

OFFICE OF CUSTOMER ADVOCACY



City of Phoenix

PURPOSE

The newly established Office of Customer Advocacy (OCA) was created to provide development assistance and case management for business customers new to the land development and building permit processes. Customers considering the adaptive reuse of an existing building, for commercial purposes, are encouraged to contact this new office before beginning the building permit process.

The OCA's specialty is the delivery of services to customers undertaking the following types of development projects:

- Remodeling existing commercial buildings
- Renovating historic buildings
- Converting residential structures to business use
- Revitalizing neighborhood retail centers

Staff in the OCA can meet with you to discuss the full scope of your construction project, and explain the requirements involved in obtaining building permits and ultimately certificates of occupancy.

KEY SERVICES

Our services include pre-project research assistance, reviewing processes, communicating procedures, formulating realistic timelines and fostering feasibility discussions.

Staff also will link you to the appropriate technical expert for specific code or ordinance issues. To obtain technical information regarding a project, the Development Center, Phoenix City Hall, 2nd floor, is an excellent place to begin.

OFFICE HOURS

Weekdays from 8 a.m. to 5 p.m., Phoenix City Hall, 200 W. Washington St., 1st floor, southeast corner of the building. For more information or to make an appointment with staff in the OCA, call 602-262-7811.

