



# CITY OF DOTHAN

## Community Relations Office

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**FOR IMMEDIATE RELEASE**

**DATE:** March 25, 2020

**CONTACT:** Todd McDonald, *Director of Planning & Development* – 334-615-4410

### **City of Dothan Planning & Development – Information Related to COVID-19 (updated 3-25-2020)**

At the City of Dothan, we are taking a number of proactive steps to ensure your access to uninterrupted services, while protecting the health and safety of our customers and our employees. We are actively monitoring the changing situation around COVID-19, and our teams across the City are meeting regularly to ensure that we continue to meet customers' needs.

The Planning & Development Department implemented protocols to ensure the continuity of our operations to effectively serve the public on Wednesday, March 25<sup>th</sup>, 2020. Our office will maintain working hours from 8:00 a.m. until 5:00 p.m., Monday through Friday.

We are committed to continuing to provide excellent service to our customers through the methods described below -

#### **FOR PLANNING -**

Customers are strongly encouraged to complete and submit the appropriate [Application](#) by email to [kvann@dothan.org](mailto:kvann@dothan.org). Please call our office at (334) 615-4410 for information on which application to complete. Applications or plans, if required, may be submitted via drop-box located under the portico on the first floor of the Dothan Civic Center. Staff will notify you via your preferred contact method if additional information is needed or to advise you of the next step.

## **FOR PERMITS & INSPECTIONS -**

Customers are strongly encouraged to complete and submit [Permit Applications](#) by email to [permits@dothan.org](mailto:permits@dothan.org). Please call our office at (334) 615-4450 for information on which application to complete. Applications or plans, if required, may be submitted via drop-box located under the portico on the first floor of the Dothan Civic Center. Staff will notify you via your preferred contact method if additional information is needed or to advise you of the next step.

Likewise, customers are strongly encouraged to make inspection requests by phone at (334) 615-4450 or email to [permits@dothan.org](mailto:permits@dothan.org). Please provide the address, permit number, your name, a contact number, and the type of inspection requested. Staff will confirm the request has been received and notify you of the scheduled date. **While we endeavor to maintain services, beginning Monday, inspection requests will be scheduled for the following day (next day inspections). However, we will prioritize the requests when received.**

Customers should be aware that because of limited staffing, code enforcement requests (overgrown lots, non-emergency structural complaints, zoning or other inspections issues) will be handled as quickly as possible.

## **FOR COMMERCIAL UTILITIES -**

Commercial utility customers are encouraged to complete and submit an [Application for Service](#) by email to [permits@dothan.org](mailto:permits@dothan.org). Applications may also be submitted via drop-box in the 3<sup>rd</sup> Floor Lobby of the Dothan Civic Center. Staff will notify you via your preferred contact method if additional information is needed or to advise you of the next step. Please call (334) 615-4450 with any questions related to commercial utilities.

## **FOR BUSINESS LICENSING -**

New businesses are encouraged to complete and submit a [Business License Application](#) by email to [businesslicense@dothan.org](mailto:businesslicense@dothan.org). Applications may also be completed and submitted via drop-box in the 3<sup>rd</sup> Floor Lobby of the Dothan Civic Center. Staff will notify you via your preferred contact method if additional information is needed or to advise you of the next step.

Businesses with existing licenses have the ability to renew their licenses online directly through the [City's website](#). Licenses may also be renewed by phone by calling (334) 615-3166.

The City of Dothan is committed to being responsible to the citizens we serve. Rest assured that we are trying to limit the impact of COVID-19 on our operations while safeguarding employees and customers alike.

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