

**Date : 12/1/2021 7:15:06 AM**  
**From : "Quyen Phan"**  
**To : "James Harris"**  
**Subject : Re: 83088 BOE Report**  
**Attachment : facebook-256.png;instagram\_new1600.png;2015\_BOElogo\_Color\_Medium.jpg;**

You are welcome James.

On Wed, Dec 1, 2021 at 7:00 AM James Harris <[james.harris@lacity.org](mailto:james.harris@lacity.org)> wrote:

Good morning Quyen.  
Thank you very much.  
Jim



**Jim Harris**  
**Major Projects**  
**Los Angeles City Planning**  
221 N. Figueroa St., Room 1350  
Los Angeles, CA 90012  
T: (213) 978-1241 | [Planning4LA.org](http://Planning4LA.org)



On Mon, Nov 29, 2021 at 3:01 PM Quyen Phan <[quyen.phan@lacity.org](mailto:quyen.phan@lacity.org)> wrote:

Hi James,

Attached is the 83088 BOE report. Please let me know if you have any questions.

Quyen Phan, P.E.  
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**PLEASE NOTE:** In order to serve you better, requests and questions are no longer accepted via phone or email.

The Bureau of Engineering (BOE) has a new online Customer Service Request (CSR) application to receive all inquiries and requests that do not already have an avenue for submission in other BOE web applications. These include requests for clearances related to City Planning or LADBS building permits.

The CSR application, and all other BOE applications, are accessible through our online portal, which can be found at <http://engpermits.lacity.org/>.

The normal response time for CSR requests is one to three days, with a maximum of about a week during unusual periods. Requests are taken in the order received and are monitored closely to ensure that all are responded to. You will be notified by email when there is a response and can log in any time to check the status.

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