

## Modification to Building Department Operations – COVID-19

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*Beginning Wednesday, March 18, 2020, the Village began conducting Village Hall operations only online or over the phone in order to prevent the spread of COVID-19 to Village Staff and customers. Until further notice, the modifications are being made to Building Department operations.*

*The Village strongly encourages residents and customers to use the convenient online ([vrf.us/pay](http://vrf.us/pay)) or phone payment systems to transact Village business. If you must submit paper documents or to pay by check, please utilize the green drop-box in front of Village Hall or the drop-off bin in the second floor lobby. Please note, a customer service representative will still be available during normal business hours to answer your calls. To speak with staff, please dial 708-366-8500.*

*Please note that these operations may be modified further in response to the developing situation with COVID-19 and the Village will attempt to communicate those changes through the Village's website as quickly as possible. Please continue to check this [www.vrf.us/coronavirus](http://www.vrf.us/coronavirus) for updates.*

### Permits:

- *Applications:* Permit applications and information regarding permit requirements remain available [online](#) or at the Village Hall.
- *Submission Requirements:* Residents who wish to submit permit applications and supporting documentation for any building permit may submit their documents through the drop box at the Village Hall, in the drop-off location on the 2<sup>nd</sup> floor of the Village Hall, mail the application to the Village Hall, Attention: Building Permits, 400 Park Avenue, River Forest, IL 60205, or via email to [permits@vrf.us](mailto:permits@vrf.us).
- *Permitting Timeframes:* The Village's "Express Permits" over-the-counter and same-day permitting process is suspended until further notice. The Village will endeavor to provide plan review comments and issue building permit as quickly as possible. Unless there is an emergency, the Village's typical plan review response timeframes are suspended until further notice. Patience from residents and contractors is appreciated as the Village works through unprecedented circumstances.
- *Permit Issuance & Water Meters:*
  - o Permits will be issued via email as a PDF or mailed to the applicant at the email or mailing address provided on the permit application.
  - o Permit applicants who do not submit a complete application or lack the required supporting documentation should expect additional delays in receiving a permit.
  - o Permit applications must *clearly and legibly* indicate the email address(es) to which plan review comments and permits should be issued. The Village does not sell email addresses nor does it release them to third parties unless required by law.
  - o Projects that require a water meter must schedule water meter pick-up with Carol Foytik at the Village Hall. Contact Carol at (708) 366-8500 or before coming to the Village Hall and upon arriving at the Village Hall. The Village may not be able to accommodate unscheduled appointments
- *Fee Payment:* Fees can be paid by credit card telephonically at 855-928-4928. Please utilize the four-digit number you were provided when making payment. Otherwise, applicants can mail payment to the Village Hall, attention Building Permits, or drop payment in the Village Hall drop box. Please note the address where work is to be performed on the payment so it is applied to the correct permit application. Failure to do so may result in delays in receiving a permit.
- *Inquiries:* Questions should be directed to [permits@vrf.us](mailto:permits@vrf.us) or the Building Department at (708) 366-8500.

- *Compliance Required:*
  - o Permits should be displayed in accordance with existing requirements.
  - o The Village's requirements to obtain a permit are still in effect and unpermitted work will remain subject to fines and additional permit fees as required by Village Ordinances. Anyone who violates these regulations may receive a citation, which will require a court appearance, and may carry fines of up to \$750 per day per violation.

### **Contractor Licenses**

- *Applications:* Contractor license applications and information regarding contractor licensing requirements remain available [online](#) or at the Village Hall.
- *Submission Requirements:*
  - o Contractors who wish to submit license applications and supporting documentation may submit their documents through the drop box at the Village Hall, in the drop-off location on the 2<sup>nd</sup> floor of the Village Hall, mail the application to the Village Hall, Attention: Contractor Licensing, 400 Park Avenue, River Forest, IL 60305, or via email to [contractors@vrf.us](mailto:contractors@vrf.us). All documents must be signed as required.
  - o In order to assist contractors in processing their licenses as quickly as possible, all documentation should be submitted at one time (e.g. license application, insurance certificate, surety bond and any professional licenses/credentials). Please try to avoid sending these documents one at a time.
- *Licensing Timeframes:* The Village will endeavor to provide feedback regarding missing information needed to process a license application as quickly as possible. Unless there is an emergency, the Village's typical response timeframe is suspended until further notice. Patience from residents and contractors is appreciated as the Village works through unprecedented circumstances.
- *License Issuance:*
  - o Licenses will be issued via email as a PDF or mailed to the applicant at the email or mailing address provided on the license application.
  - o Contractors who do not submit the appropriate documentation or incomplete documentation should expect additional delays in receiving a license.
  - o License applicants must *clearly and legibly* indicate the email address(es) to which a license should be issued. The Village does not sell email addresses nor does it release them to third parties unless required by law.
- *Fee Payment:* Fees can be paid by credit card telephonically at 855-928-4928. Please utilize the four-digit number you were provided when making payment. Otherwise, applicants can mail payment to the Village Hall, attention Contractor Licensing, or drop payment in the Village Hall drop box.
- *Inquiries:* Questions should be directed to [contractors@vrf.us](mailto:contractors@vrf.us) or call the Building Department at (708) 366-8500.
- *Compliance Required:* The Village's requirements to obtain a contractor license before work begins are still in effect. Anyone who violates these regulations will receive a citation, which will require a court appearance, and may carry fines of up to \$750 per day per violation.

### **Inspections:**

- *Inspection Requests:* Inspection requests must be scheduled via email at [inspections@vrf.us](mailto:inspections@vrf.us) and must include the address of the property, the permit number, and the type of inspection being requested. Missing information can result in delayed inspections.

- *Inspection Requirements:* B & F Construction Code Services, Inc. the Village's third party building inspectors, are expected to continue conducting inspections until further notice. However, in order to protect inspectors, contractors, and members of the public, B & F has informed the Village of the following inspection guidelines.
  - o No handshaking will take place and inspectors will keep distance from others.
  - o B & F employees are following recommended procedures by washing their hands frequently and engaging in social distancing as practical as possible.
  - o Upon conducting an inspection at an occupied property, whether under construction/alteration/rental, or being remodeled, the inspector will ask whether anyone is sick, has any symptoms of being sick, or has been diagnosed with COVID-19. If the response is affirmative, the inspector will not enter the building and the inspection must be rescheduled in accordance with the procedures below.
  - o B&F continues to monitor the situation and will communicate any further changes to Village Staff, which will be passed along to the public as they become available.
- *Inspection Timeframes:* The Village will endeavor to complete all inspections within 24 hours of the request, however, non-emergency inspections may take up to 48 hours to complete. Inspections will be confirmed at the contact phone number or email provided.
- *Inquiries:* Questions should be directed to [contractors@vrf.us](mailto:contractors@vrf.us) or call the Building Department at (708) 366-8500.
- *Fee Payment:* The Village's typical inspection requirements, fees, and re-inspection fees will continue to apply.