



MIAMI BEACH

OFFICE OF THE CITY MANAGER

NO. LTC # 179-2013

LETTER TO COMMISSION

TO: Mayor Matti Herrera Bower and Members of the City Commission

FROM: Jimmy L. Morales, City Manager

DATE: May 20, 2013

SUBJECT: Building Department's New Miami Beach Homeowner Help Desk

We are very pleased to report that beginning Monday, May 20, 2013, the City of Miami Beach Building Department opened its Homeowners' Help Desk in the first floor lobby of City Hall, next to the Cashier's station. The purpose of the Help Desk is to provide Building Department/Permitting assistance for Miami Beach condominium or single family homeowners. The desk will be staffed from 8:30 AM to 4:30 PM, Monday thru Friday, with experienced staff members ready to provide help to our residents in navigating Building Department processes. This service will include help with forms, processing of permits, permit research, and personal assistance with necessary steps to obtain permits and inspections. This benefit is for Miami Beach homeowners only, and proof of residency/ownership will be required.

The Help Desk will be advertised aggressively on the City's web site, and via e mail, MBTV and other means. Residents wishing to reach the desk by telephone can dial (305) 673-7610, ext. 6956, or they may visit in person.

JLM/SG/MVF/SS

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