Building Inspection Division

Re: Changes in Building Permit application process in response to COVID-19

Effective immediately, consistent with recommended protocols, the building permitting / inspection process will be as follows:

- **Our office will continue to be available by phone and email** during regular business hours. Please contact the Building Department at (860) 647-3052 or by email at buildingdept@manchesterct.gov

- **Access to Lincoln Center**, the building in which our department is located, will be by appointment only as deemed necessary.

- **Building permit applications**- will be accepted thru the town’s online portal only.

- **Construction drawings and project specifications** deposited in the drop box at the front of Lincoln Center.

- **Inspections**-
  - Inspection requests should be made by email at buildingdept@manchesterct.gov or by calling 860.647.3052.
  - Interior inspections in occupied residential properties MAY require a remote video inspection (RVI) via Apple Facetime or google Duo”. Contractor must be on site for RVI’s.
  - All other inspections shall continue where social distancing guidelines can be maintained.

- Receipts for permit fees paid, permits and certificates of occupancy and approval shall be delivered by email.

- The building department will continue to respond to emergency call-outs as needed.

During this period of disruption, our department will be working to update our workflows to create a more efficient permitting process that will benefit our community in the future.