



DEVELOPMENT SERVICES- BUILDING  
Town of Chapel Hill  
405 Martin Luther King Jr. Blvd.  
Chapel Hill, NC 27514-5705  
*phone* (919) 968-2718 *fax* (919) 932-2954  
[www.townofchapelhill.org](http://www.townofchapelhill.org)

**Thank you so much for your business with the Town of Chapel Hill!!**

**Please carefully read the following Expectations and Reminders for moving your project forward. Feel free to also visit our webpage at [www.townofchapelhill.org](http://www.townofchapelhill.org) for additional information.**

- 1) At this point, your permit has been issued and you have picked up the permit placard to install in the permit box for the inspector to sign off on as inspections are completed as well as the approved/stamped jobsite copy of the plans, unless they were emailed to you.

***Please make sure that the following documents are printed and installed in a water and weather-proof permit box in a dry and accessible\* location visible from the street throughout the entire course of construction project, as failure to do so will result in a rejection of your requested inspection:***

- Permit Placard
- Approved permit application
- Approved scope of work
- Approved Zoning Compliance Permit where applicable
- Town stamped and approved jobsite plans where applicable- **\*\*PRINT ONE COLOR SET\*\***
- Lien certification where applicable
- All other supporting documentation

*(\*Excessive mud does not constitute an accessible location)*

- 2) There must always remain an active permit with current names and license numbers for all contractors of record and an accurate scope of work on file with the Building Department. If contractors or work changes, it is the responsibility of the General Contractor of record to inform and update the files through the Building Department front office PRIOR to commencing work, requesting inspections or Certificates of Compliance/Occupancy.
- 3) **All inspections** are to be called in to the front desk at 919-968-2718 before 3pm\*\* in order to be eligible to be placed on the schedule for the following business day.\*\*\* Any inspections requested that have not gone through the front desk will not be placed on the schedule for inspection. The vast majority of the time, requested inspections are done the next business day, but may be delayed on occasion due to extenuating circumstances. When requesting inspections, please provide the best cell phone number where you can be called or texted at any time by the inspector at any time.



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*(\*\*The Town of Chapel Hill does reserve the right to change this time without advance notice, if circumstances require such action, but will make an effort to notify those affected as soon as possible)*  
*(\*\*\*Large commercial projects must give staff at least 3 days' notice for inspections being requested)*

- 4) All inspectors may be reached in the office between 8:30- 9:30 am daily. The inspectors individually organize their daily routes based on the inspections requested and you may reach out to them in the morning before they leave the office to schedule a window of time to meet you onsite, so you have a better idea of when to expect the inspector to show up. You will need to be available during the window of time given, as failure to be available or have the area of the inspection accessible will result in a rejected inspection. Inspectors are not allowed to enter an *occupied* home without the presence of a responsible adult over the age of 18.
- 5) Questions related to specific inspections and results are best asked of the inspector who performed that inspection. Both their office and cell numbers can be accessed by visiting the website listed above. The inspectors will return phone calls in the morning while in the office. Since we strive to offer great customer service, the inspectors will not answer cell phones while performing an inspection nor while driving as this is in direct conflict with current Town Policy. Please text them with a short message if there is an issue that needs immediate attention and they will do their best to get in contact with you.
- 6) The contractor of record has up to three (3) days after the date any inspection is rejected to appeal the reason for the rejection and subsequent re-inspection fee to the Inspectors' Supervisor or the Building Manager. Reasonable requests related to the waiver of fees will be considered on a case-by-case basis. If the 3 day deadline is missed, the re-inspection fee **MUST** be paid.
- 7) Any permit related requests such as for CO's, additions such as plan amendments or other changes to the permit is to be emailed to [permits@townofchapelhill.org](mailto:permits@townofchapelhill.org). Please do not email these items or requests directly to a private email address as we then cannot ensure that the requests can be fulfilled in a timely manner.
- 8) Please see visit the Town Code of Ordinances at [www.townofchapelhill.org](http://www.townofchapelhill.org) to find information about site erosion and runoff, right of way repair requirements, underground electrical requirements, noise ordinance times, unacceptable landscaping materials and other construction related topics.

Thank you for your diligence in adhering to these Expectations and Procedures and Much Success with your project.

Please let us know how we may be of further assistance.