

Current Service Levels

The Building Division of the City of Mount Vernon's Community & Economic Development Department is

responsible for administering the codes that regulate construction and for issuing permits. The following

are standards and goals set by the Building Official for the building permit, plan review and inspections processes:

- Review all complete commercial, building, plumbing & mechanical plans within 4 weeks of submittal
- Review 90% of all complete tenant improvements within one week
- Review 10% complete complex tenant improvements within two weeks
- Review all complete new single family dwellings within two weeks of submittal
- Review 90% of complete single family dwelling additions and remodels within one week
- Review 10% of complete single family dwelling more complex jobs within three weeks



Community & Economic Development Department

90% Inspections done the next day

- Conduct 90% of inspections requested on the next working day
- Conduct 10% of inspections by arrangement on the same day



Inspectors arrive at work early to accommodate those 7 A.M. inspections

95% of less complex Plumbing & Mechanical done over the counter

- Review sign permit applications, roofing permit applications, fire repair applications and pest repair applications within one working day
- Review Mobile Home installations and 90% of fill & grade permits within three days and 10% more complex fill & grades within two weeks

New Programs

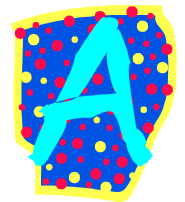
In addition to the above standards and goals, we currently perform a same day review and permit process for non-complex tenant improvements and for single family additions/remodels.

By appointment, and if the project fits the criteria established and we are provided with all the necessary information and plans, you can receive your permit on the same day.

We are constantly looking for ways and considering ideas and programs to improve our service levels without sacrificing the quality of what it is that we do within the Building Division. We appreciate hearing from our customers on how we are doing and are open to suggestions on how to improve. While these programs are

effective additions, we realize that adding new programs by themselves is not enough.

True and effective customer service is an attitude that must show through in every employee and be demonstrated in everything that we do.



We know that we are being graded by our customers and we strive for an "A"

City of Mount Vernon

Community & Economic Development
Building Division
910 Cleveland Street/P.O. Box 809
Mount Vernon, WA 98273

Phone: 360-336-6214
Fax: 360-336-6283