



# Customer Assistance – Records Research Form

DevelopmentATX.com | Phone: 311 (or 512-974-2000 outside Austin)  
For submittal and fee information, see [austintexas.gov/digitaldevelopment](http://austintexas.gov/digitaldevelopment)

**Download document before entering information.**

Date: \_\_\_\_\_ Sign-In Time: \_\_\_\_\_ Phone Call Time: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

\*Email: \_\_\_\_\_

**\*Orders for plans to be sent out for copies require email confirmation before they are ordered, so please ensure email address is included.**

Request (*select one*):  Telephone Request: 2-3 Day Turnaround  
 Drop-Off Request: 2-3 Day Turnaround  
 Assistance Requested

Records (*select one*):  Site Plan     Zoning     Subdivision  
 Building Permit Plans     File     Mylars/Plans     Not Sure

File Number: \_\_\_\_\_

Project Name: \_\_\_\_\_

Project Address: \_\_\_\_\_

Additional Information: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**NOTE: There will be a fee assessed when ordering files that are not stored on site and need to be ordered from COA records storage. This fee will be due before the files can be ordered. Due to space restrictions, once these files are received by the research team, the applicant will have 10 business days to pick them up or the files will be returned to the storage facility with no refund.**

## For Office Use Only

<input type="radio"/> Pending	<input type="checkbox"/> Storage Pull (waiting on storage)	Requested on: _____
Remarks: _____		
<input type="radio"/> Completed	Date: _____	
Remarks: _____		
<input type="radio"/> Material Not Found		
Remarks: _____		
Associate: _____	Time In: _____	Time Out: _____