



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 Site Development Counter

Civil & Traffic Review

602-262-7811

- General Civil requirements – grading & drainage, storm water, paving, water and sewer
- Plat and Map of Dedication information and requirements
- Dedication of Right-of-Way (ROW) and Easement Information
- General Traffic requirements
- Automatic Gates
- Parking requirements

H800 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

1900 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

J1000 Records Counter – 3rd Flr

602-262-7800 Fax: 602-495-7774

dsd.records@phoenix.gov

- Obtain copies of city approved plans
- Historical building permit research (Permits from 1998 to current can be found at: phoenix.gov/PDD/Search/Permits)
- Certificate of Occupancy research
- Retain residential, commercial, site and civil permitted plans
- Approved Site and Civil file management
- 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

K1100 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

L1200 Zoning Counter

602-262-7131 (option 6)

- File applications for: Rezoning, Variances, Use Permits, Formal Determinations and Informal Interpretations
- Zoning and Zoning Adjustment Case History
- Zoning Ordinance Standards Information
- Written verification of property zoning and allowed uses
- Temporary Use Permits
- Approve Alternative Dustproofing
- Group Home Processing
- Review Applications for: Mobile vending, parking permits, liquor licenses, adult business, temporary events

M000 Maricopa County Services Counter

Air Quality 602-506-6010

Environmental Services 602-506-6824

- Air quality permits
- Commercial swimming pool permits
- Septic system permits
- Food permits

N000 Historic Preservation Counter – 3rd Flr

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

P1300 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 602-495-7462

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 Finance Services 602-495-0166
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 CofO 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
602-534-7642 pdd.inspections@phoenix.gov

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

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