City of Cincinnati

Department of Buildings and Inspections

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William V. Langevin, R.A., CBO
Chief Building Official
Director

April 5, 2004

Dear Cincinnati Business Development and Permit Customer:

The City of Cincinnati is embarking on a major change in the way we assist our customers who need building permits, or who are involved in development projects! We're offering a new location and a new way of providing support for Cincinnati's development projects – big and small.

New Location / Increased Customer Amenities

On Monday, April 26, the City's new Business Development and Permit Center will open for business at 3300 Central Parkway, off the I-75 Hopple Street exit. This multi-purpose facility will offer single point-of-contact service for Cincinnati homeowners, developers, architects, small business owners, construction personnel, and others involved in the development and building permit process.

The City's entire Department of Buildings & Inspections will relocate to the Center. But what makes it exciting, is that other City review and development support agencies also will have staff on site, at one location, to serve your needs. This includes nearly 125 technical support staff from B&I, Community Development and Planning, the Department of Transportation and Engineering, the Metropolitan Sewer District, the Greater Cincinnati Water Works, and the Cincinnati Fire Department.

The Center is designed with the customer in mind. Customers will find multiple departmental representatives to provide timely advice and review. Parking is free and easily available right outside the front door. The permit desk has expanded their hours from 7:30am to 4:00pm in order to better serve you. And, an enhanced online Epay permitting process is not here yet…but it's on the way.

Support Services to Meet Your Needs

The Center will:

- Offer an enhanced, simplified, and streamlined building permits process for customers. All permits that involve development and building construction are expected to be issued at the Business Development and Permit Center.

- Serve as an information clearinghouse for all development incentive programs with particular attention to those programs offered by the City's Economic Development Division and the Community Development and Planning Department.

- Provide pre-development consultation.

- Advocate for and facilitate approved development projects through final completion.

Approximately 80% of our building permit customers simply need a "walk-through" permit. Those will continue to be issued on the spot, in 90 minutes or less. For larger, more complex development projects which require research and analysis, Center representatives will work with customers to schedule consultation meetings and follow-up, in order to expedite issuance of a permit. The City Manager's Economic Development Division will be working closely with the staff at the Center, as well.

The Business Development and Permit Center's telephone number is **513-352-3271**, or you can visit our web site at http://www.cincinnati-oh.gov/buildings. All telephone numbers of B&I employees with whom you may have worked with in the past will remain the same.

If you need building permits or development assistance in Cincinnati, this is the only place you need to go beginning April 26! Please refer to the map on the attached flyer, and feel free to display it.

On behalf of City Manager Valerie A. Lemmie, Buildings & Inspections Director William Langevin, and the staff of the Business Development and Permit Center, we look forward to serving you.

Sincerely,

Scott C. Stiles
Manager
Business Development and Permit Center