

Frequently Asked Questions about Facility Permits/Applications:

New Applications:

1. How long does the new application process take?
A) *The processing time for new applications is **90 days**.*
2. Will I receive a notice that my application is being processed?
A) *If you would like to know what day your application is received in our office, we recommend sending it using a carrier that offers an option for tracking.*
 - *A cursory review of your application will be completed within 7-10 business days of receipt. If the application is complete an email will be sent to the application contact person confirming receipt of the application and details regarding further review. If your application is not accepted for processing, it will be mailed back to the application contact person with a letter of explanation.*
 - *During the review process if our office has any questions or concerns regarding your application **ALL** communications will be with the application contact person only. We do not provide repeated status updates.*
3. I received a new application deficiency notice, what does that mean?
A) *During our review process we found that your application was missing documentation or clarification was needed to continue the processing of your application. You have 30 days from the date of the deficiency notice to submit the requested information or your application will be considered abandoned and removed.*
4. What if my entire application was returned to me?
A) *This means that your application did not include all the required items on the checklist. You will need to review the provided letter and checklist, and once you have a correctly completed application you may resubmit it to our office for review.*

Renewals:

1. When do I renew my facility permit?
A) *All facility permits expire on 12/31 of each year. The renewal must be submitted to our office before the expiration date.*
2. How do I submit a renewal for my facility permit?
A) *All renewals must be submitted through the online portal that can be found on our home page <https://www.albop.com>*
3. When can I submit my renewal?

- A) *The online renewal portal opens each year in early September. We recommend submitting your renewal as early as possible to allow for processing and to prevent any potential interruptions in your daily operations.*
4. How long does it take for my renewal to be processed?
- A) *Renewals are reviewed within 7-10 business days from date of online submission. Once the renewal is approved the expiration date will be updated and the new hard copy permit will be mailed to the permitted facilities address by USPS.*
5. What happens if my renewal was incomplete or there was a problem?
- A) *A deficiency notice will be sent by email to the renewal contact person that was provided during the renewal process. The deficiency notice will list all concerns/issues and instructions for submission. All deficiencies must be submitted to our office within 30 days of the notice date listed on the form.*
6. I returned my deficiency notice and all needed information. When will my renewal be approved?
- A) *Returned renewal deficiencies are processed in 7-10 business days from date of receipt in our office. If you would like to have a record of delivery, please use a carrier that offers tracking.*
7. How can I tell if my renewal has been approved?
- A) *You can use the online verification option to see if the expiration date of your permit has been updated.*
- *To access the online verification go to our home page <https://www.albop.com> and click on the Online Services tab. Then select Business Verification and enter the requested details. Once you find your facilities permit click the print icon to view the full permit details.*
8. We did not complete our renewal by the expiration date and now our permit is Inactive.
- A) *From January 1st -31st you can still complete your renewal through the online portal on our homepage <https://www.albop.com> . Please note that late fees are applied and that there could be possible disciplinary action.*
- *Starting February 1st the online portal is closed and you must request a reinstatement packet by email kpickett@albop.com .*

Change of Ownership Applications:

1. How long do we have to report our change of ownership?
- A) *The change of ownership application must be received in our office within 10 days of the effective date of the change of ownership.*
2. Can I submit the change of ownership before the effective date of the change of ownership?
- A) *No, you must provide the required items on the application or your application will be returned as incomplete.*

3. What if I do not have all the items on the checklist at the time of submission?
 - A) *You must have the 3 required items at the time of submission. If you are not able to provide the remaining items at the time of submission a change of ownership completion form will be sent to the application contact person.*
4. What does it mean if I receive a change of ownership completion form?
 - A) *This form is sent to the application contact person to inform them of the documents that are outstanding for the completion of the change of ownership application. The applicant has 60 days from the date of notice to submit all needed documents per the instructions on the notice.*
5. How long does it take to process a change of ownership application?
 - A) *The application will be processed in 7-10 business days from receipt in our office. If your application is not complete the change of ownership completion form will be sent to the application contact person. Once all documents are received and processed a notice of completion will be sent to the application contact person.*
6. Will I receive a new permit?
 - A) *New permit is not issued unless there is a change to the name or address of the applicant facility.*