



Understanding the COVID-19 Shelter in Place Order Community Development Department Frequently Asked Questions (FAQs)

Updated May 14, 2020

Effective through May 31, 2020, most City of Fremont facilities are closed to the public to align with the revised [Shelter in Place Order](#) issued by the [Alameda County Public Health Department](#) to help slow the spread of Coronavirus Disease 2019 (COVID-19).

Under the revised Order, all construction projects that follow the [Construction Project Safety Protocols](#) included in the Order are allowed to proceed. To align with the revised Order, the City is allowing construction projects to move forward in Fremont as long as the projects comply with the Construction Project Safety Protocols.

During this time, the City's Community Development Department understands the public may have questions about construction and development services—including permit applications, plan reviews, and building inspections. Please see a list of questions and answers on the following pages. This document will be updated regularly as service updates are available.

For more information on essential services and updates on how the City of Fremont is monitoring COVID-19, please visit the City's [Coronavirus webpage](#).

Plans and Permits

For more info: 510-494-4460 or bldinfo@fremont.gov

Q1. Is the City processing permits? Can I submit my project electronically?

The City is accepting online pre-applications for new planning, building, fire, and engineering permits. The pre-application is available on the City's [Accela Citizen Access \(ACA\) online portal](#).

To submit a pre-application, applicants need to be a registered ACA user. The steps for registration and submittal of the pre-application are outlined below.

- Create an ACA account at www.Fremont.gov/CitizenAccess. For help or questions, email developmentsservices@fremont.gov.
- Log in to ACA account.
- Select “Pre-Application.”
- Complete the pre-application form. Attach all required submittal documents.
- Submit the pre-application.

For information about the different permits and the required submittal documents, please visit the following webpages or use the contact information to connect with staff.

- [Planning Permits](#): 510-494-4455; planinfo@fremont.gov
- [Building/Fire Permits](#): 510-494-4820; bldinfo@fremont.gov
- [Engineering Permits](#): 510-494-4700; engineering@fremont.gov

For [express permits](#) for basic home upgrade projects like water heater replacements, roof replacements, and minor kitchen/bathroom remodels, applicants should submit their [building permit application](#) by email at expresspermits@fremont.gov. For more information, please visit the City’s [Express Permits webpage](#).

After a pre-application is received, City staff will follow up with the applicant within one week. Staff will provide information on the required permit fee, a list of any missing submittal materials, and the permit record number. Once the permit fee is paid and all required materials are submitted, staff will route the project for permit review. Once the permit review is complete, staff will contact the applicant to schedule issuance of the permit to allow the project to move forward.

In addition, the City’s [Development Services Center](#) plans to reopen on Monday, May 11, 2020. Permit applications can be submitted in person; however, online submittals through the pre-application process are strongly encouraged. Wait times at the Center may be longer due to new safety measures and limited staffing to promote social/physical distancing. For more information, please read this [City news article](#).

Q2. I am planning to do a residential solar project. Can I still submit my permit application and plans at this time?

Yes. Permit applications and plans for [solar permits](#) can be submitted by email at solarpermits@fremont.gov. For more information, please visit the City's [Solar Permits webpage](#).

Q3. I have a plan revision for a project with an existing permit. How can I submit my project for review?

Project plans can be submitted by email for projects with an existing permit. Instructions are available on the City's [Electronic Plan Review webpage](#). Staff is still reviewing plans and contacting applicants by email.

Q4. I submitted my project before the Shelter in Place Order. Is my plan check review still moving forward?

Yes. Staff is still reviewing plans and contacting applicants by email. For more information, please contact Plans and Permits at bldinfo@fremont.gov.

Q5. When can I schedule an over-the-counter plan check appointment?

The City is not able to offer over-the-counter plan check appointments at this time. Staff will continue to monitor the ability to provide this service and provide updates as they are available.

Q6. Can I get copies of permits or copies of plans?

Yes. Please contact Plans and Permits at bldinfo@fremont.gov.

Q7. I need an express permit for a home upgrade project. Can I still submit my permit application and plans at this time?

Yes. [Building permit applications](#) and plans for [express permits](#) can be submitted by email at expresspermits@fremont.gov. Express permits include the following projects:

- Re-roofing
- Electrical panel upgrades

- Furnace replacement
- Addition or replacement of AC unit Water heater replacement
- Repair of gas, water, or drainage lines
- Window or patio door replacement
- Minor bathroom remodels (non-structural)
- Minor kitchen remodels (non-structural)

For more information, please visit the City's [Express Permits webpage](#).

Q8. If I have been granted a solar permit, can I start installing my project?

Yes. Solar installations are considered essential construction per the [Shelter in Place Order](#) and can move forward.

Q9. Is the City inspecting completed solar installations?

Yes. The City is providing building inspections to allow all construction projects in Fremont to move forward. Inspections can be scheduled online through the City's [Accela Citizen Access \(ACA\) portal](#) or by phone at 510-494-4885. The City is also offering [remote video inspections](#) for limited types of construction projects.

