

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	<ul style="list-style-type: none"> • Includes new construction, additions, and swimming pools
Multiple Single-Family Residential Development	<ul style="list-style-type: none"> • 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 *	<ul style="list-style-type: none"> • Limited to 2 rejection comments from latest review cycle
Fence/Masonry Wall Only Project *	<ul style="list-style-type: none"> • Limited to 2 rejection comments from latest review cycle
Revision To Approved Plans *	<ul style="list-style-type: none"> • Classified as a plan revision (RV or 33V) in the system • Limited to 2 rejection comments from latest review cycle
Exceptions	<ul style="list-style-type: none"> • 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