



March 16, 2020

Dear Construction, Engineering, and Property Manager Community:

I want to update each of you on the actions being taken in Development Services in response to the COVID-19 pandemic. **Our goal is to maintain operations to continue serving your important role in the local and state economy.** If you are not feeling well or have been exposed to someone with COVID-19 we respectfully ask that you take precautions to not expose city staff and other community members.

Starting Tuesday, March 17, we will close public access to the permit counter. **Permitting service and plan drop off will occur through the reopened drive through window at City Hall which is accessed off of Douglas Street.** This window will be for permitting and land development activity only. Available activities include:

- 1) Apply and pay for permits (approved permits will be mailed or e-mailed to customer)
- 2) Construction plan and site plan drop off (mail, Fedex, UPS also available)
- 3) Request an inspection (it is preferred this be done via Click-to-Gov, phone, or e-mail)
- 4) Any other business typically conducted over the permit counter

In order to expedite service, we request that you **fill out required forms prior to visiting** the drive through window. If the line is long, we may request that you re-enter the line once an application is filled out. Forms can be found at the Development Services dashboard located here:

<https://www.wilsonnc.org/residents/city-services/all-departments/development-services>

To avoid the drive through line, you may also email applications to [permitting@wilsonnc.org](mailto:permitting@wilsonnc.org). In addition, we strongly suggest that inspection requests as well as simple permits for change outs, alterations, and repairs be submitted through Click-to-Gov. We are working to expand the application types that can be accepted through Click-to-Gov. Information on Click-to-Gov can be found here:

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City of Wilson  
Chief Planning and Development Officer  
112 Goldsboro Street, East  
P.O. Box 10  
Wilson, NC 27894

(252) 399-2220  
(252) 399-2219  
Fax (252) 399-2233

<https://www.wilsonnc.org/residents/all-departments/development-services/permits/online-building-permits>

If you need to come into the office, we will do those **visits by appointment only**. Please contact the individual you want to meet with and schedule a time to come in. Please be advised that some staff are working from home, so more time may be required to schedule an appointment for items like rezonings, variances, or certificates of appropriateness. If possible, **please try to conduct business via phone and email**, as it will lead to faster service.

### **Other Service Disruptions and Requests**

**Technical Review Committee** meetings (TRC) will be conducted via conference call. As you know, we have made TRC meetings optional in order to address questions on an as needed basis. If you can address questions without the need for a TRC meeting, we would appreciate it. You will be notified of conference line numbers if you request a meeting.

**Interior Housing Inspections in Occupied Homes** for non-life and safety matters are suspended. Inspectors will not enter unsanitary homes. Cleaning must be performed before an inspection is requested.

**Plan Review and Inspection Timeframes** may be extended to accommodate reduced staffing. We will also prioritize activities related to the COVID-19 response. Please bear with us as we do our best to meet deadlines and timeframes.

**Non-Critical Inspections** – we ask that non-critical inspection requests be delayed. We are exploring Remote Inspections per NCDOT Guidance. We will update you once this procedure is in place. Find more information here:

[http://www.ncdot.com/OSFM/Engineering\\_and\\_Codes/Documents/Interpretations4/Guidance%20Papers/Live%20Remote%20Paper%2010-2019%20Board%20Approved.pdf](http://www.ncdot.com/OSFM/Engineering_and_Codes/Documents/Interpretations4/Guidance%20Papers/Live%20Remote%20Paper%2010-2019%20Board%20Approved.pdf)

**Maintain 6** – please help us by maintaining 6 feet of separation between yourself and our inspectors and other staff. Our goal is to maintain services. Following this rule will help keep you and them well.

I truly appreciate your understanding in this matter. As the situation is evolving daily, please know that additional adjustments may become necessary to follow best practices and to stop the spread of COVID-19.

Sincerely,

*Rodger Lentz*

Rodger H. Lentz, AICP  
Chief Planning and Development Officer

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