

**MEMORANDUM****RE: Changes to Plans Review and Inspections Permitting Website**

The City's Plans Review and Inspections Department has listened to customers regarding our online permitting application process. Feedback indicated the permitting website requires too many clicks, is text heavy and generally not intuitive. In order to better improve the user experience, we will be making changes to the [website](#).

Some of the highlighted changes to look for are:

- A revised homepage removing information that is not specific to a permit.
- Reducing the amount of text throughout the website to simplify explanations and provide better readability.
- A fee calculator to estimate project costs related to plans review, building permit and associated sub-trades.

Changes to the website are scheduled to go live Monday, April 8th. Keep in mind this will affect bookmarked links you may have created to inspections, apply for permit, and/or pay fees. City staff is available to help. You can reach Plans Review and Inspections at 865-215-4311 or send an email to bldginspections@knoxvilletn.gov. We are excited to improve this process and create a better product for end users.

Sincerely,

Peter Ahrens

Director of Plans Review & Building Inspections