Customer Service and Building Inspection Services Continuity Plan

Due to the rapidly evolving situation surrounding COVID-19, Customer Service and Building Inspections will be taking the following actions to maintain our service levels to the best of our ability.

**Current Service Levels – City Hall Closure**

* Phone Calls (Request for Information, Inspections)
	+ Standard Service Levels
	+ When feasible, please use online self-service tools / MyCity
* Front Desk
	+ City Hall is no longer accessible to the public and as such front desk services are unavailable
	+ Meetings with customers only by agreement, and by appointment at the SCOs discretion
	+ Please use online self-service tools eApply, & MyCity, or Phone 403-320-3290
* Email
	+ Standard Service Levels
* Permit Applications
	+ City Hall is no longer accessible to the public and as such front desk services are unavailable
	+ Online self-service and eApply only
	+ Commercial Building Permit applications can be sent to permits@lethbridge.ca
		- We anticipate having online Commercial Building Permit applications available through eApply early next week
* Plan Review / Permit Issuance
	+ eApply (digital) only. Please contact 403-320-3290 should you require assistance with this process.
	+ Meetings with customers only by agreement, and by appointment at the SCOs discretion
* Inspections
	+ Inspections for new construction will be performed as normal for the present time, although some delays may be experienced.
	+ No inspections will be performed on occupied premises, either residential or commercial. This includes homeowner and contractor work. SCOs have been instructed not to enter occupied premises, **no exceptions**. SCOs may accept video or photographic, or FaceTime evidence as an inspection, at their discretion.

In the event that the COVID pandemic requires more aggressive actions we will review and determine service levels accordingly. Worst case will be cessation of all services. Service levels may fluctuate based on staff availability and direction set by the various levels of government.