

## FREQUENTLY ASKED QUESTIONS

What types of home-improvement activities require a building permit? *Room Additions; Patios; Patio enclosures; Garages; Garage Conversions; Sheds or Utility structures greater than 120 square feet; Pools/Spas; Installation or removal of walls or alterations to framing; Window replacements; Electrical, Plumbing or mechanical work or replacement of fixtures; HVAC replacement or ductwork; Water heater replacement; Electrical panel upgrade; Electrical or gas meter reset and any other structural or non-structural alteration that is regulated by the California Building Codes.*

Is Planning approval all I need for my business registration? *Development projects and some land uses require an application process. Permitted uses in existing buildings just need a zoning verification. You must also pay for the registration at the City Clerk's Office.*

What businesses can I do at my home? *Many businesses that don't require employees, customer visits or material storage can be permitted as home occupations.*

What can I get done on-line? *Request inspections; Cancel inspections; Reschedule inspections; Check inspection results and view list of corrections; Check Plan Review Status; Research Permit history back to October 1996; and Licensed contractors can obtain simple permits online.*

How do I Schedule a building inspection? *Please call (909) 384-5076 or online at [www.velocityhall.com](http://www.velocityhall.com)*

## CONTACT INFORMATION

[www.sbcity.org/cityhall/community\\_development](http://www.sbcity.org/cityhall/community_development)

**Planning** (909) 384-5057  
Zoning

Business Registration (909) 384-5302

**Building** (909) 384-5071  
Building Code

Building Permit (909) 384-5071

Building Inspection (909) 384-5078  
24-Hour Line

**Code Enforcement** (909) 384-5517

Report Neighborhood Maintenance Problem (909) 384-4045

Single Family Rental Program (909) 384-5205

Yard Sale (909) 384-5205

**Stormwater Mgmt.** (909) 384-5139

**Grading** (909) 384-5071

### Who do I call about . . .

Potholes? (909) 384-5045  
(Public Works)

Barking Dogs? (909) 384-1304  
(Animal Control)

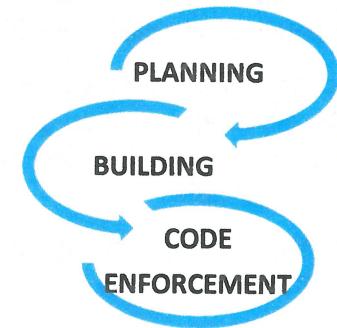
Graffiti (909) 384-5250

**Coming Soon: SB Direct Line**

June 15, 2011 (909) 384-SBSB

City of  
**San Bernardino**

Department of  
Community  
Development



*Including Land Development  
and  
Storm Water Management*



M. Margo Wheeler, A.I.C.P.  
Director  
300 North "D" Street  
Downtown San Bernardino

## PLANNING

Where the future of San Bernardino begins.

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### Areas of Responsibility:

Business registration approval to ensure uses in legally approved locations only.

Zoning information to assist in planning property improvements to meet setbacks, height, parking and other standards.

Conducting public hearings on important projects ensuring neighboring property owners are informed and their concerns heard and addressed.

Environmental review of all public and private development.

Creating the 20 year General Plan of the community regarding Housing, Land Use, Safety, etc., with the input of all residents and businesses in San Bernardino.

Specific plan supervision for large scale projects such as Arrowhead Springs, University District and Alliance California near San Bernardino International Airport, establishing unique uses and development standards.

## BUILDING & SAFETY

Where your safety in structures is assured.

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### Areas of Responsibility:

✚ Operation of the Public Permit Counter including the issuance of the following types of permits:

Building; Plumbing; Electrical; Mechanical; Grading and onsite improvements; Street improvements including driveway approaches, curb and gutter, sidewalks, sewers, storm drains, traffic signalization, and street construction/rehabilitation; Encroachment, lane closures, and excavations in the public right-of-way; wide load permits.

✚ Grading, Building construction, and landscaping plan review.

✚ Landscaping plan and water conservation requirement reviews.

✚ Periodic inspections of mobile home parks as part of the California Mobile Home Park Inspection Program.

✚ Monitoring the required posting of unreinforced masonry buildings so that the public is informed of potential hazards.

✚ Complaints regarding disabled accessibility.

## CODE ENFORCEMENT

Where San Bernardino's neighborhoods are maintained.

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### Areas of Responsibility:

✚ Response to complaints from citizens and other departments such as Police and Fire, concerning violations from simple property maintenance issues (i.e., grass not cut, trash/debris, inoperable vehicles) to hazardous conditions such as tenants without water service, heat, or proper sewage connection; green pools; people living in converted garages; and transients living in vacant spaces.

✚ Single Family Rental Program providing annual inspections of rental homes.

✚ Commercial corridor inspections ensuring signage, landscaping and parking lots are properly maintained.

✚ Weed abatement program eliminating unsightly and unsafe conditions on vacant lots.

✚ Multi-family Rental Program.

✚ Patrol to correct problems and illegal temporary uses.

✚ Annual inspection of projects to ensure conditions of approval and environmental mitigation measures set by Mayor & Common Council are maintained.