

Metro City Operations – 03.25.20 - 1

Altoona

Altoona City Hall has been closed to everyone but essential staff. All permitting functions will need to be submitted via USPS, Fed Ex, UPS, or email. Permit applications are available on the City's website. Permits can be emailed to building@altoona-iowa.com for processing. Requests for inspections will still function the same as always.

Residential: In the past, we have always requested to have someone stand the inspection. At this time, we would prefer to have minimal contact with the public for the health and safety of our inspectors. Make sure locations are open or unlocked for access by the City inspectors at their scheduled inspection times. Plumbing inspections will still need someone to stand the inspection. If anyone is present during the inspection, please maintain a 6' distance at all times.

Commercial: Obviously commercial sites will be more difficult for our inspectors, but we ask that all contractors and sub-contractors maintain a safe distance of 6' from our inspectors at all times.

The City of Altoona has suspended rental inspections and all interior inspections of occupied dwellings. If inspections are needed for the interior of occupied dwellings, we will consider options to perform remote inspections. Contact an inspector to discuss available methods of performing a remote inspection.

If you have any questions, please contact the Building Department: 515-957-5128

Ankeny

Effective Tuesday, March 17 the City will be adapting its operations. These changes will be in effect for at least the next four weeks. Employees are still working regular hours and are available by phone and email. [View staff contact list.](#) The Public Services Building is closed to the public for walk-in customer service. For assistance, call or email staff first and we will work through the logistics, If you need to drop off items such as development applications, permit applications, please use the drop box at City Hall, 410 W. First St., Items that are dropped off will be delivered to staff the following day, For submittals with a deadline, understand that staff will not receive them until the following day, Send payments via U.S. Mail or use the secure Utility Payment Drop Box located outside of the Public Services Building. Make sure the check is in an envelope that is marked "Planning and Building", We understand there is still essential business that needs to occur, but we prefer to delay non-essential business, including review by Boards and Commissions, whenever possible. Particularly when a review or approval would require a public hearing, We are currently status quo on inspections with the exception that we are not performing inspections of occupied homes, buildings or spaces. Other arrangements will have to be agreed upon for those situations. Contact the Building Division to discuss options, For new

construction inspections, contractors should have a single representative on-site if they choose to be present during their inspections and those representatives should practice social distancing etiquette, Rental inspections are currently suspended.

Staff will continue working behind the scenes, so please don't hesitate to call or email departments directly. Plans are put into place to continue to do business. A staff and department contact list is available at www.ankenyiowa.gov/connect.

Bondurant

We are closing the library but not city hall at this point. We are continuing with the Council meeting and P&Z and cancelling other public meetings.

Carlisle

Carlisle will be continuing with our regular building permitting/development processes. That said, we have closed access to public facilities. We would encourage applicants to utilize the drop box east of City Hall or send them in via email to Gabby Breheny (gbreheny@carlisleiowa.org) or myself. We are planning on having regularly scheduled council and advisory board meetings. We are not currently expecting significant delays to processing time but would encourage applicants to be understanding.

Clive

All plan submittals will need to be done through regular business mail, email or by other electronic means. Regular plan review processes will remain in place. Permit fees can be paid with a credit card, echeck over the phone or a check can be dropped off in the utility mailbox across the driveway from the City Hall entrance or mailed.

New Construction Inspections – Call 515-223-6221 to schedule inspections. All new construction inspection requests will need to be called in as usual. The inspector will conduct all the scheduled inspections alone. It is requested that all contractors, owners and subcontractors who are on-site wait in their vehicles until the inspection is completed. For those who are waiting in their vehicles for immediate pass/no pass verification, the inspector will give you a thumbs up or down. For those that are not present during the inspection or those with a thumbs down report, communication will be made via phone or email regarding the pass/no pass status with a list of deficiencies from the inspector. Please communicate and manage this onsite condition before the inspection time to prevent a delay or cancellation of your scheduled inspection. Ground works and sewer, water, storm inspections. It is expected that the work and pipe testing method be ready at the time of the inspection. If it is not ready, please call and reschedule the inspection. Framing, interior plumbing, electrical, and mechanical rough ins will all be scheduled together. No separate plumbing inspections shall be called in unless all the other trade items are ready to

inspect as the same time. At this time, it is the licensed plumber's responsibility to test the drain, waste, vent and water piping on their own and correct any deficiencies. Clive inspectors will not need to witness the testing until further notice. Final inspections. If the house is full of subcontractors during the inspection time, the inspector will cancel the inspection and you will be required to reschedule before moving forward.

