



Email Etiquette for gogreen@monterey.org

Currently all plans and documents in the Building Division are received through email to gogreen@monterey.org. As a result, this office can receive anywhere from 50-250 emails in any day. For our team to be able to process your request efficiently and accurately, we need to be able to understand the request and have all the pertinent information available in one spot. When there are multiple emails with multiple attachments or missing information, it can result in misunderstandings, delays, and inaccurate responses.

Following are some basic guidelines that will help us be more responsive:

- Include the address and permit number (if one has been assigned) in the SUBJECT LINE
- Include a MESSAGE in the body of the email (don't just send random files without an explanation)
- Whenever possible, keep follow up emails on the SAME THREAD
- If you are submitting a document pursuant to a staff request, please include an explanation and let us know the ACTION you are requesting from us
- We only accept PDF documents. Please convert your files to that format
- PDF files for plans shall be one document. Please do not send your plan sheets individually. Each different document type shall be its own pdf (engineering, water permit, etc)
- Include your role relative to the subject (owner, applicant, architect, contractor, etc)

This should cover about 95% of the email issues we encounter. Thank you for your patience.