New Single-Family Dwelling/Duplex

2022 Online Application Process

Raleigh

PLANNING AND DEVELOPMENT
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Apply

1. After customer has logged in, Select the Apply button
2. Under PERMITS select All

3. Start type “New Single...”. You don’t have to type it out in full.
5. Click the Apply button.
6. Select the Add Location card.

7. Enter the desired address.
8. Select the desired Address

9. Click Apply.

10. At this time, the system is verifying the parcel and weather or not you can apply for this permit at this location. This process can take up to 30 seconds before the Next button is enabled (clickable). If the system has successfully verified the parcel information, the Next button will brighten up and become clickable. Please click Next.
Type

11. Enter the appropriate description.

12. Click Next.
Contacts

13. Owner, GC/E/P/M contractor contacts are required. Click on the appropriate contact card to begin adding the contact.
14. The contact type you are entering is listed at the top of the Add Contact page.

15. Search for the desired contact.

16. Click the Add button next to the desired contact.

17. If additional contacts need to be added that are not required, select the appropriate contact type and then click on the card. Repeat steps 15 and 16.
18. When all contacts have been entered, click Next.

- A current performance bond ($5,000.00 minimum)
- Current general liability insurance

If the documents are not up to date, no permits can be issued. If it is determined during the review process that a Right-of-Way permit is needed, you will be notified and can provide that information prior to permit issuance. Please contact the Customer Service Center at dso.help@raleighnc.gov and provide digital copies of the required documentation.
19. Enter information in all relevant and required fields. When all relevant and required fields have been entered, click Next.

MORE INFO

Residential Infill Compatibility (UDO 2.2.7)

If your project must comply with residential infill compatibility (UDO Section 2.2.7) it will be subject to more restrictive setback and height requirements. A foundation survey may be required for this project. For more information about residential infill compatibility visit the Residential Infill web page.

NOTE:
- If you are not sure if your property meets the infill standards, you may submit an Infill Verification request form via the Permit and Development Portal.
- There is a $45 fee for this request.
Attachments

20. Attach all appropriate and required files by clicking on the attachment card.

21. If additional files need to be added, select the desired file type and click on the card to locate the file to be uploaded.

22. Once all files have been attached, click Next.
23. Applicant must type or scribe their name to proceed. Click Next when complete.
Review and Submit

24. Review data entered by scrolling down. If any information needs to be changed, click the Back button at the bottom left side of the screen until you have accessed the desired screen(s). Otherwise, click Submit.

Submitted

25. Click the Continue to permit button to view your submitted permit information. At this time, no other changes can be made to your permit. You will need to contact a member of the Development Services team to update any needed information. Each listed contractor will receive an email identifying them as a contractor of this permit.
Permit Summary

26. Click on the various tabs to view your submitted information.

Email to contractors (GC, P, M, E)

When the online permit application is submitted, each contractor (GC, P, M, E) will receive an email permitting that they have an email address associated to their contact.

City of Raleigh: New Permit Application Submitted

To: [email address]

CC: [email address]

From: [email address]

Message:
This email is to notify you that you have been listed as a Mechanical Contractor on the permit application BLDR-023749-2021 with the address of [address].

If you are unaware of this permit application, please contact ds.help@raleighnc.gov or 919-996-2500 to notify staff that you or your organization should not be associated with this permit.

Regards,

Customer Service Center
Planning and Development Department
City of Raleigh
Requires Resubmit

When a review requires resubmittal or additional information, will receive an email like the email below:

```
Message:
REF: CASE #BLDR-023832-2021

Dear Customer,

The plan review cycle for the above referenced case requires resubmittal.

Please login to our customer portal to track your application progress, see review comments, make payments, locate approved plans, etc.

https://permitportal.raleighnc.gov/

Please remember that at this time the portal cannot be used for a resubmittal. Resubmittals must be done via the same email address where the initial submittal took place.

For example:
CommercialBuilding@raleighnc.gov
DowntownDS@raleighnc.gov
SiteReview@raleighnc.gov

Thank you,
Your Development Services Team
City of Raleigh

ITLM: GLOBAL - PM - 1b Plan Review Complete (Fail)
```

When the customer logs into the portal and locates the respective record, they will see a red bubble on the Review and Attachments tabs. You will also see updates in the Workflow and Available Actions sections.
Reviewing Corrections

Corrections can be viewed on the Review tab, Permit Corrections Report, and the Markups feature. Customers will still need to open the plans needing to be resubmitted for any appropriate markups.

Reviews Tab

Customers can view the corrections by expanding each one individually.

1. Click Reviews.
2. Click on the desired review to expand it.
3. To view each correction, comment, and/or recommendation, click on each review in the Plan Review.
Customers can view all their corrections report and review files under the attachments tab.

1. **Click on the Attachments Tab.**

2. The files needing to be resubmitted have red bubble with an explanation mark in it.

3. If the reviewer provided additional resubmittal instructions for a file, it will be located below the status of the file.

4. Review the corrections report under Attachments for a summary of corrections. It's possible that there are multiple Permit Corrections Reports listed, select the one with the most recent date.
**Markups**

If a document includes markups on the attachment, customers will see a Markups button on the appropriate attachment card. This will display the Markup comments in a list form. The corresponding page number will also be included.

Users can also open the files needing to be resubmitted to view the markups in detail.

**Resubmitting Files**

Do not start this process until you are truly ready to resubmit the files.

To resubmit files:

1. Click the Resubmit button of the appropriate file.
2. There will be three steps to complete, Files, Reviews, and Resubmit.
3. Files Step – customers have another opportunity to view the documents and their markups. Click Next.

4. Reviews Step – The customer must acknowledge each correction. The system does not allow resubmittal until the customer acknowledges the correction. When complete, click Next.
5. Resubmit – Click the Select File button for each file. You will navigate to the location of the file and attach it to the resubmittal. If the reviewer has asked that you submit additional files, click the ‘Include additional new file?’ slider.

Select the appropriate file type. If the file type needed is not listed, use the ‘City of Raleigh Detail’ file type for all others.
Click on the card to navigate to the appropriate location for the additional file. If additional files are needed, then repeat the step above. Click Submit.

6. Once the files load, click Close.
7. You will return to the permit. The Review tab will still have the red bubble until the next review cycle begins.

8. To view the previous file submittals, click the History button on the file card.
Customers will receive an email stating that the Plan Review is approved. It may take a few days before the customer can see their approved plans online. At which time, they will be able to pay any outstanding fees.
Planning and Development Customer Service Center
ds.help@raleighnc.gov
(919) 996-2500