



INDUSTRY NOTICE

All,

Due to the Coronavirus/ COVID19 situation, SNHBA is working on getting as much information as possible from each municipality's Building Departments. **All information is indefinite, and we will continue to update everyone once we confirm with each jurisdiction.**

All highlighted information is new since the previous Industry Notice.

What we do know as of Thursday, March 26th, 2020 (9 AM):

• City of Henderson:

- DSC is closed until April 19, 2020; however, operations are working on a way to accommodate permit procession and plan review (Variety of permit applications online) Additional permit and plan applications will come available in electronic submission format. DSC Staff is available via phone and email.
- In order to submit your building or fire permit application, please log into DSC Online and click Apply in the top menu. To display all application types, click on All. Select the appropriate building or fire permit application by clicking on Apply. This will open up the online application for the permit. Inspections can be scheduled and conducted as normal during this time, however, remember social distancing and limit interaction with inspectors.
- Please note that this application will not be the actual permit, it will only serve as the application for the permit. After a completeness check by our Permits staff, a permit will be created. In the application process, you will provide a description of the project you are looking to permit, address and contact information, and will be required to upload a building/fire permit application, your building plans and any additional documents as required per the permit's checklist.
- If you have any questions regarding the status of your existing permits/plans, need to schedule an inspection or pay an invoice, you have access to this information by logging into your account on DSC Online.
- For projects that were a paper submittals, revisions will require the paper submittal to an electronic submittal. Reach out to Topher if you have any questions.
- When plan check is approved and fees are paid, Permits are issued via email to the customer and also available via the DSC Online customer portal.
- Henderson Portal should be used to submit residential building applications. Fees will be sent when application is approved.
- Escrow Accounts can be used to pay for permit. We can email escrow form with the BSFD # and Cashiers will deduct amount from account and receipt will be sent to us.
- To replenish our Escrow Accounts, send check by mail to: (CITY OF HENDERSON / ATTN CASHIER / MS111 / 240 WATER STREET / HENDERSON, NV 89015
- Include letter stating what Escrow Account check should be deposited into.
- Please use 702-267-1787 to contact Cashiers in Henderson.
- Henderson- Escrow account can be used to pay for permits, etc. and credit card can be used through the Henderson Portal.
- Contact Record's to make appointments for paper plan pick-up
- If you are resubmitting corrections to a project that was originally on paper, we are asking that the plans be resubmitted electronically. You will do this by making the request to the DSC Records team via email at eplanrecords@cityofhenderson.com. In the subject line of the email, please indicate the permit number that you would to resubmit plans to. DSC Records will create a Bluebeam project that you can upload your corrections to and if the customer doesn't have Bluebeam, they have an alternate way with a large file email system we call Kiteworks. When the corrections are submitted, the eplan should be the entire plan including the corrected documents. A detailed narrative should accompany the

corrections of what was changed (important). DSC Records will take the received electronic plans and route them (also electronically) to the plan reviewers who will need to see the corrections.

