

## DOING BUSINESS WITH US DURING COVID-19

*We remain committed to providing the upmost customer service during this unprecedented time and thank you for your co-operation. #AlbanyLeads*

### General Pre-Cautions:

- **To protect the health and safety of our residents and employees**, all permit applications, payments, and other transactions will continue to take place via phone, email, or online.
  - Please visit our Forms & Informationals page on [www.albanyny.gov](http://www.albanyny.gov) for all of our forms that can be completed and submitted to us via email at [codes@albanyny.gov](mailto:codes@albanyny.gov)
    - Once received via email we will call you for payment via credit card or to arrange other payment options
    - Photos of completed paperwork will be accepted if you do not have access to a scanner
- Email [codes@albanyny.gov](mailto:codes@albanyny.gov) for more information (including instructions on what paperwork is needed for your project) or to submit completed paperwork.
- **In-person services are available by appointment only.**
  - Call (518) 434-5995, **press 0** to make an appointment for in-person submittals/inspections requests. ***Please note you may need to leave a voicemail, but calls are returned throughout the day in the order they are received.***
- Masks are required for all in-person transactions and inspections.

### Inspection Requests:

To request an inspection from our office please call (518) 434-5995, **press 1 for the inspections menu** then select from the following for your inspection type:

1. Code Inspections – ROP or Complaints Only
2. Electrical Permit Inspections **(Request by the electrician only)** – Permit Number is Required
3. Plumbing Permit Inspections **(Request by the plumber only)** – Permit Number is Required
4. Construction Inspection with Eileen Halloran – Permit Number is Required
5. Construction Inspection with Justin Lawton – Permit Number is Required
6. Construction Inspection with Bruce Logan – Permit Number is Required
7. Construction Inspection with David Lussier – Permit Number is Required
8. Construction Inspection with Daniel Sherman – Permit Number is Required

### Inspection Request Notes:

- Your construction inspector along with your permit number can be found on your permit placard.
- **If you do not have access to a mask, please note this at the time of your request as your inspector will provide you with one at the time of the inspection.**
- **If social distancing and the wearing of face masks will not be complied with, the inspector will not perform the inspection.**