

The Department of Planning & Building Safety has begun phasing into opening to the public and providing in-person services at City Hall. Please see the information and current procedures below.

Hours of Operation

In-Person by Appointment Only:

Tuesday, Thursday: 8:00AM – 12:00PM

*Please be mindful of social distancing while in City Hall and take any necessary pre-cautions, such as wearing a mask, before coming in contact with city staff members.

* To schedule an appointment, please click [here](#).

Remote:

Monday, Wednesday, Friday: 8:00AM – 5:00PM

Tuesday, Thursday: 12:00PM – 5:00PM

*While working remotely, staff is available via email. For building related questions, please email building@louisvilleco.gov. For planning related questions, please email planning@louisville.gov. Staff is also frequently checking their office voicemails.

Inspections

Please click [here](#) for more information on how we have been conducting inspections and how to request inspections during COVID-19.

Permit Submittals

Electronic:

Applicants may submit for any type of permit through our online [portal](#). To understand our electronic process, click [here](#).

Our plan review time frames are shorter when we receive your application electronically versus dropping off hard copies and therefore recommend submitting these electronically.

Hard Copy:

Applicants may also drop off hard copy submittals. For what is required for your hard copy permit submittal, please review the various permit applications shown on our department [website](#).

If an applicant is submitting a hard copy submittal, please note the following:

- Staff will be quarantining and not reviewing your submittal until it has been at least 72 hours. In doing this, the applicant will experience a longer review time than an electronic submittal.
- If staff or the applicant has any questions about the submittal, you may call or setup a remote or in-person appointment.

Appointments

A customer may need to schedule an appointment if you have questions about the following:

- Current permit application submittals
- Future planning or building submittals
- Current ongoing projects
- Zoning or building codes

Remote Appointment:

Customers may choose to schedule a remote meeting with staff through Zoom, Skype, or FaceTime.

To schedule this meeting, click [here](#). Staff will contact you informing if your meeting has been approved and with further instructions.

In-Person Appointment:

Customers may choose to schedule an in-person meeting with staff. If you wish to meet while you are submitting your hard copies, please make sure you schedule this meeting BEFORE you drop off your submittal.

To schedule this meeting, click [here](#). Staff will contact you informing if your meeting has been approved and with further instructions.