- If you are submitting revisions to an existing plan that originally came on paper, we also will accept those revised plans electronically. You will do this by making the request to the DSC Records team via email at eplanrecords@cityofhenderson.com. In the subject line of the email, please indicate the permit number of the plans that you intend to revise. DSC Records will create a Bluebeam project that you can upload your revised plan to and if the customer doesn't have Bluebeam, they have an alternate way with a large file email system we call Kiteworks. When the revised plan is submitted, the eplan should be the entire plan including the revised documents. A detailed narrative should accompany the revised plan of what was changed (important). DSC Records will take the electronic plans and route them to all plan reviewers who need to see the revisions.
- If you have approved documents in paper and you need to pick them up, request a pickup time from a different email address. The email for this is dscrecords@cityofhenderson.com. They will contact you and schedule a pick-up time. When you come and pick it up, they will lay it on a table and then back away to maintain social distance. The customer will pick it up off the table
- Here is a list of the ways you can pay for your permit fees
 - You can pay for permit fees online via credit card using the invoice number. Our online portal is <http://dsconline.cityofhenderson.com>. Instruction on how to pay online are on page 8 of the DSC Online User Guide
 - You can pay for permit fees via check by mailing in the check to Cashiers, City of Henderson, 240 Water St, Henderson, NV 89015, include the invoice with the check and put the invoice(s) on the check.
 - You can pay via escrow if you have an escrow account by submitting your signed escrow withdrawal form to cohpermits@cityofhenderson.com. Permit staff will coordinate with the Cashier to apply payment to the indicated permits.
- COH Entitlement Submittals: since they are closed to the public and will not accept any dropped off submittals, they are requiring any entitlement application submittals to be submitted electronically to planner@cityofhenderson.com.
- The files need to be legible and submitted in a PDF format. They can accept up to 25MB per email. If your files are larger than that, email them and they can send you a link to the City's FTP site to upload the files for submittal.
- Once they receive it, they will review for completeness, if accepted will send the application number and invoice. If the application is deemed not complete, they will follow-up with an email of what is missing in order for it to be deemed complete.
- Application payments would need to be made electronically through DSC Online.
- Effective Wednesday, March 25, 2020, the City of Henderson is suspending inspections that require inspectors to enter an **occupied dwelling** unit until further notice.
- Henderson staff just completed testing for Webex online platform for the 4/7 Council meeting and intend to use the same plan for the April Planning Commission meeting. As of now, they are working on some date/time changes for PC and are working on figuring out logistics before they inform applicants as to specifics.
- **"City of North Las Vegas"**
 - City Hall is closed to the public until the end of the month.
 - All submittals will be done electronically.
 - Inspections will continue, please see the linked North Las Vegas Industry Notice about video inspections ([click here](#))
 - Permits will be mailed out.
 - **Fees will be paid online**
 - Please contact Val or Tony if you need direct assistance regarding plans and fees.
 - Submittals may be dropped off at the main entrance to City Hall between 9-9:30 and 3-3:30, Monday-Thursday. There is a table set up outside to the right of the main doors.
 - Notification of Drop-off / Pick-up items must be coordinated with staff via email. All fee payments must be made via online self-payment process by eCheck or credit card.
 - A transmittal should be included with the item(s) being submitted. A copy of the signed transmittal will be emailed after processing.
 - **PLEASE EMAIL CASSIDY DIRECTLY IF YOU WANT TO HAVE AN ESCROW ACCOUNT CREATED.**
 - Everything that can be possibly done electronically is being done.
 - If there are corrections to a paper submittal and they can be sent electronically, this is the preferred method. The Building Department is taking this opportunity to move 100 percent electronic.
 - Permits can be picked up at the cart at the front entrance if city hall. Fees can be paid online, or checks mailed. If it is very important to get something, the building department we will work with you in the meantime at the front entrance at city hall.
 - NLV Entitlement Submittals, you still need to follow the normal application. You will need to leave that application outside the building on a table at the front door. They should call staff to let them know they are filing. Also, because they are not meeting people, if they were to drop off an incomplete application, staff will not process it, they will send it back to the builder.
 - Another thing. Because we will quarantine their application for three days, they need to

