

The City of Henderson Development Services Center (DSC) office at 240 S. Water St. as well as our Moser Inspection office at 2101 Moser Dr. will continue to be closed to the public until Monday, May 4, 2020.

The DSC appreciates your understanding as we process the backlog of permits in our queue. Due to our operations switching to an all-digital process in response to the COVID-19 public health emergency, customers should expect delays in processing and review of their submitted plans.

Prior to this change, we consistently delivered above our goal of 90% on-time reviews by meeting on-time targets at or above 97% for more than 15 years. This switch to electronic review has been challenging but we will continue to strive for our goal of 90% on-time average for all permits that come through the DSC.

As a reminder, during this closure, customers can submit any building or fire permit via our online customer portal, [DSC Online](#). We also have an electronic process for submitting civils, studies and mapping. Contact [Topher Barnes](#) via email if you need a copy of instructions for that process.

We continue to get questions regarding resubmittals, revisions and pick up of plans. Please refer to our [DSC Online Help](#) page for information on how those processes work through electronic review, even those that were originally started on paper.

Again, nearly all our permit intake, records and plan review staff are now telecommuting from home and we appreciate your understanding of the challenges and delays resulting from our switch to an all-digital environment.

Inspections can be scheduled and conducted as normal with only one exception. Occupied residential in-dwelling inspections have been suspended until further notice. For more information on that change, please refer to this separate [notice](#). To maintain social distancing, interactions with the inspector must be limited. Please provide accessibility to the work to be inspected and any plans and documents necessary for the inspection.

If you have any questions regarding the status of your existing permits/plans, need to schedule an inspection or pay an invoice, you have access to this information by logging into your account on [DSC Online](#). Please utilize our detailed [instruction guide](#) for assistance in navigating the system. If you are unable to access this information or have any additional questions, please contact Permits via email at COHpermits@cityofhenderson.com.

The safety of our employees and residents is our top priority. We appreciate your patience and cooperation during this time.