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#### **Where are you located? How do I get there?**

**Answer:** The Planning, Zoning & Building Department is located at 360 S. County Rd. in the Town of Palm Beach.

If you are coming from Okeechobee Boulevard, travel east over the Royal Park Bridge to South County Road. Turn right (south), go past the fountain in the middle of the road (two blocks), and Town Hall is located on your left. The Department's entrance is on the East side of the building. Parking is available on the west side of the building, or on side streets.

If you are coming from the Flagler Memorial Bridge or from points north, take Royal Poinciana Way east to County Rd. Turn right (south), and travel south until you reach Royal Palm Boulevard. Continue south two blocks and follow the directions listed above.

If you are coming from the south, follow S. Ocean Boulevard north until you reach Chilean Avenue (two blocks north of Worth Avenue). Turn left (west) and go one block to S. County Road. Turn right (north) on S. County Rd. and Town Hall will be on your left.

**What are the hours of the Department?**

**Answer:** The Department is open from 8:30 a.m. to 5:00 p.m. Monday through Friday with the exception of Town Holidays. No new submittals will be accepted after 3:00 pm. Our main telephone line is 561-838-5431. If our intake personnel are working with customers, please leave a message and they will return your call promptly.

The Records Division is available to view records from 8:30 a.m. to 4:30 p.m. Monday through Friday with the exception of Town Holidays. 561-227-6404

The best time to contact inspectors is between 7:45a.m. and 8:30a.m., and 3:15 p.m. to 3:45 p.m. Their telephone numbers can be found here.

The best time to contact the Code Enforcement Division is from 8:30 a.m. to 5 p.m. at 561-227-7080 (now located in the Police Department).

**When do the coconuts need to be trimmed from the trees for hurricane season?**

**Answer:** All coconut trees in the town must be trimmed annually by August of each year, so that on August 1 of each year they will be free of coconuts, coconut blooms, and dead or dying fronds. This will protect life and property during periods of high winds and hurricanes and protect pedestrians and vehicular traffic where coconut trees overhang walkways and streets.

**When is the sea turtle nesting season and what are the requirements?**

**Answer:** All ocean-front property owners are required to ensure that no artificial light illuminates any area of the beach or water that may be used by nesting sea turtles and hatchlings. In order to accomplish this, the town requires that all lighting is positioned or shielded so that light is not visible from the beach or water during the period from March 1 through October 31 of each year.

**What type of work requires a building permit?**

**Answer:** All work with the exception of installation of carpet, wallpaper and interior painting. Refer to the [Florida Building Code Online](#) and the Town's Code of Ordinances for acceptable methods.

**What is the cost of a building permit?**

**Answer:** [Permitting Fee Schedule](#) is effective 10/1/2007. Specific details can be found in Chapter 18 of the Town of Palm Beach [Code of Ordinances](#).

**How do I cancel a building permit?**

**Answer:** The qualifier for your permit must write a letter to the Town of Palm Beach indicating that he/she wishes to cancel the permit. The letter should include the permit number, the job site address, the reason for the cancellation, and instructions relative to any permit fee refunds request, if approved.

**I am an owner, and I want to discharge my contractor. How do I do that?**

**Answer:** You may discharge a contractor by forwarding a letter of discharge to the Planning, Zoning & Building Department indicating the contractor's name, permit number, and the property address. A reason for the discharge may also be included. Please note that you may not authorize the transfer of a permit to another contractor. Only the permit holder may authorize the transfer of his/her permit.

**How do I register as a contractor to work in the Town?**

**Answer:** Visit our office with a copy of your Certificate of Competency from the State of Florida or Palm Beach County, whichever is applicable. If you have earned a Certificate of Competency from Palm Beach County (U-Card) you must also register with the State of Florida, and must submit both the U-card and the State registration to the Town. You are not required to submit insurance information when you register. For new contractors, a Contractor Registration Application shall be submitted with a \$25.00 fee payable with cash or check.

