

## Spotlight Article: Virtual Permit Center

Due to the COVID-19 pandemic, City Hall does not look like it once did. While the halls are no longer bustling with customers, planners, engineers, and inspectors reviewing plans, Community Development staff is still hard at work at the new Virtual City Hall. Due to the Stay at Home order, the Virtual City Hall was opened in March 2020 to accommodate the City's residents while helping to slow the spread of COVID-19 and keep both City Hall customers and staff safe. While customers may not be able to visit the Permit Center in person for the time being, Community Development's Virtual Permit Center has been created to assist with all of the department's services digitally.

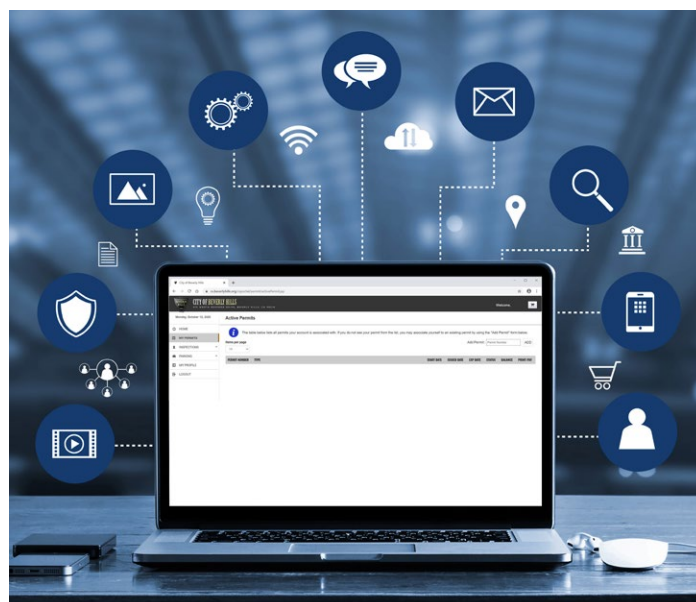
### Virtual Permit Center

While you may not be able to stop in to have a question answered or plans reviewed at the public counter, our customer service technicians are able to assist in routing your calls to the appropriate staff member to help. Staff can be reached via the Department's live call center at (310) 285-1141 from 7:30 am to 5:30 pm, Monday through Thursday, and 8 am to 5 pm on Fridays. Staff will assist with any Building & Safety and/or Planning questions directly, and ensure that you are guided to the correct division and/or individual to best serve you at that time.

Because all services are currently offered only online at this time, plan submittals, refund requests, public records requests, and more are all being conducted digitally. To initiate the process for any of these requests or submittals, customers must first email [buildingandsafetyinfo@beverlyhills.org](mailto:buildingandsafetyinfo@beverlyhills.org). There, a staff member will assist you in the next steps for the services you need, from obtaining a building permit to completing the correct forms for plan review. Questions or concerns that are directly related to the Planning division can also be sent to [cdplanning@beverlyhills.org](mailto:cdplanning@beverlyhills.org). There, a planner will assist you with the answers to your Planning questions and direct you to the correct individual, applications, or information.

### Code Enforcement and Rent Stabilization

While Code Enforcement continues to work to enforce the City's Municipal Code each day, the team is now also enforcing COVID-19 regulations as set forth by the State and the Los Angeles County Health Department, as well as the City's emergency ordinance. In



addition to standard Code Enforcement complaints and questions, individuals are encouraged to report any violations of COVID-19 regulations including a lack of face coverings, a lack of social distancing, a lack of required signage at businesses, and businesses remaining open to the Code Enforcement hotline at (310) 285-1119 or via email at [bhccp@beverlyhills.org](mailto:bhccp@beverlyhills.org).

The Rent Stabilization Division also continues to provide all services virtually and continues to assist customers with all rent control-related cases and concerns. Rent Stabilization staff is now also working with tenants and landlords regarding the City's Urgency Ordinance for Residential and Commercial Tenant Evictions. For any questions or concerns related to either rent stabilization and/or residential and commercial tenant evictions during the COVID-19 pandemic, staff is ready to assist virtually or via the phone at (310) 285-1031 or at [bhrent@beverlyhills.org](mailto:bhrent@beverlyhills.org).

### Further Information

The Community Development Department appreciates your patience as the Virtual Permit Center continues to function and operate digitally in the midst of the pandemic. For any COVID-19 related information that is not related to Virtual Permit Center operations, please visit [www.beverlyhills.org/coronavirus](http://www.beverlyhills.org/coronavirus) or call the City's coronavirus information hotline at (310) 550-4680.

