



Planning & Building Department
 250 Frank H Ogawa Plaza
 2nd Floor Cashier's Station
 Oakland, CA 94612

Cashier Unit: 510-238-4774
 pbdcashier@oaklandca.gov

REFUND REQUEST INFORMATION SHEET

❖ General

- Applicants shall complete a refund request form and submit it with a copy of the applicant's receipt, credit card statement, or canceled check to the Cashier's Station. Please call (510) 238-4774 for questions on how to submit your request.
- Checks are issued by the Finance Department to the payer, as identified on the receipt or permit tracking system.
- Refund checks will be delayed by the Finance Department if there are other outstanding fees due to the City.
- Refunds will be mailed to the address on the refund request
- Refunds take up to ninety (90) days to process.
- Applicants may appeal the City's refund decision pursuant to Oakland Municipal Code ("O.M.C." Section 15.04.1.125.

❖ Criteria

- Refunds are based on the following schedule:
 - ✓ A Refund Request received more than one year after payment was received, except for bonds, are not permitted.
 - ✓ Please note that refunds on plan check, site plans and parking reviews will be evaluated based on the schedule in the table below.

Table: Refund on Plan Check, Site Plan & Parking Review

| Process Timeline | Maximum Refund (Up to) |
|--|------------------------|
| After Plan Routing & Start of Review | 80% |
| After 1 st Review and Comment on Building Code Issues (Architectural, Energy & Accessibility Compliance) | 50% |
| After 1 st Review and Comment on Structural Code Issues | 30% |
| After 2 nd And Subsequent Reviews on Building Code Issues | 10% |
| After Completion of Review and Comment and Ready for Permit Issuance | 0% |

- Certain fees are not refundable
 - ✓ Filing fees
 - ✓ Stop Work fees
 - ✓ Zoning Clearance
 - ✓ Escrow lien-payoff (demand) fees
 - ✓ Duplication and archive retrieval fees
 - ✓ Application and permit extension fees
 - ✓ Repeat offender, compliance plan, 3R report, certificate of occupancy, abatement permit, and similar fees related to a Code Enforcement action
 - ✓ Extra inspections
 - ✓ Previously collected permit fee once an extension has been granted (as stated on extension form)