LOVELAND, March 17, 2020 – In accordance with public health measures to control the spread of COVID-19/coronavirus, the City of Loveland Development Center, at 410 E. Fifth St. will close its doors to the public effective March 18.

The center’s full scope of operations will continue, with a shift to provide customer services through phone, email, mail and online communications. Direct contact with customers will be limited to on-site inspection services. The adjustments to the operations of the Current Planning, Building and Code Enforcement divisions, described below, will continue until further notice.

Current Planning

**Hours of Operation** will continue to be from 7:30 a.m. to 4:30 p.m., Monday through Friday. The main phone number for Current Planning is 970-962-2523. The general email is Planning@cityofloveland.org. Please call or email if you have any questions about our operations or services.

**Customer/Citizen Inquiries** will be handled by phone or email. We will not accept walk-in customers or schedule office appointments, but our office will be staffed to respond to inquiries relating to zoning, development and associated topics.

**Concept Review Meetings**, pre-application meetings with prospective applicants, will continue to be scheduled and conducted by phone and/or video conferencing on Thursday afternoons. All Development Review Team (DRT) representatives will participate in the meeting process and provide written comments--which will be emailed to applicants prior to the scheduled meeting.

**Project Meetings with Applicants** on Thursday mornings, with development teams and the DRT, will continue by phone and/or video conferencing. These meetings can be arranged with the project planner.

**Development Applications and Review Services** will be accepted and processed through E-Plan submittals. All DRT members will continue to provide review services.
Conversion to an electronic submittal and review format several years ago means our review services will continue as normal.

**Final Document Processing**, including subdivision plat mylars, may be submitted in person if applicants call the Planning office at 962-2523 to make arrangements for the drop-off of materials.

**Planning-only Applications** for signs, variances, zoning verification letters and major home occupation permits are processed solely by the Current Planning office and can be submitted electronically or by mail and will be processed as usual.

**Current Planning Fee Payments** will be accepted by check or credit card. Checks can be mailed to our office or, in the case of amounts greater than $2,000, dropped off at a collection box in the Development Center vestibule. Credit card payments can be processed over the phone.

**Daily Planning Inspections** for landscaping, sidewalk installation and architectural compliance will continue without interruption. These inspections are scheduled through the Building Division.

**Building Division**

Staff will continue to process applications that are currently in review. Application status, review comment letters, invoices, payments and permit placards will continue to be sent via email.

Applications for all services are available online at [http://www.cityofloveland.org/departments/development-services/building-division/forms-and-applications](http://www.cityofloveland.org/departments/development-services/building-division/forms-and-applications)

**Fee payment methods** include Visa, MasterCard, and Discover card payments with applicable service fees, and ACH payments with no service fee. These can be made by phone to 970-962-2505 for payments up to $5,000. Payments over $5,000 can be dropped off at a collection box that will be installed in the Development Center vestibule.

**Contractor Licensing** will be processed electronically via email. Contractor licensing questions or a completed application packet and updated insurance forms, should be submitted to Jen.Zayor@cityofloveland.org. Payments can be made by phone at 970-962-2525.

**Building inspections** will continue with exception of owner occupied non-emergency inspections. Inspections will be conducted at the inspector’s discretion.

**Emergency inspections** necessary to restore utility interruptions will be provided for essential utilities, such as electrical, gas, water and sewer services. Emergency
inspections also will be provided to address structural concerns resulting from incidents such as explosions, fires, vehicles hitting buildings, etc. Exterior weatherization of building envelopes, such as roofs, veneer, cladding, windows, doors, etc., necessary to repair accidental damage, can be performed, provided sufficient detailed digital pictures, an affidavit of compliance and permit application are provided to the city once the offices are reopened.

**Existing appliances**, necessary for sanitation and health, such as water heaters, furnaces, boilers, etc. can be replaced when necessary and permits and inspections obtained once the offices are reopened.

**Code Enforcement**

**City Code Enforcement** services will continue as usual. Questions and nuisance complaints can be submitted by phone at 970-962-2600 or by mail, c/o the Development Center, 410 E. Fifth St., Loveland, 80537. Email inquiries: Sharyn.Frazer@cityofloveland.org, Laura.Coddington@cityofloveland.org. Site inspections will also continue as normal.

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