

## **CitizenServe Q&A – City Clerk’s Office:**

### **Controlled Livestock Grazing License**

#### **1. Why do I have to get a license/permit from the City of Dubuque?**

- a. The City of Dubuque is required to abide by and enforce city ordinances. These ordinances are laws passed by the city council that establish rules and regulations related to the safe and effective governance of the municipality. They are designed to promote and ensure the safety of our residents and any visitors. The permitting and licensing process is governed by city ordinance and the City Clerk’s Office is one of several city departments charged with ensuring compliance with it.

#### **2. The application process is available both online and in paper format. Do I have to submit it on the website?**

- a. No, submitting an online application is not *currently* required. Paper applications are available in the City Clerk’s Office. However, the online application allows you to provide all pertinent information in an easy-to-use electronic format and make payment on the website. Once you pay and submit your electronic application, it is automatically received by our office. The online process can save time and, as a result, your application can be processed more quickly.

#### **3. How long does it usually take for my application to be processed?**

- a. Once received, the application is processed within 7 business days.

#### **4. What does it mean when it asks me to upload “Property Information”?**

- a. Complete and upload the Property Contact Information Notice (link available in the online application form).

#### **5. Do I have to pay the application fee when submitting my application?**

- a. Yes, all fees are required at the time of submittal. Applications are not processed until payment is received.

#### **6. Is my application and background check fee refundable?**

- a. No, the fees cover administrative processing and background checks.

#### **7. How will I receive my permit/license?**

- a. Once approved, you will receive your permit/license via email. It will be sent to the email provided by the applicant in their application.
  - i. If the applicant does not have an email, the permit will be printed and either picked up by the applicant or mailed to them.

#### **8. What happens if my application is denied?**

- a. You will be notified via email with a letter explaining the denial and any further processes/options available to you as the applicant.

b. All fees are non-refundable.

**9. How soon do I need to submit my application in order to ensure that it is issued by the time I need it?**

- This is an annual permit. Renewal permits need to be obtained before expiration date each year.

**10. NOTE: It is the **applicant's responsibility** to apply for and secure all required departmental permits. Each department must confirm that their specific requirements have been met before the license can be approved.**

**11. What happens if I don't get my application submitted within the required timeframe?**

- You cannot begin your activity until the permit has been issued. Operating without a license is a violation of city code and may result in fines, penalties, or other enforcement actions.

**12. If the permit for which I am applying also requires applications from other city departments, can I submit everything to the City Clerk's Office?**

- Please submit applications that are not for the City Clerk's Office directly to those respective department(s). To ensure timely processing and that you are submitting all required documentation and following their specific guidelines, please reach out directly to the department responsible for that process.

**Contact Information:**

City Clerk's Office: 563-589-4100

Planning Services Department: 563-589-4210

- Temporary Use Permit
- Fence Location

Health Department: 563-589-4181

- Noise Variance Permit
- Animal Control

Inspection & Construction Services Department: 563-589-4150

- Temporary Sign Permit
- Fence Permit

Engineering Department: 563-589-4270

- Public Right of Way

**13. If I can't upload documents on the electronic application, what do I do?**

- You may submit those documents to the City Clerk's Office via email or in paper format and we are happy to upload them to your application. **Please note, do not send documents containing personally identifying information (i.e. social security number, etc.) to our office via email.** If you need to electronically send anything to us with private information,

please let us know and we can provide you a secure link with which you can securely upload your documents to us.

- i. Contact Pam McCarron at [pmccarro@cityofdubuque.org](mailto:pmccarro@cityofdubuque.org) for assistance.

**14. What is a Surety Bond and where do I get one?**

- a. The surety bond is a type of insurance that protects the buyer and seller related to sales/transactions. You should reach out to your insurance provider to ask if they issue surety bonds.

**15. Is a Surety Bond and the Certificate of Liability Insurance the same?**

- a. No, they are two different types of coverage. This application requires a Surety Bond. If your agent has questions, please have them contact our office directly.

**16. What if I want to change locations?**

- a. After the permit is granted, the Contractor must notify the City Clerk's Office each time they intend to service a property within city limits. The notice must be submitted at least 48 hours prior to beginning work at that property and include the following:
  - i. Property address
  - ii. Property owner name and contact information
  - iii. Estimated timeframe that the livestock will be servicing the property and the temporary structures will be present on the property
  - iv. A map which notes where the livestock will be working
  - v. The type of temporary fence that will be used at the site (non-electric, electric or virtual).

**17. Will my application carry over from year to year?**

- a. No, a new application is required annually, prior to the current permit expiring. All required documents must be submitted with each new application. The City Clerk's Office does not retrieve documents from past submissions. It is the applicant's responsibility to provide the required current documentation for every application they submit.