Remodels, additions, basement finishes, decks, pools, other accessory buildings/structures and trade inspections at occupied homes/businesses - Call

515-223-6221 to schedule inspections. Decks, pools, other accessory buildings/structures and exterior trade inspections still need scheduled as usual and will be treated like new construction inspections. The inspector will conduct the scheduled inspections alone. It is requested that all contractors, owners and subcontractors who are on-site wait in their vehicles or in the home until the inspection is completed. For those who are waiting in their vehicles or in the home for immediate pass/no pass verification, the inspector will give you a thumbs up or down. For those that are not present during the inspection or those with a thumbs down report, communication will be made via phone or email regarding the pass/no pass status with a list of deficiencies from the inspector. Please communicate and manage this on site condition before the inspection time to prevent a delay or cancellation of your scheduled inspection. If subcontractors are still working during the inspection time, the inspector will cancel the inspection and you will be required to reschedule before moving forward. Remodel framing, addition framing, basement finish framing and rough ins or other individual interior trade inspections on occupied homes/businesses will need scheduled as usual. Inspectors will not be going into occupied homes/businesses to conduct inspections. At the scheduled inspection time or within 15 mins of the scheduled inspection time the inspector will call the person who scheduled the inspection. The inspector will walk through the plans with the person over the phone and will most likely require different pictures be sent to verify certain areas of construction. For those that have the ability, facetime or another video walk through option of the construction areas may be requested. The inspector will request what they would like to see on a project by project basis. A verbal pass or no pass will be provided at this time. Final inspections on remodels, additions and basement finishes on occupied homes/businesses will need scheduled as usual and will be treated like the framing and rough-in paragraph above for an occupied home or business. Life safety requirements (smoke detectors, carbon monoxide detectors, gfcı devices, handrails, guardrails, egress windows, fire alarms, exit signs etc) will need to be verified at the time of the final. A temporary

CO will be issued until such a time as the city inspectors are able to conduct an onsite final inspection.

Des Moines

Inspections Protocol

- Inspectors shall not conduct inspections in rental or multi-family dwelling units, unless they are unoccupied or new construction.
- Inspectors shall not enter occupied residential structures to conduct inspections. The following can be used as alternatives for occupied residential structures:
 - Exterior inspections such as sewer & water replacements, exterior electrical installations, and other exterior work may continue to be conducted. Contractors shall maintain at least a 20-foot distance from inspection staff.
 - Interior inspections of occupied residential structures may be conducted using alternative methods such as digital photos or Facetime video calls.
- All in-person inspections at **occupied** hospitals and healthcare facilities are suspended until further notice.
 - Critical work being conducted at healthcare facilities shall be allowed to proceed. Inspectors shall work with contractors to find creative solutions to make this happen. Inspection by video, photo, or other means is supported and encouraged. Exceptions to this rule can be made if there is a direct entrance to the work area. Please use extreme caution and communicate with the Deputy Building Official for further direction.

Inspection requirements

- Inspectors shall conduct inspections alone. Personnel on site shall vacate areas to be inspected until the inspector is gone. If a contractor is close enough to have a conversation with an inspector, the contractor is too close.
- Inspectors shall minimize exposure to other people on construction sites, and shall maintain a minimum 20-foot separation distance from personnel who are on site at the time of inspections.
- Inspectors may communicate with contractors using the universal thumbs up/thumbs down sign to indicate inspection results. Inspectors shall further communicate inspection results via phone or email to those not able to see the thumbs up sign and to those who get a thumbs down.
- Contractors shall minimize the number of personnel on site at the time of inspections and shall provide inspectors a 20-foot distance from any personnel who must be on site at the time of inspection.

- Inspections sites shall be ready for inspection prior to the inspector's arrival with no personnel on any of the areas where the inspector will go. No personnel shall be in contact with the inspector once they arrive until the time they leave the construction site. Results will be communicated via phone or email. Inspection results can also be found at [Search for Permits](#).
- Plumbing groundwork and sewer, water, storm inspections shall be ready with testing in place at the time of inspection. Tests shall be conducted with the inspector maintaining a 20-foot distance from others or be provided video evidence of the test. Inspectors shall not be in trenches pulling test bulbs, etc.
- Plumbing contractors are responsible to test piping and correct deficiencies. Coordinate with plumbing inspectors on how to verify/ document pipe testing, etc.
- Plumbing/Mechanical contractors are responsible for pressure testing gas lines and correcting deficiencies. Coordinate with inspectors on how to verify gas pressure tests.

