Development Center – 2nd Floor

Development Center tickets are issued from 8am-4pm. Customers in queue will be assisted through close of business 5pm.

(Qmatic Number / Counter Name)

A100 Information Counter
602-534-5932
- Triage the customer for appropriate service counter assistance

B200 Fire Prevention Counter
602-262-7811
- 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 protection system installation consultation
- Fire access gates for permitting

C300 Sign Services Counter
General Information 602-495-0301
Enforcement 602-495-0284
sign.complaint@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

D400 Payments and Submittals Counter
602-534-5934 Fax: 602-534-5936
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

E500 Commercial Services Counter
602-262-7811
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

F600 Civil Permits, Water Services, and Addressing Counter
602-262-6551 Fax: 602-534-2642
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
- Onsite plumbing permits (subdivision landscape only)
- Address, suite, and unit assignment and address corrections
- Landscape meter and power pedestal addressing

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.
Street name determination and changes
Property Ownership Corrections
Legal Description Determination

Residential Services Counter
Residential Code Phone  602-262-7884
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
residential.appointments@phoenix.gov
Residential Single Family house and pool submittals (off standard plans)
plotplan.submittals@phoenix.gov

Residential Express Counter
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

Historic Preservation Counter – 3rd Fl
602-261-8699
Counter Hours 12:30-4:00
Phoenix Historic Property Register
Historic Preservation zoning
Historic property research
Historic Preservation Bond Fund grant programs
Technical assistance for historic properties
Over-the-counter Certificates of No Effect
Pre-application meetings/hearings for projects requiring Certificates of Appropriateness

Site Planning Counter
602-262-7131 (option 3)
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, Inventory / Salvage, and Hillside requirements
Planned Community Development master plan information
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 602-534-7462
Office of Customer Advocacy 602-534-7344
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 602-534-7344
Development guidance, streamlined process, reduced timeframes, and cost saving to customers looking to adapt older building for new business uses.
• Adaptive Reuse Fee Incentives

Electronic Plan Review (EPR) 602-534-5933
epr.support@phoenix.gov
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.

Extended hours construction permits 602-534-5067
extended.construction.hours@phoenix.gov

Steel Fabricator Information 602-534-5482

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

Building Official 602-495-0821
Planning & Development Administration 602-262-6656

Long Range Planning – Village Planners 602-495-2076

Impact Fee Program 602-495-7026
Self-Certification Program 602-495-0265
www.phoenix.gov/pdd/self-certification-program
Self-Certification program overview, eligibility including program and training registration

Property Records 602-262-6878
property.records@phoenix.gov
Track and update property information due to parcel changes (ex: sales and transfers, court orders, city ordinances, lot splits/combinations and plats)

PDD Financial Services 602-534-5831
pdd.financial.services@phoenix.gov
• Refund and Bond status
• Letter of Credit and Trust Account Information
• Fee Waiver Submittal
• AFP and Elevator Billing

PDD IT Services
Help Desk 602-534-4357

PDD Inspection Services
438 W Adams St
Location of Annual Facility Program, Backflow Prevention, Communications, Elevator, Commercial, Residential, and Inspection Administration teams

Inspection Administration 602-534-7642

Communications
Main Switchboard 602-262-7811
Automated Inspection Request 602-495-0800
Residential Code Phone 602-262-7884
• Schedule inspections. Assist with online permits and login issues. Payments for TCO, After-hours, Re-inspection fees. Issue CoF and utility clearances for APS / SRP / SWG

Annual Facility Program (AFP) 602-262-7501
• AFP program registration, project submittals, and permit issuance
• Building Maintenance Registration
bmr@phoenix.gov

Elevators 602-262-7853
elevator.inspections@phoenix.gov

Backflow Prevention 602-534-2140
backflow.prevention@phoenix.gov
• Information, test reports and requirements

Non-Permitted Construction / Citations 602-262-7884
pdd.inspections@phoenix.gov
• Non-permitted construction, Notice of Violations (NOV), Stop Work Orders, releases, and title inquiries

Journeyman & Apprentice Licensing 602-495-3668
pdd.inspections@phoenix.gov