



**Development Center Information Counter – 2<sup>nd</sup> Floor**

- Triage the customer for appropriate service counter assistance
- Development Center tickets are issued from 8am-4pm.
- Customers in queue will be assisted through close of business 5pm.

**Addressing Counter**

**Phone: 602-256-3127**

**Phone: 602-256-3129**

**Email: [pdd.addressing.services@phoenix.gov](mailto:pdd.addressing.services@phoenix.gov)**

- Single parcel Site Address determination
- Commercial suite and multi-family unit assignment
- Landscape meter and electrical power pedestal address determination
- Accessory Dwelling Unit (ADU) Addressing
- Right-of-Way (ROW) Address assignments
- Site Address corrections for permits and to external Site Address databases (Assessor, USPS, etc.)
- Street name determination and changes

**Civil Plan Review Counter**

**Phone: 602-534-6502**

**Email: [pdd.civilreview@phoenix.gov](mailto:pdd.civilreview@phoenix.gov)**

- General civil requirements – grading & drainage, storm water, paving, water and sewer
- Plat and Map of Dedication information and requirements

**Civil Permits and Water Services Counter**

**Phone: 602-262-6551**

**Email: [pdd.cws.permits@phoenix.gov](mailto:pdd.cws.permits@phoenix.gov)**

- Issue civil ROW permits (trenching, paving, G&D, concrete, landscape, sewer, water, monitoring wells, haul, fire lines, S-512, over-the-counter driveway)
- Bonding and Insurance for construction in ROW
- Civil permit extensions
- Water and sewer information in ROW
- Water meter and sewer service installation information and sales; including Agreements and Repayment Information
- Fire Hydrant meters
- Fireline shutdowns

**Commercial Services Counter**

**Phone: 602-534-6502**

**Email:**

**[pdd.commercial.building@phoenix.gov](mailto:pdd.commercial.building@phoenix.gov)**

*Any building with 3 units or more under one roof*

- Screen commercial and revision plan submittals
- Over-the-counter commercial permits
- Temporary construction, event power and on-site utility clearance inspection permits
- Demolition permits
- Consultations
- Backflow prevention permits (on site)
- Parking lot canopy permits
- Commercial fence and retaining wall permits
- Re-roofing permits
- On-site utility permits for water, sewer, gas and electrical
- Racking permit
- Commercial permit extensions – see Office of Customer Advocacy

**Fire Plan Review Counter**

**Phone: 602-495-5091**

**Email: [pdd.fireplanreview@phoenix.gov](mailto:pdd.fireplanreview@phoenix.gov)**

- General Fire Code and fire related construction and consultation
- Site Fire and Construction Code compliance related to access and water supply requirements
- Fire Code appeal process information
- Fire Control Access permitting (Special Egress)
- Fire protection system installation consultation
- Fire access gates for permitting
- Temporary Emergency Access Permitting (Residential Subdivisions)

**Payments and Submittals Counter**

**Phone: 602-534-5934**

**Fax: 602-534-5936**

**Email: [payments.submittals@phoenix.gov](mailto:payments.submittals@phoenix.gov)**

*Cash, check, and all major credit cards accepted*

- Payment and submittal of initial plan and correction reviews for commercial, residential, civil, site, fire prevention; including abandonment, appeals, code modifications, dedications, plats, pre-application and preliminary projects
- Correction plan pick up
- Payment and issuance of residential and commercial building, sign, and over-the-counter fire permits and zoning applications
- Project, plan review, and permit fee information
- Payments for Temporary Certificate of Occupancy and Conditional Utility Clearances

For more information or for a copy of this publication in an alternate format, contact Planning & Development at 602-262-7811 voice or TTY use 7-1-1.

**Residential Express Counter**

**Phone: 602-261-8078**

**Email: [plotplan.submittals@phoenix.gov](mailto:plotplan.submittals@phoenix.gov)**

*Over-the-counter permits*

- Gas line repairs, replacement, or new installation
- Utility clearance
- Hot water heaters
- Minor HVAC, plumbing, replacements, relocates
- Minor electrical up to 200 AMP
- Full demolition permits. Partial demolition go to Residential
- Fence permits (after Site Planning approval)
- Group Home (after Zoning approval)
- Residential plot and pool plan submittals (off standard plans)
- Photovoltaic (PV) permits

**Residential Services Counter**

**Phone: 602-261-8078**

**Email: [residential.building@phoenix.gov](mailto:residential.building@phoenix.gov)**

*Any building with two units or less under one roof*

- Screen custom, remodel, addition, conversion to living space (ex enclose carport to bedroom) accessory building plans (ex: carport, garage, shed, storage room for submittal)
- Mobile homes not within an established mobile home subdivision or park
- Residential fences over 3 feet
- Re-roofing permits
- Partial demolition permits
- Subdivision sales office
- Residential permit extensions and reinstatements
- Standard home plan submittals

