



THE TOWN OF

Holly Springs

MEMORANDUM 4

Thursday, May 7th, 2020

To: Town of Holly Springs Building Code Permit Applicants and Holders

From: Daniel Pope, Director
Department of Code Enforcement

Subject: Town of Holly Springs Permitting and Inspection(s) Offices Update

The Town of Holly Springs anticipates the opening of Town Hall on Monday, May 11th. In order to continue to reduce the spread of COVID-19, the Town of Holly Springs Department of Code Enforcement will continue administrative operations with limited staff at Town Hall. Changes to the Department of Code Enforcement operations are noted below. Please do your part in assisting us to be able to stay healthy so that we may remain open. We regret any inconvenience this may cause, but we are taking these steps to reduce exposure to everyone.

Office hours are currently 8:00am to 5:00pm, Monday through Friday. Our administrative staff will remain reduced in the office. This reduction of staff in office includes processing of permits, certificates of occupancy and reviewing of plans. Staff not in the office will continue to work remotely. We intend to still meet your needs in a timely manner, but do our part to prevent unnecessary exposure to our staff, customers, and citizens.

Application and Plan Submittal

We continue to ask that you use our online portal to submit permit applications, plans, and requesting inspections. If it is necessary to drop off applications and plans, two options are available to you.

Option 1: A box is located at the rear entrance and will remain available for applications and plans to be placed. It will continue to be checked multiple times daily. Please DO NOT put any payments in this box, it is for documents only.

Option 2: You may bring your permit applications and plans into the building and deliver to the Department of Code Enforcement. Staff will be available to receive your documents. We ask that you follow all posted safety precautions while inside the building. For your protection and ours, assisting staff will be wearing personal protective equipment while serving you.

Payments

We continue to ask that all payments less than \$1,500.00 be paid on the online portal. Please contact staff if you do not currently have portal access and an account can be set up for you. If it is necessary to drop off a payment, two options are available to you.

Option 1: Payments can be dropped off in the Town's drive through, secure payment drop box, located in the north side parking lot next to Town Hall. Please label your envelope with the Department of Code Enforcement and what the payment should be applied to. Please leave your name and email contact information inside the envelope for a receipt of payment.

Option 2: You may bring your payment into the building and deliver to the Department of Code Enforcement. Staff will be available to receive your payment. We ask that you follow all posted safety precautions while inside the building. For your protection and ours, assisting staff will be wearing personal protective equipment while serving you.

Permits, Certificates of Occupancy, and any other documents requested will be emailed to the applicant upon receipt of funds.

Scheduled inspections will continue as requested. Guidance provided below regarding inspection procedures you may encounter from staff.

1. In an effort to reduce exposure to our inspectors and customers, we will request scheduling of inspections be delayed to homes where individuals have had a potential exposure to the virus. Staff will ask homeowners if there is a known exposure to occupants in the home in which the residents would pose a risk to potential exposure of our staff. If answered yes, inspectors will document that an unsafe condition exists and request the inspection be rescheduled to a time when the occupant can answer no potential exposure exist. If answered that no known exposure exist, staff will enter the home at your discretion with the current recommended precautions.
2. Staff requests that contractors maintain their construction sites in a safe and sanitary condition. If sites are found to be in a condition that is not safe and sanitary, staff will refuse the inspection until such measures have been taken to reduce exposure. We request that contractors continue to disinfect common points of touch on a regular schedule.
3. Staff requests that contractors not accompany the inspectors unless warranted. This decision will be at the discretion of the inspector. We request all individuals maintain the recommended social distancing of 6' to all persons on site.
4. Staff will continue to complete live-remote inspections in accordance with the NCDOT OSFM memorandum #2. Live-remote inspections are inspections that are completed remotely using facetime or another approved technology.
 - a. Occupied Homes or Business: We will perform any inspection using LR inspections. The inspector may request, by email or paperwork, additional information to confirm that the work meets applicable NC Codes, manufacturers' requirements, and any other requirements.
 - i. On the morning of the day of the inspection requested, contact your inspector and request a Live-Remote inspection. Schedule a time for this to occur when you will be available at the site. Otherwise, the inspector may require the occupant or contractor to return at a later time to complete the inspection. Please identify which technology you prefer to conduct the inspection; Facetime or Zoom. The inspector will provide information and initiate the inspection at the appropriate time. Please obey all instructions given by the inspector to properly complete the inspection.
 - b. New Construction: We will perform reinspections with non-life safety items and some minor first time or continuous inspections at the discretion of the inspector.
 - i. On the morning of the day of the inspection requested, contact your inspector and request a Live-Remote inspection, if you believe it qualifies. Schedule a time for this to occur when you will be available at the site. Otherwise, the inspector may require the occupant or contractor to return at a later time to complete the inspection. Please identify which

technology you prefer to conduct the inspection; Facetime or Zoom. The inspector will provide information and initiate the inspection at the appropriate time. Please obey all instructions given by the inspector to properly complete the inspection.

5. Guidance has been issued for Engineers/Architects performing certain element/component inspections. Please use the appropriate link below for additional information.

[NCDOT Guidance Paper Architect/Engineer Inspections](#)

The Town of Holly Springs takes the recommendations of the CDC and the declaration of emergency actions by both the President of the United States and Governor of North Carolina seriously. As conditions evolve, we will continue to strive to take the necessary precautions needed to protect both our citizens and staff from unnecessary risk. Conditions and guidance is ever changing and we will update the development community as such is provided.

If you have any additional questions, please feel free to contact me.

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