

COVID19/Coronavirus Policy

March 13, 2020

If you are sick or experiencing symptoms (for example - fever, cough, shortness of breath, etc.), please be considerate of others by not entering the New Castle County Government Center. Please seek appropriate medical attention and conduct your business by one of the methods listed below. If you display symptoms, you will be asked to leave the premises.

The health, safety, and well-being of our residents and customers is of the highest priority for the New Castle County Department of Land Use. Internally we have educated our staff on proper hygiene, social distancing, self-quarantine in instances of suspected or confirmed contamination, and other guidance provided by the Centers for Disease Control. Further the Department has reduced or eliminated in-person meetings, opting instead for interactions via video and telephone conferencing as available, and reduced non-essential business-related travel for all employees.

While the risk to the general public from the coronavirus currently remains relatively low in Delaware, **we need** our residents and customers to take advantage of convenient ways to conduct business with us by one of the following methods:

- Online: <https://www.newcastlede.gov/186/Online-Services>
- Phone: Permits/Inspections/Planning (302) 395-5400 and/or Code Enforcement (302) 395-5555
- Email: General questions may be emailed to LandUse@newcastlede.gov
- Postal mail: All forms and fees may be postal mailed to the Department of Land Use, 87 Reads Way, New Castle, DE 19720
- Make an appointment: We will not engage in drop-in or impromptu meetings

Simply put: Do not come into the Department of Land Use unless it is absolutely necessary. As always, the Department remains committed to providing our residents and customers with services of highest quality in a timely and courteous manner. By working together to prevent the spread of the coronavirus we will emerge from this challenging time stronger than ever.

Online Services for Building Permits & Related Transactions

Many building permit-related transactions can be conducted online without visiting the Government Center. Please visit the [Online Services](#) webpage to learn more about these services. Should you need assistance with these services, please call (302) 395-5400 or send an email to permits@newcastlede.gov. A Department representative will be available to provide a prompt response.

You can start most building permit applications online through the following services:

- [eServices](#) - For Commercial Buildings and Fit-outs, Residential Homes, Additions and Renovations; Demolitions; Pools; and Sign Applications
- [DynamicPortal](#) – For Plumbing and HVAC Applications

All other application types, along with those referenced above, can be submitted via email or mailed to the Department through the addresses previously provided.

Other notable services:

- Freedom of Information Request can be accessed [here](#).
- Elevator Compliance and Operation information can be accessed [here](#).
- Self Certifications (for Utility contractors with on-line accounts) can be accessed [here](#).

Pay Online for Building Permits and Other Fees

- You can pay most transactions online. [Use this website to make payments.](#)
- If you have a permit number, [pay your fees online.](#)

Inspection Scheduling

Our Inspections Scheduling website is available on your computer, tablet, or smartphone. Inspections may be scheduled 24/7 by [utilizing this website](#). Scheduling services are also still available by phone at (302) 395-5515 between 8:00am – 11:00am. For questions about your inspection, please call (302) 395-5572.

Zoning Certifications

Zoning Certifications may be obtained through submission of an [Application for Zoning Certification form](#). Applicants may use this certification for several purposes, such as to secure financing, obtain a license from another agency, or to determine whether a property is legally suitable for their desired use.

The form is available for download [here](#). This form must be submitted via postal mail along with the applicable fee.

Subdivision/Land Development Plan Review Services

All proposed land development plans and rezoning applications, and any required fees, are to be submitted via postal mail to the Department of Land Use, 87 Reads Way, New Castle, DE 19720 until further notice.

Land Development Project Search

Project Search provides you with information and status on development plans, Board of Adjustment applications, RPATAC Applications and zoning certifications that are being or have been reviewed by the Department. You may access the Project Search system [here](#).

Code Enforcement/Property Maintenance Violations

- You may report a concern or check the status of a submitted complaint [here](#).
- Code enforcement violations may be paid or appealed [here](#).
- Questions regarding Code Enforcement violations, fees, or payment extensions can be emailed to PropertyMaintenance@nccde.org or directed to (302) 395-5555.

Office of Assessment

Please contact the Office of Assessment at (302) 395-5520 prior to coming to the New Castle County Government Center to determine if the information you seek is available online and/or forms may be submitted via email or postal mail. You may view the Office of Assessment's [website here](#) and may also contact this Office via email at treasury@newcastlede.gov.

Public Meetings & Public Workshops

Meetings of the following County Boards are **postponed until April 10, 2020**:

- Planning Board (Public Hearings and Business Meetings)
- Board of Adjustment
- Historic Review Board
- Resource Protection Area Technical Advisory Committee (RPATAC)
- Board of License, Inspection & Review
- Design Review Advisory Committees (DRACs)

Additionally, all Department of Land Use sponsored public meetings/public workshops are postponed until further notice. Information regarding any future meetings will be posted on the [Department of Land Use website](#) and departmental [Facebook page](#). Please check these websites first before assuming a public meeting or workshop is taking place.

Specific Questions?

- Permits/Inspections: (302) 395-5400 or Permits@newcastlede.gov
- Code Enforcement/Vacant Properties: (302) 395-5555 or PropertyMaintenance@nccde.org
- Planning/Zoning/Engineering: (302) 395-5400 or LandUse@newcastlede.gov
- General Questions: LandUse@newcastlede.gov

Again, while the risk to the general public from coronavirus remains relatively low in Delaware, **we need** our residents and customers to take advantage of convenient ways to conduct business online, over the telephone, by email, and by postal mail. **Do not come into the Department of Land Use unless it is absolutely necessary.**

The Department of Land Use will continue to update our policies as the coronavirus situation evolves. For the most up-to-date information please continue to monitor our website at www.newcastlede.gov/lu. If you have any questions or concerns regarding this information, please email LandUse@newcastlede.gov.