



City of Glendale – Community Development Department  
Permit Services Center  
COVID-19 Frequently Asked Questions  
April 8, 2020

## **PLAN CHECK**

**1. Is the City Hall/Permit Services Center open to the public?**

No, the public counters at City Hall and the Permit Services Center are closed at the moment.  
DO NOT COME TO CITY HALL! PLEASE STAY HOME.

**2. How do I check on the status of a project that I submitted for review prior to the closure of the Permit Services Center?**

If you received your correction list, please contact the Building and Safety Plan Reviewer listed on the correction list. If you have not received a correction list, you can email us at [PermitApplication@glendaleCA.gov](mailto:PermitApplication@glendaleCA.gov) to inquire about your project. Please include your contact phone number and specific project information, such as plan check number and complete address.

**3. My plan check is due to expire, how do I extend it?**

All plan reviews have been automatically extended to December 31, 2020. You do not need to file a Requests for Extension.

**4. How do I obtain various clearances for my project if I can't go to City Hall?**

Please contact your Building and Safety Plan Reviewer and they will assist you in contacting the relevant City agencies for your project.

## **PERMIT ISSUANCE**

**1. Can I go to City Hall/Permit Services Center to obtain a permit?**

No, the public counters at City Hall and the Permit Services Center are closed at the moment. DO NOT COME TO CITY HALL! PLEASE STAY HOME.

**2. How will I know when the public counter at the Permit Service Center re-opens?**

Please visit the [Permit Services Center](#) webpage regularly for updates.

**3. How do I renew my City Business License?**

You can renew your City Business License online through the [City Licensing, Inspection and Permits Portal \(CLIPP\)](#).

## **INSPECTION**

**1. I have an active permit, how do I request an inspection?**

Please call (818) 548-8830 to request an inspection. Remember to provide the permit number, your phone number and email address. The inspection will not be scheduled until the inspector contacts you regarding the inspection.

**2. My permit is due to expire, how do I extend it?**

All permits have been automatically extended to December 31, 2020. You do not need to file a Requests for Extension.

**3. My project is in an occupied residential building, will the City inspect the project?**

No. the City will not send an Inspector into occupied residential projects. However, please contact your inspector to see if contractor certification or virtual inspections may be appropriate for your specific project.

**4. Does my construction site have to follow Social Distancing Protocols during this time period?**

Yes, construction sites are subject to Social Distancing Protocols.

Please follow these “Construction Site Guidelines during COVID-19 Emergency.”

The new construction site guidelines include:

- Practice social distancing by maintaining a minimum 6-foot distance from others.
- Preclude gatherings of any size, and anytime two or more people must meet, ensure a minimum 6-foot separation.
- Provide personal protective equipment, such as gloves, goggles, face shields and face masks as appropriate for the activity being performed.
- The owner/contractor shall designate a site-specific COVID-19 supervisor to enforce this guidance. A designated COVID-19 supervisor shall be present on the construction site at all times during construction activities. The COVID-19 supervisor can be an on-site worker who is designated to carry this role.
- Identify “choke points” and “high-risk areas” where workers are forced to stand together, such as hallways, hoists and elevators, break areas, and buses, and control them so social distancing is maintained.
- Minimize interactions when picking up or delivering equipment or materials, ensure minimum 6-foot separation.
- Stagger the trades as necessary to reduce density and maintain minimum 6-foot separation social distancing.
- Discourage workers from using other workers’ phones, desks, offices, work tools and equipment. If necessary, clean and disinfect them before and after use.
- Post, in areas visible to all workers, required hygienic practices including not touching face with unwashed hands or with gloves; washing hands with soap and water for at least 20 seconds; use of hand sanitizer with at least 60% alcohol, cleaning AND disinfecting frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, machines, shared tools, elevator control buttons and doorknobs; covering the mouth and nose when coughing or sneezing, as well as other hygienic recommendations by the CDC.
- Place wash stations or hand sanitizers in multiple locations to encourage hand hygiene.
- Require anyone on the project to stay home if they are sick, except to get medical care.
- Have employees inform their supervisor if they have a sick family member at home with COVID-19.
- Maintain a daily attendance log of all workers and visitors