**What are the hours of construction and landscape work allowed in the Town?**

- [Construction Work Hours](#)
- [Landscape Work Hours](#)

**What are the legal holidays observed by the Town during which no major construction can occur?**

- [Town Observed Legal Holidays](#)

**How can I check on the progress of a permit application?**

**Answer:** Visit our [Citizen Services](#) website. Here you can enter your permit # and view all of the actions and comments related to your permits. Please keep in mind that our average turn-around time to process a permit application varies by season. Revisions take an average of 1-3 days to review. Permits take an average of 2 weeks to review. If your item needs to be reviewed by our Public Works Engineer, add 1-2 weeks to your review time. If your item needs to be reviewed by the Fire Marshall, add 1-3 days to your review time.

**How do I schedule an inspection?**

**Answer:** There are two ways to schedule an inspection. You can call in an inspection as follows:

Permit number that starts with "8": schedule an inspection by calling (561) 835-4711, and leaving a message related to your inspection request according to instructions provided in the recording. Inspection requests must be made prior to 4:00 pm for a next day inspection. To cancel an inspection, call the same number prior to 7:30 am the day of the inspection or you may incur inspection fees.

Permit number that starts with "B": schedule, change or cancel an inspection using our [Interactive Voice Recognition \(IVR\)](#) System or our [permit system online](#). The IVR system is available 24 hours a day. Please cancel an inspection prior to 7:30 am the day of the inspection or you may incur inspection fees. The system will confirm that an inspection has been scheduled or canceled. The system is sensitive to background noise. We suggest you mute your phone as you enter your responses on the keypad. You can also schedule, change or cancel an inspection on line on our [Citizen Services](#) website. Register as a user, and you will be able to schedule, change and cancel inspections.

**The computer will not accept my inspection request. Why?**

**Answer:** There are any number of reasons why you may be having trouble entering your inspection request. Some may be:

- You are entering incorrect information to the IVR system; please verify your information.
- There may be a re-inspection fee due which must be paid prior to entering another inspection request.

- The permit has been removed from active status due to lack of continuing inspections.
- The permit has already received its final inspection.
- The permit has been cancelled, or the contractor has been discharged.
- You are attempting to enter an incorrect inspection code.
- You are using a cell phone. Use a land-line phone or a different cell phone with background noise or interference.

Please note that final building inspections cannot be scheduled until all associated permits have passed their final inspections, AND the inspection results for those associated permits have been entered into the system. If an inspection result has not been entered, please follow up with the inspector who performed the inspection. The inspector's telephone number can be found on our [Telephone Directory](#). If your problem persists, call (561) 838-5431 for assistance in troubleshooting your issue.

**What time will the inspector be at my job for the inspection?**

**Answer:** Inspections called in by midnight will be performed the following working day. You may contact any of the inspectors early in the morning, from 7:45 a.m. to 8:30 a.m. who may be able to provide an approximate time. The inspector's telephone number can be found on our [Telephone Directory](#).

**How do I cancel an inspection?**

**Answer:** If you are using the VRU system (permits starting with '8'), you can only cancel an inspection by calling our office at (561) 838-5431. Cancellations cannot be done via the VRU. Inspection cancellations should be reported to the Department as early as possible on any given inspection date to avoid a reinspection fee.

If you are cancelling a permit using the IVR system or the [online permitting system](#) (permits starting with a 'B'), you may cancel an inspection by calling prior to 7:30 am the day of the scheduled inspection. After that time, inspections can only be cancelled by calling our office at (561) 838-5431 to avoid a reinspection fee.

