

FAQs - Making Repairs after a Storm

What is the Development Services Department?

The City of Corpus Christi's Development Services Department oversees the permitting and inspection of building construction, repairs and remodels.

The storm has damaged my property and it is not safe (or not secured). Do I need to wait to repair the building until I get a permit?

No, in the event of an emergency, such a natural disaster, residents are authorized to make emergency repairs to their homes and businesses without a City building permit in order to protect their property. However, the person who performed the work – whether it is the homeowner, business owner, or hired contractor – must obtain a City building permit within five business days of starting the repair.

Where do I apply for a building permit?

You can apply by email or in person. Email applications to PermitRequests@cctexas.com or visit Development Services at 2406 Leopard Street, 78408. The Department is located on the first floor of the Frost Building on the corner of Leopard Street and Kennedy Avenue near Port Avenue.

Where can I get an application for a building permit?

You can download a copy online or pick one up at Development Services.

[Residential Building Permit Application](#) (for single-family, duplex or townhouse dwellings)

[Commercial Building Permit Application](#) (for commercial, industrial and apartment projects)

Is there a fee for permits after a disaster?

Yes, standard fees apply.

What work doesn't need a permit?

Certain common repairs after a storm do not require permits, including but not limited to:

- Fences with a height of seven feet or less
- Repairing roof coverings with an area less than 100 square feet, not involving roof decking or framing members.
- Gutters
- Shutters
- Porch or balcony handrails/guardrails
- Repairs to stairs or steps
- Painting
- Flooring
- Replacement of glass in windows or doors not involving the frames and that cover less than 10% of the side of the building
- Repairing siding or wall coverings less than 10% of the side of the building
- Storm doors or screen doors

I do not have power. What do I do?

Since electricity is not a City-provided utility, contact AEP to report the power outage by calling 1-877-373-4858. **Downed power lines** should be reported to AEP Texas by calling 1-866-223-8508. In the case of restoring power to a building, if the weatherhead or meter base has been damaged or pulled away from the structure, the customer will need to have it repaired by a licensed and registered electrician before AEP can safely reconnect service.

My waterline (or other utility line) broke? What do I do?

First, determine if the water line is a public utility line or a private plumbing line. The City can only fix public utilities in the street or utility easement and does not fix service lines within private property that connect to the building. Issues with private plumbing lines will need to be fixed by the homeowner's or business owner's contractor. Issues with City-owned utilities like water, wastewater, or storm water lines or manholes should be reported to the City at 361-826-CITY.

Does my contractor need to be registered or licensed?

Yes, all contractors obtaining permits must be City-registered contractors. Homeowners who have homestead status do not need to register but need to complete a Homeowner's Affidavit. Trade contractors, like electricians, plumbers, irrigation contractors, and heating/air conditioning contractors, need to be licensed by the Texas Department of Licensing and Regulation and register with the City of Corpus Christi.

Is there a fee to register as a contractor?

Yes and no. General contractor and electrical contractor registrations are no-charge. However, trade contractors (plumbers, irrigation contractors, and heating/air conditioning contractors; not electricians) must pay licensing fees.

Are inspections of the work required for emergency repairs?

After construction, contractors are required to call for inspections. City inspectors will visit the property and make sure repairs comply with codes so that the building and its occupants will be safe.

How can I tell the repair work was inspected?

First, when an inspector shows up, he/she will be wearing a City-issued identification badge. Second, you can ask your contractor or inspector for the inspection results. Customers should report any concerns about falsified permits or inspections to Development Services at 361-826-3240.

What about windstorm requirements?

Additionally, all repairs must comply with windstorm requirements. A certified windstorm inspector or engineer needs to be part of your contractor's team to inspect the repair in order to get windstorm insurance. The windstorm inspector is expected to submit the necessary forms to the Texas Windstorm Insurance Association (TWIA). If you will need a certificate of windstorm compliance for your insurance company, verify that the product (garage door, window, siding, etc.) is eligible to be insured before your contractor purchases and installs it.

For repairs already done, the windstorm inspector or inspector's authorized representative will need to submit a WPI-3 form to TWIA to apply for a certificate of compliance for a completed improvement (WPI-8-C). The form can be found on TWIA's website: <https://www.twia.org/wpi-3-form/> Residents can also call the Texas Department of Insurance Windstorm Inspections Program at 1-800-248-6032 if they have questions about windstorm construction requirements or visit www.tdi.texas.gov/wind.

How do I pick a contractor?

- Verify the name, address, telephone number, and references of your contractor.
- Make sure the contractor has insurance or a bond.
- Get at least three written bids to compare.
- Get a copy of all written, signed agreements, and warranty terms.
- Don't make your final payment until the contractor finishes all work.
- Avoid contractors going door-to-door for repair work.
- Check with the Better Business Bureau for any complaint records on your contractor.

Beware of a contractor.....

- Who only accepts cash.
- Who only has out-of-state references.
- Who requires payment before materials are on-site.
- Who is not established.
- Who does not have insurance or a bond.
- Who offers “specials” or “extra-cheap work.”
- Who is not familiar with the Texas Department of Insurance Windstorm Inspections Program.

Contacts for Additional Information

Texas Department of Insurance Windstorm Inspections Program

For questions about windstorm construction requirements: 1-800-248-6032

FEMA

To apply for FEMA assistance, registering online is the quickest way to register since the storm event will last several days and the full scope of damages may not be evident until the storm has passed. You can register online at www.DisasterAssistance.gov. If you are unable to access the internet, you can also call at 1-800-621-3362.

For information on shelters and assistance:

211 Texas: 211

American Red Cross: 1-866-438-4636

Texas Windstorm Insurance Association

To Report a Claim or Check the Status of a Claim

Call 877-281-1431 (English) or 866-443-3144 (Spanish), available 24/7

Visit the [Claims Center](#)

Email: claims@twia.org

To Discuss Non-Claims Issues

Call 800-788-8247, available 24/7

For Agent Support

Visit the [Agent Portal](#)

Email: agentservices@twia.org

For Policy / Underwriting Support - Residential

Call 1-800-788-8247, Option 3

Email: agentservices@twia.org

For Policy / Underwriting Support - Commercial / Manufactured Home

Call 1-800-788-8247, Option 4

Email: commuwteam@twia.org

For WPI-8/WPI-8-C Questions

Call 1-800-231-5360

AEP Texas

For reporting downed power lines: 1-866-223-8508

For reporting a power outage: 1-877-373-4858

City of Corpus Christi

For reporting issues with City utilities: 361-826-CITY (2489)

Before Digging

811

211 Texas line for help evacuating and for shelters