



REFUND/CREDIT POLICY AND PROCEDURES

PURPOSE

This document defines and outlines the Department of Sustainable Development's policy and procedure with respect to requests for permit fee refunds.

A refund request requires the approval of the Department of Sustainable Development Director or his/her designee. The request shall be considered within forty-five (45) days following the receipt of the request, and the department shall either grant the refund, in whole or in part, or deny the request

REFUND REQUEST PROCEDURE

A permit fee refund request shall only be processed once a written request is provided to the Permit Services Supervisor including all of the information listed below. The request shall be addressed to the Department of Sustainable Development Director.

Such request shall include the following:

1. Requestor's name
2. Requestor's mailing address
3. Permit number
4. Requested refund amount(s)
5. Property address
6. A detailed reason why a refund is being requested
7. Payee must sign the request
8. Refunds shall be issued to the original permit fee payee only
 - Payments made by check or cash
 - Check or cash refund shall be issued by check
 - Original payment by check requires a minimum of 30 days before a refund is issued
 - Payments made by credit card
 - Credit card refund shall be issued if the payment date is less than 60 days from the original payment date
 - Check refund shall be issued if the payment date is more than 60 days from the original payment date



DEPARTMENT OF SUSTAINABLE DEVELOPMENT – BUILDING DIVISION

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CREDIT REQUEST PROCEDURE

A credit balance on a permit may be processed in lieu of a refund in certain situations. The neighbor is required to submit a written request to the Permit Services Supervisor which includes the following information:

1. Requestor's name
2. Permit number with existing credit balance
3. Permit number(s) where fees shall be transferred
4. A detailed reason why a refund is being requested
5. Payee must sign the request

The credited balance must equal or be less than the permit fee balance on the permit where the fees are being transferred. In the event that the original permit fee exceeds the credited permit fee total, a refund shall be requested.

REASONS WHY A REFUND OR CREDIT MAY BE GRANTED:

- Over payments
- Error on City's behalf
- Job has not started or permit has been voided
- Neighbor contesting the fee has valid claim for refund or credit
- The fee was not due to the City in whole or in part
- Property owner is entitled to have the fees waived

REFUNDS OR CREDITS SHALL NOT BE GRANTED ON THE FOLLOWING REQUESTS:

- Permits which have expired
- Plan review fees for voided permits, where plan review has commenced
- Permits fees for voided permits where work has commenced as evidenced by any recorded inspection having been performed by the City, unless the refund is due to an overcharge by the City
- Permits revoked by the Building Official or cancelled by court order
- Change of contractor
- Closed or voided permits after 180 days



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The Department of Sustainable Development Director or his designee has forty-five (45) days after submission of refund request to render a decision to approve or deny the request. The neighbor shall be promptly notified in writing.

Once the request is approved, it will be forwarded to Administration for final review and processing.