**When does a major construction project have to be completed?**

Contractors are provided the following time limits per Sec.18-242 of the Code to complete construction:

- Projects less than 4,000 sq. ft. - 16 months
- Projects 4,000 to 5,999 sq. ft. - 24 months
- Projects 6,000 to 9,999 sq. ft. - 30 months
- Projects 10,000 to 19,999 sq. ft. - 36 months
- Projects 20,000 - 39,999 sq. ft. - 42 months
- Projects larger than 40,000 sq. ft. - To be determined by the Town Council prior to permit issuance

**How do I get a printout of the activity in my PMC (\$) account?**

**Answer:** Please call Debby Morakis, Office Manager at (561) 227-6408 to obtain a print out. If Cindy is not available, you may also contact Kathleen Ruderman at (561) 227-6402

**How do I report a violation of the Town's Code of Ordinances occurring before 8:30 AM or after 4:30 PM weekdays or on the weekend?**

**Answer:** Contact the Town of Palm Beach Police Department at (561) 838-5454.

**When do I need a Business Tax Receipt (formerly occupational license)?**

**Answer:** If you have a business location, or work in a salon or brokerage here in town, you will need a Business Tax Receipt.

**How long does it take to process a Business Tax Receipt application?**

**Answer:** It usually takes about 10 days from the date we receive all of the required information.

**When does my Business Tax Receipt expire?**

**Answer:** The Town's Business Tax Receipt period is from October 1 through September 30<sup>th</sup>. Any Business Tax Receipt purchased for that period expires on September 30<sup>th</sup>.

**Will I be notified when my Business Tax Receipt is going to expire?**

**Answer:** Tax Receipts are available for renewal after July 1 of each year. The Town sends out a courtesy renewal notice approximately 60 days before your Business Tax Receipt is due to expire.

**Can I open for business before my Business Tax Receipt is issued?**

**Answer:** No, you must apply for and receive your Business Tax Receipt from the Town before you can open for business.

**Do all the cosmetologists in my salon need to have a Business Tax Receipt?**

**Answer:** No, you must apply for and receive your Business Tax Receipt from the Town before you can open for business.

**How do I apply for a Palm Beach County Business Tax Receipt?**

**Answer:** You can get an application for a County business license from their website: [Palm Beach County Tax Collector](#), or by calling (561) 355-2272.

**Do I need to register my corporation / fictitious name? How do I do that?**

**Answer:** If you are doing business in a name other than your own personal name (first and last) or incorporated name, you must provide proof of Fictitious Name Registration prior to obtaining a Town Business Tax Receipt. You may pick up a Fictitious Name Registration Packet at our Department, or file for incorporation or a fictitious name online at [www.Sunbiz.org](http://www.Sunbiz.org).

**What are the dates for ARCOM meetings and what is the deadline for submission of an ARCOM application?**

**Answer:** The Architectural Commission (ARCOM) meets on the 4th Wednesday of each month except for November and December. Please check the [Calendar](#) of meeting dates for those meeting dates.

The Architectural Commission (ARCOM) deadline for major project submittal is the 4th Friday of the prior month.

Please consult the listing off the [Calendar](#) to determine meetings and application deadlines.

**What are the dates for Landmark Preservation Commission meetings, and what is the deadline for submission of an application for a Certificate of Appropriateness for construction on a Landmark structure?**

The Landmarks Preservation Commission meets on the 3rd Wednesday of the month.

The filing deadline for a Certificate of Appropriateness is 30 days in advance of the meeting date.

Consult the [LPC Meeting Dates and Filing Deadline Schedule](#) for a listing of the Landmark Preservation Commission meeting dates and deadlines for Certificate of Appropriateness applications.

**What can be done to my landmarked home?**

**Answer:** The Town of Palm Beach allows for changes to landmarked properties, as long as those changes have been approved by the Landmarks Preservation Commission, and are in keeping with the architectural style of the building. Landmarks Preservation Commission approvals range from sign or awning approvals to approvals of substantial additions to landmarked homes, new cabanas, new guest houses, etc.

**What types of records are available for my property?**

**Answer:** Generally, we have copies of all documents submitted to or issued by the Planning, Zoning and Building Department related to private property. Examples of these include issued permits and their applications, certificates of occupancy, surveys, plans and specifications for construction and zoning applications with approvals or denials. We also have ARCOM and Landmarks Preservation records available.