## RSO Standing Article: Rent Stabilization Resources During COVID-19

On March 15, 2020, the City Manager proclaimed the existence of a local emergency. The following day, the City Council issued its Urgency Ordinance which places an Eviction Moratorium on Commercial and Residential Tenancies. The Ordinance prohibits owners from evicting tenants that have been financially impacted by COVID-19. Since the adoption of the Urgency Ordinance, the Rent Stabilization Division (RSD) has worked to inform the public and respond to questions and concerns from both commercial and residential tenants and landlords.

In addition, Rent Stabilization has worked with the City Attorney for the creation and implementation of forms for Residential Tenants impacted by COVID-19, as well as notices from Commercial Landlords informing tenants of the requirement to meet and attempt to work out payment agreements for back rent.

In compliance with the ordinance, Rent Stabilization has collaborated with Commercial Landlords and Tenants to assist the parties to schedule meetings to discuss repayment plans. The RSD works closely with the Rent Stabilization Commission (RSC) to schedule and prepare the necessary reports to the RSC to hear the appeal matters. The division also continues to monitor the City Council's modifications to the Urgency Ordinance as it works to align itself with the State and County modifications.

Rent Stabilization has worked with City Council to establish a Rent Subsidy program to assist tenants financially impacted by COVID-19 and unable to pay rent. The division continues to collaborate with the tenants and landlords of the Los Angeles County Rent Subsidy program, which is also eligible to Beverly Hills Residents.

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## Code Enforcement Standing Article: COVID-19 Enforcement Efforts

As the City continues to operate as a virtual City Hall to slow the spread of COVID-19, Code Enforcement Officers have remained in the field to help protect the community. Code Enforcement Officers have been diligently working to educate the general public and business owners about the State, the Los Angeles County, and the City of Beverly Hills' guidelines for reopening, and ensuring that all are following these requirements. While COVID-19 enforcement is a priority at this time, officers continue to respond to all other Code Enforcement complaints received on a daily basis.

### Business Compliance

Over the course of the past several months, these regulations and guidelines have continued to change, and Code Enforcement Officers must continue to stay up-to-date on the latest requirements. Officers have worked with businesses around the City to provide educational resources for not just the owners and staff, but materials to provide to ensure their customers' safety, as well.

Officers make daily visits to local establishments to verify that all regulations are being followed to ensure the safety of the City's residents. Code Enforcement Officers verify proper social distancing measures are in place, face coverings are being worn at all times, proper LA County appendices and signage are posted, and the required closures of certain businesses per the State's and Los Angeles County Health and Safety orders. They are also working to assist in the implementation and enforcement of the OpenBH Program, in which businesses are encouraged to apply for permits to



establish outdoor operations of their businesses in the City.

### General Public

Code Enforcement Officers have also been working to achieve voluntary compliance with the public for adherence to face covering requirements. The City's Emergency Ordinance requires everyone to wear a face covering when they leave their homes or places of residence for essential activities, such as taking a walk through their neighborhood, if that person has potential to come within six feet of another person that is not a member of their household. Officers are in the field all seven days of the week to ensure all members of the public are wearing face coverings, and advising them to place their face coverings on if they have not already done so. Citations are now being issued to individuals who refuse to wear face coverings in public settings.

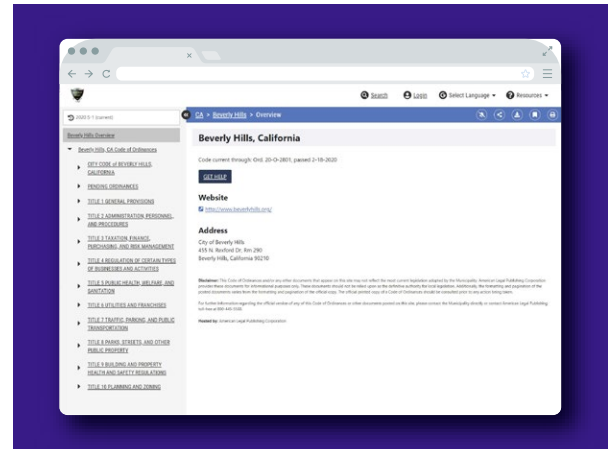
For additional information on how you can help to slow the spread of COVID-19 and all related documents and applications, please visit [www.beverlyhills.org/coronavirus](http://www.beverlyhills.org/coronavirus). The City has also established a hotline to assist with all COVID-19 related questions which can be accessed at (310) 550-4680, Monday through Friday, 9 am to 6 pm.

## Tools Corner: Accessing the Municipal Code Online

In addition to Community Development's Virtual Permit Center services online, the City of Beverly Hills Municipal Code (BHMC) is also accessible on our website. Accessing the BHMC online is as easy as visiting [www.beverlyhills.org/code](http://www.beverlyhills.org/code) and a few mouse clicks. The online version of the BHMC has also recently undergone some updates, and may look a little different than it used to.

