



Master Home (Repeat Home) Customers Process Improvement Measures

Beginning September 24, 2013, participants in the [Master Home Plan Review Program](#) will only need to make one stop in the permitting office to submit plans for this program.

Traditionally, the applicant has been required to obtain address verification at the Permit Counter then proceed to the Plan Review office to be assigned a project number and submit the plans.

In an effort to streamline this process, the Permit Office (Permit Counter -1st Floor) will:

- Take the plans into the permit system
- Verify the address
- Assign a project number

For your convenience, applicants will have two options for this program:

- For our drop off service, the applications, route slips and plan intake will be performed by the Permit Office staff for next day processing.
- For immediate processing, customers with 8 applications or less can obtain a ticket at the Self-serve Kiosk for "Addresses". When the address is assigned, the customer service representative will route the permit application to generate the project number.

Once the plan review has been performed and completed, the Plan Review representative will contact the applicant to pick up the plans.

For expedited service, complete the [Building Permit Application and Affidavit](#) in advance. In addition, Master Home Plan Review Program participants will need the route slip printed on pink paper for processing.

Beginning October 21, 2013, in an effort to streamline and continue service improvements, the program will be limited to detached single family homes on a single lot and any changes, other than site plan revisions, will require the plan to be submitted with two full sets of plans for a complete review for remastering. This will ensure the Repeat Home customers are served expeditiously as the program was intended to improve efficiency for both the customer and city staff.

For more information please contact Luis Villasana at 832-394-9169 or luis.villasana@houstontx.gov.

CODE ENFORCEMENT CONTACT INFORMATION

PLAN REVIEW

Commercial- (832) 394-8810
One-Stop - (832) 394-8820 (*Commercial Remodels and Residential*)

INSPECTIONS

Building - (832) 394-8840
Mechanical - (832) 394-8850
Electrical - (832) 394-8860
Plumbing - (832) 394-8870
Occupancy/Life Safety - (832) 394-8880
Sign Administration - (832) 394-8890

PERMIT OFFICE

General - (832) 394-8899
Dacoma Office - (713) 686-6224
Kingwood Office - (281) 361-9580
Utility Releases - (832) 394-8847

OTHER INFORMATION

Customer Assistance &
Code Development Office- (832) 394-9494
Automated Inspection Request Line - (713) 222-9922
Other City Departments- Dial 311

For Additional Permit Information:

You may obtain information about permits by visiting our website at www.houstonpermits.com. You will then be linked to our database of sold permits. If you have questions about any of these permits, please contact our Code Enforcement Group at (832) 394-9494.

To Reach Other City of Houston Departments:
<http://www.houstontx.gov> or dial 311