



NEW HANOVER COUNTY

BUILDING SAFETY

230 Government Center Drive, Suite 170, Wilmington, NC 28403

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Nicholas Gadzekpo, Director

March 18, 2020

To Whom it may concern:

Between 6 pm Friday, March 27, 2020, and 8 am Monday, March 30, 2020, the COAST online portal **will not be available** for use. **Online services will resume at 8 am on Monday, March 30, 2020.** Customers can then use COAST again to apply for permits, request inspections, pay permit fees, and request available services.

Tyler Technologies, the vendor that maintains our Permitting, Inspections, and Land Management data system through its ENERGOV application, will upgrade the system over that weekend. The upgrade is crucial and would fix critical problems and improve customization for customers. During that weekend, New Hanover County staff will work with the vendor to ensure the restoring of all services for use on Monday, March 30, 2020.

Customers can use COAST to file their permits, revisions, uploads, and transactions **before** 5 pm Friday, March 27, 2020, and **after** 8 am on Monday, March 30, 2020. We apologize, in advance, for any ensuing inconvenience. Nevertheless, we are confident that the upgrade will enhance the customer's experience.

Sincerely,

Nicholas Gadzekpo

Building Safety Director