WHAT IS VIRTUAL WALK-IN SERVICE?

A virtual walk-in is a process available to customers (homeowners/design professionals) whose scope of work meets the established criteria below to have their Building Code Enforcement plans reviewed by a Storm Drainage plan reviewer on a digital "walk-in" basis via email submittal.

PROCEDURE

1. Email StormPlanReview@houstontx.gov with a request for walk-in service. The subject line must include the project number. **Only one project per email request.**
2. If qualified for virtual walk-in service, plans will be reviewed between 8 AM and 3 PM on Mondays.

QUALIFICATION

A project must meet the following criteria to qualify for walk-in service:

☐ The project number was issued by Building Code Enforcement.
- Projects submitted for right-of-way review to the Office of the City Engineer do not qualify for walk-in service.

☐ The project must be one of the following proposed development types:

Single-family residential	• Includes new construction, additions, and swimming pools
Multiple single-family residential development	• Includes new construction, additions, and swimming pools • Up to 10 single-family residential lots per project • Does not include apartment complexes, townhouses, or condos
Fill & Grade only permit*	• Limited to 2 rejection comments from latest review cycle
Fence/Masonry wall only project*	• Limited to 2 rejection comments from latest review cycle
Revision to approved plans*	• Classified as a plan revision (RV or 33V) in the system • Limited to 2 rejection comments from latest review cycle
Exceptions	• Where exceptions to the above qualifications are made, written proof from the reviewer must be provided as an attachment

Residential or commercial projects

☐ Plans have completed at least one full review cycle and have rejection comments by the Storm Drainage (360) group

☐ Plans must be resubmitted and available in ProjectDox for review at the time of service.
- Plan Reviewer will not upload any files into ProjectDox. Only uploaded files will be reviewed.

☐ A response sheet is uploaded to the "Applicant Responses" folder in ProjectDox
- Response sheet should address each comment and reference the sheet number or location in which the corrections may be found.

☐ If an appointment was required per project comments, information for meeting is provided in response sheet

☐ There are **no pending approvals from required outside departments/agencies** (i.e. TxDOT, HCFCD, Clear Lake Water Authority, etc.)

☐ There are **no detention and/or restrictor design** rejection comments from latest review cycle