

Development Service's FAQ's

1. Q. How do I get a permit?

A. All permits are applied for online through MGO (My Government Online). There is a link on the city's website (www.kerrvilletx.gov) to MGO and you can request a copy of the Customer Help Guide either from MGO or from Development Services staff. The guide walks you through the process of setting up an account with MGO and applying for a permit. It also provides the website address and a tech support number for assistance. The help guide is available in both English and Spanish. Requirements for permits are also included in the online application. Any structural work being done or mechanical, electrical, or plumbing work requires a permit. If you are not sure whether or not a permit is required, simply call the Development Services office at 830-258-1514 before starting any project.

2. Q. Do I need a permit for a fence?

A. Yes. All new fences and repairs that are over 50% of an existing fence require a permit. Fences exceeding 7 feet high also require engineered drawings. No structure in excess of 30 inches in height may exist between the front wall of any building and the front property line, except that ornamental fencing up to six feet in height is permitted. Ornamental fencing does not include chain link fencing, which is prohibited. No element of the fence may create a visibility obstruction or otherwise interfere with pedestrian or vehicular circulation.

3. Q. Do I need a permit for a storage building?

A. For residential storage buildings, if the storage building is over 200 square feet, it requires a permit. This applies whether the storage building is built from the ground up or if it is a pre-built storage building. For storage buildings under 200 square feet, although a permit is not required, the storage building must be 5 feet from any property line and must be 5 feet from all other structures on the property.

4. Q. How do I register as a general contractor?

A. There are two types of general contractor licenses: 1) Annual General Contractor License; 2) One-Time General Contractor License.

To apply for an annual general contractor license, you must complete a registration form and provide a \$5,000 surety bond. The fee for a new registration is \$300.00 and the annual renewal fee is \$100.00 due on or before December 31st of each year. Renewal fees received after the 31st will be subject to a \$200.00 late fee. Contact the Development Services Department to request a registration form. Please note renewable licenses are only good for the calendar year in which they are issued. For example, if you register for your license on 07/6/23, the license will still expire on 12/31/23. Registration fees will not be prorated.

A one-time general contractor license is good for only one project and costs \$150.00 which is added to the final permit invoice prior to the permit being issued. This is a good option if you do not plan on doing a lot of work inside the city limits. However, you can choose this option for every project even if you plan on doing multiple work if you so choose.

5. Q. How I register as a sub-contractor (mechanical, electrical, plumbing, irrigation, backflow, and third party energy raters)?

A. To register as a sub-contractor, call the Development Services Department to obtain a registration form. Complete form and return with a copy of your license(s) and a certificate of insurance made out to the City of Kerrville. Irrigators, backflow, and third party energy raters do not require a certificate of insurance. There is no fee to register with the City as license fees are paid to the state.

6. Q. How do I schedule inspections?

A. Inspections for your project are scheduled directly on the [MyGovernmentOnline.org](https://mygovernmentonline.org) site. Please see page 11 of your [MGO Customer Help Guide](#).

7. Q. What is the status of my permit?

A. Log into your MGO (MyGovernmentOnline.org) account and click My Account. Find the appropriate permit, select View Permit and click on the tab that says Requirements. This will show any outstanding items.

8. Q. How do I verify what zoning district a property is located in?

A. Visit KerrvilleTX.gov and select "I Want To". Then click on Kerrville Property Map. From here you can choose Current Zoning from the layer list on the bottom of the screen. Enter the address you're researching in the search bar on the top left and hit enter. The map will now show the location and zone. If you click on the address on the map it will show additional detail such as Zoning Code and Land Use Table.

9. Q. What is the phone number for the local office of the TX State Department of Health Services?

A. 830-896-5515. If you need an environmental health permit for a restaurant or mobile food unit you may contact Development Services at 830-258-1514.

10. Q. How do get a new address, have an address verified or change a physical address?

A. Contact Development Services at 830-258-1514 and request an Address Form. Submit completed form to planning.division@kerrvilletx.gov.