- ensure they file their application three days prior to the application closing.
- North Las Vegas staff is requesting anything that can be efiled to do it.
- Public hearings are moving forward as planned, there will be updates to come.
- All questions and requests pertaining to permits, please email buildingpermits@cityofnorthlasvegas.com
- **Nye County**
 - Planning and Code Compliance - The planning department is closed to the public. Currently all staff is working remotely until April 18, 2020 unless otherwise determined.
 - Land Use Applications - Land Use Application processing will continue as normal although turnaround time may be slowed due to current remote operations. Currently they are unable to accept or process any map applications at this time. They are only able to process Zoning Reviews, Temporary Use Permits, Conditional Use Permits and Special Use Permits. All Applications will be accepted via email only. No hard copy applications or supporting documentation will be accepted, until further notice. They will only accept credit card payments at this time. Once applications are received a staff member call the applicant to process payments over the phone via Point and Pay.
 - Please email all applications and supporting documentation to Planning@co.nye.nv.us . If files are too large for standard email, please submit them via DropBox at the same email address. To speak with a planning staff member please communicate at this time through email only. Below is a list of all staff member email addresses: (Celeste Sandoval - csandoval@co.nye.nv.us / Cheryl Beeman - cbeeman@co.nye.nv.us/ Brett Waggoner bwaggoner@co.nye.nv.us / Steve Osborne - sosborne@co.nye.nv.us / Joe Ehrheart jehrheart@co.nye.nv.us / Qiana Medici qmedici@co.nye.nv.us / Anna Pina apina@co.nye.nv.us/ Devan Carrington dcarrington@co.nye.nv.us)
 - Code Compliance Complaints - Complaints will be accepted via email only. Please include photos with some identification as to the location of the alleged violation(s). They will continue to log in the new complaints and open a case. They will conduct drive by inspections only with no interaction with the public. They will be preparing the Notices of Violation but will not be mailing them out until after April 18, 2020. (Amanda Marshall - amarshall@co.nye.nv.us & Mark Gancarz - mjgancarz@co.nye.nv.us)
 - Building & Safety - Counter is closed to the public until further notice. Inspection operations are continuing on all new construction only. Under no circumstances will inspectors enter occupied homes until further notice. Inspectors will be following the OSHA and CDC guidelines for Social Distancing. New permits will be processed and issue on new residential construction projects only. You can submit new permit applications via email to Planning@co.nye.nv.us. A Building and Safety staff member will reach out by phone for credit card information for payment of fees. Plans checks will continue as normal. New submittals will be accepted through a Drop Box located outside the entrance to the lobby. Once new permits are issued the applicant will be notified by phone that the permit is available for pick up in the drop box located outside the entrance to Building & Safety. To speak with a building and safety staff member please communicate at this time through email only. Below is a list of all staff member email addresses (Albert Cammarata albertcammarata@caaprofessionals.com / Karen McNary karenmcnary@caaprofessionals.com / Vickie Britton vickiebritton@caaprofessionals.com)
- **City of Las Vegas**
 - The DSC lobby is closed as of 3/18 (after 5:30 PM).
 - Online submittals and reviews will proceed as normal.
 - For projects that were a paper submittals, the City is working on an online submittal process for corrections and revisions. Please submit the revised sheets along with the full approved set electronically.
 - If circumstances require a transfer of paper document (such as obtaining approved paper plans for a recently issued permit) or any necessary meetings, please schedule an appointment with the department (702) - 229-6251.
 - City of Las Vegas will suspending Saturday Inspections, inspections will take place Monday-Friday.
 - Effective Monday, March 23, 2020 the City of Las Vegas will be suspending inspections that are requested inside **occupied dwelling** units until further notice.
 - Entitlement submittals are fully operational at this time for entitlement and licensing submittals. They are doing pre-apps by video/conference call to the extent possible and the Planning Commission and City Council meetings are still moving forward as scheduled. The only applications where they are still working on a modification, in case this goes on for a while, are the neighborhood meetings for General Plan Amendments (GPAs).
 - For projects that began on paper; resubmittals, revisions and deferred submittals can be converted to the electronic plan (eplan) process for reviews. The instructions for this process is located on their website at <https://files.lasvegasnevada.gov/building-safety/Changing-Paper-Applications-To-ePlans-Customer-Instructions.pdf>
 - If the need arises to drop off paper plans, pick up approved paper plans from a permit issued online, pay for a permit with a check; they are requiring these customers to make an appointment. For Building Permit related activity, please call 702-229-6251; for Land Development or Agreements, please call 702-229-3248.
 - For Residential Tract customers who have the need to "re-site" an approved standard plan

to another site; please email the request to BuildingPermits@LasVegasNevada.gov with links to the plans. One email per plan or model, please.

