
New Residential Permit Application Submission Process

A new [Residential Application Submission Form](#) is now available to simplify and streamline requests for residential permitting. Use the form to submit new applications, updates and revisions, and to attach files. The webform offers new features and key benefits.

Key Benefits

- Easy to navigate process with built in guidance
- Learn in advance the requirements needed, including if the project is exempt from a permit or if reviews from a utility are required
- Directly attach large files to the form without delay, eliminating the need for Box.com
- Save as you go feature

The DSD Residential Intake Team processes residential permit applications. Since the beginning of COVID-19, the Residential Intake Team has been managing requests digitally, using a resource email account. Due to a high volume of requests, customers have experienced significant delays. To improve this experience, DSD launched a new webform for residential application requests.

Staff will continue processing new email submittals through this month but encourages applicants to begin using the new webform. **Beginning October 29, 2021, 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 residential permitting requests. [Feedback for this new submission process can be submitted here.](#)

Please note that this process improvement will not yet impact [Expedited Residential](#) application submissions. Please continue to submit Expedited Residential applications to intake [via email](#). We look forward to adding Expedited services to this process in a future phase.

Special thanks to our development stakeholders who tested this pilot program pre-launch. We are grateful your time and input. For additional information or questions, please contact DSDCommunications@austintexas.gov.

Commercial Building Plan Review Delays

Due to an increase in volume combined with staffing shortages as we work to complete the onboarding of new resources, we are experiencing a delay in Commercial and Expedited Commercial Building Plan Review. Commercial Building Plan Review cycle times are averaging 1 to 5 days beyond typical turnaround times. Expedited Commercial Building Plan Review appointments are booked through December 2021. Staff is working diligently to eliminate these delays. We appreciate your patience as we make continued improvements to better serve you.

Erosion Control in Inclement Weather

During this rainy season, please be proactive and check active construction sites to ensure appropriate erosion and sediment control measures are installed and working properly. If you have questions, contact Environmental Inspections. Thank you for helping keep our community safe!

Thank you for your continued interest in Development Services topics.

City of Austin Development Services Department
