

HOW TO REQUEST A REFUND

All refund requests must be made in writing by the original applicant no later than 180 days after the permit fee payment.

The following information must be included in the request:

1. The reason a refund is requested
2. The amount of refund expected
3. Copy of receipt
4. The permit number
5. The address of the work
6. The name of who to make check payable to and address to where refund should be mailed to. If fees were paid by check and it is less than 30 days we require bank documentation verifying the check has cleared your account
7. A copy of the permit and/or application

The amount of refund you should expect will be determined from the following:

1. A full refund will be issued if Building Inspection error in processing
2. A refund of not more than 80% of the permit fee will be issued when no work has been done.
3. Certificate of Occupancy (C.O.) – A refund on not more than 50% of a C.O. application fee will be issued if requested prior to any field inspection.
No refund will be issued if a field inspection has been made.
4. A written request no later than 180 days after payment of fee including a minimum processing fee of \$104 or 20% of fee retained (whichever is greater), unless the fee was paid or collected due to an error of Building Inspection.
5. Building Inspection will retain plan check fees for any application or permit wherein a plan check has been performed.

If your refund is approved please allow 6 to 8 weeks for processing.

Any questions please contact Lonnie Johnson 214-948-4016

Building Permit/Certificate of Occupancy Refunds Send the request to:

**Lonnie Johnson
One Stop Permit Center
Sustainable Development and Construction
320 E. Jefferson #118
Dallas, TX 75203
214.948.4016**

Water/Sewer Refunds please send your requests to:

**Sheri Brown
Dallas Water Utilities
1500 Marilla Room 3/A/N
Dallas, TX 75201
214-670-3127**

Health Permit Refunds are Non-Refundable please send your requests to:

**Ricardo Sinyard
Environments & Health Services
7901 Goforth
Dallas, TX 75238
214-670-9573**