



COVID-19 Phase 3 Reopening Actions Effective October 5, 2020

Permitting:

Cape Coral City Hall, including the Department of Community Development, Building Division permitting counter will be reopening to the public. The health and safety of staff and the public continues to be our top priority. As such, we will continue to monitor local and regional trends and will revise our practices as needed.

The outside drop box will be removed beginning October 5, 2020.

Precautionary safety measures such as social distancing and barriers for COVID-19 will remain in place at all front counters. The use of face masks by customers is optional but encouraged.

We continue to recommend applying for building permits electronically and scheduling customer service appointments. However, walk-ins will be accepted and integrated into the QLess system (QLess is a digital waiting line where patrons are sent a text message when it is their turn).

Virtual meetings and communication via telephone and email will be encouraged to be conducted whenever possible.

Plan review:

Paper-based applications may be submitted at the front counter, however customers are encouraged to continue to utilize our online portal to apply for permits.

Inspections:

The Remote Online Inspection program will continue as an option. Customers may use the Remote Online Inspection program and schedule a specific time for an inspection using the AppointmentPlus system. Instructions for this option begin on page 3 at the link below:

https://www.capecoral.net/department/community_development/permitting/docs/Inspection%20Service%20Brochure.pdf

Alternatively, customers may schedule an inspection directly using our online permitting system and an inspector will conduct an in-person inspection inside their building in the traditional fashion.