Visiting the above website leads you to a landing page that displays Titles 1-10 of the City's Municipal Code along the left sidebar. Clicking on these Titles allows you to examine those sections of the Code further, as drop down menus appear, allowing you to explore whichever Code section that interests you.

The Development Services and Planning divisions primarily utilize the Title 9, Building and Property Health and Safety Regulations, and Title 10, Planning and Zoning sections of the Municipal Code to guide development projects in the City. Plan Review Engineers and Planners utilize these Codes to ensure that projects adhere to these regulations and follow all defined guidelines. By clicking into these areas of the online Code, the chapters for each Title will appear, and you can delve into more specific areas of the Building Code, Zoning Code, or any other area that you may wish to find information on.



If you are looking for a specific topic or Code section, the "search" feature located at the top of the page will also allow you to enter keywords on that topic. The search feature will bring up all sections of the Code that reference those keywords, and guide you to the correct area to focus on. For any questions or clarifications on Code sections that may pertain to your project, more information can be obtained from a Plan Review Engineer or Planner by calling the Community Development Department hotline at (310) 285-1141.

## EMPLOYEE SPOTLIGHT – TIMMI TWAY



I grew up in San Luis Obispo, CA and decided that I wanted to be in a larger City, so I attended USC for undergrad, studying Public Policy, Planning, and Development. After earning my Bachelor's degree, I went to Cal Poly San Luis Obispo for graduate school in City and Regional Planning. I enjoy mentoring planning students at USC, traveling, and exploring Los Angeles's diverse food scene.

I have been a planner for the City for a little more than seven years, focusing on long-range planning. I manage the long range planning activities, including any land use ordinances directed by the City Council or required by the state. Additionally, I am responsible for implementing our affordable housing program, maintaining and updating the General Plan, and providing planning support to other divisions throughout the City.

The City's Planning division does both long range and current planning. Long range planning includes working with the community to understand their long term goals for the City, as well as implementing the plans to meet these goals. Current planning includes processing of applications for entitlements for property owners that wish to do something on their properties. These requests are reviewed by staff or the Commissions, and range from plans for front yard paving to large-scale new buildings.

Current planning focuses on working with applicants to make sure their projects comply with City regulations and that the community has the opportunity to weigh in on proposed projects. A large portion of long-range planning's focus in the coming years will be related to the Housing Element. This project requires significant input and participation from the public.

One of the reasons I initially got into planning is because I enjoy working with the public to think about how to improve cities and neighborhoods and make them better places to live. I always encourage the community to stay involved in projects that are of interest to them, and to participate in the planning process. My favorite part of the job is the people. The staff and the residents that I have gotten to know over the last several years with the City are all amazing and make me proud to be part of this community.





CITY OF BEVERLY HILLS

# CDD Connection

## KEY DATES:

### City Council Meeting: Proposed Mixed Use Ordinance

► October 13, 2020 – 7 PM

Public is invited to participate in this virtual public hearing.

Please visit [beverlyhills.org/citycouncilmeetings](http://beverlyhills.org/citycouncilmeetings) to attend.

### Connect Beverly Hills: Meet me on Wilshire and La Cienega

#### Fall Virtual Community Charrette

► October 14, 5-7 PM

► October 15, 4-6 PM

For more information and to log into the virtual meetings, visit the project website at [connect.beverlyhills.org](http://connect.beverlyhills.org)

### North Portal Environmental Impact Report

#### Portal Selection and Certification of Final EIR.

► October 27 - City Council Formal Meeting, 7 PM

Meeting details and staff report will be available at [beverlyhills.org/citycouncilmeetings](http://beverlyhills.org/citycouncilmeetings)

For more information, visit the project website at [beverlyhills.org/northportal](http://beverlyhills.org/northportal)



CITY OF BEVERLY HILLS

#### Virtual City Hall Hours:

Monday–Thursday 7:30 AM–5:30 PM  
Friday 8:00 AM–5:00 PM

#### Schedule an Appointment:

<http://www.beverlyhills.org/appointments>

#### Construction Hours:

Monday–Friday 8:00 AM–6:00 PM  
Except during city holidays

#### Community Development Department:

455 N. Rexford Drive  
Beverly Hills, CA 90210

(310) 285-1141

[www.beverlyhills.org](http://www.beverlyhills.org)

Email: [buildingandsafetyinfo@beverlyhills.org](mailto:buildingandsafetyinfo@beverlyhills.org)

Email: [transportation@beverlyhills.org](mailto:transportation@beverlyhills.org)

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