**Email:**

**[residential.appointments@phoenix.gov](mailto:residential.appointments@phoenix.gov)**

- Residential Single-Family house and pool submittals (off standard plans) **Email: [plotplan.submittals@phoenix.gov](mailto:plotplan.submittals@phoenix.gov)**

**Sign Services Counter**

**Phone: 602-495-0301**

**Email: [pdd.signservices@phoenix.gov](mailto:pdd.signservices@phoenix.gov)**

- General sign information (permanent and temporary)
- Sign Permits (commercial and residential)
- Comprehensive Sign Plans
- Outdoor advertising / Billboards
- Sign Permit Records
- Sign Variances / Use Permit Applications
- Illegal sign complaints
- Political signs

**Site Planning Counter**

**Phone: 602-495-0302**

**Email: [pdd.siteplanning@phoenix.gov](mailto:pdd.siteplanning@phoenix.gov)**

**Hillside Questions: [pdd.hillside@phoenix.gov](mailto:pdd.hillside@phoenix.gov)**

- Commercial / residential site plan requirements per Zoning Ordinance i.e. setbacks, height, use
- Lot split or Combination information
- Abandonment of ROW and Easements
- Screen Pre-Application and Preliminary Site Plan submittals
- First time commercial / residential plan submittals (stamp plan for the okay to log-in)
- Single Family Design Review
- Landscape and Inventory / Salvage requirements
- Planned Community Development master plan information

**Traffic Plan Review Counter**

**Phone: 602-534-6502**

**Email: [pdd.trafficreview@phoenix.gov](mailto:pdd.trafficreview@phoenix.gov)**

- Dedication of Right-of-Way (ROW) and Easement Information
- General Traffic requirements
- Automatic Gates
- Parking requirements
- Driveway permits

**Zoning Counter**

**Phone: 602-262-7131 (option 6)**

**Email: [zoning@phoenix.gov](mailto:zoning@phoenix.gov)**

- File applications and/or appeals for: General Plan Amendment, Planned Unit Development, Rezoning, Rezoning Pre-Application, Planning Hearing Officer, Variances, Use Permits, Formal Determinations, and Informal Interpretations.
- Administrative Temporary Use Permits
- Alternative Dustproofing
- Auto Title Loan Establishments
- Charitable Drop Boxes
- Extensions of Premises/Patio Permit
- Group Home Registrations/Reasonable Accommodations
- Medical Marijuana Pre-Registration
- Review Applications for: Mobile vending, parking permits, liquor licenses, adult business, and temporary events.
- Tobacco Oriented Retailers
- Zoning and Zoning Adjustment Case Research
- Zoning Ordinance Standards Information
- Zoning Verification Letters

**PDD Second Floor Services**

Location of Minor Commercial, Residential, Site Planning, Zoning, Fire Prevention, Traffic, Civil, EPR, and Plan Review Administration teams

**Plan Review Administration**

**Phone: 602-495-7462**

**Extended Hours Construction Permits**

**Phone: 602-534-5067**

**Email:**

**[extended.construction.hours@phoenix.gov](mailto:extended.construction.hours@phoenix.gov)**

**PDD Third Floor Services**

Location of Major Commercial, Long Range Planning, Historic Preservation, Property Records, PDD Records, IT/GIS, Finance and PDD Administration teams

**Administration**

**Phone: 602-262-6656**

**Building Official Administration**

**Phone: 602-262-7408**

**Email: [pdd.building.official@phoenix.gov](mailto:pdd.building.official@phoenix.gov)**

- Code Adoption & Local Amendments
- Code Interpretations
- Code Modifications
- PDD Representation at Development Advisory Board

**Electronic Plan Review (EPR)**

**Phone: 602-534-5933**

**Email: [epr.support@phoenix.gov](mailto:epr.support@phoenix.gov)**

**Website:**

**[www.phoenix.gov/pdd/onlineservices/electronic-plan-review](http://www.phoenix.gov/pdd/onlineservices/electronic-plan-review)**

- Assistance with the online plan review submittal process; including administrative and technical assistance with the ProjectDox program.

