

Important Update

News from the City of Austin Development Services Department



Service Center Requests Just Got Easier

A [new Service Center Request Form](#) is now available to simplify and streamline requests to the Development Services Department's Service Center. Moving forward, customers should use the new form to submit all new Service Center requests.

About the Service Center

The DSD Service Center registers contractors and homeowners for permit assignment, links registrations with the Austin Build + Connect (AB+C) Portal, activates approved permits, issues standalone trade permits, processes requests for permit modifications, issues Temporary Certificates of Occupancy, and manages related billing and escrow accounts. Before modified operations began in March 2020, customers accessed these services in an on-site facility. Since then, the Service Center team has been managing requests digitally, using a resource email account. Due to a high volume of requests, customers have experienced significant delays.

New Process, No Email

To improve this experience, DSD launched a new webform for Service Center requests. The webform offers clear, concise and targeted information and guidance, based on the specific set of services an applicant is seeking. Staff will continue processing new email requests through this week, but encourages applicants to begin using the new webform. Beginning May 24, the resource email account will be phased out, and customers who send new requests by email will be redirected to the webform. This shift will help streamline the user experience and improve the ability to manage and track the status of a request. Over time, it also should help reduce overall cycle times for Service Center requests.

Service Center Requests Available Using the New Webform



Activate an approved building permit or related trade permit (includes SMART Housing).



Request a standalone trade permit.



Register or renew as a contractor/homeowner.



Modify authorized users on your account; reactivate, transfer, withdraw or extend a permit; or remove a contractor from a permit.



Link account with AB+C and modify users on your account.



Request a Temporary Certificate of Occupancy (Commercial or Residential).



Submit a payment inquiry (billing request, refund request, set up a new escrow account, add funds, etc.).

If you are looking for a service that is not listed here, please [chat with an agent here](#), 7:45 a.m. - 4:45 p.m., Monday through Friday.

Thank you for your continued interest in Development Services topics.

City of Austin Development Services Department
