

## HOW CAN I CONTACT BUILDING INSPECTION?

- For telephone assistance, call 214-948-4480.

Our helpful staff will answer your general questions or route you to appropriate staff for technical questions. For direct access to the Interactive Voice Response System, call 214-670-5313 or access the system from our internet site.

- The City of Dallas internet address is <http://www.dallascityhall.com/>. There is a lot of useful information available on the site, and we encourage you to check it out. To find additional information about the Department of Development Services and the Building Inspection Division, locate *City Departments*, then click on *Development Services Department*. You can obtain more information about the processes described in this brochure. In addition, you can access the Dallas Development Code, see zoning maps, and download the forms used for permit applications.

- Building Inspection is a Division of the Development Services Department, with **main offices** at 320 E. Jefferson Blvd., Room 118 Dallas, Texas 75203, telephone 214-948-4480. **District offices** are located as follows:

### Northwest:

9803 Harry Hines Blvd. (214) 670-6115

### North Central:

6969 McCallum Blvd. (214) 670-7278

### Southwest:

542 E. Jefferson Blvd. (214) 671-0885

### Southeast:

725 N. Jim Miller Rd. (214) 670-8160

Field Office Hours: Monday-Friday, 7:30 am to 4:30 pm

(Inspectors available by phone 7:30-8:30 am & 4:00-4:30 pm)



<http://developdallas.dallascityhall.com/>



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Additional copies may be obtained from Building Inspection, 320 E. Jefferson Blvd., or call 214-948-4480.

This pamphlet is a guideline, and is not intended to replace the city code, or state or federal law. Always check the city code, state and federal law for details, exceptions, and amendments. In the event of a conflict between this document and the city code or other legal authority, the city code or other legal authority supersedes.



# Contractor Website Frequently Asked Questions (FAQ)



Building Inspection Department

<http://developdallas.dallascityhall.com/>

Development Services Department  
Building Inspection Division  
320 E. Jefferson Blvd.  
Dallas, TX 75203

### **I forgot my password (PIN), what do I do?**

A PIN (Personal Identification Number) consists of numeric values, is considered a password and used to access the contractor website account. In the event that the PIN is forgotten or lost, please contact a Building-Inspection (BI) staff person at (214)948-4028 to have it reset.

### **When do I use my USERNAME and when do I use my Company Number?**

Your USERNAME is for the website only. Your Company or Contractor Number should be used when completing a permit application in person or when calling in a validation over the automated voice response system (IVR).

### **What type of permits can I apply for online?**

Fence (FE), Plumbing (PL), Mechanical (ME), Lawn Sprinkler (LS), Backflow (BF), Electrical (EL), Elevator (EV), and Fire Sprinkler Minor (FS)

### **For validations, when I enter the validation number I get an error.**

#### **Why?**

Enter the exact permit number of the Master-Permit associated with your Trade(s). The number is a 10 digit number. If you have a 13 digit number, omit the last 3 digits.

### **How do I add additional members to pull permits under my contractor account?**

When access to your account has been achieved, click on the Registration Status link located under Contractor Info..., click on the Members tab, click Add Contractor Member, enter the employee details, and click the Save Changes button when complete.

### **I get a message about a Certificate of Appropriateness (CA) or moratorium and cannot proceed any further. What can I do?**

Contact a BI staff person at (214)948-4028 . A staff will enter all the permit details for you and let you know when the permit is ready for payment. At that point you will login to your website account, click on My Projects, locate the address in question, click on the Permit Fee, and enter your credit card information.

### **Sometimes my permit is issued immediately and sometimes not.**

#### **Why ?**

If your permit is for a single family residential property then it will issue automatically upon payment. If it is for a commercial property, you will submit payment but your permit will go to “Pending” status. It will remain in “Pending” status until we verify that a Certificate of Occupancy (CO) exists for that address. Upon verification, we will approve the permit to an “Issued” status.

### **I work for multiple companies, can I view the permits for which I am the applicant?**

An applicant working for several contractors will need a Username and PIN for each company and each company will have to be registered.

### **How do I renew my registration?**

To renew or update the Contractor Registration, click on the Renew/Update Contractor Registration link. This will bring you to the first screen of a series of screens. After reading the instructions, click the Next button on the screen and follow the directions. Once all the applicable fields have been entered, click the Next button and then click the Submit Renewal Request to finish.

### **How are payments handled? Is it safe?**

Upon successful submittal of a Trade Application or Contractor Registration Renewal, when fees are owing, click on the link labeled “Click this link to continue with fee payment.” Enter all payment information. Click the Send Payment button. Print a record of the transaction by clicking the Print Confirmation button. This process is safe and is similar to other online banking and payment processes available on the internet.

### **My permits are not all showing up, I know I have more than that. Why?**

We may have multiple versions of your information in our system so please ask a BI staff person to combine your information.

### **Do I need to register to use the web?**

Yes, even if you are registered with the City of Dallas to pull permits you still need to access our website and sign up to use the online service.

### **Why doesn't the City of Dallas website tell us we're expired? (i.e. license, insurance, etc.)**

Logging in and clicking on Registration Status will display expiration dates.

### **Where do I get a contractor number?**

Contractor numbers are generated when you come in to the office and register with the City of Dallas to pull permits.

### **How do I know if I can validate rather than purchase a permit?**

Ask the person who contracted you to begin with, if still uncertain, from the Main Menu, under Searches, click on Address, input the address info, and click Search. This will display whether or not there is an open permit for the address.

### **PLEASE NOTE:**

**No refunds will be given for duplicate permits unless due to City error.**

