

Permit Refund Process

Contractor requesting refund:

If the person requesting the refund is the contractor, they will need to submit a refund letter. It is required to be submitted on the contractor's company letterhead (the contractor of which the permit belongs to) and their signature. If the company does not have a company letterhead, then a scanned copy of a business card is acceptable and the refund letter may be typed on the document. The refund letter should include the reason for the permit refund, the permit number that is being refunded. If it is a duplicate permit, please list the permit number that you are working under.

Homeowner requesting refund:

If the person requesting the refund is the homeowner, they will need to submit a refund letter with their name, address, phone number, and signature. The refund letter should include the reason for the permit refund, the permit number that is being refunded. If it is a duplicate permit, please list the permit number that you are working under.

The refund letter can be mailed, faxed, emailed, or hand delivered to the office. Faxed refund letters are preferred. Refunds are usually processed in about a week, sometimes quicker. If you paid for the permit by a credit or debit card, it will take a little longer to receive the refund.

Please allow three to six weeks for your refund. Refund requests and questions should be submitted to Lesia Howard.

Lesia Howard

Office: 336-734-1247

Fax: 336-727-2792

Email: lesiah@cityofws.org

Mailing address:

City of Winston-Salem, Inspections Division

Attn: Lesia Howard

100 E. 1st Street, Suite 328

Winston-Salem, NC 27101