

# CITY OF JURUPA VALLEY



## BUILDING DEPARTMENT GUARANTEE CERTIFICATE

The Jurupa Valley Building Department is dedicated to providing the very best service to the public. In order to assure you of our commitment to operating more efficiently, providing *quick and accurate* plan reviews, excellent inspections, excellent technical assistance and excellent permit processing, your Building Department will “stand behind” the following guarantees.

- ✓ We guarantee that when inspections are requested they will be performed by staff the following business day.
- ✓ We guarantee that if you forget to schedule an inspection, staff will perform your inspection that same day, when requested before noon.
- ✓ We guarantee that if you fail an inspection, staff will provide a re-inspection that same day, when requested before noon.
- ✓ We guarantee that all “minor” plan reviews for tenant improvements will be performed over the counter, including residential disabled access retrofit plans.
- ✓ We guarantee that all room addition plan reviews will be performed by staff within 10 business days.
- ✓ We guarantee that a plan review for a new structure (residential, industrial or commercial) will be completed within 15 business days. All subsequent re-checks will be performed within 10 business days.
- ✓ We guarantee that all plan reviews for tenant improvements will be completed within 10 business days.
- ✓ We guarantee that if you require service at our public counter that involves less than 2 minutes of attention, you will be served ahead of other customers by using our “Fast Track” feature.
- ✓ We guarantee that if you call any member of the Building Department staff, we will return your call within 24 hours. (not including weekends).
- ✓ We guarantee that all Code Enforcement complaints will be investigated within 48 hours. (not including weekends).

*Revised January 5, 2021*