



GUARANTEED EXPRESS PERMIT PROGRAM (GEP)

Effective July 1, 2002, the Los Angeles Department of Building and Safety (LADBS) is implementing the Money Back Guarantee Express Permit Program for all customers who apply for Express permits at our Construction Services Centers.

The money back guarantee program was introduced by Mayor James Hahn for residents, small business owners, and the development community who want to obtain “Express” permits for construction. Customers are guaranteed to be served within 60 minutes or they will get their money back. The City Ordinance No. 174610 amending the Los Angeles Municipal Code to provide for permit fee waivers to guarantee the timely issuance of Express Building Permits was adopted on May 15, 2002.

Under the Guaranteed Express Permit Program (GEP), the Department shall offer a walk-in Express Permit customer a money back guarantee if:

- **the customer waits longer than 30 minutes for service to begin;**
- **the customer waits longer than 60 minutes for the processing of the permit from the time that service begins.**

GEP Program Guidelines

If a customer waits longer than the time limits, and the wait can be verified through the use of electronic equipment, then the Department shall waive the permit fee.

Program Limitations

- **The GEP applies only to those permits issued at the Express Permit Counter.**
- **GEP does not apply to e-Permits and is limited to one permit per person, per permit application.**
- **GEP does not apply to those permits requiring clearance or review by other agencies.**
- **The GEP program shall be suspended during power failures, computer system failures, or during times of emergency including but not limited to fire, earthquake, or other manmade or natural disaster.**