- Please note, there are **No Changes** to the current processes regarding electronic submittals or resubmittals.
- The City of Las Vegas is highly encouraging the use of our website to complete transactions, this includes payments, scheduling inspections, submitting applications, and checking status of applications.
- Public hearings are moving forward as planned, there will be updates to come.
- Based on information staff has reviewed regarding the length of time the coronavirus can survive on surfaces we are implementing the following drop-off policy during this time:
 - Plans can be dropped off in the vestibule by appointment only
 - Paper plans and other paper documents will be quarantined for 24 hours before review.
 - Mylar plans will be quarantined for 4 days before review.
 - For reference: <https://www.health.harvard.edu/diseases-and-conditions/coronavirus-resource-center>
- **City of Las Vegas Fire:**
 - Please ([click here](#)), for the new temporary processes (submissions & reviews, OTC, scheduling appointments, fire mylars, fees, fire permits/ hard cards) that City of Las Vegas Fire & Rescue has implemented.
 - Please ([click here](#)), for the temporary electronic plan submission process.
- **Clark County**
 - The Building & Fire Prevention Lobby will be closed to the public beginning tomorrow (3/18) until further notice. All other functions are remaining normal, or at least as normal as possible.
 - Public Works – Development Review will be allowing drop-off submittals only and placing a courtesy cart directly inside the door by the Development Review counter. A log book will be provided for all submittals during this process. Please call 702-455-4600 upon dropping off your submittal for processing.
 - Check or money order will be the only form of payment accepted. All payments are to be attached with submittal packets. Receipts will be emailed to the contact listed on submittal form. No cash will be accepted until further notice. You will be contacted with any issues concerning your submittal.
 - Bonding submittals will be by appointment only – please call 702-455-2759.
 - Regular submittal drop off hours will remain from 8:00 a.m. to 4:00 p.m.
 - Comprehensive Planning, the Government Center will be closed to the public until further notice. In order to provide customer service, they have an on-site drop off area for proposed land use submittals. They will not be accepting payments for these submittals nor generate an application number until staff has the opportunity to review, provide comments/ questions. In addition, since this is a fluid situation, staff would recommend that disagreements with staff's concerns be directed to Nancy, however please understand that Nancy will not override or waive any submittal requirement that is specified on their forms or in the code. When the submittal package has been deemed complete, staff will provide you with information about payment options (check or on-line payment). For more information ([click here](#)).
 - Clark County created a new process for accommodating "paper plans", please ([click here](#)).
 - For questions regarding electronic payment please see each individual attachment below:
 - Replenishing Your Trust Account/ Escrow Balance ([click here](#))
 - Paying on Citizens Access Portal ([click here](#))
 - ACH Debit Block Warning ([click here](#))
 - Mix Design process is to email DS Engineering dsengineer@ClarkCountyNV.gov
 - Make sure the documents and the e-mail include the permit number and that it is a Mix Design. There are a lot of other submittals also being sent to this mailbox.
 - Building Department website has been updated with added links and instructions for submitting plan revisions as well as other online processes. Some of the links are not working yet, but it is continually being updated, so please check there before contacting a building official. The industry is also asking for a process to submit and review field engineering repair letters (i.e. lot specific letters as requested for inspections). <http://www.clarkcountynv.gov/building/Pages/CitizenAccessSupport.aspx>
 - Please ([click here](#)) for the instructions regarding the procedures for the corrections and revisions.
 - Clark County is allowing video inspections, please click on the link to see the list of video inspections (<http://www.clarkcountynv.gov/building/inspection-services/Pages/VideoInspections.aspx>)
 - The April BCC meeting is still on schedule for the week of April 6th, we are getting more information regarding TAB & Planning Commission meetings.
 - Since there have been new processes since the county is only accepting electronic documents, here are instruction on how to submit the various document may be found at <https://www.clarkcountynv.gov/building/Pages/CitizenAccessSupport.aspx> .
 - Out of an abundance of caution, the Clark County Building & Fire Prevention office is temporarily closed until at least Monday, March 30, 2020. The on-line submittal process is still operation, although minimal action can be taken on the submittals as they are not set-up to function remotely. Field Inspections for the Building and Fire Prevention can still be

