



# COVID-19 CUSTOMER GUIDE

Town of Westlake Planning & Development Dept.

## TOC

Permits & Inspections..... 2

Certificates of Occupancy ..... 5

Special Event Permits ..... 5

Development Submittals ..... 6

Engineering Plans..... 7

Mail Checks to this Address ..... 8

Customer Support ..... 8



# COVID-19 CUSTOMER GUIDE

Town of Westlake Planning & Development Dept.

## Permits & Inspections

### A. Contractor Registration

- ❖ All contractor registrations will be done online through [MyGov](#)
- ❖ Payment for registration may be done online by credit card
- ❖ An account activation to submit for permits will be emailed to the applicant by the Permit Technician ([building@westlake-tx.org](mailto:building@westlake-tx.org)) and/or automatically via MyGov

### B. Permit Submissions

- ❖ All permit applications must be submitted online through MyGov
- ❖ Submittals must be fully electronic with everything uploaded to MyGov
  - Supplemental documentation such as HOA approvals, Res/Com Energy Checks, etc. to be emailed to [building@westlake-tx.org](mailto:building@westlake-tx.org)
- ❖ A plan review must be paid before the application goes into review. This can be paid with the following methods:
  - Credit card online via MyGov when prompted
  - Check mailed to the Town Hall

### C. Permit Review & Pre-Construction

- ❖ All permit reviews will be done online through MyGov
- ❖ Any comments will be posted on the review step and additionally emailed to applicant with the email that was provided
- ❖ The applicant must respond with all revisions electronically by responding to said email
- ❖ Permits requiring pre-construction meetings will be done through a scheduled phone conference with the Chief Building Official. A copy of the pre-construction documentation will be sent to the contractor to follow along, read, initial, sign, and returned back to the town at [building@westlake-tx.org](mailto:building@westlake-tx.org).



# COVID-19 CUSTOMER GUIDE

## Town of Westlake Planning & Development Dept.

### D. Permit Issuance

- ❖ An email from [building@westlake-tx.org](mailto:building@westlake-tx.org) will be sent to the applicant/contractor when a permit is ready to issue
- ❖ Permits fees must be paid before the permits is issued. This can be paid with the following methods:
  - Credit card online via MyGov when prompted
  - Check mailed to the Town Hall
- ❖ Permits requiring signatures will be emailed to the applicant/contractor for signature. The contractor shall email the signed copy of the permit back to [building@westlake-tx.org](mailto:building@westlake-tx.org)
- ❖ Permits such for new construction, remodels, additions, pools, etc. contain the following scenarios:
  - Permits with hard copies that are at the town hall will be stamped and signed as normal. Hard copies of plans must be picked up at the town hall by appointment only
  - Permits that are submitted digitally and do not have hard copies will be stamped and signed digitally with the official record in MyGov
- ❖ Permits such as MEPs, Roof, Irrigation, Signs, etc. will be issued online through MyGov as normal



# COVID-19 CUSTOMER GUIDE

## Town of Westlake Planning & Development Dept.

### E. Inspection Requests

- ❖ All inspections are being performed as normal except homeowner occupied inspections such as, but not limited to, water heater replacements and HVAC replacements.
  - **The in home inspection will not occur until the recommendations from state and local officials are modified**
  - If the homeowner requests that the in home inspection be performed prior to this modification, Town of Westlake staff will perform the inspection maintaining all required social distancing mandates.
- ❖ Inspections must be requested **Monday-Friday by 4:00pm** for the next **business day** inspection and be **ready by 8:00am** for the requested day as normal
- ❖ Inspection requests can be performed the following ways:
  - Email [building@westlake-tx.org](mailto:building@westlake-tx.org):
    - Include essential details such as address, permit #, phone #s, date requested, etc.
  - Requested online via MyGov:
    - **Do not change the ready date**
    - Add a note for any additional specific information for the inspection such as location, phone #s, date requested, etc.
- ❖ All inspection results are listed in MyGov as normal



# COVID-19 CUSTOMER GUIDE

Town of Westlake Planning & Development Dept.

## Certificates of Occupancy

- ❖ Certificates of Occupancy may be requested as normal by filling out the online application and payment of application fees by the above-mentioned methods
- ❖ A digital version of the Certificate of Occupancy will be emailed to the applicant listed on the CO Application when it is ready
- ❖ Printed copies will not be available until the Town Hall is open to the public

## Special Event Permits

- ❖ Any special event permits will be delayed, denied, or cancelled until further notice from the Fire Marshal



# COVID-19 CUSTOMER GUIDE

Town of Westlake Planning & Development Dept.

## Development Submittals

### A. Pre-Application

- ❖ A pre-application teleconference in lieu of an in-meeting appointment is required
- ❖ Email [rruthven@westlake-tx.org](mailto:rruthven@westlake-tx.org) and [nford@westlake-tx.org](mailto:nford@westlake-tx.org) to setup an appointment

### B. Submission

- ❖ All submittals must be fully electronic (no hard copies)
- ❖ Email to [planning@westlake-tx.org](mailto:planning@westlake-tx.org) and [nford@westlake-tx.org](mailto:nford@westlake-tx.org)
- ❖ Application fees must be paid by mailing a check to the Town Hall

### C. Review / Revisions

- ❖ DRC meets as normal per the dates listed on the submittal calendar
- ❖ Comments will be provided as normal by email to applicant
- ❖ All revisions must be submitted electronically

### D. Agenda Placement

- ❖ Pending any further Town Council and Planning & Zoning Commission meeting cancellations, items will be placed on the next available meeting



# COVID-19 CUSTOMER GUIDE

Town of Westlake Planning & Development Dept.

## Engineering Plans

### A. Submission

- ❖ All submittals must be fully electronic (no hard copies)
- ❖ Email to [planning@westlake-tx.org](mailto:planning@westlake-tx.org) and [nford@westlake-tx.org](mailto:nford@westlake-tx.org)
- ❖ Application fees must be paid by credit card via a MyGOV account or by mailing a check to the Town Hall

### B. Review / Revisions

- ❖ Reviews will be conducted in the normal timeframe
- ❖ Comments will be provided as normal by email to applicant
- ❖ All revisions must be submitted electronically

### C. Approved Plans & Pre-Construction

- ❖ Pre-construction meetings will be done through a scheduled phone conference with pertinent staff members. A copy of the pre-construction documentation will be sent to the contractors and other development members before the conference.
- ❖ The approved set of plans is available in MyGov and will be stamped/signed digitally for the time being.



# COVID-19 CUSTOMER GUIDE

Town of Westlake Planning & Development Dept.

## Mail Checks to this Address

Attn: Planning & Development Dept.  
Town of Westlake  
1500 Solana Blvd., Bldg. 7, Suite 7200  
Westlake, TX 76262

*Please place a brief description, project number, case number, and address of the project on the memo line so staff can properly assign payment.*

## Customer Support

Should you need any help navigating MyGov please don't hesitate to contact the following:

- ❖ [building@westlake-tx.org](mailto:building@westlake-tx.org)
- ❖ Dottie Samaniego ([dsamaniego@westlake-tx.org](mailto:dsamaniego@westlake-tx.org))
- ❖ Nick Ford ([nford@westlake-tx.org](mailto:nford@westlake-tx.org))

*Please include a screenshot so we can help you at as effectively as possible!*

*Thank you for your patience during this time!*