



NEW HANOVER COUNTY Building Safety Department

The Building Safety Department protects New Hanover County citizens and properties from unsafe building conditions by enforcing safety codes that require the department to:

- Receive and review permit applications for all proposed work.
- Determine if proposed work complies with safety codes and regulations.
- Approve all proposed work that complies with the codes and issue permits to authorize the start of construction.
- Inspect all work in order to verify that it meets safety code requirements.
- Issue Certificates of Compliance for work that has been completed, inspected, and deemed compliant with safety codes.
- Ensure that property owners maintain their existing buildings and structures for safety and usability.
- Take necessary actions to correct unsafe conditions in buildings and structures.

In keeping with New Hanover County's strategic plan, the department:

- Promotes public health and safety when it applies the health and safety provisions of the codes for buildings and structures.
- Reviews and approves the construction plans of projects that account for economic growth and development in the county.
- Increases public awareness of the department's responsibilities and services in the county.
- Strives to provide high-quality services to ensure that the customer experience and citizen satisfaction are improved.
- Manages its operations effectively and efficiently by using sound business approaches and by following the county's business principles.
- Uses strategies to ensure long-term sustainability of the services provided to citizens and to adjoining jurisdictions.
- Improves on the effectiveness of operations and aligns processes, services, and resources to maintain consistency in all of its business approaches, making it easy for customers to conduct business with the county.

The Building Safety Department fulfills its mission when it employs professionalism, integrity, innovation, stewardship, and accountability in:

- Applying the codes and regulations used for ensuring buildings and structures are safe for all users.
- Determining how buildings and structures comply with the safety codes and regulations.
- Working with all construction and development professionals to attain compliance with the safety codes and regulations.
- Ensuring that buildings and structures are safe and fully compliant with codes prior to occupancy and use.
- Following up on all complaints that pertain to the safety and maintenance of buildings and structures.
- Taking actions that are required for correcting unsafe conditions in buildings and structures.
- Providing public information about how to maintain safe buildings and structures, including educating the public to identify and eliminate unsafe building conditions.