

# ATTENTION

## NOTICE OF BRENTWOOD PERMIT SERVICES INTERRUPTIONS

This notice is to inform you of a planned upgrade to our permitting software. Services will be interrupted in several ways over the course of multiple days from Wednesday, January 27 until Monday, February 1. We are excited to bring new features and functionality, which we are rolling out to our customers over the coming months. Immediate impacts to our services include the following:

*Permit Submittal Services:* we will continue to accept permit applications during this upgrade implementation, using our existing submittal procedures. Permit processing timeframes will generally take two to three additional days for any applications either already in process, or that you submit during the interruption. Applications submitted after February 2 should not experience impacts on processing timeframes. To submit applications, please do one of the following:

1. Submit your application in person:  
Make an appointment by e-mailing [building@brentwoodca.gov](mailto:building@brentwoodca.gov) or calling (925) 516-5405 and leaving a message. When you arrive at City Hall, call the number posted on the door.
2. Mail your application to:  
Community Development Department  
Attn: Development Services Division  
150 City Park Way  
Brentwood, CA 94513

*Permit Issuance Services:* we will not be able to issue permits from Wednesday, January 27<sup>th</sup> through Friday, January 29<sup>th</sup>. Any permits that we would normally issue during this period will be prioritized for issuance early in the week of February 1.

*Building Inspection Services:* you will continue to receive inspections during this upgrade process, however, the IVR to call in inspections will be off-line. **To schedule inspections for Thursday January 28<sup>th</sup>, Friday January 29<sup>th</sup>, or Monday February 1<sup>st</sup>, please e-mail your inspection requests to [building@brentwoodca.gov](mailto:building@brentwoodca.gov) before 4:00 PM on the day before the desired inspection** and include the following information:

Inspection Date	Inspection Address	Contact Phone Number
Inspection Type	Inspection Code	AM/PM Timeframe

Thank you for your understanding during this process. We look forward to facilitating your projects through new and improved features to become available in the coming months.