

RAPID SINGLE-FAMILY VIP (RSVP)

PROGRAM PURPOSE

As a customer service initiative, the Planning and Development Department created this Information Bulletin (IB) 201 to inform internal and external customers of the new residential Rapid Single-Family VIP Program (RSVP). This program is an expedited plan review service designed to service qualifying new single-family projects.

SCOPE

The intent of the program is to provide a quality, personalized, and expeditious plan review service delivery, while partnering City staff with applicants. The program is designed to facilitate the issuance of new single-family permits the same day the project is scheduled for review. This program is available to any registered developer, homeowner, architect, engineer, or contractor. A minimum expedited plan review fee of \$200.00 per hour will be assessed to qualifying projects. Upon submittal of a qualifying project, City staff will partner with the applicant and perform a joint review of the design drawings and documentations. City staff will issue the permit if it is determined that the submittal meets the minimum building and zoning standards. Any review comments that cannot be resolved after the joint review is performed by City staff and the applicant will be documented as denial comments, and the applicant will be required to submit revisions as needed. All correction resubmittals or addendums will be reviewed within seven (7) calendar days of City staff receiving revised documents.

- The following parameters have been set to qualify for this service:
- Project must be a new single-family dwelling or duplex
- No minimum or maximum square footage requirements
- Maximum of three (3) stories (no basements)
- Must not be in a special overlay district (Historic, Floodplain, Conservation, Complex PUD, or Shared Access)
- Property must be platted or have early release approvals
- Complete permit submittal package
- Minimum of two (2)-hour review time slot may be reserved for each applicant submittal
- 4 submittals allowed per week per customer

Customers are to apply via DallasNow account and click the RSVP box once the permit application is being requested. To cancel an appointment, applicants shall submit a written request to the following City contacts: devservicesrsvp@dallas.gov or mayra.mcneely@dallas.gov. For questions and concerns please contact: 214.671.7787(RSVP) City staff will respond within 24 hours or the next business day. Review appointment dates will only be scheduled to occur Monday-Thursday, scheduled times are 8am, 10:30am or 2pm. A minimum of a two (2) hour review time slot may be reserved for each application submittal. Customers will be required to make an appointment no sooner than three (3) business days in advance and will be limited to the submittal of four (4) applications per week. Appointment cancellations must be made three (3) business days in advance. This will allow city staff to coordinate appropriate staffing levels and allow more customers to take advantage of the program. Applicants must submit online via DallasNow. Appointments are site project specific and substitution of project sites after the appointment has been made will not be allowed.

Summary

This bulletin is intended for informational purposes only and the Department reserves the right to administer the program. The Department wishes to improve permitting times by providing additional plan review options. The Department will review this program and make progressive adjustments as needed

RSVP Frequently Asked Questions

Q: What is the Rapid Single Family VIP Program (RSVP)?

A: The RSVP is an appointment-based plan review service designed for homeowners, developers, architects, and contractors to submit permits for single-family or duplex projects. Appointments are allocated on a first-come, first-served basis, and in many cases, permits can be issued on the same day as the appointment.

Q: Does my project qualify for the program?

A: Project must meet the following requirements:

- New construction of a single-family or duplex

- Maximum of three floors (without a basement or covered rooftop)
- Must not be in a special overlay districts (Complex PD, Historical, Conservation, Floodplain, or Shared Access)
- Property must be platted or have valid proof of legal build site or an early release
- A demolition permit must be approved (if applicable)

Q: How do I request RSVP?

A: Start by submitting your application through the DallasNow portal ([Accela Citizen Access](#)). When filling out the application, you will be asked if requesting RSVP, (please ensure to check the box). Once the application is received, the RSVP team will prescreen the submitted documents and provide you with the next steps to complete your request and schedule an appointment.

Q: What are the fees?

A: This program includes an additional fee of **\$200 per hour**, in addition to standard permit fees. Most appointments last approximately **two hours**, resulting in an **extra \$400** on top of regular permit costs.

All payments must be made **online via the DallasNow portal** using a **credit card**.

Q: What is the RSVP appointment like and who should be present?

A: Appointments will be conducted via Microsoft Teams, so you will need access to an electronic device that supports virtual meetings. You can join the appointment from any location, as long as you can communicate effectively and uninterruptedly with city staff and have access to the online permit portal.

Q: How long does an amendment take for approval?

A: An amendment can take up to 7 business days.

Q: Do I need to reschedule for resubmittals and how long does a resubmittal review cycle #2 take?

A: If revisions are required after your project review, a new appointment is not necessary. However, all resubmittals are reviewed in the order received. Please allow at least 7 business days for processing.

Q: How soon am I able to get scheduled for RSVP once my project is submitted?

A: Depending on the volume of submittals, we typically can schedule you 3 business days after submittal or sooner if applicable.