Department Policies for each office during the current COVID-19 building closure:

**Overall customer interaction:**

*Social Distancing practices as well as good hand washing should be followed at all times by our employees both in and out of the work environment. (6 feet personal space)*

*All phone calls will be answered by staff and messages returned. The public will be instructed on how to complete their business online or over the phone to the extent possible.*

*Permit and application submittals will be conducted thru the use of a temporary drop box outside the building entrance. Additional forms and envelopes will be provided by the drop box for their convenience.*

*Resident complaints that need investigation will be assigned on a priority basis based on the ability to respond safely.*

*Any inspections being requested thru the Department will continue for now but the employee taking the call will ask the caller the following questions.

#1 Is anyone in the house, (or on site) sick at the current time?

#2 Has anyone in the house, (or on site) been around someone who has recently been sick or is sick currently?

#3 Is anyone in the house under a home Isolation or Precautionary quarantine?

If the answer to any of the above questions is yes than the caller should be instructed to reschedule the inspection at least 14 days later or after all individuals in the house, (or on site) are well, whichever is greater.

**Housing inspections:**

*NEW*

There are new applications for Resales, Change of Tenant and Rental Registrations available on the website. The Office is no longer conducting interior inspections and when the new required paperwork is submitted a Temporary Certificate of Occupancy may be issued. When the State of Emergency is lifted the property owner must schedule an interior inspection with the Borough.

**Code Enforcement**

*Resident complaints will be handled on a priority basis based on the ability to respond safely.
Construction:
* All permit submittals will utilize the temporary drop box when possible.
* Large submittals that will not fit in the box should be left by the box by the applicant and brought into the building immediately.
* Payments should be taken via phone, mail or left in temporary drop box.
* Permits issued should be mailed or emailed when possible.
* Inspectors should be limiting visits to the Office by using the SDL mobile on their ipads to log results.
* Inspectors should inquire as to the health of the occupants prior to entry and may cancel the inspection if they have concerns for their health or the health of the occupant.
* Plan review will continue with the health and safety of our staff being considered.

The Zoning Board of Adjustment meeting scheduled for March 19, 2020 has been cancelled. All pending applications have been carried over to the April 16th meeting at this time.

Additional changes may follow as conditions warrant.

Clark Pierpont
Director of Code Enforcement