**How may I obtain copies of these records?**

**Answer:** The procedure for obtaining copies of any of these records is as follows: Visit our office and ask for Records. The records are available in microfilm, digitized and/or paper copy form. If on microfilm, our records personnel will pull the requested property from the microfilm records, show you how to use the microfilm machine and you will be able to copy directly from the microfilm printer. If the records are digitized, we will go through the requested property with you and print the records as requested. If the records are in paper form, we will provide them to you to determine what copies you may need. Some of our large blueprint records are stored offsite and you can request retrieval of these documents, at a cost of \$24.00. The retrieval is done usually within one to two business days. If the record is 11 X 17 or smaller, we can then copy it for you. If copies of blueprints are needed, we will help you make arrangements to have them copied at an outside source that we use regularly. This is done usually within 24 to 48 hours.

**What is the cost of copying records?**

**Answer:** Please consult the Fee Schedule to determine the cost of copying various documents and records. Records that are in paper form and are 11 x 17 or smaller are \$0.15 per page. We accept cash or checks. Blueprint size records are copied at an outside source and they determine copy costs.

**May I have copies of all records?**

**Answer:** Yes, all records that we have are available for viewing and copying by the public.

**Can I make an appointment to view records?**

**Answer:** At the present time, we have one microfilm machine, which is available on a first-come, first-serve basis. There is no time limit set to use this machine as some property files are quite large and may take longer than others to review.

**What are the hours for the Records Division?**

**Answer:** The Records Division is open from 8:30 am - 4:30 pm, Monday through Friday, with the exception of Town holidays. They can be contacted at (561) 227-6404.

**What are the dates of the Town Council meetings, and what is the deadline for submission of site plans, variances, and special exception requests?**

**Answer:** Before submitting a zoning application, a pre-submittal meeting with the zoning administrator is required, at least one week prior to the deadline for submission of the application.

Some applications will require a recommendation from the Architectural Commission (ARCOM) or the Landmarks Preservation Commission (LPC) prior to Council consideration. In that case, the ARCOM or LPC application is submitted concurrently with the Council zoning application and will be considered at the next ARCOM or LPC meeting. Contact the Zoning Administrator at (561) 227-6406 to obtain a determination on which process is required.

The Town Council meets on the 2nd Tuesday of each month.

Town Council submittal deadline is the 4th Friday two months prior to the meeting.

The required Pre-Submittal Meeting deadline is the 3rd Friday two months prior to the meeting.

Please consult the listing of [Town Council Meeting Dates](#) to determine the date of Town Council meetings and application deadlines.

**What size house can I build on my property? How far must I be from the property lines?**

**Answer:** Information regarding the requirements related to your zoning district can be found on the internet in the [Town Code of Ordinances](#), and accessed in Chapter 134, Zoning. In addition, for the R-B zoning district, see the cubic content sliding scale ratio table for allowable cubic content. If you need to know in what zoning district a property is located, please call our office at (561) 838-5431.

**What is the zoning application procedure?**

**Answer:** Please see the [Zoning Application](#) for instructions and a checklist, or pick one up at the Department office (See [Location of Office](#)).

**Can I apply for a variance from the Town's zoning regulations? Will it be approved?**

**Answer:** If you believe you have a situation where you cannot conform to the Town's zoning regulations, you may apply for a variance to the Town's zoning regulations. The criteria are contained in Section 134-201 of the [Town Code of Ordinances](#). An applicant must demonstrate that all of the criteria have been satisfied. In most cases, the Staff does not recommend approval. The Town Council makes the final determination on your request.

**How long do I have before a zoning approval expires?**

**Answer:** Variance, site plan, and special exception approvals must be implemented or commenced one (1) year from the date the approval was issued. Architectural (ARCOM) or Landmarks Preservation Commission (LPC) approval is considered commencement. However, you have one (1) year from ARCOM or LPC approval to apply for a building permit or your zoning approval will expire. In addition, you have two (2) years from the approval of a variance to complete the work.