



CUSTOMER INFORMATION & GUIDANCE

In accordance with Governor Brown and the Local State of Emergency related to COVID-19 (novel coronavirus), the City of Redmond's Community Development Department is implementing temporary changes to our operations effective March 17, 2020 through April 28, 2020 and perhaps longer.

In an effort to limit exposure for both employees and customers, and in support of state and federal guidelines for social distancing, City-owned buildings have been closed to the public through April 28, 2020. **However, the Community Development Department is still accepting building, planning, business license and Urban Renewal funding applications, conducting inspections and processing land use decisions.**

Offices remain open for phone appointments as well as non-scheduled calls. Customers are encouraged to utilize the e-permitting system to submit building plans, applications, request inspections, pay permit or planning fees, and track application status. Building inspections will continue, with added precautions, when necessary.

Access E-permitting system:

- www.buildingpermits.oregon.gov or
- 888-299-2821

If needed, the City's Utility Billing drop box at the back of the City Hall building can be used to leave checks with an indication they are for the Community Development Department. Delays are not anticipated.

For questions or further assistance contact:

- General Questions: 541-923-7721 or cddcounter@ci.redmond.or.us
- Building Questions: 541-923-7721 or cddcounter@ci.redmond.or.us
- Building Inspections: 888-299-2821 or www.buildingpermits.oregon.gov
- Planning Questions: 541-923-7719 or cddcounter@ci.redmond.or.us
- Code Complaints: 541-923-7720 or jacob.smith@ci.redmond.or.us

Urban Renewal/Economic Development Questions:

- 541-923-7761 or chuck.arnold@ci.redmond.or.us
- 541-923-7759 or meghan.ganners@ci.redmond.or.us

Business Licensing Questions:

- 541-923-7763 or jaclyn.abslag@ci.redmond.or.us

Your understanding and patience as we navigate these unprecedented times is greatly appreciated.