**Finance Services**

**Phone: 602-495-0166**

**Email: [pdd.financial.services@phoenix.gov](mailto:pdd.financial.services@phoenix.gov)**

- Refund and Bond status
- Letter of Credit and Trust Account Information
- Fee Waiver Submittal
- AFP and Elevator Billing

**Historic Preservation Counter**

**Phone: 602-261-8699**

**Email: [historic@phoenix.gov](mailto:historic@phoenix.gov)**

- Phoenix Historic Property Register
- Historic Preservation zoning
- Historic property research
- Historic Preservation grant programs
- Historic property demolition permits/30-day demolition holds
- Technical assistance for historic properties
- Over-the-counter Certificates of No Effect

**Impact Fee Program**

**Phone: 602-495-7026**

**Information Technology Services**

**Help Desk**

**Phone: 602-534-4357**

**Long Range Planning – Village Planners**

**Phone: 602-534-3753**

**Office of Customer Advocacy**

**Phone: 602-534-7344**

**Email:**

**[pdd.officeofcustomeradvocacy@phoenix.gov](mailto:pdd.officeofcustomeradvocacy@phoenix.gov)**

Development assistance and case management for business customers new to the land development and building permit processes. Including renovation of an existing building for new building purposes, such as conversion of residences into commercial use:

- Commercial permit extensions

- Parklet Program
- Adaptive Reuse Program
- Development guidance, streamlined process, reduced timeframes, and cost saving to customers looking to adapt older building for new business uses.
- Adaptive Reuse Fee Incentives

**Ombudsman Section**

**Email: [pdd.ombudsman@phoenix.gov](mailto:pdd.ombudsman@phoenix.gov)**

**Website: [www.phoenix.gov/pdd/ombudsman](http://www.phoenix.gov/pdd/ombudsman)**

- Need help navigating the development process? Our in-house staff has resources to make the process straightforward to get your project moving!

**Property Records**

**Phone: 602-262-6878**

**Email: [property.records@phoenix.gov](mailto:property.records@phoenix.gov)**

- Track and update property information due to parcel changes (ex: sales and transfers, court orders, lot splits/combinations and plats)

**Self-Certification Program**

**Phone: 602-495-0265**

**Website: [www.phoenix.gov/pdd/self-certification-program](http://www.phoenix.gov/pdd/self-certification-program)**

- Self-Certification program overview, eligibility including program and training registration

**Short Term Rental Registry**

Phone: 602-534-9723

E-mail: [vacation.rental@phoenix.gov](mailto:vacation.rental@phoenix.gov)

Website: [Short-Term Rental Registry | City of Phoenix](#)

- Short-Term Rental program overview, submittal requirements, code updates

**Records Counter**

Phone: 602-262-7800

Fax: 602-495-7774

Email: [pdd.records@phoenix.gov](mailto:pdd.records@phoenix.gov)

- Obtain copies of city approved plans
- Historical building permit research. Permits from 1998 to current can be found at [www.phoenix.gov/PDD/Search/Permits](http://www.phoenix.gov/PDD/Search/Permits)
- Certificate of Occupancy research
- Approved Site and Civil file management
- Retain residential, commercial, site and civil permitted plans
- Records retention and destruction
- Archive requests for Final Approved Site Plans
- Subpoena record request
- Change of Record for ownership or contractor on open/active permits

**PDD Inspection Services – 438 W. Adams Street**

**Administration**

- Location of Annual Facility Program, Approved Steel Fabricator Program, Backflow Prevention, Communications, Elevator, Commercial, Residential, and Inspection Administration teams

**Communications**

PDD Main Switchboard

Phone: 602-262-7811

**Automated Inspection Request**

Phone: 602-495-0800

**Residential Code Phone**

Phone: 602-262-7884

- Schedule inspections. Assist with online permits and login issues. Payments for TCO, After-hours, Re-inspection fees. Issue CofO and utility clearances for APS / SRP / SWG

**Annual Facility Program (AFP)**

Phone: 602-262-7501

- AFP program registration, project submittals, and permit issuance
- Building Maintenance Registration
- Email: [bmr@phoenix.gov](mailto:bmr@phoenix.gov)

**Elevators**

Phone: 602-262-5073

Email: [elevator.inspections@phoenix.gov](mailto:elevator.inspections@phoenix.gov)

**Backflow Prevention**

Phone: 602-534-2140

Email: [backflow.prevention@phoenix.gov](mailto:backflow.prevention@phoenix.gov)

- Information, test reports and requirements

**Non-Permitted Construction / Citations**

Phone: 602-262-7884

Email: [pdd.inspections@phoenix.gov](mailto:pdd.inspections@phoenix.gov)

- Non-permitted construction, Notice of Violations (NOV), Stop Work Orders, releases, and title inquires

**Journeyman & Apprentice Licensing**

Phone: 602-495-3668

Email: [pdd.inspections@phoenix.gov](mailto:pdd.inspections@phoenix.gov)