- **Boulder City**
 - Applicants are being notified via email when permits have been issued (as usual) but are now being asked to make payment online, over the phone with the Utilities Department or at the Utilities payment window behind City Hall. Once payment is made, they are asked to notify us on x282 so we can get their permit to them.
 - Permits are being given to applicants in one of two places: 1) through the Utilities payment window (if smaller than 11 x 17) or 2) via the security guard (Mark).
 - Inspections are still being conducted. They strongly encourage applicants to schedule inspections online. If an applicant calls to schedule an inspection, please inform them of the ability to do so online. They have guides in PDF format we email to applicants to assist them with the online services.
 - Plan review comments will still be provided to applicants via email as usual.
 - Whenever possible, they are scanning approved revisions and emailing them to applicants. They are also mailing the hard copy to avoid foot traffic in City Hall.
 - Boulder City MAY move to more online services as this progresses but will evaluate this day-to-day.
 - Public hearings are on schedule for April 1, 2020.
- **Mesquite**
 - City Hall is open to the public, limited services.
 - Building Department is 100% staffed at the time.
 - Inspections are still taking place, however, they have stopped Water heater, HVAC, and Water softeners inspections (accepting photo inspections).
 - They can accept permits online but not plans.
 - Plan submittals are still in-person.

Other Agencies:

- **CCWRD**
 - The lobby is closed to the public. If you have plans and/or other documents to drop off, you can continue to do so. From 7:30AM to 4:30PM Monday through Friday, staff will meet you at the front doors to receive your documents for processing. The Development Inspectors will continue the inspection work on development projects and these inspections can continue to be scheduled via the online Portal. The mandatory Pre-Construction meetings before a development project can be initiated will be conducted via Go To Meetings or via conference call.
 - The sewer application process, you may make an appointment to drop off your payment and pick up your receipts, (They do NOT accept credit cards) using the snhba@cleanwaterteam.com email. They will confirm with you via email your appointment time; if the time you requested is available. If we have a time conflict we will provide you with a few alternative options for appointment time.
 - Please [click here](#) for the .pdf of the application you can submit, with electronic signature has replaced the signature required on the SDA receipt. As for the Development Services process, submit documents to the snhba@cleanwaterteam.com email (remains the same). The difference occurs when the SNHBA Builders receive the email informing them we have completed the requests, and the payment is ready to be received and their SDA generated for pickup. If, the Builders want to simply drop off their payment in the form of a check, no appointment is necessary. The payment is simply placed in an envelope to be handed to the security guard at the Flamingo location (the envelope will need to have SNHBA written on the outside). We will process the payment, and then email the receipts to the email address as they designated on their Application form (the SDA receipt will no longer require a signature from the Builder/agent).
- **Clark County Environmental Sustainability**
 - Effective tomorrow (3/18) the lobby will be closed. There will be no over the counter activity. Most things will need to be submitted either regular mail or electronic. There will be an industry notice sent out soon.
 - As of now, managers are the only staff, be advised of certain delays.
- **Clark County Regional Flood District**
 - CCRFCD is now restricting visitors to the building. Submittal deliveries are still accepted in the first floor lobby. Essential staff will be answering emails and voicemails will be monitored and calls returned as quickly as possible.
- **Cox**
 - Construction teams will be operating from home offices for administrative and will have crews in the field as needed. Customer support is working remotely at this time.
 - Staff will be signing Mylars on Tuesday's and Thursday's between 9-12 only and to please practice social distancing when coming into the office at this time.
- **Nevada Division of Water Resources**
 - Division of Water Resources office will be closed to the public for the next 30 days. As a result, they will provide limited times for map signatures starting at the end of this week.
 - This Friday, March 27th, 2020, our P.E., John Guillory, will sign maps from 9:00 am to 12:00 pm. Map signing will be by appointment only. The procedure will be as follows:
 - 1) Please provide a mobile phone number for the person who plans to deliver and/or pick up the map. This same person shall wait in the parking lot in their vehicle until they call/text to let them know we are ready to see them.