Q10. Is my neighbor allowed to do construction on their property?

Yes. Under the revised [Shelter in Place Order](#), all construction projects that follow the [Construction Project Safety Protocols](#) included in the Order are allowed to proceed. To align with the revised Order, the City is allowing construction projects to move forward in Fremont as long as the projects comply with the Construction Project Safety Protocols. This includes the following types of projects:

- Construction projects for existing homes and businesses;
- New construction of residential developments, mixed-use developments, and commercial buildings; and
- Public works construction including infrastructure and City projects.

Q11. I am a developer interested in property in Fremont. Can I start the entitlement process?

The City is accepting pre-applications for planning permits through the City's [Accela Citizen Access \(ACA\) online portal](#). Applicants are able to upload a pre-application and all [necessary submittal requirements](#) to start the City's review. Staff is able to work remotely and can still proceed with team reviews using virtual tools such as web conferencing. The City is able to accept applications in person at the [Development Services Center](#) when it reopens on Monday, May 11, 2020; however, online submittals through the pre-application process are strongly encouraged. Wait times at the Center may be longer due to new safety procedures and limited staffing to promote social/physical distancing. For more information, please read this [City news article](#). For questions, please contact Planning at planinfo@fremont.gov or 510-494-4455.

Building Inspections

For more info: 510-494-4400 or bldinfo@fremont.gov

Q12. Can I schedule a building inspection?

Under the revised [Shelter in Place Order](#) issued by the [Alameda County Public Health Department](#), all construction projects that follow the [Construction Project Safety Protocols](#) included in the Order are allowed to proceed.

To align with the County Order, the City has expanded building inspection services to allow all construction projects in Fremont to move forward. Inspections can be scheduled online through the City's [Accela Citizen Access \(ACA\) portal](#) or by phone at 510-494-4885.

To address safety concerns, during building inspections, City staff is required to follow the social/physical distancing requirements recommended by the [Alameda County Public Health Department](#) and the [Centers for Disease Control and Prevention](#) to help limit the spread of COVID-19. Inspectors wear personal protective equipment; use hand sanitizer where hand-washing facilities are limited; practice social/physical distancing protocols; limit contact with surfaces at the inspection site; and observe if anyone is exhibiting shortness of breath or persistent coughing, at which time the inspection is halted and the inspector leaves the premises.

For more information on building inspections, please contact Building Inspection at 510-494-4400 or by email at bldinfo@fremont.gov.

Q13. I am currently in the middle of an addition project on my house, and part of my house is open and unprotected. Can I still continue my construction and get an inspection?

Yes. Construction can move forward and building inspections can be scheduled online through the City's [Accela Citizen Access \(ACA\) portal](#) or by phone at 510-494-4885.

Q14. I am a homeowner at the last stage of my construction project and just need to schedule a final inspection. Can I do this?

Yes. Building inspections can be scheduled online through the City's [Accela Citizen Access \(ACA\) portal](#) or by phone at 510-494-4885.

Q15. I am a developer and have completed residential units that just need a final building inspection for occupancy. Can I schedule this final inspection?

Yes. The City can complete in-person final building inspections. Under the revised [Shelter in Place Order](#), all construction projects that follow the [Construction Project Safety Protocols](#) included in the Order are allowed to proceed. Building inspections can be scheduled online through the City's [Accela Citizen Access \(ACA\) portal](#) or by phone at 510-494-4885.

Q16. What safety measures are in place for those building inspections that are continuing?

Under the revised [Shelter in Place Order](#), all construction projects that follow the [Construction Project Safety Protocols](#) included in the Order are allowed to proceed.

During inspections, City staff, utility companies, developers, and contractors are required to follow the social/physical distancing requirements and hygiene protocols recommended by the [Alameda County Health Department](#) and the [Centers for Disease Control and Prevention](#) to help limit the spread of COVID-19. Building inspectors wear personal protective equipment; use hand sanitizer where hand-washing facilities are

limited; practice social distancing protocols; limit contact with surfaces at the inspection site; and observe if anyone is exhibiting shortness of breath or persistent coughing, at which time the inspection is halted and the inspector leaves the premises.

Additional Resources

Q17. What resources are available to help renters, homeowners, and landlords dealing with housing issues due to the COVID-19 pandemic?

The City's Housing Division has assembled a list of resources for renters, homeowners, and landlords. Please visit the City's [Housing Resources webpage](#).

Q18. What resources are available to help businesses that have been affected by the COVID-19 pandemic?

The City's Economic Development Department has assembled a list of resources for the business community. Visit the City's [Business Resources webpage](#).

Q19. What if I have additional questions about how other City services have been affected by the COVID-19 pandemic?

The City has created a [Coronavirus webpage](#) and a Citywide [FAQs document](#).