



# CUSTOMER SERVICE BULLETIN

Vol. I Issue No. 27 November 9, 2020



**PRINCE WILLIAM COUNTY**

**DROP-OFF PROGRAM  
ELIGIBLE APPLICATIONS  
& PLAN SUBMISSIONS ONLY**

**BUILDING APPLICATIONS MAY  
NOT BE SUBMITTED**

PLEASE SCAN THE QR CODE BELOW TO  
REVIEW THE LIST OF ELIGIBLE  
APPLICATIONS & PLAN SUBMISSIONS  
THAT ARE CURRENTLY ACCEPTED



Collection Times  
7:45 a.m. and 3:45 p.m.,  
Monday - Friday (except on Holidays)

Please place only eligible applications  
and plan submissions in the container.  
Do not leave anything outside the  
container. No dumping please!

General Inquiries  
EAD@pwcgov.org 703-792-3091  
www.pwcgov.org

This Collection Box is Owned &  
Operated by Prince William County.

**PRINCE WILLIAM COUNTY**

**PROGRAMA DE ENTREGAS  
SÓLO PARA DE SOLICITUDES  
ELEGIBLES Y PLANES DE ENTREGA  
LAS SOLICITUDES DE PERMISOS  
DE CONSTRUCCIÓN NO PUEDEN  
ENTREGARSE AQUÍ**

POR FAVOR ESCANEE DEBAJO EL CÓDIGO  
QR PARA REVISAR EL LISTADO  
DE SOLICITUDES Y PLANES ELEGIBLES  
QUE SE ACEPTAN ACTUALMENTE



Tiempo de Recolección:  
7:45 a.m. y 3:45 p.m., Lunes a Viernes  
(exceptuando los días feriados)

Por favor sólo ponga en el contenedor  
solicitudes elegibles y planes de entrega.  
No deje nada fuera del contenedor.  
¡No arroje basura, por favor!

Preguntas Generales  
EAD@pwcgov.org 703-792-3091  
www.pwcgov.org

Esta Caja de Recolección es Propiedad  
de y Operada por el Condado de Prince William.

## Development Services Building Drop-Off Program

[Starts Monday, November 9, 2020](#)

The Prince William County Development Services Building Drop-Off Program is a service that provides customers 24/7 access to a single outdoor, weather-proof container to deliver \*eligible project submissions and permit applications, as listed [here](#) for processing by a respective Department/Agency.

### What is \*eligible?

Please visit our Drop-Off Program [here](#) for a current list of all eligible project submissions and permit applications. Please review the list carefully and note Building Applications may NOT be submitted.

### What is a public drop-off program?

A public drop-off program provides customers and the business community with a centralized, publicly accessible location to drop off \*eligible project submissions and permit applications for County review and process.

A drop-off container is typically managed by a small group of staff, administrators. The administrator(s) oversee managing the drop-off location

and distribution.

### Where is the public drop-off program located?

The drop-off container is a large, blue, metal weather-resistant mailbox located at the front door of the Plaza entrance of the Development Services Building.

Development Services Building  
5 County Complex Court  
Prince William, VA 22192

### We offer drop-off services for:

- \*Eligible applications and plan submissions (Please review the list [here](#), carefully).
- Customers who want to submit hardcopy applications after-hours and on weekends.
- Customers who do not want to wait in the building.
- Customers who use permit-runners.

### The Drop-off processes

- Please observe the posted sign on the drop-off container and scan the QR code for the latest information.
- Only \*eligible applications can be dropped-off at any time.
- Customers must label all packages clearly for the relevant Department. Please label package(s), exactly as the name of the Department, Agency, or Branch on the list below.
- Customers must include a name and working phone number on the front of the package(s).
- The drop-off container is a large, blue metal, weather-resistant mailbox located outdoors, next to the entrance doors of the Plaza entrance of the Development Services Building.
- Retrieval times are 7:45 a.m. and 3:45 p.m. Monday through Friday (except on Holidays).
- **For safety reasons, this equipment is cleaned frequently.**

### How does the review process work?

- Project submissions and permit applications are collected at 7:45 a.m. and 3:45 p.m. Monday through Friday (except on Holidays).
- All items are then placed on mail racks for each Department, Agency, or Branch to collect and process.

### What happens if I do not hear from the County?

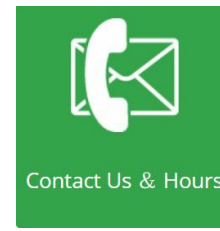
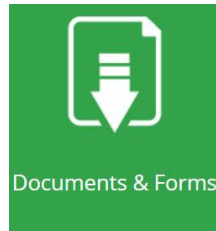
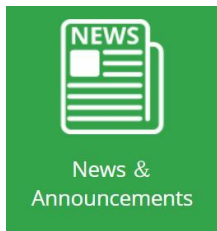
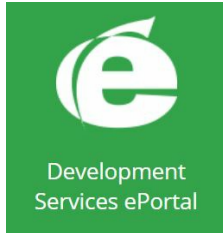
Generally, customers will be contacted within three to four days. Please contact the Department directly for any follow-up regarding a drop-off package.

### How do I know my documents are not lost?

- Each time documents are retrieved the EAD staff maintains a record log for internal control purposes notating the intended department, time/date of package receipt, number of packages, whether payment is included, etc. and submits it to the respective agency for processing.
- Please contact 703-792-3091 if you have not been contacted within ten (10) business days.

If you have any follow-up questions, please feel free to contact the Department of Development Services Early Assistance Desk, as below...

**General Inquiries Email: [EAD@pwcgov.org](mailto:EAD@pwcgov.org) Tel: 703-792-3091**



**You Can Help  
Stop COVID**



**PRINCE  
WILLIAM  
COUNTY**