

**City of Berkeley
Permit Service Center**

The Permit Service Center offers appointment for all projects with plans not issued over-the-counter.

Please call (510) 981-7502 to schedule an appointment.

Appointment

Your scheduled appointment:

Date: _____

Time: _____

*Should you need to cancel your appointment,
please call (510) 981-7502 to reschedule.*

Checklist



for an

Appointment



**Planning Department
Permit Service Center
2120 Milvia Street
Berkeley, CA 94704**

Here are some suggestions for how you can get the most out of your appointment and help us provide you with the very best customer service experience.

1. Prepare for your appointment
 - Think about your visit
 - Prepare questions or notes you need answers to before arriving
 - Please arrive a few minutes early to allow time for check-in at the Welcome Station
 - If English is not your first language, you may want to bring someone with you to help with the permit process. It can be overwhelming at times.
2. If you are paying a fee, be prepared to pay it, you may pay by VISA, MasterCard, check or cash. In some cases, when paying by cash, exact change may be necessary.
3. Share important information about your project with the people who are assisting you. For instance, if you received a notice for your Building or Engineering Inspector, please provide a copy.
4. Expect to be at the PSC at least one to two hours depending on whether or not you will need to see Land Use Planning – Zoning before your appointment with the PSC.

5. Have the required paperwork filled out. Check to see if there are any guidelines or handouts for your specific type of project. If so, please provide **all** the information requested.
6. Please check our website at www.cityofberkeley.info/planning to access forms and guidelines that may help you.
7. Ask questions about the process and expected timelines. If you do not understand the answers you receive, ask for more information.
8. Examine your receipt, permit, plans or any other documents you received from staff. If it looks different from what is expected, please find out why.
9. Complete a survey card to tell us about your appointment experience. We are interested in your comments. Excellent customer service is our goal.
10. Before you leave the office, make sure you know what will happen next and who to contact if you have any questions.

Appointments

Routine appointments are scheduled for **New**, **Re-submittal**, **Revision**, and **Permit Pickup** for Permit Service Center Staff only.

Scheduling an appointment will give you the best chance to have a good experience with the permit office at your convenience. An appointment can reduce the amount of wait time when the PSC is busy or short staffed.

You can schedule an appointment by calling 510-981-7502. Appointments are usually available within 24 - 48 hours. When you schedule your appointment, please ask for language assistance if needed. The City has bilingual staff that speaks Spanish and some common Chinese Dialects. If you need help, please let us know, we will attempt to have someone available who can assist you in your own language.