

**From:** [Hill, Shannon](#)  
**To:** [Downtown West Project](#)  
**Subject:** FW: Please note – in accordance with the County of Santa Clara Shelter at Home Order (June 1, 2020) City facilities are currently closed to the public and the City is only providing essential City services.  
**Date:** Sunday, November 8, 2020 9:31:25 PM

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**From:** Planning <Planning@santaclaraca.gov>  
**Sent:** Saturday, November 7, 2020 4:01 PM  
**To:** Hill, Shannon <Shannon.Hill@sanjoseca.gov>  
**Subject:** Please note – in accordance with the County of Santa Clara Shelter at Home Order (June 1, 2020) City facilities are currently closed to the public and the City is only providing essential City services.

[External Email]

Your email has been received in the Planning Division email box. Please note – in accordance with the County of Santa Clara Shelter at Home Order (June 1, 2020) City facilities are currently closed to the public and the City is only providing essential City services.

Planning services, including providing public information and the processing of applications, are being provided remotely by email. **This email box will be monitored during normal work hours, Monday through Friday, 8 AM to 5 PM.** Please allow at least up to 72-hours for a response. To best serve the public, and to not duplicate staff efforts, please **do not** send multiple emails regarding the same request. Given this new method of providing service, there is a significant volume of email and response times are currently taking longer than normal. Thank you for your patience.

**Code Enforcement complaints** should be submitted [via MySantaClara](#) located on the City's website or by downloading the [MySantaClara App](#) from your mobile device.

Additionally, for more information on services provided by the Planning Division please visit the [City of Santa Clara Planning Division webpage](#). COVID-19 Updates are also available on the [City's website](#).

Planning Division | Community Development Department  
1500 Warburton Avenue | Santa Clara, CA 95050  
O : 408.615.2450

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