

Planning, Building, and Development Permit Center Operations

As municipal facilities begin to reopen on July 6th, we will continue to perform the majority of our customer interactions remotely. ***We are not open to walk-in customers.***

On-Line Resources

Visit roanokeva.gov/permit_center for information on construction projects and permits including:

- **Project Pages** – permitting guides to typical projects ranging from building a fence to constructing a new building
- **Documents** – permit applications and related documents
- **Fee information**
- **Development codes and standards**
- **eTRAKiT** – link to our on-line permitting system for managing reviews, documents, and inspections for your permit, including instructions to create your account on-line

Inquiries

Permit Center – Questions on specific permit applications, reviews, payments, and permit issuance.

- Email (preferred) – permitcenter@roanokeva.gov
- Phone – 540-853-1090

Project Assistance Line – General inquiries about development projects, zoning, etc.

- Email (preferred) – planning@roanokeva.gov
- Phone – 540-853-5550

More complex transactions will be directed to the appropriate staff member.

Responses from Staff will usually be within the same day.

Language or technology accommodations: If an inquiry cannot be completed remotely, we will schedule an appointment to address your need.

Applying for Permits

Permit applications with supporting plans and documents can be submitted by:

Preferred options:

- Submission link at roanokeva.gov/permit_center
- Emailed to permitcenter@roanokeva.gov

Other options:

Please note that paper applications and plans will be quarantined for at least 36 hours from receipt and will take longer to process. This includes applications, plans, checks, and any other paper documents.

- Mail to Permit Center, 215 Church Avenue SW, Room 170, Roanoke, VA 24011
- Place in drop box outside Room 166 of the Municipal Building

Permit fees vary based on value of construction and permit type; payment of fees will be coordinated by Permit Center staff once your application is reviewed.