

How to Replace Permit Cards, Inspection Records or City-Approved Plans

HOW TO USE A SELF-HELP COMPUTER AT THE DEVELOPMENT SERVICES PERMIT CENTER

At the Permit Center, you can view documents and information using a self-help computer. Here are the steps:

- Log on.
- Select City Hall Record Imaging System (CHRIS), which contains all permit and inspection history.
- Enter any project information that you have. You need the property address or the project applicant name at a minimum.
- Printers for public use are not available. Write down the information and bring it to the Permit Counter for issuance of replacement inspection records or other documents.



Development Services Permit Center

San José City Hall
 200 E. Santa Clara St.
 San José, CA 95113
 408-535-3555
www.sanjoseca.gov/permitcenter

If you've lost or damaged your permit card, inspection records, or City-approved plans, you can take steps to get these replaced.

LOST OR DAMAGED INSPECTION RECORDS AND PERMIT CARDS

- **Replacing inspection records.** You can replace inspection records without fees or staff assistance. Go to www.sjpermits.org and follow the instructions below.
 1. Search for permit, property or zoning information.
 2. Enter address (do not enter street direction or type of road), accessor's parcel number (APN), permit/reference number, or tract number.
 3. Select the property address from the search results and review available property permit applications, inspection records, maps, information, and documents.
- **Replacing a Permit Card.** Permit Cards cannot be replaced online. To replace a Permit Card, seek assistance from staff at the Development Services Permit Center. You will save time and reduce your fee by providing any project documents or inspection records. Did you write down the permit number somewhere? Having the permit number will be helpful and save time. Staff will use these records to issue you a replacement Permit Card.
- **Replacement Permit Card Fees and how to reduce fees.** City staff can help you find records, and will charge their time as follows: \$89.00 for the replacement permit card and up to first 30 minutes of staff time; \$89.00 for every 30 minutes thereafter. As stated above, you'll save staff time and reduce your fee by providing any records or documents that you can find. If you have several inspection records, put them in chronological order to make reviewing these faster.

VIEWING OR DUPLICATING CITY-APPROVED PLANS

City-Approved Plans may be viewed on the Self Help computers at the Permit Center. Plans that are available have been converted to optical images and are filed electronically under the number of the associated permit or address. See the options below to request duplicates of City-Approved Plans.

- **Note:** Plans preceding 2005 may or may not be available.
- **Copies of plans for an active permit.** Copies of plans to replace those lost for an active permit may be produced for the permittee or owner and do not require written authorization. This process may take up to 10 days.
- **Copies of plans for a finalized project (restrictions apply).** Copies of finalized plans may NOT be used for design purposes, but only for maintenance and operation of the structure. Permissions are required as follows:
 - The requestor of copies must obtain written permission from the original or current owner, or if the building is part of a common interest development, from the governing association.
 - The Building Division must obtain permission from the professional architect or engineer who signed the documents. Once all documentation is received, staff will send a certified letter by registered mail to the appropriate architect or engineer to request permission to duplicate the plans. This process may take up to 60 days. A \$45.00 non-refundable staff research fee is charged per request, plus a \$90.00 fee for each certified letter sent to each architect or engineer.

To obtain copies of plans, complete the [Development Service Document Duplication Request](#) so that your request can be processed.