- 2) There will be a box at the door for you to turn in the map. Please knock on the door and have a seat in the hallway or head back down to your car until they call/text you again to pick up your map which will be placed outside in the box outside our door. If there are issues with your map and they are unable to sign the map, they can will call/text the information to you, as well.
- 3) All appointments will be scheduled 15 minutes apart. Please note, an engineer with more than one map may take more time, so please be patient as they work out this new and hopefully temporary process. They may be running late or even early on appointment times so please bear with them.
- They also ask for you to make sure you have a valid file review number from their office (tentative maps (TM) less than one year old), a copy of the map for their files, with the appropriate fees. All final maps (FM)or amended final maps (AFM) from City of Henderson, City of North Las Vegas or Boulder City must have an original will serve letter (addressed to their office) with your Mylar. Only Las Vegas Valley Water District delivers will serve letters to their office. Maps from City of Mesquite or Pahrump must have prior approval from the Carson City Office.
- If you plan to have a map signed or picked up on Friday reach out to Tracy and they will set up your appointment time. If you have any questions, please do not hesitate to reach out. Thank you for your patience and understanding during this time.
- **LVVWD**
 - Effective Wednesday, March 18, until further notice the customer service lobby (1001 S. Valley View Blvd.) Engineering design and plan submittals are being coordinated and processed online via the Digital Plan Submittal webpage on lvvwd.com.
 - LVVWD is no longer accepting Mylar Plan Signatures.
 - LVVWD is continuing to do inspections, make sure you schedule far enough in advance so there are no urgent situations.
 - LVVWD is working to get telecommute equipment into the homes of some of the Engineering Plans Examiners to resume plan reviews, once we have an update we will let everyone know.
 - Maps can be electronically reviewed, but cannot be signed until further notice.
 - Staff has created a process to review mylars with security to set up a Mylar drop off box and a Mylar pick up box in the front restricted access area of our main lobby at LVVWD. This area is open to the public and has a bill pay kiosk in it. Now it has two boxes for mylars. The virus can survive on paper for 8-10 hours, so at the end of each day, Security will retrieve any dropped off mylars (which will be looked at the next business day) and they will also put out mylars that are ready for pick up. They recognize this is a risk, leaving them out in an area where the public has access, but it's the only way to safely move them along as you have requested. They will have a security guard on the other side of the glass door, keeping an eye on things. That front area of the lobby is only accessible to the public Monday through Friday, 8:00am to 5:00pm. Otherwise it'll be locked and secure.
 - Please ([click here](#)), for the process for acceptance of financial and contractual documents & mylar approval during the COVID-19 Pandemic.
- **NV Energy**
 - Offices are open but we are requiring telephonic meetings rather than face to face meetings
 - Coordinators have been transitioned to work from home, they do have access to their email and cell phones.
- **RTC**
 - All public meetings for March have been canceled
 - Building is open as of now but subject to change
- **Southwest Gas**
 - All new project submittals can come directly to Andy Carlson or Tony Vanchieri via email
 - Please include Builder Request for Natural Gas Service, and civils in both CAD and PDF
 - Our mailbox will only accept 15mb and smaller files, so a drop box or FTP link may be necessary
 - We will be sending contracts out via email
 - Please print and send documents and payments with wet signatures to our SNV North Operations office
 - Tony Vanchieri and Andy Carlson will be in the office on Fridays to process contracts and payments
 - Any field meetings with Energy Solutions and Inspections will continue as necessary utilizing proper social distancing practices.
 - Effective Wednesday, March 18, until further notice, they will discontinue Mylar Plan signatures (6355 Shatz St.)
 - Southwest Gas is working on implementing E-signatures through Adobe-sign, this has been approved through each entity. Staff is working on next steps of implementation and we will update once there is additional information.
- **Recorder's Office**
 - Working with a skeleton crew, cannot guarantee that e-recording will happen the same day, expect delays.
- **Nevada Real Estate Division**
 - The Division's projects section is committed to working with our Builders to ensure we are flexible and accommodating in these unprecedented times.

- All DRE renewals for March through June will be considered active-in renewal so business can continue without interruption. The Division will update permits and process payments when the Division begins re-accessing mail and the system of record. There will be no interruption in renewal dates when letters are issued.
- For new and preliminary DRE's please continue sending in your documents via mail. Please contact Jean McFeaters jmcfeters@red.nv.gov or Christine Smith christine.smith@red.nv.gov in the project section. Staff will work on your individual submissions and provide approvals.

As stated previously, SNHBA will be sending updates once we gather more information.

Please remind all team members to practice social distancing (6 ft) and continue to the proper protocol to ensure the limited risk of exposure.

Thank you,

Cassidy Wilson
Southern Nevada Home Builders Association
Edition 19

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