



Planning & Development Services

Refund & Transfer Policy

Effective Date:

April 1, 2019

Revised Date:

May 12, 2023

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Purpose

Planning and Development Services will issue a refund or transfer of paid fees for various applications, permits, or registrations.

Definitions

- **Non-Refundable fee:** A fee which cannot be refunded.
- **Non-Transferable fee:** A fee which cannot be transferred to another application, permit, or registration.
- **Refund:** Any funds returned to a customer in the form of a check or credit card refund. No refunds will be given in the form of cash.
- **Transfer:** A credit from a previously applied application, permit, or registration fee to be applied to another Planning and Development Services permit.
- **Service Charge:** The service charge amount that is retained for any processing of refunds or voids.

Process

Refund requests are subject to the following:

- 1) Any request for a refund of application, permit, or registration fees shall include a specific reason by completing the Refund Request Form provided by Planning and Development Services. The request must be received within 90 days of payment.
- 2) The following fees are non-refundable:
 - a. Electronic Document Scanning
 - b. Gas Drilling and Production Permit Application
 - c. Plan Review
 - d. Sign Application/Review
 - e. Credit Card and ACH Convenience/Service
- 3) Any refund payments originally made on-line by credit card or ACH will be credited using the same payment type.
- 4) Any refund payments originally made in person by cash, check, money order, or credit card will be refunded by paper check.
- 5) There will be no refunds of less than \$50 (before service charge).
- 6) All refunds are subject to a non-refundable service charge (see chart on page 3).
- 7) **The only time a 100-percent refund will be granted is if it is determined Planning and Development Services staff made an error when processing an application, permit, or registration or when the permit could not have been legally issued.**
- 8) Allow 30 days from the date of request to process the refund.
- 9) Send refund requests to planningrequests@arlingtontx.gov .

Transfer requests are subject to the following:

- 1) Any request for a transfer of application, permit, or registration fee shall include a specific reason by completing the Transfer Request Form provided by Planning and Development Services. The request must be received within 90 days of payment.
- 2) The request must include the permit number to which the payment was applied and the permit number to transfer the payment.
- 3) The following fees are non-transferable:
 - a. Electronic Document Scanning
 - b. Credit Card and ACH Convenience/Service
- 4) Send transfer requests to planningrequests@arlingtontx.gov .

Refund/Transfer Table:

Permit/Registration Fee Type	* Service Charge to be Retained on Refunds	Allowable Refund	Allowable Transfer Percentage
Building Permit	\$50	Remaining Amount	100%
Plan Review	N/A	Non-Refundable	100%
Impact Fees	\$50	Remaining Amount	100%
Building Permit for Electrical	\$50	Remaining Amount	100%
Irrigation	\$50	Remaining Amount	100%
Mechanical	\$50	Remaining Amount	100%
Plumbing	\$50	Remaining Amount	100%
Demolition Permit	\$50	Remaining Amount	100%
Business Registration	\$50	Remaining Amount	100%
Miscellaneous	\$50	Remaining Amount	100%
Moving Permit	\$50	Remaining Amount	100%
Modular or Pre-fabricated Industrialized Building	\$50	Remaining Amount	100%
Oversize and Overweight Vehicle	\$50	Remaining Amount	100%
Sign Permit	\$50	Remaining Amount	100%
Sign Application/Review	N/A	Non-Refundable	100%
Certificate of Occupancy	\$50	Remaining Amount	100%
Electronic Document Scanning	N/A	Non-Refundable	Non-Transferable
Gas Drilling and Production	\$50	Remaining Amount	100%
Gas Drilling and Production Permit Application	N/A	Non-Refundable	100%
Health	\$50	Remaining Amount	100%
Municipal Setting Designation	\$50	Remaining Amount	100%
Special Event Parking	\$50	Remaining Amount	100%
Platting	\$150	Remaining Amount	100%
Administration	\$50	Remaining Amount	100%
Zoning	\$50	Remaining Amount	100%

Note: Credit card and ACH convenience/service fees are non-refundable and non-transferable.