

## **CONCIERGE SERVICES**

The creation of the Concierge Services Program supports the Mayor's "Back to Basics" agenda and is designed to enhance customer service at our Development Services Centers by assisting those who need help with navigating through the permitting process.

### **The Concierge Program consists of:**

- Providing a "Road Map" to customers who are unfamiliar with the permitting process
- Walking around the Development Services Centers and actively engaging with customers to determine if further assistance can be provided
- Providing in-depth service for customers that are referred by City staff
- Providing customers with information on what to expect as they wait in line at the counters
- Preparing customers with the correct information, forms and applications needed for the counters they are waiting for
- Establishing and maintaining a network of supervisors from all development permitting counters to ensure customers will be referred to the correct place
- Assistance to Small Businesses
- Providing information to customers with orders to comply issued by LADBS Code Enforcement and LA Housing

Please visit our Concierge Services Desk at the following locations for more information:

**METRO**  
Development Services Center  
201 N. Figueroa St., 4th Floor  
Los Angeles, CA 90012

**VAN NUYS**  
Development Services Center  
6262 Van Nuys Blvd., Room 251 (2<sup>nd</sup> Flr)  
Van Nuys, CA 91401

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