



COVID-19 NOTICE CONSTRUCTION, PERMITTING & LAND DEVELOPMENT SERVICES 3/29/2021 Update

As a result of the COVID-19 public health emergency, the City of High Point is under a state of emergency declaration that prohibits mass gatherings, restricts access to City facilities and modifies the City's business operations during this declaration period. All construction, permitting and land development services are continuing during this period under modified business operations.

The Inspections Services Department, Permit Center, and the Planning and Development Department continue to deliver services while protecting our customers, staff and the community during this unprecedented health emergency. Our modified business operations are outlined below.

Permits

Permit applications are accepted online through [Accela Citizen Access \(ACA\)](#). The Permit Center is also open for walk-in customers from 8 a.m. to 4 p.m., Monday through Friday and closed for lunch from 12:30 p.m. – 2:00 p.m. daily. In addition, permits staff remains available via phone and e-mail from 8 a.m. to 5 p.m.

Inspections

[Field inspections](#) can be scheduled through either [Accela Citizen Access \(ACA\)](#) or the [Hello System IVR \(PDF\)](#) as normal. Please respect that inspectors will be following some procedural changes on the job site to ensure public health.

Plan Review

Construction and land development plan reviews continue as normal and online submittals are accepted through [Accela Citizen Access \(ACA\)](#).

Online Guidance

Guidance on how to submit various development applications is available online at [BuildHighPoint.com](#). The [ACA Tutorial \(PDF\)](#) and [Selecting the Correct Record Type \(PDF\)](#) are available on the website under Quick Links to assist in making submittals through ACA.

Staff Contact

Many of our staff continue to work remotely during this period and are available via phone and e-mail as normal. Meetings with customers are being held through various methods of remote communication. Department and staff contact information is available online at the websites that follow. All questions and concerns regarding specific services should be directed to the phone numbers or e-mail addresses as follows:

permits@highpointnc.gov

LAND DEVELOPMENT PLANS

(336) 883-3328

build@highpointnc.gov

SCHEDULE INSPECTIONS

(336) 883-3026 (HELLO System)

[Accela Citizen Access \(ACA\)](#)

WEBSITES

BuildHighPoint

www.buildhighpoint.com

Inspections Services Department

www.highpointnc.gov/inspections

Planning & Development Department

www.highpointnc.gov/plan

Thank you for your patience during this public health emergency.