



Frequently Asked Questions for Residences Damaged by the Flood

1. What can I do before I get permits?

A resident may remove damaged sheetrock, carpet, and insulation before getting permits.

Please see Question 11 for information about where you can apply for City permits. When applying for a City permit, please identify yourself as having been impacted by the flood so that your application can be prioritized.

2. I live in the extraterritorial jurisdiction (ETJ). What permits do I need from the City?

If you are an Austin Energy customer, the City of Austin issues electrical permits for the main electrical meter only. If you are an Austin Energy customer and there was water damage to your main electrical meter, you will be required to obtain an electrical permit for the main electrical meter. If you are an Austin Water Utility customer and there was water damage to your plumbing, you will be required to obtain a plumbing permit.

Please see Question 11 for information about where you can apply for City permits. When applying for a City permit, please identify yourself as having been impacted by the flood so that your application can be prioritized.

As a resident in the ETJ, you will need to visit Travis County for building permits to make renovations to your home. You can contact Travis County at (512) 854-4215. The office is located at 700 Lavaca on the 5th floor.

3. I live in the city limits and my house is not within the floodplain. What permits do I need from the City?

If there was water damage to electrical, plumbing (including natural gas), and/or mechanical systems, you will be required to obtain permits. A permit is required for each individual trade, which includes electrical, plumbing, and/or mechanical.

For replacement of pre-existing interior sheetrock, insulation, doors, and other structural repairs, you will also need a building permit.

Please see Question 11 for information about where you can apply for City permits. When applying for a City permit, please identify yourself as having been impacted by the flood so that your application can be prioritized.



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- 4. I live in the city limits and my house is within the floodplain. Austin Floodplain staff did not identify my house as being substantially damaged. What repairs can I make and what permits do I need from the City?**

If there was water damage to electrical, plumbing (including natural gas), and/or mechanical systems, you will be required to obtain permits. A permit is required for each individual trade, which includes electrical, plumbing, and/or mechanical.

For replacement of pre-existing interior sheetrock, insulation, doors, and other structural repairs, you will also need a building permit.

Please see Question 11 for information about where you can apply for City permits. When applying for a City permit, please identify yourself as having been impacted by the flood so that your application can be prioritized.

- 5. I live in the city limits and my house is within the floodplain. Austin Floodplain staff did identify my house as being substantially damaged. What repairs can I make and what permits do I need from the City?**

The City of Austin will allow the issuance of a minimum life-safety building permit to allow for minimum standards repairs which include the replacement of pre-existing interior sheetrock, insulation, electrical wall plugs, doors, water heaters, and heating and cooling units. The permits also include repair and/or replacement of pre-existing exterior HVAC components and front and/or rear doors.

Please see Question 11 for information about where you can apply for City permits. When applying for a City permit, please identify yourself as having been impacted by the flood so that your application can be prioritized.

- 6. Am I required to obtain an inspection for the repairs made under the building permit?**

Yes, inspections up to and including a final building inspection are required for all permits issued. Inspections can be scheduled by calling 512-480-0623.

- 7. My gas service was disconnected. Who do I call, and how do I have it reconnected?**

Contact Texas Gas Service at 1-800-700-2443 to begin restoring service. A plumbing permit is required to reconnect gas service. The property owner and/or homeowner must obtain the services of a Licensed Master Plumber who will obtain a permit and perform the repair of the natural gas system. The Licensed Master Plumber is responsible for testing the gas system and scheduling an inspection with the City of Austin. Once the Licensed Master Plumber schedules a plumbing inspection, the City of Austin Building Inspector will confirm that the gas system is in compliance. Once the final plumbing inspection passes, gas service can be restored.



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8. May I perform the electrical, mechanical, and plumbing improvements on my own?

A resident who is not licensed to perform electrical, mechanical, and plumbing work may perform those improvements within a residence and on property owned by the person if the person has requested a Homeowner's Permit. There are several eligibility requirements that must be met in order for a Homeowner's Permit to be granted, including possessing a Homestead Exemption from Travis Central Appraisal District. Plumbing related to natural gas service needs to be performed by a licensed plumber.

Please see Question 11 for information about where you can request a Homeowner's Permit. When requesting a Homeowner's permit, please identify yourself as having been impacted by the flood so that your application can be prioritized.

9. I have an expired permit on my residence. Will this prevent me from receiving any new permits to make repairs?

A new permit can be issued; however, you will need to sign a form to acknowledge that there is an expired permit for your residence. You will be responsible for the expired permit(s) and for any uninspected repair work.

10. Will I be required to pay the permit fees?

Permit fees are waived for repair of flood related damage.

11. Where can I get City permits?

The City's permanent facility for obtaining permits is located at:

One Texas Center

505 Barton Springs Road, 1st Floor

Austin, Texas 78704.

Hours of operation: Monday – Friday, 8:00 am – 3:00 p.m.

When applying for a City permit at One Texas Center, please identify yourself as having been impacted by the flood so that your application can be prioritized.

A remote site has been established at the Flood Assistance Center for residents impacted by the flood.

The remote site is located at:

Dove Springs Recreation Center

5801 Ainez Drive

Austin, Texas 78744

12. If I have additional questions, what number should I call?

You can call 512-978-4000.