



To our Registered Contractors:

Beginning Friday, March 20, 2020, the Carrollton City Hall will be closed to the public. However, we are continuing to operate through our website, email and phone.

While we are all experiencing this unusual time, the Building Inspection Department is seeking to maintain and improve our ability to serve our stakeholders. There are some new ways we are establishing to provide services and inspections. You may be aware that several months ago the City of Carrollton suffered a cyber-attack and we have been working very hard to recover and are almost back to full functionality. Until then we are operating as listed below.

**How we will be operating in the days ahead:**

## **STANDARD PROCEDURE**

On the City of Carrollton website, you will access the Building Inspection page to:

- Gather information, **fill out permit applications** and submit them by email to [bldginsp@cityofcarrollton.com](mailto:bldginsp@cityofcarrollton.com).
- You **can still make payments** over the phone at **972-466-3225**
- **Request inspections** by email via [inspections@cityofcarrollton.com](mailto:inspections@cityofcarrollton.com).
- If you have questions or if your files are too large to send by email you can reach us by phone or email for more information.

## **NEW OPTIONS FOR INSPECTIONS**

**Because we will not be inspecting occupied homes or projects while COVID-19 restrictions are in place, we will be offering the following options:**

- Photo/video inspections
- Live real-time video inspections

The guidelines for these options are attached so please become familiar with our requirements.

**Building Inspection • Planning • Transit-Oriented Development • Arborist  
DEVELOPMENT SERVICES**

1945 East Jackson Road, Carrollton, TX 75006 | 972.466.3225 | Fax: 972.466.3220  
P.O. Box 110535, Carrollton, TX 75011-0535 | [cityofcarrollton.com](http://cityofcarrollton.com)