



Press Release

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14000 City Center Drive, Chino Hills, CA 91709

CONTACT: Nicole Freeman
Ph: (909) 364-2609

Valerie McClung
Ph: (909) 364-2618

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**CITY OF CHINO HILLS TO LAUNCH NEW ONLINE PORTAL FOR
BUILDING PERMIT SERVICES STARTING MONDAY, APRIL 29 –
EXPECT DELAYS APRIL 22 TO 28 WHILE SYSTEMS ARE TRANSITIONED**

Chino Hills, CA – The City of Chino Hills is excited to announce the launch of a new Virtual Development Services (VDS) online building permit portal expected to go live on April 29, 2024. The new VDS customer counter will offer 24/7 online access for residents, businesses, contractors, and developers to submit plans and applications digitally, view and receive status updates throughout the process, request inspections, and make payments online.

The City's current building permitting system has been in place since 2006 and required customers to submit documents and payments in person for a variety of building permits. Starting April 29, customers will be able to log into the City's new VDS system, hosted by Tyler Technologies, to create an account and begin the online application process. Customers can reduce the number of trips to City Hall and conveniently apply for building permits, schedule inspections, and view inspection results in real-time online from the comfort of their own home or office.

"We are committed to providing exceptional services and embracing technology advancements to improve the experience for our community members, contractors, businesses, and developers," said Community Development Director Nicholas Liguori. "The new Virtual Development System provides a complete development resource and is highly compatible with mobile devices to reduce visits to City Hall, eliminate the need for paper plan submittals, and expedite the process on both the applicant and City side."

Appointments are strongly recommended during the entire month of April. The current building permit system will be down from April 22 to 28 for the transition to the new VDS system. During this time, please expect delays in service at the Community Development counter as City staff will be assisting customers and manually processing permits and plan check submittals, or customers are encouraged to defer their visit to the following week. Appointments can be made online at www.chinohills.org/CDAppointment or by calling (909) 364-2780. Walk-ins will still be accepted but may experience longer wait times. Inspection services will continue during regular business hours and can be scheduled by calling the City's

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Inspection Hotline at (909) 364-2790 by 2:00 p.m. on the day prior. Please be patient with staff as they work as quickly as possible to serve all customers.

Customers can utilize the new portal starting April 29 by creating an account online at www.chinohills.org/PermitServices. Once the VDS system is live, the City will no longer accept hard-copy applications, and all submissions must be made online. This is the first phase of the new VDS system. Phase 2 is expected to be completed by the end of 2024 and will expand the services offered to additional types of Planning and Engineering Services including planning entitlement applications, right-of-way encroachment permits, and more.

For the latest updates, follow the City on Facebook ([@CityofChinoHills](https://www.facebook.com/CityofChinoHills)), Instagram ([@CityofChinoHillsGov](https://www.instagram.com/CityofChinoHillsGov)), and X ([@Chino Hills](https://twitter.com/ChinoHills)). For questions, contact the Community Development Department by email at communitydevelopment@cityofchinohills.org.

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