



# Important Notice concerning Permit and License submissions After 4 p.m. on October 27, 2016 (Thursday)

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IMPACTS CUSTOMERS FOR:

**Building and Safety Division  
Business License  
Engineering Division  
Planning and Development Division**

The Washoe County Community Services Department (CSD) is converting to a new permit and license software platform on October 31, 2016 (Monday). CSD encourages its permit and license customers to be patient as the new software platform is launched and any potential difficulties with the platform are resolved. The first two weeks of the platform go live (from October 31, 2016, Monday, to November 10, 2016, Thursday) are critical as department staff phases the software platform into its full capacity.

In order to properly prepare for the new software platform conversion, information on the permits and licenses in the current database must be move to the new platform. The move of current data will occur at 4:00 p.m. on October 27, 2016 (Thursday). This conversion time and date was selected to minimize impacts to CSD customers as all County Offices, to include CSD, will be closed on October 28, 2016 (Friday) in observance of Nevada Day.

The move requires that no permit or license information be entered into either the current database or the new permit and license software platform after the 4:00 p.m. cut off time. **All CSD Divisions will be accepting permit and license applications after 4:00 p.m. on October 27, 2016 (Thursday). No credit card payments will be accepted after the cut off time.** CSD customers are encouraged to avoid submitting their application if at all possible after the 4:00 p.m. cut off time, and either submit their application early or delay until the week of October 31, 2016.

Specific to each CSD Division after 4:00 p.m. on October 27, 2016 (Thursday):

## **Building and Safety Division**

- **No payments will be accepted.** Permit customers will be contacted during the week of October 31, 2016 to pay any required building permit fees. Those fees will include the adopted 4% Regional Technology Fee.
- Staff will accept building permit applications and review those for completeness. Accepted applications will be entered into the new platform during the week of October 31, 2016.
- Contact Building and Safety Division staff at 328-2020 for more information and for the new fees.

## **Business License**

- **Cash and check payments only.** License Division staff will provide a receipt for any payments received.
- Staff will accept license applications and license renewals. Applications will be reviewed for completeness. Accepted applications and associated license fees will be entered into the new software platform during the week of October 31, 2016.
- Contact Business License staff at 328-3733 for more information and for the new fees.

**Engineering Division**

- **Cash and check payments only.** Engineering Division staff will provide a receipt for any payments received.
- Staff will accept engineering permit applications and review those for completeness. Accepted applications and associated fees will be entered into the new software platform during the week of October 31, 2016.
- Contact Engineering Division staff at 328-2041 for more information and for the new fees.

**Planning and Development Division**

- **Cash and check payments only.** Planning and Development Division staff will provide a receipt for any payments received.
- Staff will accept planning applications and review those for completeness. Accepted applications and associated fees will be entered into the new software platform during the week of October 31, 2016.
- Contact Planning and Development Division staff at 328-6100 for more information and for the new fees.