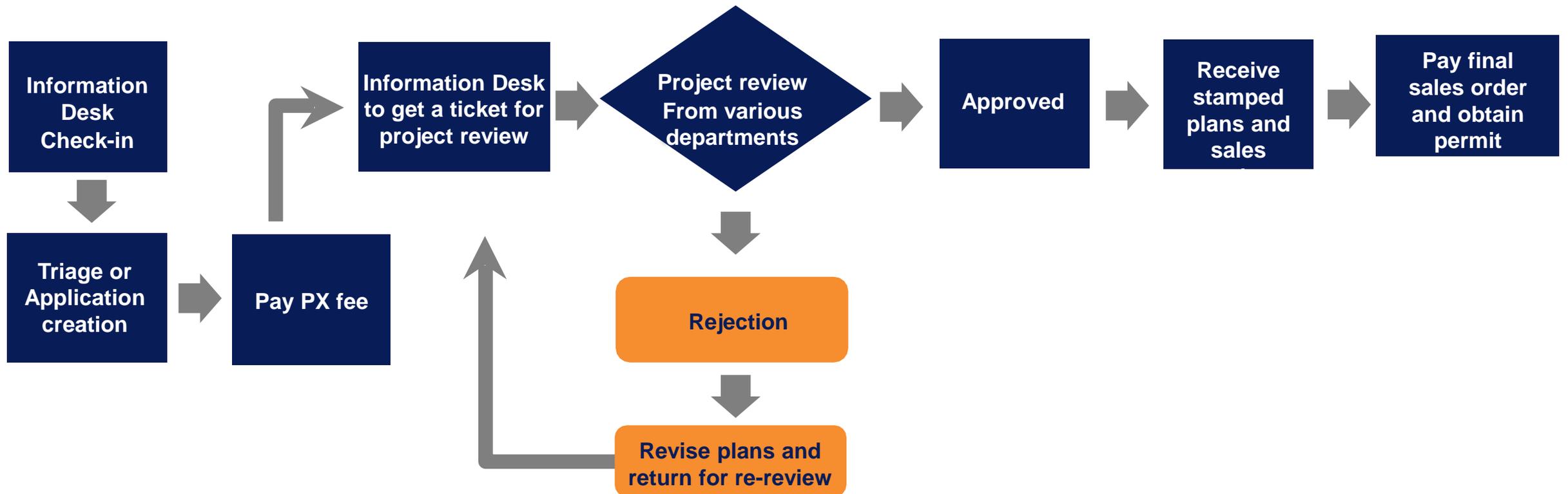
- One-Stop Plan Review Center (Racetrack located on the 1st floor)

Departments Involved:

- One-Stop – commercial & residential
- Planning
- Utilities
- Traffic
- Health Pools
- Flood



ONE-STOP WALK-IN PROCESS



KEY POINTS OF THE WALK-IN SERVICE



Important to note:

- Once you choose either the electronic submission process or the walk-in service, the path selected shall remain the same throughout the review process.
- Switching project submission will not be allowed due to system restraints and department involvement.
- Project may be canceled and reapplied for to change the submission path.

KEY POINTS OF WALK-IN SERVICE



Triage Desk: Ensuring Correct Review Path

- To ensure that your project is handled appropriately, we've added a **triage desk** at the start of the walk-in process.
- The triage desk will determine whether your project qualifies for walk-in review based on its scope and requirements.
- Any projects that require outside department reviews will not qualify for walk-in reviews. Ex: Storm, MEP, Health

KEY POINTS OF WALK-IN SERVICE



How to Change Your Review Path:

- To make this change, you'll need to **cancel** your current electronic review submission and **reapply** for a walk-in review.
- Before canceling, it's important to **consult with the Triage desk or a One Stop Supervisor** to confirm that your project is eligible for the walk-in review process.

RESIDENTIAL – PROJECTS ALLOWED

- Single form (repairs, re-roofs, demos)
- Remodels
- Foundation repairs
- Driveways and paving*
- Additions up to 1000 sq. ft. (without structural plans)*



RESIDENTIAL – PROJECTS ALLOWED

- Additions over 1000 sq. ft. (with engineered structural plans)*
- Substantial remodels (with engineered structural plans)*
- Swimming pools*
- House moves*
- Revisions, Deferred Submittals, S9

*Underlined projects require triage



RESIDENTIAL – PROJECTS NOT ALLOWED

- Elevations
- Solar panels
- Bulk heads
- Boat docks



COMMERCIAL – PROJECTS ALLOWED

- Single forms (repairs, re-roofs, demo)
- Foundation repairs
- Remodels ≤ 2500 sq. ft.*
- Beauty salons with 1 bowl or less*
- Pothole repair *
- Driveway approach, repair, or replacement*
- Revisions (within the original scope of work)*
- Deferred submittals (for One Stop projects)*

*Underlined projects require triage



COMMERCIAL PROJECTS – NOT ALLOWED

- New paving or driveway extension/widening
- MEP review
- New or revised COs
- Changes in use or conversions
- Expansions
- Remodels with new panels or > 200 amps added service
- Cell tower remodels
- Generators
- Commercial pools
- Beauty salons with 3 or more bowls



CONCLUSION

The pilot aims to address potential issues and refine processes before the full reopening. Feedback and observations during the pilot will guide necessary adjustments to ensure a successful full reopening.



SURVEY OF TRAINING NEEDS PERMITTING WORKSHOP 2024

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Thank you!



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