



THE TOWN OF

Holly Springs

MEMORANDUM

March 24, 2020

To: Town of Holly Springs Building Code Permit Applicates and Holders

From: Daniel Pope, Director
Department of Code Enforcement

Subject: Town of Holly Springs Permitting and Inspection(s)

In order to reduce the spread of COVID-19, the Town of Holly Springs has closed all town buildings to the public. We want to assure residents that while our facilities are closed to the public, the work of government continues as we respond to the rapidly evolving conditions. A few changes to the Department of Code Enforcement operations are noted below. Please do your part in assisting us to be able to stay healthy so that we may remain open. We regret any inconvenience this may cause, but we are taking these steps to reduce exposure to everyone.

Office hours are currently 8:00am to 5:00pm, Monday through Friday. Our administrative staff has been reduced in the office to begin to work remotely. These areas include processing of permits, certificates of occupancy and reviewing of plans. We intend to still meet your needs in a timely manner but do our part to prevent unnecessary exposure to our staff, customers, and citizens.

We ask that you use our online permitting process to submit all applications and documents to this office. If it is necessary to drop of plans and applications to this office, there will be a box located at the rear entrance of the building for that purpose. It will be checked multiple times daily. Please DO NOT put any payments in this box, it is for plans only.

All payments less than \$1,500.00 may be paid on the online portal. Please contact staff if you do not currently have portal access and an account can be set up for you. Payments over \$1,500.00 can be dropped off in the town's drive through, secure payment drop box, located in the north side parking lot next to Town Hall. Please label you envelope with the proper Department and what the payment should be applied to.

Permits, Certificates of Occupancy, and any other documents requested will be emailed to the applicant upon receipt of funds.

Inspections will continue as requested. We are looking at multiple ways to minimize interruption. Please be mindful if delays begin. With the precautions beginning, staff may be at a slower pace. It is our intention to complete the inspections in a timely manner. The below items are some guidance for inspection procedures.

1. In an effort to reduce exposure to our inspectors and customers, we will request scheduling of inspections be delayed to homes where individuals have had a potential exposure to the virus. Staff will ask homeowners if there is a known exposure to occupants in the home in which the residents would pose a

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- risk to potential exposure of our staff. If answered yes, inspectors will document that an unsafe condition exists and request the inspection be rescheduled to a time when the occupant can answer no. If answered no, staff will enter the home with the current recommended precautions.
2. Staff requests that contractors maintain their construction sites in a sanitary condition. If sites are found to be in a condition that is not sanitary, staff will refuse the inspection until such measures have been taken to reduce exposure. We request that contractors additionally disinfect common points of touch on a regular schedule.
 3. Staff requests that contractors not accompany the inspectors unless warranted. This will be at the discretion of the inspector. If warranted, we request all individuals maintain the recommended social distancing of 6' to all persons on site.
 4. Staff will be completing live-remote inspections in accordance with the NCDOT OSFM memorandum #2. Live-remote inspections are inspections that are completed remotely using facetime or another approved technology.
 - a. Occupied Homes or Business: We will perform any inspection using LR inspections. The inspector may request, by email or paperwork, additional information to confirm that the work meets applicable NC Codes, manufacturers' requirements, and any other requirements.
 - i. On the morning of the day of the inspection requested, contact your inspector and request a Live-Remote inspection. Schedule a time for this to occur while you are at the site. Otherwise, the inspector may require the occupant or contractor to return at a later time to complete the inspection. Please identify which technology you prefer to conduct the inspection; Facetime or Zoom. The inspector will initiate the inspection at the appropriate time. Please obey all instructions given by the inspector to complete the inspection.
 - b. New Construction: We will perform reinspections with non-life safety items and some minor first time or continuous inspections at the discretion of the inspector.
 - i. On the morning of the day of the inspection requested, contact your inspector and request a Live-Remote inspection, if you believe it qualifies. Schedule a time for this to occur while you are at the site. Otherwise, the inspector may require the occupant or contractor to return at a later time to complete the inspection. Please identify which technology you prefer to conduct the inspection; Facetime or Zoom. The inspector will initiate the inspection at the appropriate time. Please obey all instructions given by the inspector to complete the inspection.
 5. Guidance has been issued for Engineers/Architects performing certain element/component inspections. Please use the appropriate link below for additional information.

[NCDOT Guidance Paper Architect/Engineer Inspections](#)

The Town of Holly Springs takes the recommendations of the CDC and the declaration of emergency actions by both the President of the United States and Governor of North Carolina seriously. As conditions evolve, we strive to take the necessary precautions needed to protect both our citizens and staff from unnecessary risk. Conditions and guidance is ever changing and we will update the development community as such is provided.

If you have any additional questions, please feel free to contact me at daniel.pope@hollyspringsnc.us or 919.557.2916.