Inspection Scheduling

- Construction inspection scheduling remains the same. Please call the inspector's voicemail to set up a time. Inspectors are regularly checking their voicemail throughout the day.
- If you need to locate your inspector and contact information, please use the [Show Me My House](#) function on our website. You can find the link [here](#).
- Inspections will be scheduled daily, but the inspections must adhere to the inspection protocols that are listed above. This is included having the inspector be the only at the construction site, social distancing of at least 20 feet, etc.

Additional information can be found at dsm.city/pdc or emailing permits@dmgov.org

Indianola

As of this morning, we have closed off City Hall to any public access indefinitely. However, we are still fully staffed and running business as usual. The only thing that is changing from our end is that we are not accepting permit/plan/payment submittal over the counter. We encourage all people to submit all documentation for permitting to our e-mail address (comedev@indianolaiowa.gov) and to call in and have us process payment over the phone. For those with no access to e-mail or who need to pay by check or cash, they can call our office (515-961-9430) and we will set up arrangements on a case by case basis.

Johnston

Johnston's current procedures are as follows:

- City Hall is now closed to the public, so permits now must be submitted electronically or by mail. To accomplish this, we have made some modifications to our permit process:
 - All new building permits, trade permits, rental registrations, etc. can now be submitted electronically by email to buildingdepartment@cityofjohnston.com. Permit forms are available at www.cityofjohnston.com/105/Permits.
 - Payments for fees and permits can now be made by credit card over the phone by calling 515-727-7778 or they can be mailed to: City of Johnston Building Department, Box 410, Johnston, IA 50131.
- Regular building inspections will continue uninterrupted and can be scheduled by calling 515-727-7778 or emailing buildingdepartment@cityofjohnston.com.
- Routine rental housing inspections have been suspended indefinitely, but the City will continue to register/renew rental housing registrations. More information on the Rental Housing Inspection program can be found at www.cityofjohnston.com/528/Rental-Inspections.
- Up to date information on all City of Johnston COVID-19 related service changes can be found at the City's website, <http://www.cityofjohnston.com/1012/COVID-19-Coronavirus-Information>.

Norwalk

We want to be able to work together with builders to make this go as smooth as possible. See below for our current procedures, we'll update if anything changes.

- All permits should be submitted electronically to permits@norwalk.iowa.gov All City Permits are available online at <http://www.norwalk.iowa.gov/cms/one.aspx?pageId=7005805>
- All permits should be paid for via credit card. Contact the Department at (515) 981-9530 or permits@norwalk.iowa.gov to arrange payment.
- Inspections can be scheduled by calling the Department line at (515) 981-9530. Normal 24 hour advance notice will still apply.
- The primary project agent should be the only project representative present for the inspection.
- The City has suspended all inspections of interior occupied spaces. Call the Department line at (515) 981-9530 for questions.
- The City's Rental Housing Permit and Inspection Program will be suspended. The Department can be contacted to be put on a waitlist for when the Program resumes.
- The March scheduled meeting of the Planning & Zoning Commission will continue though will be conducted through a Teleconference. Details on the meeting will be updated at: http://www.norwalk.iowa.gov/government/boards_and_commissions/planning_zoning

Pleasant Hill

At this point we are planning to continue inspections under normal procedures but with the inspectors responding remotely.

Urbandale

In Urbandale the Building Department has suspended rental inspections and will allow rental certificates expiring a grace period.

At this time we are continuing to conduct all other inspections. Our inspection staff has been instructed to ensure “social distancing” is provided for during inspections at the discretion of each inspector. This shouldn’t be too disruptive but having an inspector walk a job site with multiple foreman won’t be happening.

We have closed our doors to the public, but all staff are still reporting for work. From what I have heard I believe that is similar to other communities. This has impacted meetings with builders and designers, but we are willing to meet using other methods such as web conferencing if necessary.

We are in the fortunate position of having tremendous software that allows the entire permitting process to proceed on-line including application, review, payment, inspection results, and C/O’s. At this point I believe we have the resources to continue provide services as expected but that is subject to change. I haven’t seen a significant reduction of activity as it relates to inspections or permitting yet.