The Department of Building Inspection (DBI) is located at 49 South Van Ness Avenue (49 SVN). Per the Stay Home Order, DBI remains partially closed to the public at 49 SVN. DBI staff is answering calls and emails and providing permit and inspection services. For general inquiries, you can call (628) 652-3200 or email dbicustomerservice@sfgov.org. Our services are available Monday to Friday from 8am to 5pm. We are providing limited Over-the-Counter permit services, which you can learn about here. Information about our permit submissions process can be found here.

DBI is the regulatory building safety agency responsible for overseeing the effective and efficient enforcement of building, electrical, plumbing, disability access and housing codes for the City and County of San Francisco's more than 200,000 commercial and residential buildings. A seven-member Building Inspection Commission oversees the Department.
### FINANCE SERVICES (FS) – 5th Floor
Dan Kreuscher, Finance Manager

Provides support to the Department in the areas of fiscal management, purchasing, and business analysis.

Other functions:
- **Refund Unit – 5th Floor**
  Processes request for refunds for fees collected by Department of Building Inspection.
- **Development Fee Collection Unit – 5th Floor**
  Collects and disseminates information on development fees owed and/or specific development impact fee requirements.

### INSPECTION SERVICES & CODE COMPLIANCE – 4th Floor
Edward Sweeney, Deputy Director

### BUILDING INSPECTION DIVISION (BID) – 4th Floor
Joseph Duffy, Acting Chief Building Inspector

Inspects buildings for compliance with building code requirements, scope of work in accordance with building permits, and responds to complaints on residential and commercial buildings.

- **Condo Conversion (CC)** program processes requests and performs inspections for condominium conversion in residential and commercial buildings.
- **Disabled Access Section (DAS)** receives and processes accessibility complaints and answers California Building Code (CBC) questions related to accessibility. It also coordinates the Access Appeals Commission (AAC) and issues regarding the Americans with Disability Act (ADA).
- **Special Inspection (SI)** processes and reviews SI reports and monitors SI field work.
  Email: dbi.specialinspections@sfgov.org

Construction Complaints (e.g. building, plumbing, and electrical hazards, or disabled access)
Complaints can also be filed online: www.sfdbi.org/filing-complaint

### DISASTER COORDINATION UNIT (DCU) – 4th Floor
Organizes, prepares, and coordinates departmental personnel and resources in order to provide an effectively managed response to incidents of earthquake, emergency, and other disasters in conjunction with the Department of Emergency Management.

### ELECTRICAL INSPECTION DIVISION (EID) – 4th Floor
Kenneth Burke, Chief Electrical Inspector

Provides public safety by enforcing municipal and State regulations and codes relative to construction, alteration, and installation of electrical equipment and systems.

### PLUMBING INSPECTION DIVISION (PID) – 4th Floor
Steve Panelli, Chief Plumbing Inspector

Provides public safety by enforcing municipal and State regulations and codes relative to construction, alteration, and installation of plumbing equipment and systems.

### CODE ENFORCEMENT SECTION (CES) – 4th Floor
Mauricio Hernandez, Chief Building Inspector
Responsible for complaint team and CES

John Hinchion, Senior Building Inspector

Responsible for abatement of code violation cases referred from the building, plumbing, and electrical divisions.
For questions related to Director’s Hearings, please contact Sr. Inspector.

Email: dbi.codeenforcement@sfgov.org

### PERMIT SERVICES – 2nd / 4th / 5th Floors
Daniel Lowrey, Deputy Director

### PERMIT SUBMITTAL & ISSUANCE
Michelle Yu, Division Manager
### ACCESSIBLE BUSINESS ENTRANCE PROGRAM (ABE) – 2nd Floor

**Responsible for implementing the Accessible Business Entrance program to help property owners comply with state and federal accessibility laws and helps people with disabilities gain greater access to goods and services offered by businesses in San Francisco.**

**Email:** dbi.businessentrance@sfgov.org

### CENTRAL PERMIT BUREAU (CPB) – 2nd Floor

**Wai-Fong Cheung, Supervisor**

Accepts and issues construction permits for public and private buildings located within the City and County of San Francisco. Additionally, CPB also assesses and collects fees for all structures, building enlargements and change of use.

**Email:** dbi.cpbrequest@sfgov.org

### HELP DESK/PUBLIC INFORMATION COUNTER (HD/PIC) – 2nd Floor

**Kim Lee, Supervisor**

Serves as the first point of contact for the public; answers general questions, provides direction to appropriate services; gives permit status.

### INITIAL PLAN REVIEW (IPR)/OVER-THE-COUNTER (OTC) – 2nd Floor

**Ben Man and Maria Ragasa,, Supervisors**

Responsible for permit approval coordination, final approval and permit issuance to assure that the proposed construction work meets requirements of the codes.

**Email:** dbi.iprrequest@sfgov.org

### PRIVATE SCHOOL EARTHQUAKE PROGRAM – 2nd Floor

**Responsible for implementing the Private School Earthquake Program. The goal of this program is to ensure that all private school structures are safe for the students and staff who attend them. The program requires school to evaluate the seismic safety of their buildings and structures.**

**Email:** dbi.privateschool@sfgov.org

### SOFT STORY PROGRAM (SSP) – 2nd Floor

**Responsible for implementing the Soft Story Ordinance and ensuring compliance. This ordinance applies to wood-frame buildings of three or more stories containing five or more residential dwelling units.**

**Email:** softstory@sfgov.org

### UNIT LEGALIZATION (UL)/ACCESSORY DWELLING UNITS (ADU) – 2nd Floor

**Responsible for implementing the Legalization of Illegal Units Ordinance, a voluntary program to assist property owners in pursuing unit legalization with DBI and the Planning Department. Responsible for implementing the Addition of Dwelling Units Ordinance, a program to add additional accessory dwelling units in space that was not previously residential so long as those units do not extend beyond the existing building envelope.**

**Email:** dbi.adu@sfgov.org and unitlegalization@sfgov.org

### HOUSING INSPECTION SERVICES (HIS) – 4th Floor

**James Sanbonmatsu, Chief Housing Inspector**

Inspects buildings for code compliance in residential housing as a result of complaints and inspects apartments and hotels.

_Housing Inspection Services conducts Director’s Hearings for HIS cases via remote access. For more information, please contact Bernedette Perez at 628-652-3390._

**Residential Housing Complaints** *(e.g. maintenance and habitability or life/heat safety)*

Complaints can also be filed online: [www.sfdbi.org/filing-complaint](http://www.sfdbi.org/filing-complaint)

**Email:** dbi.hisrequest@sfgov.org

### PLAN REVIEW SERVICES (PRS) – 5th Floor

**Carrie Pei, Supervisor**

Provides routing of plans to essential plan review disciplines. Update and maintain accurate routing information within the department Permit Tracking System (PTS). Customer assistance in permit extensions, picking up plans and plan review comments. Other special tasks are undertaken as required.

**Email:** dbi.ppcrequest@sfgov.org

### BOARDs AND COMMISSIONs

**Building Inspection Commission (BiC), Sonya Harris, Commission Secretary**

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