



COVID-19 NOTICE

CONSTRUCTION, PERMITTING & LAND DEVELOPMENT SERVICES

As a result of the COVID-19 public health emergency, the City of High Point is under a state of emergency declaration that prohibits mass gatherings, restricts access to City facilities and modifies the City's business operations during this declaration period. All construction, permitting and land development services are continuing during this period under modified business operations.

To continue the delivery of services and protect our customers, staff and community during this unprecedented health emergency, please observe that the Inspections Services Department, Permit Center and Planning & Development Department office at City Hall is closed to the public effective Wednesday April 1st until further notice. Therefore, only online applications and requests for services can be accommodated while the office is closed to the public.

Permits

Permit applications are accepted online through [Accela Citizen Access \(ACA\)](#).

Inspections

[Field inspections](#) can be scheduled through either [Accela Citizen Access \(ACA\)](#) or the [Hello System IVR \(PDF\)](#) as normal. Please respect that inspectors will be following some procedural changes on the job site to ensure public health.

Plan Review

Construction and land development plan reviews continue as normal and online submittals are accepted through [Accela Citizen Access \(ACA\)](#).

Online Guidance

Guidance on how to submit various development applications is available online at [BuildHighPoint.com](#). The [ACA Tutorial \(PDF\)](#) and [Selecting the Correct Record Type \(PDF\)](#) are available on the website under Quick Links to assist in making submittals through ACA.

Staff Contact

Staff is working remotely during this period and are available via telephone and email as normal. Meetings with customers are being held through various methods of remote communication. Department and staff contact information is available online at the websites that follow. All questions and concerns regarding specific services should be directed to the phone numbers or email addresses as follows:

PERMITS & CONSTRUCTIONS PLANS

(336) 883-3151

permits@highpointnc.gov

LAND DEVELOPMENT PLANS

(336) 883-3328

build@highpointnc.gov

SCHEDULING INSPECTIONS

(336) 883-3026 (HELLO System)
[Accela Citizen Access \(ACA\)](#)

WEBSITES

BuildHighPoint
Inspections Services Department
Planning & Development Department

www.buildhighpoint.com
www.highpointnc.gov/inspections
www.highpointnc.gov/plan

Thank you for your patience during this public health emergency.