

City of Milpitas

Building Department Commitment

The Milpitas 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 commitments:

- We are committed that when inspections are requested they will be performed by staff the following business day.*
- We are committed that if you forget to schedule an inspection, staff will perform your inspection that same business day.*
- We are committed that if you fail an inspection, staff will provide a re-inspection that same day, when requested.*
- We are committed that all “minor” plan reviews for tenant improvements will be performed over the counter.*
- We are committed that the plan review for all single story residential room additions less than 600 square feet will be performed by staff that same day. We are committed that a plan review for a new structure (residential or commercial) will be completed within 30 working days.*
- We are committed that almost all plan reviews for tenant improvements (office spaces up to 4000 sq. ft., retail spaces up to 1,500 sq. ft. and industrial spaces up to 5,000 sq. ft.) will be completed within that same day.*
- We are committed that all customers who request minor information or assistance at the public counter will receive service, which will take no longer than 3 minute*
- We are committed to respond to your phone messages and emails that same business day.*
- We are committed to either answer your question or put you in contact with the person who can on the same day.*
- We are committed to meet with you at your request at the early planning stages of your project and to help guiding you through the permitting process.*
- We are committed to assign your project a coordinator, who will coordinate the plan reviews of the various City Departments.*
- We are committed to continuously update and streamline our permitting, plan check and inspection process in order to provide better customer service.*
- We are committed to assign your project a project inspector, who will be your inspector from start to finish of your project and will coordinate inspections by other City Departments.*
- We are committed to provide you a second opinion if you are not agreeing with plan check comments or inspection results.*